



Summary of Accessibility Accomplishments July 2006 – June 2007

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1. To 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 program for staff.	Operator's Manual Review	Social Services TransHelp	TransHelp Operator's manual has been reviewed and modified where needed including updates on various procedures related to accessibility	Policy/Practice	Completed
	Implement sensitivity training for Regional Council This training will also be included within the orientation session conducted for new Council members following each municipal election	Corporate Services	All members of Regional Council received information related to the Accessibility Planning Program, AAC, AODA and disability facts in their Orientation reference binder at the start of the new term of Council in December 2006.	Attitudinal, Policy/Practice	December 2006
	Implement sensitivity training	Corporate Services	Some members of the Executive Management Team and the	Attitudinal, Policy/Practice	November 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	for Executive Management Team		Senior Legal Counsel attended the Region of Peel Community Forum on adaptive technology and received disability sensitivity training. The Forum included an in depth presentation from the Keynote speaker and displays on “E-accessibility”		
	Members of AAC and the Accessibility Planning Specialist gave expert advice on how to effectively train staff and students to conduct presentations in a format that integrates children with disabilities at	Public Works	Added an accessibility portion to the training media which was presented to all staff and students helping out with the Peel Children’s Water Festival. Staff members were also encouraged to attend the International Day of Disabled Persons Event.	Attitudinal, Informational, Communicational	October 2006 – May 2007



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	the Peel Children's Water Festival activities.				
	In-house trainer reviewed procedures and policies with drivers/operators, trained service providers contracted by the Region, i.e. taxi drivers.	Social Services TransHelp	Review of all policies and procedures conducted by in-house trainer with all drivers and operators. Training provided to outside service providers.	Informational, Communicational	March – May 2007
		Health Services	Health Services sponsored and co-led an event to celebrate the 2006 International Day of Disabled Persons (resulted in staff becoming knowledgeable about accessibility issues such as internet usage, transcribing, ASL, etc.) This was the most accessible event ever held by the	Informational, Communicational, Attitudinal	June – November 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			Region of Peel.		
		Health Services	Development of a comprehensive Diversity, Access and Equity (DAE) Strategy. Phase I work plan has been approved by the Health Management Team	Communicational	2006-2008+
		Health Services	Peel Health in partnership with Accessibility Planning Program and the Accessibility Advisory Committee conducted Lunch and Learn sessions on preparing Universal Accessible promotional materials at three Health Offices.	Communicational	August 2006
		Health Services	Community Development Officer provided training, guidance and consultation to staff on diversity, access and equity issues.	Communicational, Attitudinal	Ongoing



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		Health Services	Long Term Care Division has printed the 2 nd edition of Diversity Handbook for staff, which also addresses accessibility issues	Communicational, Informational, Attitudinal	Ongoing
	Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) survey	Corporate Services	Completion of accessibility service training needs survey issued by the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO)	Communicational, Informational, Attitudinal	May 2007
	Make staff aware of the requirements of people with a mobility disability.	Public Works Traffic	A demonstration was given to staff on a new pedestrian pushbutton, with an audible signal that could be utilized in the field	Communicational, Physical	Fall 2006
1.2 Ensure ongoing internal communication on accessibility.		Social Services Ontario Works	Distribution of materials from various organizations including but not limited to Canadian Hearing Society and Women with Disabilities to staff in	Communicational, Informational	Ongoing



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			Ontario Works offices. Information was also made available to the general public in the three Employment Resource Centres/Ontario Works Reception areas.		
		Social Services Ontario Works	ODSP (Ontario Disability Support Program) Team regularly increase their knowledge and awareness of accessibility and disability issues through training and presentations from external sources.	Communicational, Informational	Ongoing
		Social Services Ontario Works	Regular “Community Corner” events offer community organizations an opportunity to set up displays in Ontario Works Employment Resource Centres to educate staff and the general public about barriers and promote resources available	Communicational, Informational	Ongoing



