



Accessibility Plan

September 2005



Making Way

For Ontarians with Disabilities

 Region of Peel
Working for you



The Regional Municipality of Peel Accessibility Plan – September 2005

2005 ACCESSIBILITY PLAN

INTRODUCTION

This document represents the update to the Region of Peel's second *Accessibility Plan - September 2004* which was endorsed by the Peel Regional Council on October 7, 2004.

This third Accessibility Plan for the Region has been prepared based on information gathered from: strategic level consultations with the Joint Peel-Caledon Accessibility Advisory Committee (AAC); the Region of Peel Accessibility Planning Program; and information submitted by Regional departments.

As detailed in the previous plan, the overall goal of the AAC and the Region's Accessibility Planning Program is to incorporate an accessibility component into the Service Strategy and Business Planning processes of each department, and by extension, the Regional Corporation as a whole. This practice, which will allow the Region to systematically integrate accessibility planning into existing departmental operations, is currently being implemented.

Similar to last year's Plan, the 2005 Accessibility Planning Program Plan has also used a format similar to the departmental Service Strategy Business Plans to enable staff to identify projects from the Accessibility Plan and link them with the accessibility projects listed in their departmental business planning. This has enabled the Accessibility Planning Specialist to monitor and report on the progress of departmental accessibility initiatives in a systematic manner. At the same time, this document continues to address the reporting requirements within the Ontarians with Disabilities Act, 2001 (ODA) and details the recently proclaimed Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Another new development for integrating accessibility planning into existing departmental processes was the creation of the Barrier Identification and



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Tracking Tool (BITT). The BITT is an on-line tool that receives, consolidates, and manages accessibility barriers identified by all Region of Peel employees. The information collected through this data base will be used to manage departmental accessibility tasks by prioritizing and planning for improvements during the Service Strategy and Business Planning Process.

In the creation of the first and second Accessibility Plans, the AAC identified attitudinal barriers as one of the key barriers to address. It was recommended that disability education and sensitivity training sessions be provided to address these barriers. Six of these training sessions were organized and delivered for Regional staff at three separate Regional locations.

This third Accessibility Plan represents the on going process of ensuring the programs and services of the Region of Peel become fully accessible for individuals with disabilities. As an organization strongly committed to integrated processes, the Region of Peel will continue its efforts to identify and remove existing barriers while laying the foundation for the prevention of future barriers.

This third Accessibility Plan document reflects the continued dedication of the Region of Peel to meeting the commitments made within its Strategic Action 5.4, **“Contributing to creating a receptive, accessible community that ensures full participation of individuals with disabilities”**.

Accessibility Planning Program

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A. Background

A.1 Preparing the Service Strategy Business Plan

This plan was prepared by the Region of Peel’s Accessibility Planning Specialist in consultation with the Joint Peel-Caledon Accessibility Advisory Committee, the Commissioner of Corporate Services and Regional Solicitor, the Director of Strategic Planning, the Regional Clerk and Director of Clerk’s, and departmental staff.

A.2 Key Contacts

Joint Peel-Caledon Accessibility Advisory Committee (AAC)

Membership

Glenn Barnes (Chair, Community Member)
William Goursky (Vice Chair, Community Member)
Maureen Tymkow (Community Member)
Harvinder Bajwa (Community Member)
Terri LeRoux (Community Member)
Marlowe Horn (Community Member)
Naz Husain (Community Member)
Emil Kolb (Regional Council Member)
Pat Saito (Regional Council Member, Mississauga)
Richard Paterak (Regional Council Member, Caledon)
Sandra Hames (City Councillor, Brampton)

Committee Contact Information

Joint Peel-Caledon Accessibility Advisory Committee (AAC)
aac@peelregion.ca

Jeff Payne, Legislative Coordinator, Accessibility Advisory Committee
905-791-7800, ext.4697
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Regional Accessibility Planning Program Staff

R. Kent Gillespie, Commissioner of Corporate Services and Regional Solicitor,
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kent.gillespie@peelregion.ca

Charlotte Gravlev, Regional Clerk and Director of Clerk's,
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cgravlev@peelregion.ca

Meenu Sikand, Accessibility Planning Specialist,
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Municipal Contact Information

The Regional Municipality of Peel
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9
905-791-7800
www.peelregion.ca

A.3 Additional Information

This Accessibility Planning Program 2006 Service Strategy Business Plan (SSBP) document will serve as the Region of Peel's third Accessibility Plan as per the municipal requirements under the *Ontarians with Disabilities Act, 2001* (ODA). The ODA, 2001, requires that each year Regional Council prepare an accessibility plan and seek the advice of its Accessibility Advisory Committee in doing so.

On September 18, 2003, Regional Council approved its first Accessibility Plan. On October 7, 2004, Regional Council approved the second Accessibility Plan developed using the Service Strategy Business Planning (SSBP) process used throughout the Region for its various programs and services.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was enacted. The AODA, 2005, requires the development of accessibility standards with the goal of leading to an accessible Ontario in 20 years. However, the legal obligations under the ODA, 2001, remain in force until the Act is repealed.

Similar to the second Plan, the third Accessibility Plan, once approved by Regional Council, will also be converted into alternate formats and will be published on the Regional Web site www.peelregion.ca

B. *Description of Current Services*

B.1 Program Location Map

Accessibility Planning Program staff are located at 10 Peel Centre Drive, Brampton.

B.2 Profile of Current Services

Program Support & Coordination

The Accessibility Planning Program coordinates implementation and development of annual accessibility plans as well as providing support to the Region and all Regional departments in assessing and ensuring that services, programs, projects, and policy initiatives address accessibility for citizens, customers, and employees with disabilities.

B.3 Description of Clients/Customers

Regional Departments

Accessibility Planning Program provides accessibility advice and informational support services to all Regional Departments.

Regional Employees

The Region of Peel's diverse workforce has approximately 3200 employees who deliver programs and services to over one million Peel residents.

Prospective Employees

All individuals who wish to seek employment at the Region of Peel.

Customers and Clients of Regional Programs and Services

All individuals who access and use services, programs and information offered and delivered by the Region of Peel.

Prospective Customers and Clients of Regional Programs and Services

All individuals who in the future may require access to services, programs and information offered and delivered by the Region of Peel.

B.4 Description of Suppliers, Partners and Stakeholders

Suppliers

- Disability Education Trainers (Coalition for Persons with Disabilities Peel/Halton/Dufferin; Learning Disabilities Association of Peel Region)
- Translation service providers

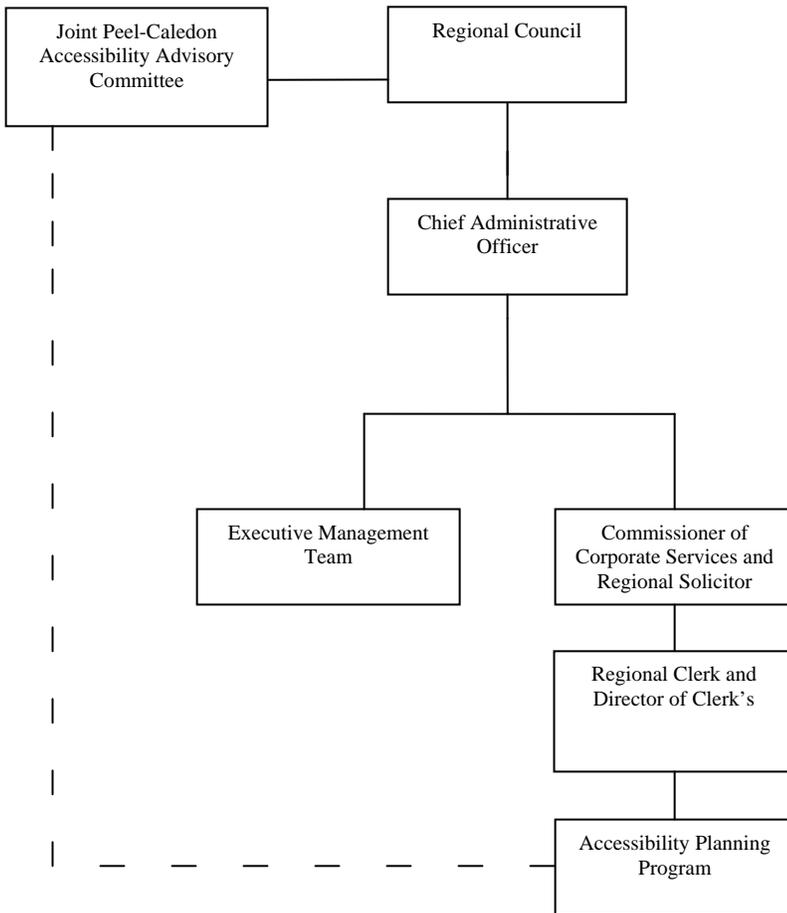
Partners

- Regional departments involved in program and service delivery endeavours.
- Professional Associations:
Association of Municipal Clerks and Treasurers of Ontario (AMCTO),
Association of Municipalities of Ontario (AMO)
- Accessibility Directorate of Ontario
- External collaborative accessibility networks:
Ontario Network of Accessibility Professionals (ONAP),
Peel Partners in Accessibility,
Coalition of Accessibility Advisory Committees
- City of Brampton Accessibility Advisory Committee
- City of Mississauga Accessibility Advisory Committee

Stakeholders

- Provincial Government – Ministry of Community and Social Services (Ministry responsible for AODA and ODA)
- Joint Peel-Caledon Accessibility Advisory Committee (AAC) to advise the Region of Peel on accessibility issues and addressing the legislative requirements under AODA, ODA and subsequent regulations.

