

Accessibility Plan




Making Way

For Ontarians with Disabilities

September 2008



The Regional Municipality of Peel Accessibility Plan – September 2008

2008 Accessibility Plan

Introduction

This document is the sixth Region of Peel annual **Accessibility Plan**. The Plan has been endorsed by the Peel Regional Council, and will be submitted to the Province in accordance with annual municipal reporting requirements set out in the *Ontarians with Disabilities Act, 2001* (ODA).

In 2006, Regional Council and the Executive Management Team approved a governance structure for the management and renewal of the Accessibility Planning process. This governance structure includes a Steering Committee comprised of a sponsor and departmental representatives. The mandate of the Steering Committee is to advise the Region in the annual preparation of the Accessibility Plan and to identify key projects that will allow the Region to reach its accessibility goals.

The Steering Committee identified 12 key projects in the fifth annual Accessibility Plan. These have been endorsed by the Executive Management Team and approved by Regional Council. In 2007/2008 sponsoring departments had been assigned to all of these projects. Please refer to Appendix I of this Plan to obtain further details about the corporate projects identified in this plan.

The 2008 Region of Peel Accessibility Plan uses a format that will enable staff to identify projects from the Accessibility Plan and link them with the accessibility projects listed in their departmental business work plans. This alignment allows the Accessibility Planning Program to monitor and report on the progress of departmental accessibility initiatives in a systematic manner.



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Regional accessibility accomplishments collected from Regional departments are listed in Appendix II of this Plan, labelled as Summary of Accessibility Accomplishments.

On June 24, 2008, Town of Caledon Council appointed five citizens and one Councillor to be members of the newly formed Town of Caledon Accessibility Advisory Committee. The Joint Peel-Caledon Accessibility Advisory Committee will now be known as the Region of Peel Accessibility Advisory Committee (AAC).

Throughout the year, members of the AAC have continued to promote accessibility through education and awareness. This year the AAC has focused on accessible and liveable housing and universal design principles.

The United Nations International Day of Disabled Persons was commemorated by the Region of Peel and the AAC through various activities aimed at raising awareness about employment of persons with disabilities. Highlights included a special AAC meeting, presentations by guest speakers and informational displays. Initiatives aimed at increasing staff awareness of disability and accessibility included stories and quizzes which were posted on the Region of Peel internal web site.

This year AAC selected five Regional projects or individuals, to receive Certificates of Recognition for their efforts to improve the accessibility of Regional services, programs, projects and facilities. These award recipients were presented with their Certificates at a special AAC meeting. In addition, ten Letters of Appreciation were awarded to Regional staff members who contributed individually or as part of a team.



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In May, 2008, the Region of Peel and the AAC were honoured with an award for outstanding contributions in the area of accessibility. The award was presented to the Regional Chair and the AAC Chair, by Human Endeavour and the Punjabi Community Health Centre. The Region of Peel has taken the lead in ensuring its commitment to improve accessibility for persons with disabilities.

This sixth **Accessibility Plan – September 2008**, represents the ongoing process of ensuring the programs and services of the Region of Peel become more 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.

Accessibility Program Overview

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- **Region of Peel: Liveable Peel Initiative**
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A. *Background*

A.1 **Preparing the Accessibility Plan**

This Plan was prepared by the Region of Peel Accessibility Planning Program in consultation with the Accessibility Planning Steering Committee, the Region of Peel Accessibility Advisory Committee (AAC), the Commissioner of Corporate Services and Regional Solicitor, the Regional Clerk and Director, Clerk's, and departmental staff.

Under the *Ontarians with Disabilities Act, 2001* (ODA), all municipalities have a legal obligation to prepare accessibility plans. The ODA specifies that municipalities must consult with people with disabilities in preparing their accessibility plans.

In preparing accessibility plans, municipalities must consider the following**:

- Plans must address a broad range of disability issues, taking into account the full definition of disability under the ODA and the Ontario Human Rights Code.
- Plans must examine all aspects of the municipality's operations, including by-laws, practices, facilities, programs and services.
- Municipalities must take into consideration their role as service providers and employers.
- Plans must identify steps to be taken over time to remove identified barriers and prevent any new ones.
- It is important that municipalities consider incorporating accessibility planning into their business planning cycle to ensure a thoughtful, effective, efficient process with meaningful outcomes.
- All municipalities are accountable to their communities and, as such, must make their accessibility plans available to the public.

