



## Accessibility Work Plan

**Appendix II**  
2006 Accessibility 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"> <li>Establish a training and development curriculum, including customized training modules and tools for specific operational needs.</li> </ul>	Attitudinal and Information	December 2007	11 (3) (b) (d)
		<ul style="list-style-type: none"> <li>Development of a comprehensive initiative “Diversity, Access and Equity Strategy” (DAE) by the Health department to provide training and tools for program staff regarding</li> </ul>	Attitudinal and Information	Fall 2006 and continuing	11 (3) (b) (d)

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		accessibility. 1. DAE Strategy Approved 2. Develop & Implement action plan		July 2006  December 2008	
		<ul style="list-style-type: none"> <li>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).</li> </ul>	Information and Policy/Practice	Completed	11 (3) (b) (d)

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		<ul style="list-style-type: none"> <li>Accessibility Planning Specialist scheduled to present to staff of all 11 directly-operated child care centres on accessibility.</li> </ul>	Attitudinal and Information	2007	11 (3) (b) (d)
		<ul style="list-style-type: none"> <li>Implement sensitivity training for Regional Council and the Executive Management Team.</li> <li>This training will also be included within the orientation session conducted for new Council members following</li> </ul>	Attitudinal and Policy/Practice	Completed  January 2007	11 (3) (b) (d)

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		each municipal election.			
	1.2 Ensure ongoing internal communication on accessibility.	<ul style="list-style-type: none"> <li>Develop and implement a corporate-wide communication and education strategy and implement strategy using Pathways to submit Accessibility Stories, Poll Questions, and Surveys.</li> </ul>	Attitudinal	On-going	11 (3) (b) (d)
	1.3 Develop specific accessibility standards and	<ul style="list-style-type: none"> <li>Review existing publications and standards and</li> </ul>	Information	On-going	11 (3) (b) (d)

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	guidelines for all internal and external publications.	provide recommendations.			
		<ul style="list-style-type: none"> <li>▪ Review the W3C (Web site Accessibility Standards) and apply to Health department Web site.</li> <li>1. Web team will commence work as DAE strategy has been approved</li> </ul>	Information	2007 - 2008	11 (3) (b) (d)
		<ul style="list-style-type: none"> <li>▪ Review accessibility</li> </ul>	Information	December	11 (3) (b) (d)

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		guidelines for publications related to Health department programs. 1. Health and Communications Services will commence work in Fall, 2006		2007	
		<ul style="list-style-type: none"> <li>Health department planning to undertake an environmental scan of existing policies, guidelines and standards relating to accessibility within</li> </ul>	Information	2007	11 (3) (b) (d)

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		each division. 1. DAE Strategy approved 2. Develop & implement action plan			
		<ul style="list-style-type: none"> <li>TransHelp currently reviewing the accessibility of newsletter and Web site, including consideration of font size, colour, and language.</li> </ul>	Information and Communication	Completed	11 (3) (b) (d)
2. To improve accessibility of Regional programs,	2.1 Ensure effective process in place to integrate AAC	<ul style="list-style-type: none"> <li>Clarify roles and responsibilities of AAC and staff by</li> </ul>	Policy/Practice and Attitudinal	Completed and Ongoing	11 (1) (b) (i) 12 (2) – (6)

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services and facilities.	advice.	developing AAC brochures and distributing them externally and internally.			
	2.2 Strengthen organizational processes that will support accessibility.	<ul style="list-style-type: none"> <li>Adopt CSA standards where available and applicable.</li> </ul>	Policy/Practice	Completed and Ongoing	11 (2)
		<ul style="list-style-type: none"> <li>Public Works department developing accessible corporate standard for interior facility signage (increasing font sizes</li> </ul>	Policy/Practice	Completed	11 (2)

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		of signs, etc)			
		<ul style="list-style-type: none"> <li>Social Services department developing pilot project to explore the development of new accessible office space.</li> </ul>	Physical	Completed	11 (2)
		<ul style="list-style-type: none"> <li>The Employment Resource Centre at Peel Youth Village installing computers equipped with screen magnifier software for visitors with low vision, and telephones with TTY</li> </ul>	Communication	2008	11 (2)

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		uni-phone access.			
		<ul style="list-style-type: none"> <li>Research and document departmental best practices and share with other departments.</li> </ul>	Information	Ongoing	
		<ul style="list-style-type: none"> <li>Recognize departmental and individual efforts to improve accessibility by awarding them annually and highlighting their achievements to encourage others.</li> </ul>		Completed and Ongoing	