B.5 Overall Organization Structure



B.6 Significant Recent Activities/Initiatives

- Developed Joint Peel-Caledon Accessibility Advisory Committee (AAC) brochures to clarify mandate, roles and responsibilities of the committee as well as the Regional Accessibility Planning Program and distributed the brochures to Regional Staff and members of the public to raise their understanding of both.
- Implemented an electronic Barrier Identification and Tracking Tool (BITT) to assist management teams in engaging employees at all levels in identifying and reporting barriers on-line, and to use the information collected to manage departmental accessibility tasks by prioritizing and planning for improvements during the Service Strategy and Business Planning (SSBP) process.
- Made presentations to all Regional Departmental Management Teams to provide an overview of the new BITT tool; Region's obligations under the existing (ODA) and new provincial disability legislation (AODA) while highlighting the evolving strategic approach to improving accessibility of Regional programs, services and facilities.
- The Accessibility Planning Program and the Joint Peel-Caledon Accessibility Advisory Committee initiated and hosted a joint meeting with members of the City of Brampton and the City of Mississauga Accessibility Advisory Committees. Municipal staff and various transportation service providers were invited to begin a meaningful dialogue among stakeholders by discussing best practices and transportation issues affecting Peel citizens with disabilities.
- Members of the AAC and staff visited two Regional facilities, Battleford Recycling Centre and Summerville Pines Senior's Residence, to conduct an accessibility audit of the facilities.
- Members of the AAC attended a focus group session hosted by the Credit Valley Hospital. Feedback was provided on how to enhance accessibility and accommodation for persons with disabilities within hospitals.
- Organized a full-day internal event to celebrate International Day of Disabled Persons (also proclaimed by Regional Council), conducting five interactive sessions for 165 employees with specific tips on communicating effectively with colleagues and customers with disabilities.

- The AAC presented annual accessibility awards to recognize the efforts of individuals and departments to improve accessibility within Regional programs, facilities and processes.
- The Accessibility Planning Program, along with Housing and Property and Social Services departments, participated in Connections 2005 – the 6th Annual Resource Fair for Persons with Disabilities.
- Twelve training sessions and workshops were organized and delivered during the year to educate staff about different disabilities, including mental health and learning disabilities, and to meet the specific needs of regional clients with invisible disabilities.
- Established accessibility as an input into the Region’s corporate planning process, specifically departmental Service Strategy Business Plans (SSBP).
- Initiated a project to develop and document procedures that would assist SSBP facilitators to ensure that departmental accessibility Work Plans are adequate and used effectively by the Departmental Management Teams during the development of their 2007 departmental SSBPs.
- Hired Transportation Accessibility Specialist to improve the coordination of transportation services for persons with disabilities.

Appendix III provides readers with detailed information about accessibility initiatives reported by Regional departments since the development of our second Plan that support the objectives of the 2004 Accessibility Service Strategy and Business Plan.

C. Trends and Issues

C.1 Emerging Trends

- By the year 2021, forecasts for the Region of Peel indicate that about 15 per cent of the population will be aged 65 or older
- Incidence of disability increases significantly with age, which indicates that the number of persons with disabilities and the related needs to access Regional services can be expected to increase at a relatively high rate over the next 20 years
- Highest rate of growth in Peel is the population of seniors (69 per cent increase in the seniors' population in the last five years)
- Increased demand for adequate transportation for persons with mobility disabilities
- Rapid population growth and development in the region of Peel
- Citizen/client/customer focus creates expectation of immediate response to accessibility issues
- Reduction in financial resources to address accessibility issues
- More seniors and people with disabilities are living in family structures
- Increased expectations from compliance agencies (such as Ontario Human Rights Commission (OHRC))
- Increasing expectation for municipal governments to serve as delivery agents for provincial policies

See Appendix IV for illustration of data that provide more details on the emerging trends.

C.2 Key Strategic Issues

- Compliance with existing and new legislation (ODA, AODA, Planning Act, OHRC, Ontario Building Code)
- Growing expectations for municipal governments to immediately respond to the accessibility needs of its customers, clients, citizens and employees
- Planning for Peel's rapidly growing population and aging citizens

- Establishing an effective accessibility planning program infrastructure within the Region, including development of efficient and effective processes
- Building and maintaining momentum among staff and AAC for addressing foundational issues for a sustainable and meaningful change
- Creating collaborative internal and external partnerships to identify and address current and emerging accessibility issues
- Level of awareness and understanding of: different types of disabilities; the identification, removal and prevention of barriers; and the ODA and AODA requirements among staff, Regional Council and the public

D. *Mandate, Objectives and Actions*

D.1 Mandate and Objectives

Mandate:

The Accessibility Planning Program will contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives:

1. To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers
2. To improve accessibility of municipal programs, services and facilities
3. To address policy issues and optimize advocacy efforts
4. To build public awareness and knowledge of accessibility issues

D.2 Objectives and Actions

- 1. To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers**
 - 1.1 Build an effective training and development program for staff
 - 1.2 Ensure ongoing internal communication on accessibility
 - 1.3 Develop specific accessibility standards and guidelines for publications
- 2. To improve accessibility of municipal programs, services and facilities.**
 - 2.1 Ensure effective processes are in place to integrate AAC advice
 - 2.2 Strengthen organizational processes that will support accessibility
 - 2.3 Develop a process for reporting of barriers and accessibility issues

- 2.4 Integrate accessibility issues into key planning documents
- 2.5 Ensure accessibility while organizing corporate events and meetings
- 2.6 Ensure effective processes are in place to address facility and architectural barriers

3. To address policy issues and optimize advocacy efforts

- 3.1 Undertake policy development approach
- 3.2 Establish strong partnerships with other governments and organizations
- 3.3 Pursue advocacy opportunities with the province

4. To build public awareness and knowledge of accessibility issues

- 4.1 Create opportunities for public involvement
- 4.2 Implement an external communication and education strategy

See the Accessibility Work Plan in Appendix II, which lists tasks that support each of the Objectives and related Actions.

D.3 Strategic Plan Connection

The objectives and actions in the Accessibility Planning Program Service Strategy Business Plan are consistent with, and support, the following goals in the Region's Strategic Plan, *Fast Forward Peel: Building a Strong Community Together*.

Goal 1: Improve the community's health, social well-being and safety

Goal 5: Be a citizen-focused Regional government

Strategic Action 5.4: Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities

D.4 Service Principles (Optional)

The Regional Values function as Accessibility Planning Program service principles.

E. *Monitoring and Measuring the Service Strategy Business Plan*

E.1 Objectives and Outcomes

- 1. To develop the ability of all Regional staff to effectively and proactively identify and address accessibility barriers.**
 - Identify and document accessibility barriers in a consistent manner using a centralized database within the corporation
 - Create opportunities for recognition of the Accessibility Planning Program and role of AAC among Council, senior management and external organizations
 - Appropriate departmental staff participation in Accessibility projects and corporate activities
 - Raise disability awareness of the Council and staff by providing specific training and educational materials

- 2. To improve accessibility of municipal programs, services and facilities**
 - Active and appropriate collaboration across the Departments to address accessibility issues
 - Provide information support to strategically influence departmental program decision making to improve accessibility within their operations

- 3. To address policy issues and optimize advocacy efforts**
 - Opportunities for sharing AAC messages with Council, province, public and external organizations

- 4. To build public awareness and knowledge of accessibility issues**
 - Opportunities for recognition of the Accessibility Planning Program by Council, senior management, citizens and external organizations
 - Has been recognized and sought out by other organizations for best practices



Ontarians with Disabilities Act, 2001/Service Strategy Business Planning Requirements

APPENDIX I 2005 ACCESSIBILITY PLAN

This section was prepared to provide readers with detailed information of Regional accessibility initiatives by listing activities which have taken place since the development of the second Accessibility Plan. The second Plan was developed by identifying four main objectives to achieve the Regional goal of creating a receptive and accessible community, that will ensure full participation of persons with disabilities according to the obligations set out by the provincial disability legislations the *Ontarians with Disabilities Act, 2001 (ODA)* and the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The following initiatives fully support the four objectives outlined in the second and third Regional Accessibility Plans.

Objective #1: To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers.