****Information obtained from the Ministry of Community and Social Services website.**

A.2 Key Contacts

Region of Peel Accessibility Advisory Committee (AAC)

Current Membership

William Goursky (Chair, Community Member)
Naz Husain (Vice-Chair, Community Member)
Glenn Barnes (Community Member)
Maureen Tymkow (Community Member)
Harvinder Bajwa (Community Member)
Jan Spry (Community Member)
Jim Hardman (Community Member)
Emil Kolb (Regional Chair)
Sue McFadden (Regional Councillor, Mississauga)
Richard Paterak (Regional Councillor, Caledon)
Sandra Hames (City Councillor, Brampton)

Accessibility Planning Steering Committee

Project Sponsor

R. Kent Gillespie (Commissioner of Corporate Services & Regional Solicitor)

Membership

Charlotte Gravlev (Regional Clerk and Director, Clerk's)
Carol Reid (Director of Transition, Employee and Business Services)
John Austin (Manager, Workplace Health and Safety)
Linda Instance (Administrator, Peel Manor)
Sherona Chirkut Hollman (Program Analyst, Community Programs Unit, Ontario Works)/Sharon Navarro (Program Analyst, Community Programs Unit, Ontario Works)

Committee Contact Information

Region of Peel Accessibility Advisory Committee (AAC)
aac@peelregion.ca

Regional Accessibility Planning Program Staff

R. Kent Gillespie, Commissioner of Corporate Services and Regional Solicitor,
905-791-7800, ext. 4315
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Charlotte Gravlev, Regional Clerk and Director, Clerk's,
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charlotte.gravlev@peelregion.ca

Meenu Sikand, Accessibility Planning Specialist,
Accessibility Planning Program
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Jeff Payne, Manager, Regulatory Compliance
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Municipal Contact Information

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

A.3 Additional Information

This 2008 Accessibility Plan is the sixth Region of Peel Accessibility Plan as per the municipal requirements under the *Ontarians with Disabilities Act, 2001 (ODA)*. The ODA requires that each year Regional Council approve an Accessibility Plan and seek the advice of an AAC in doing so.

On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* was enacted. The AODA requires the development of accessibility standards with the goal of leading to an accessible Ontario by 2025. The legal obligations under the ODA remain in force until the Act is repealed. Please refer to Appendix V of this Plan to obtain further details about these accessibility standards.

Similar to the Plans of previous years, the sixth Accessibility Plan, as approved by Regional Council, is available in alternate formats and will be posted on the Region of Peel website www.peelregion.ca.

B. Description of Current Services

B.1 Program Location

Accessibility Planning Program staff are located at 10 Peel Centre Drive, Brampton, Ontario, L6T 4B9.

B.2 Profile of Current Services

Program Support & Coordination

The Program coordinates implementation and development of annual accessibility plans as well as providing support to the AAC, the Accessibility Planning Steering Committee and all Regional departments in assessing and ensuring that services, programs,

projects, and policy initiatives address the accessibility needs of citizens, customers, and employees with disabilities.

Supported by the Accessibility Planning Specialist, the Regional Accessibility Planning process is aligned with departmental processes, and may establish project teams comprised of departmental representatives, AAC members and outside resources, in working toward the goals of:

- developing Regional Accessibility Plan(s) for approval by Council;
- consulting with the members of AAC;
- assisting the Executive Management Team and Council in prioritizing accessibility barriers for elimination with proposals for actions; and,
- networking and partnering with other municipalities and external organizations.

B.3 Description of Clients/Customers

Regional Departments

All departments seeking accessibility advice and informational support.

Regional Employees

All Regional employees who deliver programs and services to 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 the 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; and Canadian Hearing Society;
- Translation and Sign Language Interpretation service providers.

