



## Summary of Accessibility Initiatives July 2005 – June 2006

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1. To develop the 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 program for staff.	Establish a training and development curriculum, including customized training modules and tools for specific operational needs.	Social Services Children Services	Provision of High/Scope training to all Early Childhood Education staff in Directly-Operated Child Care Centres that promotes the inclusion of all children through the use of pictures, symbols and textured materials in learning areas	Policy/Practice	Completed and Ongoing
	Awareness Initiative for staff	Social Services TransHelp	TransHelp is in the process of scheduling mandatory training for all Staff on the following courses: Assertiveness Training, Diversity Training, Email Management and Non-violent Crisis Intervention	Attitudinal	Summer 2006 – Ongoing
		Health	Two Lunch and Learns entitled <i>Effective Communication with People with Disabilities</i> and <i>How to Prepare Universal Accessible Promotional Materials</i> presented at 3 Health offices by Peel Health in partnership with Accessibility	Attitudinal	June 06 and August 06



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			Planning Program and the Accessibility Advisory Committee		
		Health	Community Development Officer provides training, guidance and mediation to staff as needed on diversity, access and equity issues	Information and Procedure	Ongoing
		Health	Long Term Care Division has a Diversity Handbook for staff and is updating it to reflect current learning.	Information	Completed and Ongoing
	Implement sensitivity training for staff	Social Services Children Services	Five Resource Teachers visited Ont. Foundation for Visually Impaired Children Nursery School in High Park, Toronto, for hands-on experience and training related to visual impairments	Attitudinal Policy/Practice	Spring 2006
1.2 Ensure ongoing internal communication on accessibility.	Develop and implement a communication and education strategy.	Social Services Ontario Works	Staff participated in mandatory training on Addictions issues.	Attitudinal	Spring/ Summer 2006
		Housing	Co-hosted and sponsored the International Day of Disabled Persons Event	Informational	December 2005



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	Presentations, meetings, discussions and education of clients on service processes	Social Services TransHelp	Presentations to Community Homes and Hospitals. Informed clients of our eligibility criteria, types of registration, and trip booking procedures.	Policy/Procedures	Dec 2005 – Ongoing
	Communicate use of accessible technology features of service	Social Services TransHelp	Promoted use of the Interactive Voice Response System (IVR) – Information sheets distributed on the bus and via Winter 2005 Newsletter.	Information Technological	Winter 2005
		Housing	Presented material about World Elder Abuse Awareness Day to staff of the Region of Peel. Pamphlets and purple ribbons were given to staff to acknowledge this day.	Informational	June 2006
		Housing	Presentation on Clean and Sober Thinking to self-help groups. These are independent groups for people with addictions which meet weekly in the Peel Region.	Informational	May 2006
		Social Services Children Services	Program information from other service providers is made available to staff and clients at the DOCC	Policy/Practice	Completed and Ongoing



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			centres, the Valley Infant-Parent Program and the Shelter programs (e.g. Peel Speech-Language Program, Food banks, Mental Health agencies)		
		Social Services Children Services	Community agency professionals attend staff meetings and provide in-service training sessions (i.e. Epilepsy Association, Ontario Foundation for Visually Impaired Children)	Attitudinal Policy/Practice	Completed and Ongoing
		Social Services Ontario Works	Employee office Wellness Committee has offered education and awareness sessions to staff including topics like the ABC's of depression)	Attitudinal	2006/ ongoing
		Social Services Ontario Works	Staff participated in a "Deaf and Hearing Cultural Exchange" coordinated through the Coalition for Persons with Disabilities Employment Access.	Attitudinal	Spring 2006
		Social Services Ontario Works Public Works and Children Services	Staff participated in demonstration tables and attended International Day of Disabled Persons in December 2005.	Attitudinal	December 2005