1. Coordinated the Joint Peel-Caledon Accessibility Advisory Committee and staff activities to implement Strategic Action 5.4: “Contributing to creating a receptive, accessible community that ensures full participation of individuals with disabilities”.
2. Created and distributed AAC brochures to clarify mandate, roles and responsibilities of the Committee as well as the Accessibility Planning program.
3. Created and posted an Accessibility Planning section on Pathways, the Regional Intranet Web site, to share Accessibility Planning Program information, AAC member profiles and other disability related resources and initiatives with the staff.
4. Raised AAC profile and improved staff accessibility awareness by submitting Quick Poll questions and a series of communications on Pathways.
5. Developed an electronic Barrier Identification and Tracking Tool (BITT) and standardized processes to assist departments in identifying and reporting barriers and planning for accessibility improvements.



Ontarians with Disabilities Act, 2001/Service Strategy Business Planning Requirements

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6. Developed a Pathways story and presented the newly developed BITT to all Departmental Management Teams, Chief Administrative Officer (CAO) advisory committee and various divisional teams to assist departments in identifying and reporting barriers and planning for accessibility improvements.
7. Compiled an interim Facility Audit Tool, a working document including industry best practices, Universal Design standards and Ontario Building Code requirements to be used by the Housing and Property department until specific provincial standards for built environments are developed by the provincial government.
8. Organized a full-day event to celebrate International Day of Disabled Persons by: Regional Council proclaiming the day; by conducting five interactive sessions for 165 employees with specific tips on communicating effectively with colleagues and customers with disabilities; and by awarding annual accessibility awards to individuals and departments to recognize their efforts to improve accessibility within regional programs, facilities and processes.
9. Prepared analysis of proposed legislation, Bill 118, *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), introduced by the Province to replace the ODA, 2001, and submitted two reports to Regional Council.
10. Researched and disseminated information to all Regional departments with respect to emerging disability trends, fact sheets, legislative and disability issues.
11. Arranged an overview session for Transhelp and Access Peel staff to introduce them to the B480-02 customer service standards for serving clients with disabilities.
12. Assisted the Social Services department in leading the organization of six Disability Education and Awareness Training sessions for the Regional staff at three separate Regional locations.
13. Prepared and posted a Pathways story to highlight the key areas of newly proclaimed Bill 118, the AODA, 2005, which received Royal Assent on June 13, 2005 to become a Law.

Ontarians with Disabilities Act, 2001/Service Strategy Business Planning Requirements

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Objective #2: To improve accessibility of municipal programs, services and facilities.

1. Delivered presentations to the Executive Management Team (EMT) and Departmental Management Teams (DMT) outlining the Corporate Accessibility Planning program and the planned approach to include accessibility as a Service Strategy Business Plan (SSBP). Also prepared various communications to advise EMT and DMT of the strategy developed to integrate the annual accessibility planning process with the Strategic Plan and departmental SSBPs.
2. Provided quarterly progress reports to members of the EMT and interim status report to Regional Council using the SSBP format.
3. Created alternate formats of the Council approved Accessibility Plan and published the Plan in accessible format on the internal and external Regional Web sites.
4. Identified training needs of Ontario Works and Children's Services staff, and developed training sessions to enable the staff to understand and address the needs of clients with learning and mental health disabilities.
5. Reviewed annual Waste Management brochure and Region of Peel Access to Peel brochures to improve publication accessibility.
6. Assisted Waste Management staff in revising the text of their public tender document to ensure an accessibility check is included in the procurement process.
7. Assisted Region of Peel (ROP) project team by compiling appropriate guidelines required to audit the Mississauga Valley child care centre.
8. Assisted in organizing AAC tours to audit Regional facilities: Battleford Recycling Centre; Summerville Pines Senior's Residence.
9. Assisted project manager of 11 Indel Avenue in ensuring that the text of their Request for Proposal includes accessibility recommendations in the compliance reports prepared by external consultants.
10. Organized a joint meeting hosted by Region of Peel AAC to discuss transportation sector issues within Peel region.



Ontarians with Disabilities Act, 2001/Service Strategy Business Planning Requirements

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Objective #3: To address policy issues and optimize advocacy efforts.

Tasks completed:

1. Participated actively in discussions and meetings of Ontario Network of Accessibility Professionals (ONAP).
2. Established a regional stakeholder group Peel Partners in Accessibility to exchange information and best practices.
3. Participated in the national launch of Rick Hansen Wheels in Motion, People in Motion show, Access II conference (Burlington), Minister of Citizenship and Immigration press conference, and legislative vote for the passing of Bill 118.
4. Participated in meetings and e-mail discussions of regional stakeholder group Peel Partners in Accessibility and Ontario Network of Accessibility Professionals (ONAP) to exchange information and best practices.
5. Assisted the AAC in preparing recommendations to submit to Regional Council, the Province and the Accessibility Directorate to strengthen the ODA during 2004 and 2005 public consultations to develop the AODA.

Ontarians with Disabilities Act, 2001/Service Strategy Business Planning Requirements

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Objective #4: To build public awareness and knowledge of accessibility issues.

Tasks completed:

1. Revised Making Way Internet site to improve usability and accessibility of the site for persons with disabilities.
2. Posted revised AAC terms of reference, brochure and 2005 Accessibility Plan on the Web site.
3. Organized a meeting among communications professionals from the City of Mississauga, Brampton and Caledon to explore common themes and consistent messaging around accessibility.
4. Developed a communication strategy for the AAC and the Accessibility Planning program.
5. Organized a Region of Peel booth at Connections 2005 – The 6th Annual Resource Fair for People with Disabilities
6. Coordinated five media releases and published articles to announce appointment of AAC members; approval of 2nd Accessibility Plan by Regional Council; Council proclamation of December 3rd – International Day of Disabled Persons; and the MP/MPP Update for Accessibility Planning in the Region of Peel.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
1. To develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers.	1.1 Build an effective training and development program for staff.	<ul style="list-style-type: none"> Establish a training and development curriculum, including customized training modules and tools for specific operational needs. 	Attitudinal and Information	December 2007	11 (3) (b) (d)
		<ul style="list-style-type: none"> Development of a comprehensive initiative (“Diversity, Access and Equity Strategy”) by the Health department to provide training and tools for program staff regarding accessibility. 	Attitudinal and Information	Fall 2005	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		<ul style="list-style-type: none"> TransHelp in-house trainer will be reviewing all policies and procedures with current driver/operators, and will also be providing training to outside service providers (e.g. taxi companies). 	Information and Policy/Practice	2005	11 (3) (b) (d)
		<ul style="list-style-type: none"> Accessibility Planning Specialist scheduled to present to staff of all 11 directly-operated child care centres on accessibility. 	Attitudinal and Information	Fall 2005	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers
 **ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions. 2



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		<ul style="list-style-type: none"> Implement sensitivity training for Regional Council and the Executive Management Team. <p>** This will be included within the orientation session conducted for new Council members following each municipal election.</p>	Attitudinal and Policy/Practice	October 2005 (Completed) March 2007	11 (3) (b) (d)
	1.2 Ensure ongoing internal communication on accessibility.	<ul style="list-style-type: none"> Develop and implement a corporate-wide communication and education strategy and implement 	Attitudinal	On-going	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers
 **ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions. 3



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		strategy using Pathways to submit Accessibility Stories, Poll Questions, and Surveys.			
1.3	Develop specific accessibility standards and guidelines for publications.	<ul style="list-style-type: none"> ▪ Review existing publications and standards and provide recommendations. ▪ Review the W3C (Web site Accessibility Standards) and apply to Health department Web site. ▪ Review accessibility 	Information	On-going	11 (3) (b) (d)
			Information	On-going	11 (3) (b) (d)
			Information	On-going	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		guidelines for publications related to Health department programs.			
		<ul style="list-style-type: none"> ▪ Health department planning to undertake an environmental scan of existing policies, guidelines and standards relating to accessibility within each division. 	Information	On-going	11 (3) (b) (d)
		<ul style="list-style-type: none"> ▪ TransHelp currently reviewing the accessibility of 	Information and Communication	On-going	11 (3) (b) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
2. To improve accessibility of municipal programs, services and facilities.	2.1 Ensure effective process in place to integrate AAC advice.	<p>newsletter and Web site, including consideration of font size, colour, and language.</p> <ul style="list-style-type: none"> ▪ Clarify roles and responsibilities of AAC and staff by developing AAC brochures and distributing them externally and internally. 	Policy/Practice and Attitudinal	On-going	11 (1) (b) (i) 12 (2) – (6)
	2.2 Strengthen organizational processes that will support	<ul style="list-style-type: none"> ▪ Adopt CSA standards where available and applicable. 	Policy/Practice	December 2005	11 (2)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	accessibility.				
		<ul style="list-style-type: none"> ▪ Public Works department developing accessible corporate standard for interior facility signage (increasing font sizes of signs, etc) 	Policy/Practice	Ongoing	11 (2)
		<ul style="list-style-type: none"> ▪ Social Services department developing pilot project to explore the development of new accessible office space. 	Physical	2006	11 (2)
		<ul style="list-style-type: none"> ▪ The Employment 	Communication	2005	11 (2)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		Resource Centre at Peel Youth Village installing computers equipped with screen magnifier software for visitors with low vision, and telephones with TTY uni-phone access.			
		<ul style="list-style-type: none"> ▪ Research and document departmental best practices and share with other departments. ▪ Recognize departmental and 	Information	Ongoing	
				Ongoing	