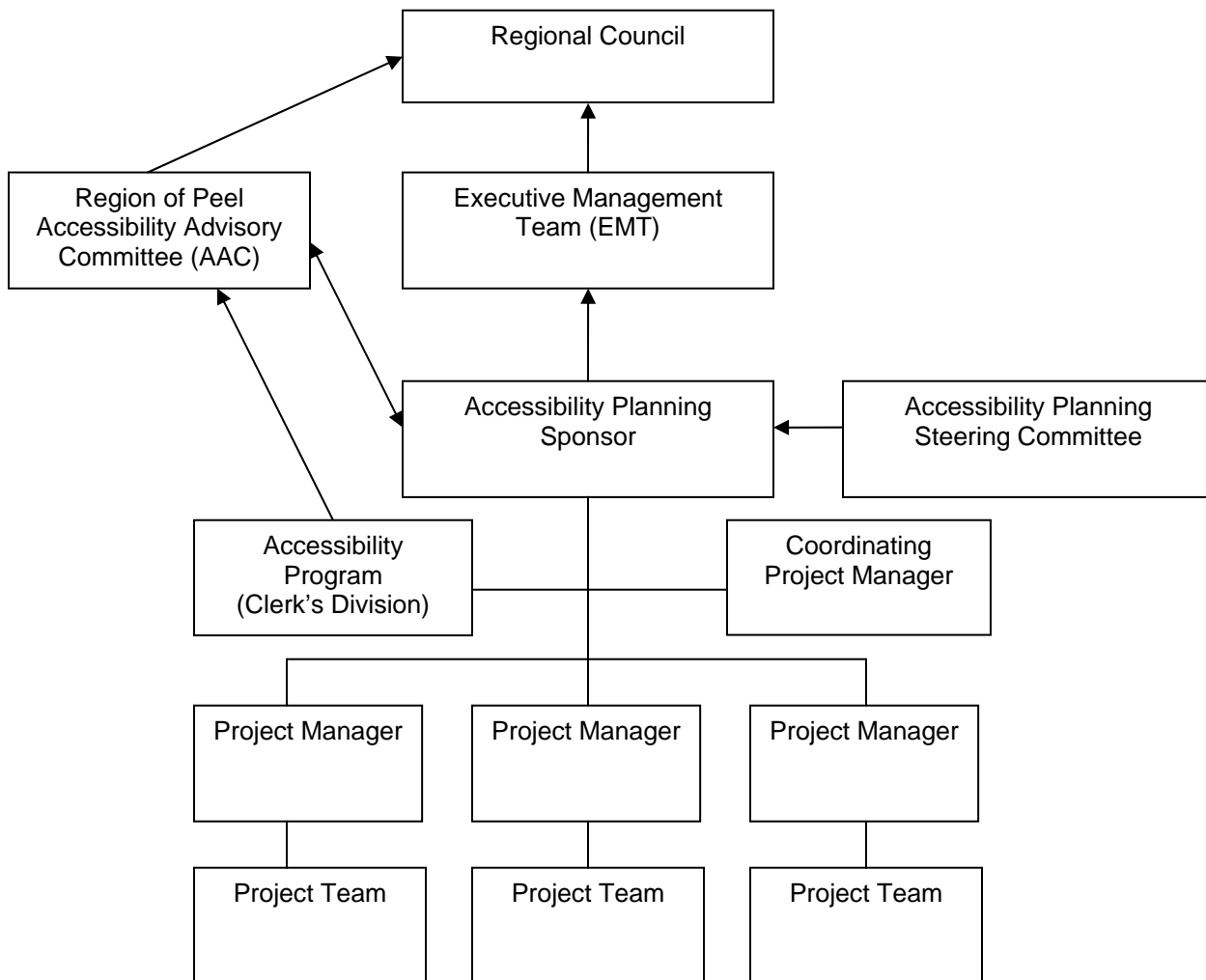
Partners

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

Stakeholders

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

B.5 Organizational Structure for Accessibility Planning Process



B.6 Corporate Projects

Please refer to Appendix I, Corporate Projects

C. Trends and Issues

C.1 Emerging Trends:

Total Number and Percentage of People with Disabilities in Canada:

- Approximately 4.4 million people in Canada have disabilities, representing 14.3 per cent of the population of Canada.

Total Number and Percentage of People with Disabilities in Ontario:

- Approximately 1.85 million people in Ontario have disabilities, representing 15.5 per cent of the population of Ontario.

Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006; Region of Peel Environment, Transportation and Planning Services, Planning, Policy and Research Division.

Please refer to Appendix IV, Illustration of Emerging Trends.

C.2 Key Strategic Issues:

- Compliance with existing and new legislation (ODA, AODA, Planning Act, OHRC, Ontario Building Code, United Nations Convention on Rights of Persons With Disabilities)
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- 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 receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Objectives:

1. To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility;
2. To develop and strengthen organizational processes that will support accessibility;
3. To review and develop policies to ensure prevention and removal of accessibility barriers;
4. To build public awareness and advocate for accessibility of programs and services.