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		Social Services Ontario Works	Wellness sessions offered to staff have included issues impacting mental health	Communicational, Informational	Ongoing
		Social Services Ontario Works	Twelve accessibility stories were posted on internal Pathways web site by Ontario Works department	Communicational, Informational	July 2006 to June 2007
	Presentations, meetings, discussions and education of clients on service processes	Social Services TransHelp	Presentations made to staff of many regional Long Term Care facilities and not-for-profit community agencies in the Region to promote TransHelp services and educate on proper use of service	Communicational, Informational	Ongoing
		Corporate Services – Paramedic Services	AAC members received presentation on transportation of guide/service animals and assistive devices by paramedics.	Communicational, Informational, Attitudinal	March 2007
		Corporate Services	Display of recommendations during Council meetings at or above 14 Font on motions in Chambers.	Communicational	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Public Works	Transportation Topical Bulletin was distributed to counsellors, community service agencies, transportation providers (public and private) in Peel and surrounding areas as well as any clients who request a copy. This bulletin informs people about the challenges and accomplishments regarding accessible transportation in the Region.	Communicational	November 2006 and February 2007
	Develop and implement internal communication strategy	Corporate Services	Draft strategy developed; selected tactics implemented (e.g. Pathways stories, Images of Peel feature, etc.)	Communicational	Ongoing
	Coordinated corporate-wide responses to accessibility related staff questions	Executive Office	Ask the CAO website is used for all staff to ask questions regarding accessibility, and to receive timely and thoughtful responses.	Communicational, Informational, Attitudinal.	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Social Services Ontario Works	Ontario Works created a Plain Language and Design Tip sheet as a resource when creating print materials.	Communicational, Informational	Summer 2006
		Social Services Ontario Works	Plain Language Reviews have been completed for many letters and publications for example Income Reporting Statement Brochure, ASI letters, Employment Services documents	Communicational, Informational	Ongoing
		Social Services Ontario Works	Inclusion of Bus routes on Employment Service workshop schedules	Informational	2007
		Corporate Services	Customer Service Standards response was developed and sent to Minister of Community and Social Services	Policy/Practice	December 2006
1.3 Develop specific accessibility	Ensure that printed material for Peel	Public Works	2007 Peel Children's Water Festival map included signage for designated accessible parking	Communicational	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
standards and guidelines for all internal and external publications	Children’s Water Festival clearly adheres to accessibility guidelines using the best practices available.		symbols, accessible washroom symbols and a symbol to indicate “limited accessibility” areas within the outdoor park		
		Corporate Services	Posting of web site material in Word format and/or pdf to improve accessibility to documentation. Accessibility Planning Program web pages standard font size display increased (with scaleable feature – larger and smaller font size on demand)	Communicational	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.		Social Services Ontario Works	Ontario Works staff regularly attend the AAC meetings and assist with Accessibility events , e.g. IDDP	Physical	Ongoing
	<ul style="list-style-type: none"> • Minimum channelized island sizes • Traffic signal pole placement • Pedestrian pushbutton location and type • Depressed curbs • Comment on sidewalks and multi use facilities 	Public Works Traffic Corporate Services Accessibility Planning Program	In consultation with the Accessibility Planning Program, the following changes were made at the intersection of Steeles Avenue and Hurontario Street <ul style="list-style-type: none"> • Relocated pushbuttons • Installed countdowns • Reviewed existing traffic signal pole locations • Reviewed existing channelized islands • Increased pedestrian timings **Traffic Signal and Systems (TSS) staff received a Letter of Appreciation for their	Physical	Fall 2006 November 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	<ul style="list-style-type: none"> • Audible Pedestrian Signal 		<p>commitment to supporting the mandate of the Joint Peel-Caledon Accessibility Advisory Committee** Now Region has additional four locations with audible pedestrian signals</p>		
	Review entrances to improve accessibility	Housing and Property	<p>Main entrance upgrades such as ramps and walkways for :</p> <ul style="list-style-type: none"> • Brampton West Child Care Centre • Howden Child CareCentre • Ernest Majury Child Care Centre • Cooksville Child CareCentre • Streetsville Child Care Centre 	Physical	Fall 2007
	Reviewed site conditions and made recommendation	Housing and Property	<p>Proposed installation of door openers at the following sites</p> <ul style="list-style-type: none"> • Ridgeway Child Care Centre 	Physical	March 2007