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers
 **ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		individual efforts to improve accessibility by awarding them annually and highlighting their achievements to encourage others.			
		<ul style="list-style-type: none"> ▪ Ensure accessibility plans incorporated into departmental Service Strategy Business Plans. 	Policy/Practice	On-going	11 (3) (d)
		<ul style="list-style-type: none"> ▪ Ensure accessibility is integrated into human services component of 	Policy/Practice	Ongoing	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		Regional Official Plan renewal and any future amendments to the Regional Official Plan Strategic Update.			
		<ul style="list-style-type: none"> ▪ Ensure transportation needs of persons with disabilities included as a component in transportation demand study implementation. 	Policy/Practice	Ongoing	11 (3) (d)
	2.5 Ensure accessibility while organizing	<ul style="list-style-type: none"> ▪ Create a checklist to support decision-making and publish 	Policy/Practice	Ongoing	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers
 **ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	corporate events and meetings.	on Pathways, the Regional intranet.			
	2.6 Ensure effective process in place to address facility and architectural barriers.	<ul style="list-style-type: none"> ▪ Research and prepare guidelines and standards for site managers to assist in identifying barriers in existing and new facilities. ▪ Social Services department planning to renovate space at the Valley Child Care Centre for a new Infant Therapeutic Nursery 	Policy/Practice and Architectural	Fall 2005	11 (3) (d) 12 (4) – (6)
			Architectural and Physical	September 2005	11 (3) (d) 12 (4) – (6)



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		Program, which will be wheelchair accessible.			
		<ul style="list-style-type: none"> ▪ TransHelp working on ensuring all of the exterior doors to their building are accessible. 	Physical	On-going	11 (3) (d)
		<ul style="list-style-type: none"> ▪ Review and advise on detailed plan for Joint Use Facility. 	Architectural	December 2006	12 (4)(a)
3. To address policy issues and optimize advocacy efforts.	3.1 Undertake policy development approach.	<ul style="list-style-type: none"> ▪ Develop a barrier free policy for the Region of Peel to address barrier removal and prevention 	Policy/Practice	Fall 2005	11 (3) (d)

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers

**ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
	3.2 Establish strong partnerships with other governments and organization.	<ul style="list-style-type: none"> Participate in existing networks. 	Information and Communication	On-going	11 (3) (d)
		<ul style="list-style-type: none"> Establish a network of Peel professionals responsible for implementing ODA. 	Policy/Practice		11 (3) (d)
	3.3 Pursue advocacy opportunities with the province.	<ul style="list-style-type: none"> TBD 	Information		



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
4. To build public awareness and knowledge of accessibility issues.	4.1 Create opportunities for public involvement.	<ul style="list-style-type: none"> ▪ Post AAC agendas and minutes on external Web site. ▪ Host a community event/forum. ▪ Develop approach to engage stakeholders in renewal of plan. ▪ Social Services department (Children's Services Division) is developing a survey to assess the accessibility of programs relating to 	Information	On-going	11(1)(b)(ii)
			Information	Ongoing	11(1)(b)(ii)
			Information	On-going	11(1)(b)(ii)
			Information	2005	11 (4)



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		<p>special needs and physical accessibility, with the goal of creating an inventory of programs and services for parents and caregivers of children from birth to six years.</p> <ul style="list-style-type: none"> ▪ TransHelp is working with Communications Services to assess whether the public is interested in accessing their newsletter via the 			
			Information and Communication	Initiated in 2005	

*Barrier column - The results of actions and tasks taken will result in the identification, removal and prevention of specific barriers 15
 **ODA Legislative Requirements column -. Where applicable, the legislative requirements relate to each of the actions.



Accessibility Work Plan

Mandate

Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.

Objectives	Actions	Tasks	Barrier Type/Category *	Time Frame	ODA Legislative Requirements **
		Web site rather than through hard copies.			
	4.2 Implement an external communication and education strategy.	<ul style="list-style-type: none"> ▪ Develop an external and internal communication Work Plan. 	Information	On-going	11(4)
		<ul style="list-style-type: none"> ▪ Develop and maintain accessibility planning external Web page. 	Information and Communication	On-going	11(4)
		<ul style="list-style-type: none"> ▪ Provide regular updates and news/information to media. 	Information and Communication	On-going	11(4)



Summary of Accessibility Initiatives July 2004 – June 2005

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1. To effectively develop ability of all Regional staff to effectively and proactively identify and address accessibility barriers

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
1.1 Build an effective training and development curriculum, including customized training modules and tools for specific operational needs	Establish a training and development curriculum, including customized training modules and tools for specific operational needs	Corporate Services	<ul style="list-style-type: none"> ▪ Accessibility Planning Specialist shared information at the Access Peel Customer Service Facility staff meeting regarding Canadian Standards Association (CSA) standards in serving customers with disabilities. ▪ Access Peel staff member attended a Learning Disabilities presentation in April 2005. ▪ Procedure has been developed to serve persons with disabilities through Access Peel. 	Attitudinal and Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Executive Office	<ul style="list-style-type: none"> ▪ All staff members were encouraged to attend one of the sensitivity workshops hosted by the Accessibility Advisory Committee (AAC) and the Accessibility Planning Office. Over half of staff attended a workshop. 	Information	Completed
		Housing & Property	<ul style="list-style-type: none"> ▪ CSA Standard “Accessible Design for the Built Environment” was distributed to Development and Construction (DEVCON) staff. 	Information	Completed
		People, Information & Technology	<ul style="list-style-type: none"> ▪ Pilot sensitivity training was provided for managers and supervisors. 	Information	Completed
		Public Works	<ul style="list-style-type: none"> ▪ Staff representative attended accessibility workshop “Designing Sidewalks and Trails”. 	Information	Completed



Summary of Accessibility Initiatives July 2004 – June 2005

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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services	<ul style="list-style-type: none"> ▪ Accessibility Planning Specialist presented to staff at Wolfedale Child Care Centre on accessibility issues. ▪ Staff Awareness sessions were conducted to promote National Access Awareness Week. Sessions were held at 3 regional offices and included presentations about physical disabilities, mood disorders and learning disabilities. ▪ Staff awareness sessions on learning disabilities were conducted in two Ontario Works sites (Millcreek & Coventry). ▪ Ontario Works staff attended various training sessions such as “Working with the Mentally Ill” and “Assist”. 	Attitudinal and Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>Community, Home Safety and Egressibility.</p> <ul style="list-style-type: none"> ▪ Resource teacher from Children's Services participated with other agency staff to develop and facilitate 'Inclusion Training' for the Ontario Early Years Centres in Peel, to ensure these programs are accessible to all children and families. 		
1.2 Ensure ongoing internal communication on accessibility.	<p>Implement sensitivity training for Regional Council and the Executive Management Team</p> <p>Develop and implement a corporate-wide communication and education strategy</p>	Corporate Services	<ul style="list-style-type: none"> ▪ Presentation by Accessibility Planning Specialist to Corporate Services Expanded Management Team on new on-line reporting form 	Information & Communication	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>allowing all Regional employees to report accessibility barriers.</p> <ul style="list-style-type: none"> ▪ Legal support for Regional Council reporting on Accessibility for Ontarians with Disabilities Act (AODA), 2005. 		
		Housing & Property	<ul style="list-style-type: none"> ▪ Working with and educating Ambulance Client on accessibility issues to ensure that consideration is given to accessible options on any ambulance renovations/reconfigurations. 	Communication & Information	On-going
1.3 Develop specific accessibility standards and guidelines for publications.	Review existing publications and standards and provide recommendations.	Corporate Services	<ul style="list-style-type: none"> ▪ Information on accessibility standards and guidelines pertaining to customer service facilities were reviewed by switchboard staff and will be considered during renewal of new brochures. 	Communication & Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<ul style="list-style-type: none"> ▪ Regional Councillor Pat Saito's newsletter was published in a larger typeface to make it more readable. ▪ Provided guidelines to Executive Management Team on internal publications, including the suggestion of incorporating the principles of plain language and design. ▪ Review of alternate means of displaying and reviewing site plans/architectural plans by the AAC, addressing issues related to information format and accessibility. 		
		Housing & Property	<ul style="list-style-type: none"> ▪ Reviewing CSA Standards and comparing to Mississauga and Brampton accessibility plans. 	Communication	Ongoing