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Mood disorder Assoc. presentation at Staff Development Events (Divisional, Unit, Frontline Homelessness Forum)	Attitudinal	2005/06
		Social Services Ontario Works	Community partners attend staff meetings (i.e. legal services, assistants for clients with physically disables)	Attitudinal Policy/Practice	Ongoing
1.3 Develop accessibility standards and guidelines for all internal and external publications	Review existing publications and standards and provide recommendations.	Social Services Ontario Works	Children's Services is currently in the process of costing out translations for publications in Braille and Telecommunication Device for the Deaf (TDD) accessibility.	Policy/Practice	Ongoing
		Housing	Added wheelchair access information to Heritage Museum building brochure.	Informational	Fall 2005
	Review written information to ensure plain language	Social Services Ontario Works	Outreach site for Early Literacy at Credit Valley Hospital has display board information that is easy to read in plain, clear language	Informational	Completed and Ongoing
		Health	Significant financial resources are budgeted annually to ensure telephone and face-to-face	Policy/Practice	Completed and Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			<p>interpretation is available to assist clients utilizing our programs. Culturally appropriate e translation of program brochures or educational materials is done when it is deemed necessary (e.g. Long Term Care (LTC) is working on translating information on LTC and the Adult Day Services into other languages). Sign language is arranged upon request as well.</p>		
		Health	<p>Long Term Care Division has completed user testing on its web site with the support of Communications. This process allowed us to observe various users while using our site. The original intent was to understand if our site was easy to use, however, as a by-product of this process, we have received valuable feedback on things like the font size and colour used on our site, the positioning of the links on the site, the photo selections, the type of information we should include,</p>	Policy/Practice	Completed and Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			etc. We are now working with Communications to prepare an action plan for next steps.		
		Corporate Services	Regional Clerk's Office has ensured that all future orders for manager's business cards will be printed in Braille	Informational	Ongoing



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### 2. To improve accessibility of Regional programs, services and facilities

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
2.1 Ensure effective processes are in place to integrate AAC advice.	Clarify roles and responsibilities of AAC and staff	Health	Staff of the Access and Information Services Team (in the Business and Information Services Division) network and collaborate with the AAC as well as with the Accessibility Planning Specialist (e.g. on Lunch and Learn workshops).	Physical	2006 Ongoing
		Housing	New seniors building in Brampton, John Street - AAC members consulted on all suite entrances & washrooms on handicap (turning radius and grab bars)	Physical	Summer 2006
		Housing	Staff worked with members of AAC to review site and floor plans for the Joint Use Facility (JUF). Some minor changes were suggested which would further improve accessible to this new building. A successful presentation	Physical	Spring 2006





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			was made to AAC in May 2006 where the design was supported.		
		Corporate Services	Purchased electronic magnifying readers for members of AAC and also members of the public and staff using the Council Chambers.	Communicational	2005
2.2 Strengthen organizational processes that will support accessibility	Adopt CSA standards	Housing	Presentation made to AAC identifying how Canadian Standards Association (CSA) standards would be used as a minimum in all new construction projects at the Region, therefore, CSA standards are referred to as our minimum design guidelines. AAC supports this approach.	Informational	Spring 2006
		Housing	Address needs of persons with hearing impairment through the sign language skills of a staff person.	Communicational	Summer 2005-Spring 2006
		Planning	Preparing a report to council on the potential use of federal gas tax funding to improve accessible transportation.	Transportation	Fall 2006
		Health	The new mobile dental clinic and the new Peel Youth Leaders (smoking cessation) have improved program		Completed and Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			access for clients that are a challenge to reach.		
		Health	Health Department is guided by Ministry of Health and Long Term Care <i>Mandatory Health Programs and Services Guidelines 1997</i> – Equal Access Program Standard (e.g. #2 “When planning to use facilities and sites for mandatory public health programs, the Board of Health shall select those which are barrier-free and have suitable access”).		2005 and Ongoing
2.2 Strengthen organizational processes that will support accessibility	Improve accessibility of services for the public	Public Works	A new accessible standard was developed for interior signage and was implemented at 2 Copper Road	Policy/Practice	Completed
		Public Works	Compiled a list of short and long term recommendations that will serve to improve the Peel Children’s Water Festival. These recommendations are based on the collective observations and experiences of teachers that	Policy/Practice	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			attended the 2006 PCWF with students that have special needs as well as some members of the Joint Peel-Caledon Accessibility Advisory Committee.		
		Public Works	Worked with the Canadian National Institute for the Blind (CNIB) to install audible pedestrian signals at several locations throughout the Region. Our Engineering and Construction division will continue working with the CNIB to meet their needs.	Policy/Practice	Ongoing
		Public Works	Engineering and Construction has installed several “countdown” pedestrian signals in highly populated areas such as plazas, and seniors’ residences, as well as installing these signals by request. Countdown signals show the allotted time to cross the intersection.	Policy/Practice	Ongoing
	Improve accessibility of services for the public	Social Services Ontario Works	Communication and outreach to the hospitals discussing how to enhance our service (discharge planning).	Policy/Practice	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Corporate Services	Adapted approach to use pdf format wherever possible to increase accessibility to information	Communicational	2006
	Enhanced recruitment processes / job advertisement by using Workopolis as a job application tool	People, Information & Technology/ Human Resources	Enables anyone to apply for a job via the internet in a fair manner without the need to come to headquarters to do so	Physical	2006
	Enhancement to Tele-work Policy by combining new technology such as CAFÉ and a more flexible policy to enable employees to work from home	People, Information & Technology/ Human Resources	Tele-work Policy enhancement	Physical	2006 Ongoing
	Cross Border Transportation Initiative to improve service delivery.	Social Services TransHelp	Provided cross border transportation for Erinoak Summer program participants to Toronto, Burlington, Oakville and Milton.	Policy – allowing access to community on a wider scale	Summer 2006
	Improved Assessment Procedure to provide better customer	Social Services TransHelp	Improved scheduling of assessment applicants that helped reduce wait time and streamlined process. This was done by increasing the number of	Procedure	April 2006 and on