D.2 Objectives and Actions

1. To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.
 - 1.1 Build an effective training and development program for staff. (Accessibility Education Project)
 - 1.2 Build an effective internal communication strategy that promotes accessibility. (Print and Internet Communications Standards Project)

2. To develop and strengthen organizational processes that will support accessibility.
 - 2.1 Ensure processes are in place to consult effectively with the AAC. (AAC Consultation Process for Building, Structures and Premises Project; Accessibility Plan Development and Approval Process Project; Accessibility Advisory Committee Terms of Reference Review Project)
 - 2.2 Improve processes for identification and reporting of barriers and accessibility issues. (Barrier Identification and Reporting Process Project)
 - 2.3 Integrate accessibility into key planning documents. (Accessibility Integration Project; Emergency Evacuation Plan Coordination Project)

3. To review and develop policies to ensure prevention and removal of accessibility barriers.
 - 3.1 Integrate accessibility into procurement policy. (Accessible Procurement Project)
 - 3.2 Develop and implement accessibility standards. (AODA Compliance Project; AAC Consultation Process for Buildings and Structures and Premises Project; Print and Internet Communication Standards Project; Accessibility Policy Project)

4. To build public awareness and advocate for accessibility of programs and services.
 - 4.1 Create opportunities for public engagement. (Barrier Identification and Reporting Process Project; Print and Internet Communication Standards Project; Accessible Transportation: Family of Services (brokerage) Project)
 - 4.2 Establish strong partnerships with other governments and non-governmental organizations. (AODA Compliance Project; Accessible Transportation: Family of Services (brokerage) Project)

Refer to Appendix I which list projects and departmental accessibility activities that will support the above stated Objectives and Actions.

D.3 Strategic Plan Connection

The objectives and actions in this Accessibility Plan are consistent with, and support, the following goals in the Region's Strategic Plan V 2007 – 2010:

Goal 1: Deliver citizen-focused services

Goal 3: Provide human services that meet current and changing needs

Goal 5: Be a citizen-focused Regional government

D.4 Service Principles

The Regional Values function as Accessibility Planning Program service principles.



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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1. Accessible Transportation: Family of Services (brokerage) Project:

This project includes the development and implementation of a “family of services” model to deliver accessible transportation services to Peel, including:

- Partnership with Brampton and Mississauga Transit to maximize use of their new accessibility features;
- Continued TransHelp focus on personal physical disabilities/mobility impairment and a narrow transit mandate;
- Creation of a new Accessible Transportation Coordination Office (for details, refer to Appendix III).

Status and Accomplishments:

Process developed for customers who are not eligible for TransHelp service. As part of this process, the customer is referred by TransHelp to the Accessible Transportation Coordination Office. Appropriate forms have been developed as part of this project. Customers are then assisted to obtain appropriate supports and services.

Time Frame: Expected end date of project is August 29, 2008.

Priority: High

Project Sponsor: Environment, Transportation and Planning Services

Standards: Transportation and Customer Service



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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2. Accessibility Education Project

Develop and implement an effective learning program for staff about accessibility to include awareness and sensitivity to accessibility issues, knowledge of accessibility policies and best practices. The learning program should help to build capacity of staff to identify barriers and prevent barrier creation in relation to all types of disabilities including attitudinal and policy barriers.

Status and Accomplishments:

To incorporate awareness and sensitivity to accessibility issues, knowledge of accessibility policies and best practices into a selection of current existing learning programs and events where appropriate, including staff orientation. Accessibility training plan will be developed to coincide with the Accessibility Standards for Customer Service Project (refer to Project #10 AODA Compliance Projects).

Time Frame: To begin project in second half of 2008 with implementation starting in 2009 and on-going. To incorporate key messages, as determined in consultation with the Accessibility Planning Specialist and Communication Services, into the Diversity Program.

Priority: High

Project Sponsor: Employee and Business Services

Standards: Customer Service and Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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3. Accessible Procurement Project

To review and revise existing purchasing by-law, policies and procedures to integrate accessibility review into the Region of Peel procurement process for goods and services

Status and Accomplishments:

Accessibility requirements to be integrated into the Region's bid documentation where applicable and to enhance purchasing training sessions to promote client awareness. Purchasing has connected the accessibility links to the purchasing by-law links.

Time Frame: Expected end date of project is December, 2008.

Priority: High

Project Sponsor: Employee and Business Services

Standards: Customer Service and Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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4. Accessibility Advisory Committee (AAC) Consultation Process for Building, Structures and Premises

Develop and implement a process to seek advice from the Accessibility Advisory Committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,

- (a) that the Region purchases, constructs or significantly renovates;
- (b) for which the Region enters into a new lease; or
- (c) that a person provides as municipal capital facilities under an agreement.

The process must permit compliance with subsection 12(4) of the ODA including the process for seeking advice, incorporating the advice and resolving competing priorities. The project will also consider the use of standards for accessibility and which standards should apply.