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	to install door openers		<ul style="list-style-type: none"> • Streetsville Child Care Centre • Brampton West Child Care Centre • Greenbriar Child Care Centre • Cooksville Child Care Centre 		
	Improve access to 10 Peel Centre Drive	Housing and Property	Installed door openers to improve access to public Human Resource reception	Physical	October 2006
	Maintain accessibility of 150 Central Park Drive	Housing and Property	Worked with City of Brampton to delay elevator work that would have eliminated accessible access to the 2 nd and 3 rd floors	Physical	June 2007
	Clarify roles and responsibilities of AAC and staff by developing AAC brochures and distributing them externally and	Corporate Services	An AAC Resource Manual was prepared and presented to AAC members at the first AAC meeting in 2007 providing them with an overview of regional programs and services. AAC brochures to promote the	Policy/Practice	January 2007 May 2007



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	internally		Accessibility Planning program and the Committee were updated and distributed at internal and external events.		
	Peel Children's Water Festival	Public Works	Accessibility Planning Specialist participated in the Steering Committee, Activities Committee and Operations Committee of the Peel Children's Water Festival	Informational, Attitudinal	Ongoing
		Public Works	The Accessible Transportation Coordination Office (ATCO) provided conventional transit travel training sessions to three large groups and to one individual.	Physical	July and Nov 2006, Feb 2007
		Public Works	As part of a bigger promotion effort, the Accessible Transportation Coordination Office (ATCO) has secured funding from Mississauga and Brampton Transit to produce a video that will highlight the advantages of conventional transit	Physical	June 2007 and ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
			for people with disabilities		
		Health Services	Staff of the Access and Information Services Team (in the Business and Information Services Division) network and collaborate with the Accessibility Advisory Committee as well as with the Accessibility Planning Specialist (e.g. Lunch and Learn workshops)	Communicational, Informational	Ongoing
	Report to Council on proposed Accessible Communications Standard	Corporate Services	Report to Council on potential impact to accessibility of Regional services	Policy/Practice	January 2007
2.2 Strengthen organizational processes that will support accessibility		Social Services Ontario Works	Reviewed the Ontario Works Intake policy and eliminated questions about Psychiatric Hospitalization and incarceration	Policy/Practice	Winter 2007



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		Social Services Ontario Works	Implementation of Addiction Services Initiative (ASI) pilot for Ontario Works clients provides improved and expanded services for clients including dedicated staff and specialized workshops.	Informational, Policy/Practice	Implemented Spring 2006, ongoing
		Social Services Ontario Works	Training and Development Team ensures accessibility issues are considered when delivering training and adapt training to meet the needs identified by participants	Attitudinal, Informational	Ongoing
		Social Services Ontario Works	Community Support Facilitators at two Ontario Works sites improved services and access for clients requiring in-depth support due to disability.	Informational	Summer 2006
		Social Services Ontario Works	Partnership with an Accessible Taxi company to improve availability of service for Ontario Works clients.	Physical	In progress Spring 2007



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	Weekend bus service pilot introduced	Social Services TransHelp	Full bus service is now available on Saturdays since June 2006. Sunday service pilot is planned to be introduced on July 29, 2007 for greater accessibility.	Physical	Completed and Ongoing
	Cross-border Transportation	Social Services TransHelp	Continual expansion of the TransHelp service area. This will allow participants greater access to services, programs and facilities that currently are not available within the Region.	Physical	Ongoing
	Transfer sites/ Locations	Social Services TransHelp	TransHelp added locations that are serviced outside of the Region to allow clients to make more convenient connections with neighbouring transportation service providers. This increases mobility options for riders.	Physical	March 2007 and Ongoing
	Design Guidelines	Housing and Property	Design Guidelines for the Affordable Housing Program RFP (Request for Purchase) included accessibility principles.	Policy/Practice	Spring 2006