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	service.		assessment dates we provided each month.		
	Technology Upgrade to improve customer service.	Social Services TransHelp	Changes to the Interactive Voice Response System (IVR). Clients can now check pick up time information only after scheduling is complete.	Information Technological	Summer 2006
		Social Services TransHelp	Advance booking window decreased from two weeks to one week.	Information Policy/Practice	Summer 2006
		Social Services TransHelp	Ride Booking and Advance Cancellation Cut off time was moved from 12:00 pm to 2:00 pm Trip confirmation time changed from 2:00 pm to 4:00 pm	Information Policy/Practice	Summer 2006
	Changes to operational procedure to increase service availability.	Social Services TransHelp	Pilot Project – Availability of bus service on Saturday	Policy/Practice	Ongoing
		Social Services Ontario Works	Communication and outreach to the hospitals discussing how to enhance our service (discharge planning).	Policy/Practice	Ongoing



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		Social Services Ontario Works	Needle disposal boxes made available at client service sites.	Policy/Practice	Summer 2006
		Social Services Ontario Works	Creation of the Youth Caseloads – for youths accessing social assistance	Policy/Practice	Spring 2006
		Social Services Ontario Works	Revised presentation for START* sessions to improve readability for clients with colour-blindness. *start application process for assistance	Policy/Practice	Spring 2006
		Social Services Ontario Works	Outreach Team has been equipped with mobile technological tools to improve service delivery and access to information for and about clients.	Technological/ Policy/Practice	Spring 2006
		Social Services Ontario Works	Ontario Works is in the process of adding the Ontario Works 1-800 phone number and Caseworkers e-mail addresses to the business cards	Technological	In progress
		Social Services Ontario Works	Employment services have been expanded to include Ontario Disability Support Program (ODSP) clients.	Policy/Practice	June 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Verification process of Ontario Works eligibility and assistance has been simplified to improve service.	Policy/Practice	Spring 2006/ Ongoing
		Social Services Ontario Works	Changes have been made to simplify the income reporting process. Exception based income reporting was implemented resulting in a 40% decrease in the requirement of Ontario Works clients to submit Income Reporting Statements.	Policy/Practice	Completed
		Social Services Ontario Works	Expanded service at the Employment Resource Centre to include weekend and evening service.	Policy/Practice	Completed/ Ongoing
		Social Services Ontario Works	Employment Resource Centres are no longer restricted to Ontario Works Clients and are now available to all community members.	Policy/Practice	Completed/ Ongoing
		Social Services Ontario Works	Program information from other service providers is made available in the Employment Resource centres.	Policy/Practice	Completed/ Ongoing