Status and Accomplishments of 4(a) and (c):

- Review current timing for project planning process for budget and scope
- Review list of upcoming projects and status
- Consult with Facilities Construction and Real Estate and Leasing
- Review land acquisition and leasing policies
- Review process with AAC for input
- Confirm applicability of standards
- Develop process to resolve conflicting/competing priorities

Time Frame: Phase I-Review of project planning and consultation with stakeholders and leasing (end of 2008). Phase II-Proposal to AAC (2009). Phase III-Implementation (2010).



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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(continued)

Accessibility Advisory Committee (AAC) Consultation Process for Building, Structures and Premises

Status and Accomplishments of 4(b):

- Review Lease Acquisition Corporate Policy
- Develop Lease Acquisition Protocol

Time Frame: Draft Proposals in first Tri-Annual of 2008

Priority: High

Project Sponsor: Employee and Business Services

Standards: Built Environment



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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5. Accessibility Policy Project

Establish and communicate a Corporate Accessibility Policy. This policy will:

- Articulate the goals and objectives of the Region in relation to improving accessibility for persons with disabilities.
- Describe the types of disabilities and barriers that can occur in relation to participation in Regional government, the delivery of Regional programs and services and the ability of employees to carry out their work.
- Identify processes, procedures and tools to assist the Region to reduce or prevent barriers.

Establish appropriate accountability at all levels of the organization for promoting and implementing the policy and its requirements in relation to all Regional activities and endeavours.

Status and Accomplishments:

Project Charter has been submitted for approval. Project Schedule is in progress. Process of acquiring a Policy Analyst has begun. Accessibility training plan will be developed to coincide with the Accessibility Standards for Customer Service Project (refer to Project #2 Accessibility Education Project).

Time Frame: Expected end date of project is December 31, 2009

Priority: High

Project Sponsor: Corporate Services

Standards: Customer Service



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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6. Accessibility Plan Development and Approval Process Project

Establish and document the process for the development and approval of the Region's annual Accessibility Plan. This will include the roles and responsibilities of the Accessibility Planning Program, the Accessibility Planning Steering Committee, EMT, the AAC and Regional Council. It will be determined how this process relates to or is integrated with the SSBP process (either the current process or any new process that is established under the corporate planning review).

Status and Accomplishments:

Project charter reviewed with Sponsor on March 18, 2008. Initial meetings with all departmental management teams completed. Will be gathering feedback into the process. Requested input from other municipalities regarding public consultations into Accessibility Plans.

Time Frame: Expected end date of project is October 31, 2008

Priority: Medium

Project Sponsor: Corporate Services

Standards: Customer Service and Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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7. Barrier Identification and Reporting Process

Review and revise the Barrier Identification and Tracking Tool (BITT) process and functionality and recommend modifications, including:

- identification of appropriate staff roles and responsibilities within departments
- improvements to the effectiveness of the process to identify barriers that affect employees, citizens, clients and customers during their interactions with the Region of Peel, and
- improvements to the reporting and analysis of data obtained through the process.

Status and Accomplishments:

Project has yet to be initiated.

Time Frame: Expected start date of project is January 1, 2009

Priority: Medium

Project Sponsor: Corporate Services

Standards: Customer Service and Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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8. Accessibility Integration Project

As a part of the Corporate Planning Process Improvement project, establish policies, processes and accountability for integrating accessibility projects and barrier reduction into key planning processes such as the Strategic Plan, the Official Plan, Service Strategy Business Plans (SSBPs), technology plans and Budget

Status and Accomplishments:

Departments will be asked to develop accessibility strategies/tactics as part of the new CPP (Corporate Planning Process) process. The new CPP process is expected to be rolled out to all Departments in Q2 2009.

Time Frame: Expected start date of project is April 1, 2009

Priority: Medium

Project Sponsor: Executive Office

Standards: Customer Service, Information and Communication, Built Environment and Employment



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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9. Emergency Evacuation Plan Coordination Project

Establish an inventory of all Regional facilities that should have an emergency evacuation plan for staff and/or visitors, determine whether emergency evacuation plans that provide for the evacuation of persons with disabilities of all kinds are in place for each and identify gaps, evaluate whether emergency evacuation procedures have been properly documented and implemented through signage, training and testing

Status and Accomplishments:

Gap analysis of all CPM managed facilities re: physical environments (e.g. alarms, strobes, signage, etc.) and evacuation procedures for persons with disabilities. Analysis of Environment, Transportation and Planning Services, Long Term Care Centres, Peel Living, and Police facilities will be determined, as Employee and Business Services does not manage these facilities.