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	AAC presentations	Housing and Property	Site plan presentations to AAC. 10 Peel Expansion Project (PEP) designs were approved by AAC. Ground floor washrooms were redesigned based on advice received from the AAC. John Street seniors residence project and Walker Road expansion – design to include accessible features as standard in all units	Communicational, Informational	June 2007
	Recognize departmental and individual efforts to improve accessibility. Present annual awards highlighting achievements. Peel Children’s Water Festival to	Corporate Services	Certificates of Recognition and Letters of Appreciation presented at International Day of Disabled Persons Event Region of Peel staff and members of AAC planned and participated in the 2007 Peel Children’s Water Festival	Policy/Practice, Attitudinal	November 2006 May 2007



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	be more inclusive of children with disabilities				
	Accessibility Planning SSPB Steering Committee met to establish Corporate project list and prioritize projects for EMT consideration	Corporate Services	Project list was approved by Executive Management Team (EMT). Project initiatives are awaiting allocation of resources from respective departments.	Policy/Practice	April 2007
	Review documents required for bidding and incorporated accessibility review into templates	Purchasing	<u>Purchasing By-Law</u> and <u>Procedures F35-01</u> and <u>F35-32</u> have been updated to reflect accessibility requirements. This was presented to Audit Sub Committee, Police Services Board and Regional Council	Policy/Practice	Spring 2007
	Met with Accessibility	Public Works	Meeting has taken place to address the implementation of	Communicational	Ongoing



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	Advisory Committee members on a continuous basis.		Peel Living recommendations.		
	Ensure transportation needs of persons with disabilities are included as a component in transportation demand study implementation.	Public Works	The Accessible Transportation Coordination Office (ATCO) has hired a Transportation Resources Coordinator. The Customer Call Centre refers people with disabilities to this Coordinator. Business Plan approved by Council	Physical, Communicational	October 2006 December 2006
		Health Services	Contract for face-to-face interpretation services amended to include sign language interpretation to facilitate use of this service	Communicational	December 2006
2.3 Develop a process for the reporting of barriers and		Corporate Services	AAC members audited Caledon Community Services accessibility	Physical	October 2006



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accessibility					
2.4 Upgrade of technology to improve accessibility	Ensure AAC recommendations and concerns are incorporated into the Peel Region Official Plan Review (PROPR) under Human Services and Liveable Peel	Planning	Planning, Policy and Research Director met with Accessibility Advisory Committee to ensure accessibility components	Communicational	PROPR to be completed June 2009
	Liveable Peel Conference	Planning	A full session on the aging population and the accessibility issues was included.	Communicational, Informational	Feb 2007
	Consider barrier-free requirements in search for new Leased Premises	Housing and Property	Awareness of barrier-free requirements incorporated into the Client Request Form for new leased facilities	Policy/Practice	March 2006



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	Recognize the desire for, and take actions to, foster an environment of full inclusion in our organization and the broader community	Executive Office	<p>Ensured that the Council-approved 2007-2010 Strategic Plan recognizes the need for accessibility. Council approved this Plan on May 24, 2007.</p> <p>The following Strategic Plan V – 2007-2010 excerpts are of direct interest to accessibility:</p> <p>Goal 1: Deliver citizen-focused services</p> <p>Goal 3: Provide human services that meet current and changing needs</p>	Policy/Practice	2007-2010
2.5 Ensure accessibility while organizing corporate events and meetings.	All venues for Public Meetings, workshops, etc. are fully accessible	Planning	<p>Accessibility was considered while organizing the following events:</p> <ul style="list-style-type: none"> • Two Staff Development Days • Greenlands Tax Incentive Workshop 	Communicational, Informational, Attitudinal, Policy/Practice	<p>Nov 2006 & June 2007</p> <p>May 2007</p>