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		Social Services Ontario Works	Ontario Works in Peel is one of the pilot sites for implementing an addictions initiative to expand service for clients with addictions issues.	Policy/Practice	Spring 2006/Ongoing
		Social Services Ontario Works	JobsNow – retention for clients with multiple barriers	Policy/Practice	Spring 2005-Fall 2006
		Social Services Ontario Works	Plans underway to implement a Scent Sensitivity program	Physical Attitudinal	Summer/Fall 2006 Launch
	Review publications for Plain Language	Social Services Ontario Works	Support Information Sessions (for clients) and the new Family Support Unit brochure was reviewed for use of plain language.	Informational	Completed
		Social Services Ontario Works	Simplification of brochures in the control clerk area	Informational	Completed
2.3 Develop a process for the reporting of barriers and accessibility	Research potential approaches and provide recommendation	Housing	Barrier Identification and Tracking Tool (BITT) application was presented to various groups within the Housing & Property department. This has heightened staff's awareness and	Informational	April 2006





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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			sensitivities to accessibility issues. Property Managers were directed to keep accessibility in the forefront when taking actions on any reconfigurations and/or re-designs.		
	Technology Development	Health	Health has been working with the Accessibility Planning Specialist on the Barrier Identification and Tracking Tool (BITT) – the tool is in the process of being revamped.	Information Technology	2005 and Ongoing
2.4 Upgrade of technology to improve accessibility	Technology upgrade	People, Information & Technology/ Human Resources	PercUP Computer upgrade included accessibility improvement such as voice activated software and higher quality screens	Information Technology	2006 Ongoing
2.5 Ensure accessibility while organizing corporate events and meetings.		Health	During Peel Health committee/workgroup meetings with community partners, we ensure the needs of each internal and external committee member are assessed by the chair of the committee (prior to each meeting).	Policy/Practice	Ongoing
2.6 Ensure effective process in place to	Improve accessibility of public services	Public Works	Accessibility is now considered in the early stages of construction for all Public Works facilities.	Policy/Practice	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
address facility and architectural barriers			Recommendations made by the Joint Peel-Caledon Accessibility Advisory Committee at the Battleford Community Recycling Centre (CRC) are incorporated into the basic design of new CRC's.		
		Public Works	Staff attended a training session on Designing Sidewalks and Trails for Access	Policy/Practice	Completed
		Public Works	Several modifications were made to leased premises at 11 Indell Lane during tenant construction to permit better accessibility while considering the short term of the lease.	Architectural	Completed
		Corporate Services	Kitchen in Council Lounge now wheelchair accessible through reconfiguration of furniture, appliances and fixtures.	Physical	2006
		Corporate Services	Installed automatic door opener in Legislative Services area.	Physical	2006
	Improve accessibility of projects and initiatives.	Health	Business and Information Services (BIS) team combined responsibility for facilities with responsibility for accessibility (as part of the diversity,	Policy/Practice Physical	Ongoing



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			access & equity portfolio) – which facilitates integration of issues and addressing of barriers.		
	Improve accessibility of public space.	Health	New office location at 55 Standish Court selected and developed as a barrier free site.	Physical	Completion is scheduled for Dec. 2006
	Improve accessibility of “Peel Manor” Long Term Care Facility.	Health	Peel Manor has added several wider automatic doors to accommodate persons with physical disabilities.	Physical	2006
	Ensure accessibility of future long term care facilities.	Health	Long Term Care Division will begin a major redevelopment program at Sheridan Villa and planning phases are ensuring full incorporation of accessibility for any clients, staff or visitors with physical disabilities.	Physical	2006 – 2009
		Social Services Ontario Works	Renovations to the Millcreek and Coventry Road Employment Resource Centres/Reception areas were discussed at an Accessibility Advisory Committee meeting and considerations were made for accessibility issues	Policy/Practice Physical	Completed