Time Frame: Expected start date of project is April 1, 2009

Priority: Medium

Project Sponsor: Employee and Business Services

Standards: Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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10. AODA Compliance Projects

This is a project that may become a program of projects affecting all Regional Departments. Accessibility Standards will be enacted through regulation under the *Accessibility for Ontarians with Disabilities Act* (the "AODA"). For example, it is expected that the Customer Service Standards will be promulgated first and will have a three year phase in for the Region of Peel. As each standard comes into force, a compliance project will have to be established at the appropriate level whether Corporately, at the Departmental or program basis. A coordinating role and mandate should also be established to establish common approaches and track progress

Status and Accomplishments:

First AODA Compliance project is Accessibility Standards for Customer Service. Region of Peel must comply by January 1, 2010 and scope will be managed under Project #5. Other Standards have not been mandated yet by the Provincial Legislature.

Time Frame: Time frame will coincide with Regulations as they are passed, to ensure Region of Peel is compliant

Priority: High

Project Sponsor: All Departments. Customer Service Standard Project sponsor is Corporate Services.

Standards: Customer Service, Transportation, Information and Communication, Employment, Built Environment.



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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11. Print and Internet Communication Standards Project

Develop and implement accessibility standards and guidelines for internal and external regional publications, intranet and internet sites

Status and Accomplishments:

Project has yet to be initiated.

Time Frame: To be determined

Priority: Low

Project Sponsor: Corporate Services

Standards: Information and Communication



Status and Accomplishments of Corporate Projects

Mandate: The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

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12. Accessibility Advisory Committee Terms of Reference Review Project

Conduct a review and report to Regional Council recommendations on modifications to the Terms of Reference for the Joint Peel-Caledon Accessibility Advisory Committee regarding mandate structure, reporting, term of office for members and any other appropriate matters.

Status and Accomplishments:

Project Charter reviewed with Sponsor on March 18, 2008. Terms of Reference presented at May 20, 2008 AAC Meeting for comment. Final presentation to AAC made at June 17, 2008 AAC Meeting for endorsement. Terms of Reference approved by Regional Council on July 3, 2008.

Time Frame: Expected end date of project is September 30, 2008

Priority: High

Project Sponsor: Corporate Services

Standards: Information and Communication

Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

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Action 1.1	
Build an effective training and development program for staff.	
1.1.1	<p>Activity: Presentation to staff from Moms on a Mission, about Homelessness and Hidden Disabilities at the 2008 Homelessness Forum.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff informed about disabilities clients may have.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.2	<p>Activity: Lunch and Learn held in conjunction with the Region of Peel's 4th International Day of Disabled Persons Celebration. Staff presented with storybooks that convey positive messages regarding disability, inclusion, accessibility, and children's acceptance of differences.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff gained knowledge of resources available with regards to disability, inclusion, accessibility, and children's acceptance of differences.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.3	<p>Activity: Lunch and Learn on Hidden Disabilities (from Attention Deficits to Fetal Alcohol Effects).</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: Staff informed about how to assist clients and children with hidden disabilities.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.1.4	<p>Activity: TransHelp to organize Skilform training for all drivers to address attitudinal barriers towards persons with disabilities.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: TransHelp continues to provide Skilform training to all new drivers and refresher training to existing drivers.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

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Action 1.1	
Build an effective training and development program for staff.	
1.1.5	<p>Activity: TransHelp to invite a staff member from the Accessible Transportation Coordination attended Staff Development Day to update TransHelp about the services that ATCO provides.</p> <p>Barrier Addressed*: Informational, Attitudinal</p> <p>Result Achieved: ATCO staff attended Staff Development Day for TransHelp and provided an update to all staff.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication, Transportation</p>
1.1.6	<p>Activity: TransHelp staff to participate in transit industry workshops and seminars.</p> <p>Barrier Addressed*: Informational, Policy/Practice</p> <p>Result Achieved: TransHelp staff participates in transit industry workshops and meetings such as OPTA, CUTA and Metrolinx.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication, Transportation</p>
1.1.7	<p>Activity: Review of the accessibility training guidelines used to train staff and students on how to present to people with disabilities attending the Peel Children’s Water Festival.</p> <p>Barrier Addressed*: Attitudinal</p> <p>Result Achieved: Staff and students were able to use the techniques presented to them through the training process during the Festival.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
1.1.8	<p>Activity: Human Resources to implement Diversity Strategy and an employment systems review. This is a review of policies and access points for potential candidates to ensure that there are no physical and/or cultural barriers.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal, Informational</p> <p>Result Achieved: Employment Systems Review was completed in 2008. The following improvements to accessibility in the Region’s recruitment and</p>