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			<ul style="list-style-type: none"> • Public Meetings at Regional Council • Liveable Peel Conference 		Feb 2007
	Improved accessibility for persons with disabilities using audio technology	Housing and Property	Replaced and upgraded Council Chamber hearing support system (Infra Red hearing support system). Installed elevator call button to automatically state building name and cab to vendor's call centre when assistance is required at Regional headquarters located at 10 Peel Centre Drive	Physical	December 2006
	Remove barrier in washrooms	Housing and Property	Council Chamber Lounge washrooms were renovated and made barrier free	Physical	August 2006
	Improve accessibility to Council Chambers	Housing and Property	Council Chamber furniture was changed to allow improved ground level accessibility, wheelchair designated areas and signage added as well as improved lighting	Physical	August 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Improve accessibility to 10 Peel Centre Drive	Housing and Property	Completed front entrance ramp at Regional headquarters located at 10 Peel Centre Drive	Physical	January 2007
		Corporate Services	Accessibility Planning Specialist and Regional Event Specialist attended event in Ottawa to obtain information and ideas to assist in planning inclusive and accessible events for the Region of Peel, using new communication technology	Physical, Attitudinal	December 2006
	Invite requests for special accommodations for corporate events/meetings	Executive Office	<p>Routinely ensure that accessibility needs are considered, planned for, and responded to for all Executive Office corporate wide events, such as CDMS meetings and the Together We Are Better Awards luncheon.</p> <p>For the above stated events these additional steps were also taken: Inaugural 2006</p>	Policy/Practice	Ongoing



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	<p>For all significant/large corporate events, the location has to be wheelchair accessible and have an audio system that can accommodate the hearing impaired.</p>		<ul style="list-style-type: none"> • Invitations included symbols that informed invitees that accommodations would be made for wheelchairs, the hearing impaired, etc. • Some seating was removed to accommodate wheelchairs • Large fonts used on signage/print material • ‘Signers’ provided for the hearing impaired • Braille in washrooms <p>Together We are Better Awards</p> <ul style="list-style-type: none"> • Invitations asked invitees to indicate if they had any dietary or accessibility requirements • Scent Sensitivity encouraged <p>CDMS (Commissioners,</p>		



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			Directors, Managers and Supervisors) <ul style="list-style-type: none"> • Invitations asked invitees to indicate if they had any dietary or accessibility requirements • Scent Sensitivity policy was encouraged 		
		Health Services	During Peel Health committee/ workgroup meetings with community partners, ensure the needs of each internal and external committee member are considered by the Chair of the Committee prior to each meeting	Physical	Ongoing
		Corporate Services	Scheduling of sign language interpreters for Accessibility Advisory Committee meetings and other meetings of Council as required	Communicational	Ongoing



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2.6 Ensure effective process in place to address facility and architectural barriers		Social Services Ontario Works	Key Ontario Works staff involved in the 10 Peel Expansion Project are considering accessibility needs during the planning and development stages of Ontario Works office configuration and relocations.	Physical, Architectural	Ongoing to project completion in 2008
		Social Services Ontario Works	Employment Resource Centre at Peel Youth Village was relocated to the main floor eliminating the need for use of stairs or a secured elevator.	Physical	2007
		Social Services Ontario Works	ODSP Team was relocated to be closer to the client access door making it easier for clients with mobility disabilities,	Physical	Spring 2007
	Redesign of dispatch area to allow greater accessibility	Social Services TransHelp	Redesigned entire dispatch area, allowing for greater accessibility for staff. Opened up dispatch work area to increase traffic area as well as installed dispatch counter to better serve drivers.	Physical	Feb 2007