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	2.3 Develop a process for reporting of barriers and accessibility issues.	<ul style="list-style-type: none"> <li>Ensure accessibility plans incorporated into departmental Service Strategy Business Plans.</li> </ul>	Policy/Practice	On-going	11 (3) (d)
	2.4 Integrate accessibility issues into key planning documents.	<ul style="list-style-type: none"> <li>Ensure accessibility is integrated into human services component of Regional Official Plan renewal and any future amendments to the Regional Official Plan Strategic Update.</li> </ul>	Policy/Practice	Completed and Ongoing	11 (3) (d)
		<ul style="list-style-type: none"> <li>Ensure transportation needs of persons</li> </ul>	Policy/Practice	Completed	11 (3) (d)

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		with disabilities included as a component in transportation demand study implementation.			
	2.5 Ensure accessibility while organizing corporate events and meetings.	<ul style="list-style-type: none"> <li>Create a checklist to support decision-making and publish on Pathways, the Regional intranet.</li> </ul>	Policy/Practice	Completed and Ongoing	11 (3) (d)
	2.6 Ensure effective process in place to implement universal design philosophy.	<ul style="list-style-type: none"> <li>Research and prepare guidelines and standards for site managers to assist in identifying barriers</li> </ul>	Policy/Practice and Architectural	Fall 2005 (Pending Steering Committee Establish	11 (3) (d) 12 (4) – (6)

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		in existing and new facilities.		ment)	
		<ul style="list-style-type: none"> <li>Social Services department planning to renovate space at the Valley Child Care Centre for a new Infant Therapeutic Nursery Program, which will be wheelchair accessible.</li> </ul>	Architectural and Physical	Completed	11 (3) (d) 12 (4) – (6)
		<ul style="list-style-type: none"> <li>TransHelp working on ensuring all of the exterior doors to their building are accessible.</li> </ul>	Physical	Completed	11 (3) (d)

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		<ul style="list-style-type: none"> <li>Review and advise on detailed plan for Joint Use Facility.</li> </ul>	Architectural	Completed	12 (4)(a)
3. To address policy issues and optimize advocacy efforts.	3.1 Undertake policy development approach.	<ul style="list-style-type: none"> <li>Develop a barrier free policy for the Region of Peel to address barrier removal and prevention</li> </ul>	Policy/Practice	Fall 2005 (Pending Steering Committee Establishment)	11 (3) (d)
	3.2 Establish strong partnerships with other governments and non-governmental organizations.	<ul style="list-style-type: none"> <li>Participate in existing networks.</li> </ul>	Information and Communication	On-going	11 (3) (d)

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		<ul style="list-style-type: none"> <li>Establish a network of Peel professionals responsible for implementing ODA.</li> </ul>	Policy/Practice	Completed	11 (3) (d)
	3.3 Pursue advocacy opportunities with the Province.	<ul style="list-style-type: none"> <li>A Community Forum is being organized to engage external organizations and the Province</li> </ul>	Information	Winter 2006	
4. To build public awareness and knowledge of accessibility issues.	4.1 Create opportunities for public engagement.	<ul style="list-style-type: none"> <li>Post AAC agendas and minutes on external Web site.</li> </ul>	Information	Completed	11(1)(b)(ii)
		<ul style="list-style-type: none"> <li>Host a community event/forum.</li> </ul>	Information	November 2006	11(1)(b)(ii)

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		<ul style="list-style-type: none"> <li>Develop approach to engage stakeholders in renewal of plan.</li> </ul>	Information	On-going	11(1)(b)(ii)
		<ul style="list-style-type: none"> <li>Social Services department (Children's Services Division) is developing a survey to assess the accessibility of programs relating to special needs and physical accessibility, with the goal of creating an inventory of programs and services for parents</li> </ul>	Information	Completed	11 (4)

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		and caregivers of children from birth to six years.			
		<ul style="list-style-type: none"> <li>TransHelp is working with Communications Services to assess whether the public is interested in accessing their newsletter via the Web site rather than through hard copies.</li> </ul>	Information and Communication	Completed	
	4.2 Implement an external communication and education	<ul style="list-style-type: none"> <li>Develop an external and internal communication Work Plan.</li> </ul>	Information	On-going	11(4)

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	strategy.				
		<ul style="list-style-type: none"> <li>Develop and maintain accessibility planning external Web page.</li> </ul>	Information and Communication	On-going	11(4)
		<ul style="list-style-type: none"> <li>Provide regular updates and news/information to media.</li> </ul>	Information and Communication	On-going	11(4)

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