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Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

Action 1.1	
Build an effective training and development program for staff.	
	<p>selection process have been made: Revised Hiring @ Peel training module for employees new to supervisory positions; Offer of accommodation for interviews; Discontinuation of psychometric testing in selection process; Removal of barriers in the workplace accommodation process by revising the Accommodation Policy and guidelines for management and staff. A new Diversity Policy is being reviewed for approval and a Corporate Diversity Learning and Communication strategy is being developed. Department: Employee and Business Services Standards: Employment</p>
1.1.9	<p>Activity: Health Services Department assisted in organizing the International Day of Disabled Persons Event in November 2007. Barrier Addressed*: Attitudinal, Informational Result Achieved: Consulting assistance provided. Department: Health Services Standards: Customer Service</p>
1.1.10	<p>Activity: Health Services Department organized two Lunch and Learn series in collaboration with the Joint Peel-Caledon Accessibility Advisory Committee Barrier Addressed*: Attitudinal, Informational Result Achieved: The Lunch and Learn presentations provided information about Cultural Competency in Health Promotion. Department: Health Services Standards: Information and Communication</p>
1.1.11	<p>Activity: Accessibility Planning Program and Joint Peel-Caledon AAC celebrated the annual United National International Day of Disabled Persons. The 2007 theme was “Decent Work for Persons with Disabilities”. Barrier Addressed*: Attitudinal, Informational Result Achieved: Highlights included a special AAC meeting with invited guest speakers, an accessibility awards presentation and informational displays</p>

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Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

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2008 Accessibility Plan

Action 1.1	
	Build an effective training and development program for staff.
	to educate the public and staff about employment for persons with disabilities. Department: Corporate Services Standards: Customer Service, Employment
1.1.12	Activity: “Inclusion Training” was provided for Child Care Centre Supervisors at the Region’s 12 Child Care Centres. This training is for Supervisors and consultants in the community. Barrier Addressed*: Informational, Communicational, Attitudinal Result Achieved: Over 75 participants were trained in Spring of 2008. More sessions are scheduled for Fall 2008. Department: Human Services (Children’s Services) Standards: Information and Communication
1.1.13	Activity: Staff was encouraged to attend Accessibility forums throughout the year. Barrier Addressed*: Informational, Communicational Result Achieved: Increased staff awareness. Department: Executive Office Standards: Information and Communication
1.1.14	Activity: Presentation made at AAC meeting in August 2007 about personal emergency preparedness for persons with disabilities. Barrier Addressed*: Communicational, Informational, Health and Safety Result Achieved: Increase awareness and education about personal emergency preparedness for persons with disabilities. Department: Corporate Services Standards: Information and Communication
1.1.15	Activity: Presentations made to departmental staff about personal emergency preparedness. The presentation includes information for persons with disabilities and those who have a family member with a disability. Barrier Addressed*: Communicational, Informational, Health and Safety Result Achieved: Increase staff awareness and education about personal emergency preparedness for persons with disabilities.

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**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

	Action 1.1
	Build an effective training and development program for staff.
	Department: Corporate Services Standards: Information and Communication

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Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

Action 1.2	
Build an effective internal communication strategy that promotes accessibility.	
1.2.1	<p>Activity: Distribution of information about Mental Health and Addictions Services through the Mississauga Halton Local Health Integration Network (MH LHIN) to Ontario Works staff via e-mail. Staff was invited to participate in the Community Engagement Task Team meeting in order to gain insight on: What has/has not worked well? What could be changed or done differently. Staff was also invited to complete an online or paper survey on changes that can be made for services in the community.</p> <p>Barrier Addressed*: Informational, Communicational, Attitudinal</p> <p>Result Achieved: Staff awareness building an opportunity for staff to provide input regarding what is working and recommendations for improvement.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
1.2.2	<p>Activity: Ensure ongoing internal communication on accessibility by incorporating AAC members onto various Committees within the planning process of the Peel Children’s Water Festival.</p> <p>Barrier Addressed*: Communicational</p> <p>Result Achieved: Staff informed of areas that need improvements. AAC and Region of Peel Accessibility staff sat on the Steering, Operations and Activities Committees.</p> <p>Department: Environment, Transportation and Planning Services and Health Services</p> <p>Standards: Information and Communication</p>
1.2.3	<p>Activity: Develop specific accessibility standards and guidelines for all internal and external publications for the Peel Children’s Water Festival.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Ensuring that printed material clearly communicates accessibility standards, Festival attendants were able to make choices of which activities they were not able to attend by evaluating the legend.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>