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		Social Services Ontario Works	Accessibility considerations were made when constructing Peel Youth Village (elevator, main door opener, barrier-free entrance Washrooms in House 3A are considered barrier-free and showers in public washrooms are also considered barrier-free).		
	Improved access at front of building for customers and staff, both.	Social Services TransHelp	Cut-out in concrete curb from courtyard to bus staging area.	Physical	May 2006
	New signage in hallways	Social Services TransHelp	Placed visible signage in main hallways to advise of 'uneven' ground in certain areas as a short-term solution. A capital project solution is being considered as a longer term, permanent solution.	Physical Awareness	June 2006
	Created wheelchair access to picnic area for employees and customers.	Social Services TransHelp	Reconfigured picnic tables in the common employee picnic area to allow for access of wheelchair at picnic tables.	Physical	June 2006
		Social Services TransHelp	Installed paddle style faucets for accessible washroom sinks.	Physical	March 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Improved accessibility of front office space	Social Services TransHelp	Side-walk width increased in the front office to allow greater access to front office.	Physical	January 2006
	Improved accessibility of common areas in court-yard.	Social Services TransHelp	Increased the size of usable area in the employee courtyard with the addition of twelve (12) 18' inch square concrete slabs for safer access.	Physical	March 2006
	Improved washroom accessibility.	Social Services TransHelp	Increased the number of accessible washroom stalls and installed new automatic doors for Men's/Women's washrooms	Physical	February 2006
	Improve accessibility of public space	Housing	Ontario Works Coventry and Millcreek ERC Centres, installed new furniture and ergonomic accessories. Information Technology (IT) installed flat screen monitors, special programs for visually impaired, and a TDD line at each site to assist visually and hearing impaired users.	Physical	Spring 2006
		Housing	Copper Road – Awaiting implementing interior standard signage including tactile with the special addition of raised lettering and Braille on the main directory and washrooms where public frequents.	Informational	Summer 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Peel Health Dept 55 Standish – First trial with Herman Miller systems furniture barrier free reception area.	Physical	Summer 2006
		Housing	Purchase new tables which are higher and thereby accessible to wheelchair users.	Physical	January 2006
		Housing	Installed a new fully accessible washroom on the 3rd Floor of the Peel Heritage Museum building.	Physical	January 2006
		Housing	10 Peel Centre Drive: Re-install Evacuation Procedures at a lower level so people in wheelchairs can view them.	Architectural	Summer 2006
		Housing	21 Coventry- Install horn strobes for hearing impaired staff. Installation of these devices is a pro-active measure and improves safety for all staff.	Physical	December 2005
		Housing	Installed barrier free automated doors systems at: TransHelp, Wilkinson Shelter, 150 Central Park Drive, Mavis Shelter and 44 Peel Centre Drive. This improved accessibility provides greater customer service to all clientele.	Physical	Fall 2005



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	All handicap door openers are tied into the Access control system throughout all Regional facilities.	Physical	Jan-July 2006
		Housing	10 Peel Centre Drive new ramp and front entrance in progress. Extensive collaborative effort between AAC, Commercial Property Management (CPM) and architects. CPM received very positive feed back regarding their awareness and sensitivity to accessibility issues	Architectural	Summer 2006
		Housing	New handicap door opener will be installed shortly and would be tied to the Access control system at the Customer Contact Centre at 10 Peel to accommodate new staff needs.	Physical	Summer 2006
		Housing	10 Peel Centre Drive - Install 2-way radios for the Fire Team on each floor to keep track and assist persons requiring assistance	Physical	Summer 2006
		Housing	Capital project is in progress to address/upgrade barrier-free main entrance access at Howden, Greenbriar, Cooksville, Ernest Majury, Streets Ville and Ridgeway Child Care	Physical	Summer 2006



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			Centres. Consultant was secured and is currently assessing sites. Consultants recommendations with be tabled by Capital with the AAC. This is another example of the collaborative efforts and support of improved accessibility for all.		
		Housing	To increase accessibility at Whillans Gate; Surveyor's Point (apt #804)– strobe light in some units	Physical	Summer 2006
		Housing	To improve accessibility at Lakeside Court, Fairview Place – handicap unit – installation of grab bars in handicap units for tubs and toilets.	Physical	Summer 2006
		Housing	Installed automatic door openers in coordination with Caledon Community Service & Peel Living at Riverview, Walkers Road, Stationview Place, Maple & Pinnacle	Physical	Fall 2005
		Housing	To accommodate a resident's need at Britannia – Approval given to replace a regular stove with an accessible stove.	Physical	Summer 2005