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	Designing barrier free washrooms	Housing and Property	10 Peel Centre Drive – 6 th Floor barrier free washroom is in design phase to accommodate staff with mobility disability.	Physical	April 2007
		Corporate Services Accessibility Planning	Consultation with Facilities and Property staff regarding installation of 10 Peel Centre Drive 6 th floor accessible washroom	Physical, Architectural	April 2007
		Housing and Property	Installed kick plate and door closer and automatic door openers at Caroline Street	Physical	Jan and Feb 2007
		Housing and Property	Patio stone pavers outside of modified units replaced with poured concrete at Graham Court	Physical	December 2006
		Housing and Property	Installed accessible toilet and grab bars at Ridgewood Court	Physical	December 2006
		Housing and Property	Installed bath tub grab bars at Central Park Drive location	Physical	January 2007



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Housing and Property	Installed accessible toilet at Conover Street location	Physical	March and April 2007
		Housing and Property	Installed bath tub grab bars at Fairview Place location	Physical	January 2007
		Housing and Property	Gates installed on exterior stairs to remedy safety issue for wheelchairs at Gran Colombia location	Physical	March 2007
		Housing and Property	Automatic door opener installed at rear entrance at King Street location	Physical	January 2007
		Housing and Property	New grab bars installed in bathroom at Lakeside court location	Physical	March 2007
		Housing and Property	New grab bars installed in bathroom at Maple Avenue location	Physical	January 2007
		Housing and Property	New grab bars installed in bathroom at Mason's Landing location	Physical	January 2007



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		Housing and Property	Riser installed at front door at Queen Frederica location	Physical	January 2007
		Housing and Property	New grab bars installed in bathroom at Riley Court location	Physical	January 2007
		Housing and Property	Installed accessible toilet and grab bars and removed bathtub and installed roll-in shower at Stationview location	Physical	January 2007
		Housing and Property	Construction on elevator for building at Maplegrove commenced	Physical	March 2007
		Housing and Property	Construction on elevator for building at Jane Street commenced	Physical	January 2007
	TransHelp working on ensuring all of the exterior doors to their building are accessible	Social Services TransHelp	All entranceways have been modified for full accessibility including levelling of some concrete. As well some doors replaced where the need was identified.	Physical	Completed



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		Health Services	Long Term Care Centres: Peel Manor front and courtyard entrances renovated to accommodate wheelchair accessibility; several wider automatic doors were also added. Design plans for the renovation of Sheridan Villa have incorporated accessibility design elements	Physical, Architectural	2005-2006
		Health Services	Access and Information Services Team (BIS) combines responsibility for facilities with accessibility (as part of the diversity, access and equity portfolio) which facilitates integration of issues and addressing of barriers	Physical	Ongoing
		Health Services	New office location at 55 Standish Court selected and developed as a barrier free site	Physical, Architectural	Opened August 2006



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3. To address policy issues and optimize advocacy efforts.

Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
3.1 Undertake policy development approach		Corporate Services	Accessibility Planning Steering Committee established	Policy/Practice	November 2006
	Role of this committee is to respond to the regulatory environment, including rulings of the Ontario Human Rights Tribunal affecting specialized transit services.	Corporate Services	Senior Legal Counsel is a member of the Accessibility Legislation and Policy Sub-Committee (which is a Sub-Committee of the Transportation Plan Steering Committee)	Policy/Practice	May 2006 to present



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3.2 Establish strong partnerships with other governments and organizations.		Social Services Ontario Works	Ontario Works makes presentations to numerous community organizations to improve knowledge of service and accessibility of information and services.	Communicational and Attitudinal	Ongoing
	AODA Working Groups	Social Services TransHelp	Participated in CUTA/OCTA workshops and provided feedback and discuss AODA and proposed transportation standards	Policy/Practice	June 2007
	Brampton Official Plan	Planning	Development Planning Services reviewed Brampton Official Plan, which includes accessibility issues	Policy/Practice	Ongoing
	Participate in existing networks	Corporate Services	AAC and Acting Accessibility Planning Specialist participated in Resource Fair (May 2007). Members of the AAC attended the Oshawa AAC Conference in May 2007. Vice-Chair attended Peel Living Conference	Informational	May 2007