**Summary of Accessibility Initiatives
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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Public Works	<ul style="list-style-type: none"> ▪ Developed accessible format for pamphlets by increasing font sizes, changing the type of paper used, and revising layout format. 	Communication & Information	Completed
		Social Services	<ul style="list-style-type: none"> ▪ Assessing the cost of translations for publications in Braille and TTY accessibility. 	Communication & Information	Ongoing



**Summary of Accessibility Initiatives
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2. To improve accessibility of municipal programs, services and facilities

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
2.1 Ensure effective process in place to integrate AAC advice.	<ul style="list-style-type: none"> ▪ Clarify roles and responsibilities of AAC and staff. 	Corporate Services	<ul style="list-style-type: none"> ▪ Prepared AAC Brochures ▪ Elimination of the use of acronyms during meetings, addressing concern raised by AAC members on behalf of persons with learning disabilities 	Information Attitudinal & Policy/ Practice	Completed Completed
		Housing & Property	<ul style="list-style-type: none"> ▪ Commercial Property Management engaged with AAC members, architects, and program managers to review design options and requirements for front entrance ramp to 10 Peel Centre Drive. ▪ AAC members toured and provided feedback on 	Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			Summerville Pines (a rental housing unit for seniors).		
	<ul style="list-style-type: none"> ▪ Establish process to report on achievements & progress. 	Corporate Services	<ul style="list-style-type: none"> ▪ The Barrier Identification and Tracking tool (BITT) was developed and is now being used. This on-line tool receives, consolidates and manages the accessibility barriers identified by all Regional employees. 	Communication	Completed
		Finance	<ul style="list-style-type: none"> ▪ The department's Program Support Analyst has been confirmed as the new Accessibility Coordinator. 	Communication	Completed
2.2 Strengthen organizational processes that will support accessibility	<ul style="list-style-type: none"> ▪ Adopt CSA standards where available and applicable. ▪ Research and document 	Health	<ul style="list-style-type: none"> ▪ The Access and Information Services Team is now responsible for facility management related projects, which involves the consistent review of barrier-free 	Policy/Practice	Completed & on-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	departmental best practices and share with other departments		<p>guidelines.</p> <ul style="list-style-type: none"> ▪ A Certificate of Appreciation was awarded to Cathy McCall, Support Coordinator, from the Joint Peel-Caledon AAC, to recognize her presentation on the Meadowvale Clinic. The presentation included a description of how the Clinic space was designed through the use of barrier-free guidelines. 	Information	Completed
		Housing & Property	<ul style="list-style-type: none"> ▪ Reviewing and updating design guidelines for affordable housing. 	Policy/Practice	Ongoing
		Social Services	<ul style="list-style-type: none"> ▪ Ontario Works Client Services increased the availability of home visits and telephone participation updates for clients who have 	Policy/Practice Physical	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>mobility or other issues that inhibit their ability to visit an Ontario Works office.</p> <ul style="list-style-type: none"> ▪ Scripts being read to Ontario Works applicants over the phone were rewritten into simpler language to allow for greater understanding. ▪ New sensory/tactile materials and equipment were purchased through the Special Needs program for the directly-operated child care centres. This allows for enhanced programming for children with special needs. 	<p>Policy/Practice</p> <p>Information</p>	<p>Completed</p> <p>Completed</p>
2.3 Develop a process for the reporting of barriers and accessibility	<ul style="list-style-type: none"> ▪ Research potential approaches and provide recommendation. 	Corporate Services	<ul style="list-style-type: none"> ▪ Accessibility Planning Specialist provided a demonstration of the BITT reporting form on Pathways, the Region's intranet source. 	Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
initiatives					
2.4 Integrate accessibility into key planning documents	<ul style="list-style-type: none"> ▪ Ensure accessibility is included in the strategic plan. 	Executive Office	<ul style="list-style-type: none"> ▪ Accessibility was integrated into the Corporate Planning Process, and is addressed in the Region's Strategic Plan under Strategic Action 5.4 <i>“Contribute to creating a receptive, accessible community that ensures full participation of individuals with disabilities.”</i> <ul style="list-style-type: none"> ▪ Quarterly updates on all Strategic Actions, including 5.4, were tabled before the Executive Management Team ▪ Accessibility was identified in the Content Management Business Case for renewal of the Pathways intranet and the 	Policy/Practice	Completed
		People, Information & Technology		Policy/Practice	Completed & on-going



**Summary of Accessibility Initiatives
July 2004 – June 2005**

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	<ul style="list-style-type: none"> ▪ Ensure accessibility plans incorporated into departmental Service Strategy Business Plans (SSBP). 	Corporate Services	<p>external Regional Web site.</p> <ul style="list-style-type: none"> ▪ Under the process section of the Service Strategy and Business Plan (SSBP), the Accessibility Planning Program was identified. ▪ Under the projects section of SSBP, “Implementation of Accessibility SSBP” was identified as a project in Corporate Services SSBP. 	Policy/Practice	Completed
		Executive Office	<ul style="list-style-type: none"> ▪ Issue of accessibility was considered in the creation of the 2006 Executive Office SSBP. 	Policy/Practice	Completed
		Health	<ul style="list-style-type: none"> ▪ Developing and implementing an Access and Equity Strategy, which is part of the department’s SSBP. 	Policy/Practice	Completed & on-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			2006. <ul style="list-style-type: none"> ▪ According to Objective #1.1 of the Long-Term Care SSBP 2006, the department has and will continue to upgrade existing infrastructure to enhance the quality of life and reduce risks to people with disabilities (eg., by ensuring accessibility to public events and meetings). 		
		Housing & Property	<ul style="list-style-type: none"> ▪ Under SSBP 2005, accessibility has been and will continue to be incorporated into project planning and for the corporation as a whole. 	Policy/Practice	Completed & on-going
		People, Information & Technology	<ul style="list-style-type: none"> ▪ Accessibility was identified in Human Resources SSBP ▪ In Information & Technology Services SSBP, accessibility was identified as an emerging 	Policy/Practice	Completed & on-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>trend and key strategic issue affecting current programs in the Content Management Initiative.</p>		
		Public Works	<ul style="list-style-type: none"> ▪ Under “Monitoring and Measuring the SSBP”, one of the objectives is to develop and foster a healthy, committed and capable workforce by reducing accessibility barriers (Section E.1.1). 	Policy/Practice	On-going
	<ul style="list-style-type: none"> ▪ Ensure accessibility integrated into human services component of Regional Official Plan renewal. 	Planning	<ul style="list-style-type: none"> ▪ The human services amendment within the Regional Official Plan (ROPA 11) added and amended 13 policies to address accessibility (including transportation, social and special needs housing, and long-term care facilities). 	Policy/Practice	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	<ul style="list-style-type: none"> ▪ Ensure transportation needs of persons with disabilities included as a component in transportation demand studies. 	Housing & Property	<ul style="list-style-type: none"> ▪ During site plan reviews of proposed new buildings, staff will continue to work with various municipalities and agencies to ensure bus stops are situated as close as possible to the buildings. 	Physical	Completed & on-going
		Planning	<ul style="list-style-type: none"> ▪ A draft of The Long Range Transportation Report has been finalized. This report is a policy guide and a culmination of four sub-studies (including the Transportation for Persons with Disabilities study). It was also the referral tool in developing the Regional Official Plan's human services amendment. 	Policy/Practice	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services	<ul style="list-style-type: none"> ▪ A Transportation Accessibility Specialist was hired. ▪ Transhelp's scooter policy was revised to allow clients the option of staying on their scooter to board the bus when using the lift. 	Information Communication Physical	Completed Completed
2.5 Ensure accessibility while organizing corporate events and meetings	<ul style="list-style-type: none"> ▪ Create a checklist to support decision-making and publish at Pathways. 	Corporate Services	<ul style="list-style-type: none"> ▪ Tested, selected and purchased a portable wheelchair ramp for access to areas normally not accessible to a person in a wheelchair. A notification will be sent through Pathways to advise staff of its availability. 	Physical	Completed & on-going
		Executive Office	<ul style="list-style-type: none"> ▪ Accessibility requirements were considered in event planning for the Together We're Better Awards (TWBA), the Commissioners and Directors (CD) Meeting, 	Policy/Practice and Physical	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>and the Commissioners, Directors, Managers, Supervisors (CDMS) meeting. Attendees were invited to advise event organizers of such requirements in order to accommodate their needs.</p>		
		Health	<ul style="list-style-type: none"> ▪ When planning committee/workgroup meetings with community partners, the department ensures that the accommodation needs of all internal and external committee members are met. 	Policy/Practice	Completed & on-going
		Public Works	<ul style="list-style-type: none"> ▪ Hosted a public information forum on the construction permit process which was accessible to people with disabilities. 	Information and Communication	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
2.6 Ensure effective process in place to address facility and architectural barriers	<ul style="list-style-type: none"> ▪ Research and prepare guidelines and standards for site managers to assist in identifying barriers in existing and new facilities. 	Corporate Services	<ul style="list-style-type: none"> ▪ Members of the AAC attended a focus group session at the Credit Valley Hospital in Mississauga. Feedback was provided on how to enhance accessibility and accommodation for persons with disabilities within a hospital setting. 	Physical	Completed
		Finance	<ul style="list-style-type: none"> ▪ Identified and are continuing to identify accessibility barriers for wheelchair users in a number of key passage corridors with the help of Property Services. For example, a printer stand and shelving units have been relocated to another floor to provide greater wheelchair accessibility. 	Physical	Completed & on-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing & Property	<ul style="list-style-type: none"> ▪ Caledon Community Services (CCS) obtained \$75,000 grant from the provincial government for accessibility retrofits for seniors' buildings. The Region of Peel will be working with CCS on this. ▪ Review of construction/ accessibility needs was incorporated into Request for Proposals (RFP), which allows items and barriers previously raised to be addressed prior to the construction of new buildings. ▪ Reviewing current building inspection forms to add identification of any barriers encountered. ▪ AAC reviewed Summerville 	Architectural & Physical	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>Pines and drafted improvement recommendations for incorporation into design guidelines.</p> <ul style="list-style-type: none"> ▪ A Barrier Free Questionnaire on physical structures has been incorporated into the Building Condition Assessments conducted by staff on all regional buildings managed by the department. 		
		Public Works	<ul style="list-style-type: none"> ▪ Audible pedestrian signal equipment was installed at the intersection of Derry Road and Rosehurst/Lisgar Drive in the City of Mississauga. 	Visual	Completed
			<ul style="list-style-type: none"> ▪ Incorporated accessibility into new construction projects including Battleford Community Recycling Centre 	Architectural, Physical & Policy/Practice	Completed and on-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>(CRC), the Peel Integrated Waste Management facility, and future projects. Accessibility will continue to be incorporated into the construction of future facilities.</p> <ul style="list-style-type: none"> ▪ Constructed accessible ramp to gazebo in learning garden of Brampton CRC. ▪ Modified sequence of operation for accessible door at main entrance to Wolfedale Yard. ▪ New access control card readers at Copper Yard have been mounted in compliance with CSA standard. ▪ Washroom made accessible at Bolton CRC. ▪ Accessibility was given thorough consideration at 		