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		Housing	Installation of strobe light smoke alarms – one unit at Lakeview Promenade (A210) and one unit at Riley Court	Physical	Summer 2006
		Housing	Installation of small ramp at unit front door for several units at senior building	Physical	Summer 2006
		Housing	Proper illumination of lighting and signage in corridors has been upgraded to provide better visual accessibility	Physical	Summer 2006
		Housing	Installed automatic door openers at the front entrance of Erindale Terrace (two openers)	Physical	Summer 2006
		Housing	Installed handrails in the common area corridors throughout Maplegrove.	Physical	Spring 2006
		Housing	To improve access at Central Park. Two automatic door openers were installed on the front doors.	Physical	Summer 2006
		Housing	To improve access at Mchardy Court – ramps were installed outside ground floor apartment unit balcony doors – which lead to parking lot.	Physical	Summer 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Plans to install automatic doors at Fletchers View to provide access to recycling and garbage areas.	Physical	Summer 2006
		Housing	Feasibility and design work has been completed for installation of new elevators at Maple Grove and Jane to improve access for people with disabilities. Work tendered in 2006, installation scheduled for early 2007.	Physical	Summer 2006 Early 2007
		Housing	Address needs of persons with hearing impairment through the sign language skills of a staff person.	Communications	Summer 2005-Spring 2006
		Housing	Peel Access to Housing (PATH) application form made available online and can be enlarged for easier reading for visually impaired.	Informational	Spring 2006



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3. To address policy issues and optimize advocacy efforts

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
3.2 Establish strong partnerships with other governments and organizations.		Health	Peel Health staff participated in following external committees comprised of various stakeholders: 1. Regional Diversity Roundtable; 2. Ontario Public Health Association 3. Access, Equity and Social Justice Committee; 4. French Language Health Services group.	Information, Attitudinal, Policy and Practices	Ongoing
		Health	Community Development Officer (CDO) continue to consult with Local Health Integration Networks (LHINS) and other agencies on Incorporating Diversity into LHINS	Information, Attitudinal	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Participate in existing networks	Housing	Within the Housing Initiatives Section, the Building Healthy Communities forum brings together key community groups to share valuable information as it relates to housing and related support.	Informational	May 2006-continuous process
		Housing	Made presentation about RAIN Program (Reaching Adolescents In Need) to the Building Healthy Communities network. The RAIN program is a pilot project of the Associated Youth Services of Peel (AYSP). Through RAIN outreach workers meet with youth in the community including on the street, about the needs of youth with mental health issues. These youth are assessed and they are connected to appropriate services.	Informational	January 2006
		Housing	Organized the private sector Builder Developer Forum on older Adults housing needs.	Informational	February 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing	Policy staff led the coordination of two workshops in early 2006 that brought together many community agencies to discuss older adults' mental health and housing needs.	Informational	January 2006



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

<b>Actions</b>	<b>Tasks</b>	<b>Department</b>	<b>Accomplishments to-date</b>	<b>Barrier Type</b>	<b>Time Frame</b>
4.1 Create opportunities for public involvement.		Health	The <i>Diversity, Access and Equity (DAE) Strategy</i> is currently focussed internally but the focus will broaden to include external initiatives in the future.	Policy	N/A
4.2 Implement an external communication and education strategy	Improve website accessibility.	Social Services Ontario Works	Enhancements to the External website include, font size changes, making forms available on line, reorganized to make information more straightforward.	Technological	Ongoing
	Develop an external communication strategy.	Housing	Participated in the annual Connections Resource Fair for Persons with Disabilities	Communicational	May 2006
		Housing	Participated in a Senior's Fair in Brampton. Provided Peel housing information for seniors in the Region of Peel. Seniors and community agencies were invited.	Informational	Fall 2005
		Housing	Forum for accessibility features for older adults housing	Informational	February 2006



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**APPENDIX III**  
2006 ACCESSIBILITY PLAN

<b>Actions</b>	<b>Tasks</b>	<b>Department</b>	<b>Accomplishments to-date</b>	<b>Barrier Type</b>	<b>Time Frame</b>
		Housing	Had an information session at Community Care Access Centre (Homecare) about social housing within the Region of Peel. Health care professionals were invited.	Communicational	Spring 2006
		Housing	Workshop on mental health & housing needs of older adults	Attitudinal	Spring 2006