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	Participate in network of Peel professionals responsible for implementing AODA	Corporate Services	Accessibility Planning Specialist participated in conjunction with Joint Peel-Caledon AAC to achieve this	Policy/Practice, Attitudinal, Communicational	Ongoing
	Work with Heart Lake Conservation Area to improve accessibility of Peel Children’s Water Festival	Public Works	Heart Lake Conservation Area built a ramp to make their permanent washroom accessible.	Physical	Ongoing
		Public Works	Since October 2006, the Transportation Resources Coordinator has met with five community support agencies to explain her role and the functions of the Accessible Transportation Coordination Office (ATCO)	Communicational	October 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
		Health Services	<p>Peel Health has continued to develop partnerships through the Regional Diversity Roundtable (RDR) and the Ontario Public Health Association Access, Equity and Social Justice Committee</p> <p>Jointly with other partners on the Regional Diversity Roundtable, Peel Health has developed a position paper on diversity (including accessibility) for Local Health Integration Networks</p>	Communicational	<p>Ongoing</p> <p>March 2007</p>
3.3 Pursue advocacy opportunities with the Province	Community forum organized to engage external organizations and the Province	Corporate Services	Joint Municipal Accessibility Advisory Committee Meeting held June 12, 2007 to discuss accessible housing. The topic was “Accessible and Liveable – Building Communities for All”	Communicational and Informational	June 2007



Summary of Accessibility Accomplishments July 2006 – June 2007

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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.		Social Services Ontario Works	Surveys were conducted with clients of Ontario Works, Housing and Children's Services for the purpose of improving accessibility of services for clients	Policy/Practice	2006/2007
	Support accessibility initiatives throughout the Region and beyond	Social Services TransHelp	Provided transportation for Accessibility Advisory Committee to attend accessibility forum in Oshawa		May 2007
	International Day of Disabled Persons (IDDP)	Social Services TransHelp	TransHelp participated in IDDP, by providing free transportation for those who required it and promoting TransHelp services		Dec 2006
	Post AAC Agendas and Minutes on external web site	Corporate Services	All Agendas and Minutes are posted on external web site All AAC meetings are open to members of the public	Communicational	Ongoing



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
	Distribution of Agenda and Minutes of AAC Meetings	Corporate Services	Creation of electronic format that includes accessible agenda item attachments where possible. Conversion of Power Point presentations to accessible format where possible	Communicational	Ongoing
	Customer Complaint Procedure	Social Services TransHelp	More methods for clients to contact appropriate staff regarding complaints and issues have been created. Clients have access to voicemail. Customer Contact Centre, Customer Service Coordinator, email, postal mail. As well, escalated calls are directed to Supervisors	Communicational	Ongoing
	Participate in community events and fundraisers to build awareness of TransHelp services	Social Services TransHelp	Participated in Rick Hansen Wheels in Motion fundraiser. Sent Regional special transit vehicle and staff on site to build awareness	Communicational and Informational	June 2007
4.2 Implement an external	Display accessibility	Housing and Property	Created two sign boards describing the 10 Peel Centre	Informational, Communicational	Fall 2006



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Actions	Tasks	Department	Accomplishments to-date	Barrier Type	Time Frame
communication and education strategy	accomplishments for public viewing		Drive front entrance ramp and new elevators at Maple Grove		
	Educate staff on accessibility	Housing and Property	Commercial Property staff attended the IDDP 2006 seminar	Informational, Attitudinal	Fall 2006
	Develop and maintain accessibility planning external web page	Corporate Services	Improve accessibility of web pages by updating links and information contained on web site. Posted the 2006 Accessibility Plan. Updated the 2007 AAC brochure	Informational and Communicational	Ongoing
		Accessible Transportation Coordination Office	An information brochure outlining office mandate and functions was created for community education, which later was distributed to external organizations.	Informational and Communicational	February and November
	Develop and external and internal communication Work Plan	Corporate Services	Selected tactics of the strategy are implemented e.g. promotion of International Day of Disabled Persons event, news releases, etc.	Informational and Communicational	Ongoing; client to review 2007/08 strategy



**Summary of Accessibility Accomplishments
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