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>newly leased facility at 11 Indell Lane.</p> <ul style="list-style-type: none"> ▪ Reviewed accessibility requirements at water treatment facilities and future administration buildings. ▪ Conducted accessibility audit of Battleford CRC. 		
		Social Services	<ul style="list-style-type: none"> ▪ Guidelines and standards to identify barriers have been incorporated into plans for renovations at a number of directly-operated child care centres (Valley, Collegeside, Malton, Chinguacousy) and other centres (Infant Therapeutic Program, new office at 2 County Court Blvd). All plans were approved. ▪ A standard process is in place to ensure site plans and 	Policy/Practice Physical	Completed
				Policy/Practice Physical	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>drawings are reviewed by AACs at the Regional and Municipal levels.</p> <ul style="list-style-type: none"> ▪ Reception counters in two Ontario Works sites were lowered to accommodate people with disabilities. ▪ Construction of Peel Youth Village included accessibility considerations such as accessible entrances, elevators, doorways, washrooms. ▪ Renovations completed at the Valley Child Care Centre, which is now wheelchair accessible. 	Physical	Completed
	<ul style="list-style-type: none"> ▪ Review and advise on detailed plan for Joint Use Facility (JUF). 	Health	<ul style="list-style-type: none"> ▪ Staff from the Access and Information Services Team have provided advice. 	Information	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing & Property	<ul style="list-style-type: none"> ▪ Reviewing CSA standards in the context of the JUF. This review, which will point out areas where standards were met and/or exceeded, will be brought forward to the AAC. ▪ The design features of the facility, which are based on design guidelines provided by the department, will be reviewed by the AAC. 	Policy/Practice Information	On-going



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3. To address policy issues and optimize advocacy efforts

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
3.1 Undertake policy development approach	<ul style="list-style-type: none"> ▪ Develop a barrier free policy for the Region of Peel to address barrier removal and prevention. 				
3.2 Establish strong partnerships with other governments and organizations	<ul style="list-style-type: none"> ▪ Participate in existing networks. 	Corporate Services	<ul style="list-style-type: none"> ▪ A meeting was held between communications specialists regarding accessibility. 	Information & Communication	Completed
		Housing & Property	<ul style="list-style-type: none"> ▪ PATH (Peel Access to Housing) has established working relationships with community agencies, supportive housing providers and health care agencies to 	Information & Communication	Completed & On-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>better identify and address the housing needs of applicants requiring special needs housing.</p>		
		Social Services	<ul style="list-style-type: none"> ▪ Partnered with other special needs agencies in Peel to create a single point of access for children with special needs from birth–6 years. Program called ‘Child Care Special Needs Access Point-Peel’ or ‘Child Care SNAP-Peel’. Official Launch of program was April 5, 2005. One staff hired as <i>Specialist, Special Needs Referrals</i> (this position is based with the Region). ▪ Children’s Services has strong working partnerships with community agencies – 	Communication	Completed



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	<ul style="list-style-type: none"> ▪ Establish a network of Peel professionals responsible for implementing ODA. 	Corporate Services	<p>e.g. Peel Preschool Special Needs Resourcing group.</p> <ul style="list-style-type: none"> ▪ Ontario Works' specialized teams have become more directly involved as liaison on client's behalf with community agencies, health practitioners and the Disability Adjudication Unit and Ontario Disability support Program offices. 		
		Housing & Property	<ul style="list-style-type: none"> ▪ Accessibility Planning Coordinators from Peel, Mississauga, Brampton, and Caledon met regularly. ▪ There are a number of committees that meet to discuss existing barriers and initiatives taken to remove barriers within their division. 	Information Policy/Practice	On-going
				Information	On-going



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
3.3 Pursue advocacy opportunities with the province		Social Services	<ul style="list-style-type: none"> ▪ Introduction of a “Myths and Barriers Policy and Procedure” working group to review existing and new policies and procedures to ensure better services to clients with disabilities. 	Information	On-going



Summary of Accessibility Initiatives July 2004 – June 2005

4. To build public awareness and knowledge of accessibility issues

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
4.1 Create opportunities for public involvement	<ul style="list-style-type: none"> ▪ Post AAC agendas and minutes on external Web site. ▪ Host a community event/forum 	Corporate Services	<ul style="list-style-type: none"> ▪ Internet posting of all AAC meeting agendas and minutes. 	Information & Communication	Completed
	<ul style="list-style-type: none"> ▪ Develop approach to engage stakeholders in renewal of plan. 	Corporate Services	<ul style="list-style-type: none"> ▪ Organization of first Joint meeting between the Region of Peel, Town of Caledon, City of Brampton and City of Mississauga Accessibility Advisory Committees. This meeting addressed communication barriers in the area of inter-regional transit. ▪ Enhanced community representation on the AAC by adding an elected official from the City of Brampton, City Councillor Sandra Hames, to the AAC. 	Information	Completed



Summary of Accessibility Initiatives July 2004 – June 2005

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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	<ul style="list-style-type: none"> ▪ Develop an external and internal communication strategy. 	Corporate Services	<ul style="list-style-type: none"> ▪ Acquisition of Microsoft module to allow emailing of Word files with track changes removed. Word files are preferred over scanned files for visually impaired persons using readers. 	Information & Communication	Completed
		Health	<ul style="list-style-type: none"> ▪ Featured achievements and success stories regarding accessibility through departmental SSBP communication materials (eg, posters/plaques/brochures). 	Information & Communication	Completed
		Social Services	<ul style="list-style-type: none"> ▪ Ontario Works has created new letters to help communicate additional financial and community services available for people with disabilities. 	Information & Communication	Completed
	<ul style="list-style-type: none"> ▪ Develop and 		<ul style="list-style-type: none"> ▪ Information addressing 		



Summary of Accessibility Initiatives July 2004 – June 2005

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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	maintain external accessibility planning page. <ul style="list-style-type: none"> ■ Provide regular updates and news/information to media. 		information/attitude barriers have been updated on the Region of Peel Web site's Accessibility Resource Pages.		

Illustration of Emerging Trends

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Status of Accessibility Plan Submissions by Municipalities (from Michael Sullivan, Policy Adviser, Accessibility Directorate, Ministry of Community and Social Services)

- In Year 1 (2003) of the implementation of the Ontarians with Disabilities Act, 2001 (ODA), 82% of all municipalities with obligations to prepare an accessibility plan made a submission
- In Year 2 (2004), 75% of municipalities with obligations submitted an accessibility plan

From Statistics Canada Participation and Activity Limitation Survey (PALS) 2001

Total Number and Percentage of People with Disabilities in Canada

- Approximately 3.6 million people in Canada have disabilities, representing 12.4 per cent of Canada's population

Total Number and Percentage of People with Disabilities in Ontario

- Approximately 1.5 million people in Ontario have disabilities, representing 13.5 per cent of Ontario's population

Disability Rate Increases with Age

- Of the total Canadian population, 12.4 per cent have a disability. National statistics indicate that 40.5 per cent of people aged 65+ have a disability, while amongst those aged 15-64, 9.9 per cent have a disability. Of the total population of Canadian children aged 0-14, 3.3 per cent have a disability.

