

Glossary of Terms

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

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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

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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>.