Projected statistics on Aging Population

- Population projections estimate that by 2021, Canadians aged 65 and older will number close to 6.7 million or about one-fifth of the total population. The share of seniors in the Canadian population will be one of the highest among the industrialized countries (Statistics Canada

Illustration of Emerging Trends

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Source: Family violence against older adults”, Family violence in Canada: a statistical profile, catalogue number 85-224-XIE, 2002; and “Seniors....The market to watch in the next millennium”, Travel-log, Autumn 1999, Vol. 18, no.4).

**PALS provides information on the prevalence of people with disabilities, their employment profile, their income and their participation in society.

Region of Peel Statistics

The Region of Peel is a rapidly growing community with a population of over 1.0 million persons at the present time. The Region’s plans anticipate this growth continuing over the next 30 years to a population of about 1.36 million in 2021 and 1.53 million in 2031. At present, the Region’s population is relatively young with about 8 per cent aged 65 or older, compared with about 12 per cent of the Canadian population aged 65 or older. However, by year 2021, forecasts for the Region indicate that about 15 per cent of the population will be aged 65 or older. Since the incidence of disability increases significantly with age, this trend indicates that the number of persons with disabilities and the related needs to access Regional services can be expected to increase at a relatively high rate over the next 20 years.

Based on Regional Planning Department data, the total population of Peel Region is expected to grow to about 1.36 million persons (i.e., approximately 38 per cent increase over 2001 population) by year 2021. However, with the anticipated aging of the population, the number of persons with disabilities is expected to increase at a higher rate than the total population. The number of persons with disabilities in Peel Region is expected to increase by 75 per cent relative to year 2001.

Illustration of Emerging Trends

Population and Demographic Trends

The Region of Peel is one of the most rapidly growing communities in the Greater Toronto Area (GTA), with a population of over one million persons. Development in the Region includes large residential areas as well as significant areas of commercial, office and industrial development and the Pearson International Airport. There are also significant rural land areas in the northern section of the Region used for agriculture and other purposes.

The current forecast of future development indicates that the population of the Region of Peel will increase from about 1.0 million at present to about 1.53 million by the year 2031. Figure 1 below provides an indication of the growth in each of the three municipalities. The major population growth area is the City of Brampton.

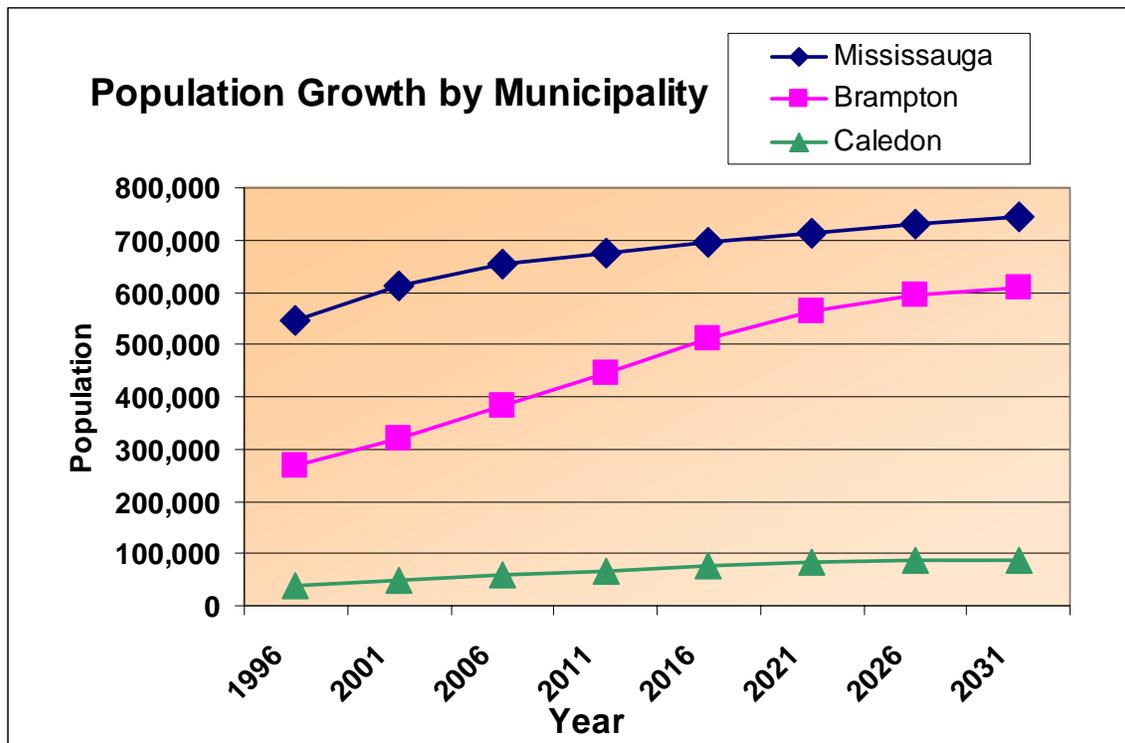


Figure 1: Population Forecasts

Illustration of Emerging Trends

Figure 2 below shows the per cent of the total population in each age cohort with a disability that limits daily living activities. This data is based on the 2001 Participation and Activity Limitations (PALS) survey conducted by Statistics Canada. Overall, about 12.4 per cent of the total Canadian population has a disability that impacts their everyday activities.

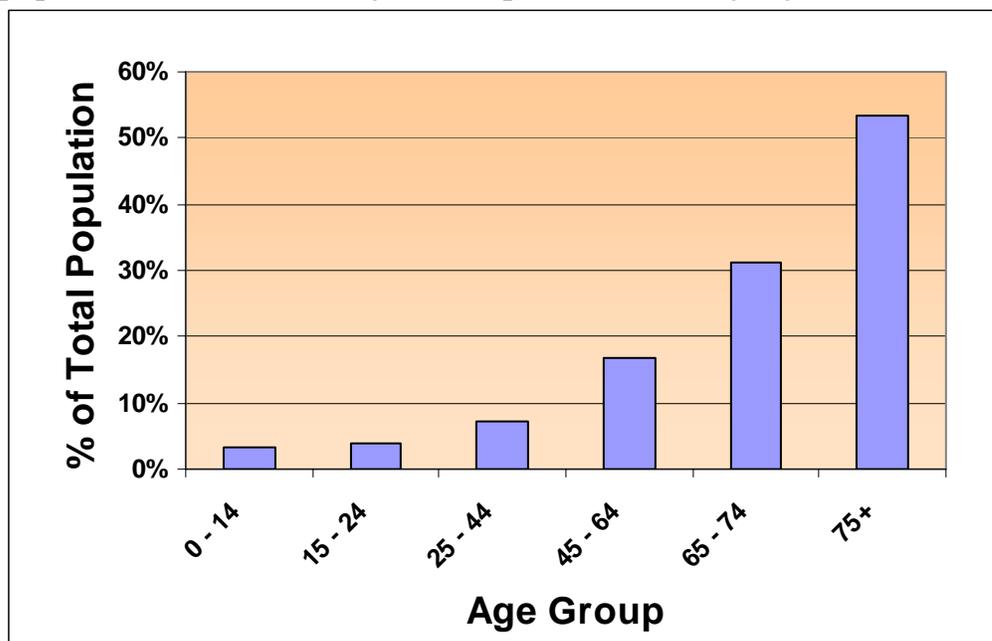


Figure 2: Per Cent of Population with Disabilities by Age Group

Illustration of Emerging Trends

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Data collected by Statistics Canada in the 2001 PALS survey and the earlier 1991 Health and Activity Limitation Survey (HALS) indicates the range and extent of disabilities in the general population. While the total number of persons with disabilities in the population is relatively large, the number of persons unable to use conventional transit services is less and the number of persons dependant on a mobility device is still lower. General estimates of the population in Peel Region with different degrees of disability are illustrated in Figure 3 below.



Figure 3: Population with Different Levels of Mobility Disability



Implementation of the Study of Transportation for Persons with Disabilities

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In May of 2004, Regional Council approved the recommended strategy outlined in the “Study of Transportation for Persons with Disabilities”. A year later, in May of 2005, the Region of Peel hired a Transportation Accessibility Specialist to work with local transit, other transportation providers, and the community to put in place a collaborative family of services.

The current work of the Transportation Accessibility Specialist is focused on expanding knowledge on accessible transportation, network building, and exploring the potential for partnerships between community transportation agencies in the health care sector.

In the proposed work plan for the first year of this new position, the Transportation Accessibility Specialist will focus on initiatives to support improved conventional transit accessibility. These initiatives could include: reduced fare incentives for passengers with disabilities who elect to use conventional transit; development of a travel training program; development and test piloting of a travel escort program for those needing supervision or assistance during travel; and a conventional transit information and education marketing strategy. The implementation of any new conventional transit initiatives that have a financial impact will depend on collaboration and cooperation between transit services and local area municipalities.

As part of the effort to champion increased use of conventional transit by people with disabilities, the Transportation Accessibility Specialist will conduct a range of focus groups with youth, seniors, family members, people with disabilities in multicultural communities, and others to identify and foster the development of new transportation initiatives and coalitions. The feedback from the focus groups will also provide an understanding of the special and unique transit training needs of youth who will become our future accessible transit consumers.

Implementation of the Study of Transportation for Persons with Disabilities

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A second area of focus for the Transportation Accessibility Specialist for 2005/2006 will be to develop an initial conceptual framework for a Specialized Transit Coordinating Office. Some potential functions for this office include:

- Continuing to develop transportation partnerships with agencies
- Working with agencies that fund and/or provide transportation to promote service integration, joint use, and cooperation in areas such as purchasing, maintenance, and training
- Providing input to conventional transit regarding their plans to accommodate the needs of people with disabilities
- Providing information on accessible transportation to Peel residents



Region of Peel Official Plan Strategic Update (ROPSU) – Amendment #11

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Accessibility is one of the major human services considerations that Regional staff addressed through the Regional Official Plan review process. The human services amendment added or amended 13 policies to improve accessibility in Peel. The new and revised policies provide an appropriate framework for responding to the provincial legislation, including the Ontarians with Disabilities Act, 2001 (ODA). It also focuses on the mandate of the Region, such as Regional services delivery in TransHelp, social and special needs housing, and long-term care facilities. Accessibility is an integral component of Regional efforts to respond to rapid growth and shifting demographic patterns in Peel.

The human services amendment provides the policy framework for meeting the diverse needs of the entire population and contributing to safe, accessible, and healthy communities. Specific policies pertaining to accessibility ensure that Regional human services facilities are located and designed to be accessible to all people in Peel, including persons with disabilities. In addition, the Region encourages the area municipalities to develop Official Plans, Zoning By-laws, Urban Design Guidelines, and Site Plan Manuals to create opportunities for social and special needs housing and be aligned with the ODA. The Region also requests that affordable housing developers, including social and special needs housing, ensure an appropriate and equitable distribution of affordable housing throughout Peel. Furthermore, the Region is in the process of developing a Peel Housing Strategy, which will ensure an adequate supply of social housing and special needs housing in partnership with the area municipalities, non-profit and private providers, all available and appropriate affordable housing programs, and housing rehabilitating funding sources.

To meet the needs of persons with disabilities through transportation, the human services amendment provides the policy framework for a Regional Accessibility Plan, in accordance with the ODA. The Region encourages area municipalities and GO Transit to introduce a greater number of



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accessible low floor bus routes and other transit accessibility improvements to accommodate the travel needs of persons with disabilities in Peel.

In addition, the Region supports increased co-ordination of transportation services among TransHelp, area municipalities, community-based agencies and taxi companies, in order to provide a collaborative transportation service for persons with disabilities. The Region is currently working to ensure that TransHelp eligibility criteria accommodate the mobility needs of all persons with disabilities who are unable to use conventional transit. Many of these transportation improvements included in the human services amendment are recommendations based on the Region's 2004 Transportation for Persons with Disabilities Study¹ and will become part of a Long Range Transportation Plan.

¹ Available at: <http://www.peelregion.ca/planning/transportation/transportation-disabilities/index.htm>



Overview of the Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118)

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On June 13, 2005, the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) received Royal Assent. This new legislation will require the provincial government to work with the disability community and the public and private sectors to develop accessibility standards. Each standard will require those persons and organizations with obligations to implement measures, policies or practices in order to identify, remove and prevent the erection of barriers for people with disabilities. These barriers may be related to the goods, services, facilities, employment, accommodation, buildings, structures or premises received or encountered by people with disabilities.

Accessibility standards could cover such areas as: accessible buses, safe pedestrian routes into buildings, automatic doors at entrances, lower counter heights at cash registers, large-print menus, accessible washroom facilities, staff training in serving customers with learning disabilities, and adaptive technology in the workplace.

Standards will be developed by several Standards Development Committees in conjunction with representatives from specified industries or sectors, and representatives from the disability community and affected provincial ministries. These committees will determine long-term accessibility objectives as well as the first five-year targets for achieving them.

The proposed standards will be submitted to the provincial government for approval as regulations. Once a standard has been adopted as a regulation, all affected persons and organizations, including municipalities, will be required to comply with the standard within the time frames provided in the regulations. An Accessibility Report will also be filed annually or at other specified times with a Director appointed by the Deputy Minister. The Director will be responsible for exercising duties specified in the AODA and in the regulations. This Accessibility report will be made accessible to the public. Spot audits



Overview of the Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118)

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will be conducted by inspectors to verify the report contents. To ensure compliance, the Director can order that the affected person or organization pay a fine, file a report, or comply with the Director's recommendations. Penalties shall apply to those who are convicted of an offence under the Act.

Until standards are in place, the Ontarians with Disabilities Act (ODA), 2001, will remain in effect. Public sector organizations and government ministries are still required to meet their planning obligations under this legislation, including municipalities. According to the AODA, municipalities of 10,000 inhabitants are still required to establish or continue an Accessibility Advisory Committee. Although the AODA does not require that an annual Accessibility Plan be developed, municipalities are required to file an annual Accessibility Standard Report. This Report would inform the Director and the general public about the compliance by the municipality with Accessibility Standards regulations.

An Accessibility Standards Advisory Council will be appointed to advise the provincial government on the progress made by the standards development committees, public information programs, and other matters. The recruitment process for this Council is currently underway.

Under the AODA, the Minister is also required to prepare an annual report on progress under the legislation. A comprehensive review of the effectiveness of the AODA must also be undertaken within four years of its enactment, with subsequent reviews every three years thereafter.



Glossary of Terms

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Term	Definition
Citizen	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
Clients/Customers	Includes people who receive products and services that the Region deliver
Citizen-focused	Brings the voice of our citizens into the organization to help us understand and respond to their needs and expectations given available resources and Council policy decisions
Community	Reflects the physical area within Peel and the groups who live and/or work within it
Development	Includes both existing and new construction of buildings, property and infrastructure
Diversity	Refers to a broad range of attributes including, but not limited to social, economic, racial, cultural, geographic and religious
Liveable region	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
Stakeholders	Includes people who have some special interest in the products and services we deliver. They will or might be particularly affected by the way we deliver the service but are not simply clients or customers
Partners	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
Suppliers	Individuals or groups that provide products and services (external to the Region). Suppliers can be an organization, company or person who is not an employee that provides an input, material or indirect service for which compensation is received
Peel Region/ Regional	Refers to the Corporation of the Regional Municipality of Peel
Peel region/region	The geographic area included within Peel, not the political jurisdiction

Glossary of Terms

Term	Definition
Regional Values	The Region's essential and enduring characteristics for workplace behaviour
Strategic Actions	The ways the Region will contribute to making the goals happen (the how)
Strategic Plan	The Region's corporate document that guides Council and staff in addressing the changing needs of people who live and work in Peel The plan is renewed for every new term of Regional Council Strategic Plan includes: Vision, Mission, Goals, Strategic Actions, Success Indicators, Management System and Regional Values
Success Indicators	Measures identified to demonstrate achievements
Outcomes	Results of specific actions and tasks undertaken
Sustainable	Using resources today in a way that ensures they will be there tomorrow
Vision	The community's vision and purpose stated in powerful, memorable terms
Mission	The Region of Peel's contribution towards achieving the community vision
Goals	The results the Region wants to achieve in each of its areas of interest/responsibility (the what)
Objective	The outcomes a department/division/business/ program wants to achieve in each of its areas of responsibility (the what)
Actions	The ways the department/division/ business/program will contribute to making those results happen (the how)
Task	Operational steps taken to complete an action.
Work Plan	Outline of tasks and actions supporting specific objectives and projected timelines

Glossary of Terms

Term	Definition
Barrier	A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communicational barrier, an attitudinal barrier, a technological barrier, a policy or a practice.
Disability	<p>The ODA adopts the broad definition for disability that is set out in the <i>Ontario Human Rights Code</i>. Disability is:</p> <ul style="list-style-type: none"> ▪ any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device; ▪ a condition of mental impairment or a developmental disability; ▪ a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; ▪ a mental disorder; or ▪ an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997</i>.

This plan will be published on the Region of Peel's Web site
peelregion.ca

This publication will also be available in alternative formats
upon request.

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