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**Summary of Accessibility Accomplishments
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Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

	Action 1.2
	Build an effective internal communication strategy that promotes accessibility.
1.2.4	<p>Activity: Access to health information. Barrier Addressed*: Informational, Communicational Result Achieved: Outbreak information is now available on the Internet, providing access to information from any location, and aiding in the understanding of limited entry at the Long Term Care Homes. Department: Health Services Standards: Information and Communication, Customer Service</p>
1.2.5	<p>Activity: Accessibility of web site. Barrier Addressed*: Informational, Communicational Result Achieved: Accessibility planning is taken into account in web designs and outreach communications. Department: Health Services (Paramedics) Standards: Information and Communication, Customer Service</p>
1.2.6	<p>Activity: TransHelp to review the Region of Peel Accessibility Plan on a monthly basis at TransHelp management meetings and on a quarterly basis at staff meetings. Barrier Addressed*: Informational, Policy/Practice Result Achieved: TransHelp reviews the Region of Peel Accessibility Plan as changes occur and communicates to all staff as required. Department: Environment, Transportation and Planning Services Standards: Information and Communication, Transportation</p>
1.2.7	<p>Activity: TransHelp to ensure that accessibility is included into scope of work when planning events such as Roadeo day and staff development day. Barrier Addressed*: Communicational, Informational Result Achieved: TransHelp continues to ensure accessibility is addressed for all special events. Department: Environment, Transportation and Planning Services Standards: Transportation, Customer Service</p>

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**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 1: To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.

Appendix II
2008 Accessibility Plan

	Action 1.2
	Build an effective internal communication strategy that promotes accessibility.
1.2.8	<p>Activity: Develop and implement internal communication strategy. Barrier Addressed*: Communicational, Informational Result Achieved: Draft strategy developed; selected tactics implemented (e.g. Pathways stories, Images of Peel feature). External promotion strategy of IDPD event through news releases, etc. Department: Corporate Services Standards: Information and Communication</p>
1.2.9	<p>Activity: Educational activities during Emergency Preparedness Week in May 2008 included Pathways stories, quizzes, and Lunch and Learn sessions. These activities included emergency preparedness for persons with disabilities. Barrier Addressed*: Informational, Communicational, Health and Safety Result Achieved: Increase staff awareness about emergency preparedness for persons with disabilities. Department: Corporate Services Standards: Information and Communication</p>
1.2.10	<p>Activity: “Making Way” Internet pages have different font size options to improve accessibility. Barrier Addressed*: Informational, Communicational Result Achieved: Provided different font size options resulting in improved accessibility of Making Way web site. Department: Corporate Services Standards: Information and Communication</p>

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**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.1 Ensure processes are in place to consult effectively with the AAC.
2.1.1	<p>Activity: Community Relations Program Analyst attends monthly meetings with AAC.</p> <p>Barrier Addressed*: Communicational, Informational</p> <p>Result Achieved: Ontario Works is kept informed on topics and information is disseminated. Input is provided where appropriate.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
2.1.2	<p>Activity: An AAC member had been included into the Steering Committee, Activities Committee and the Operations Committee of the Peel Children’s Water Festival.</p> <p>Barrier Addressed*: Communicational, Physical</p> <p>Result Achieved: AAC Committee members provided direction to the various Committees. The focus was how to make the activities more accessible to children with disabilities. Accessibility of the event was improved by adding a designated seating area within the entertainment tent with an emergency exit, obtaining all accessible portable washroom stalls and re-grading rough pathways and roads.</p> <p>Department: Environment, Transportation and Planning Services and Health Services</p> <p>Standards: Information and Communication</p>
2.1.3	<p>Activity: Establish a Site Plan Subcommittee comprised of Regional staff and AAC to review all Regional site plans.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: The idea of a Subcommittee was raised with the AAC and the members are all interested in site plan review so preferred full committee engagement with Regional Staff through Committee meetings or informal meetings with Committee members.</p> <p>Department: Employee and Business Services</p> <p>Standards: Built Environment</p>

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

Action 2.1	
Ensure processes are in place to consult effectively with the AAC.	
2.1.4	<p>Activity: Accessible design elements have been incorporated into New Resident Home areas.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Long Term Care Resident Home areas at Tall Pines and Malton Village are provided with wheelchair access controls for entry doors.</p> <p>Department: Health Services</p> <p>Standards: Built Environment, Customer Service</p>
2.1.5	<p>Activity: Incorporate accessibility design elements into the new Fairview Clinic.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Fairview Clinic opened in September of 2007 with accessibility design elements including wheelchair accessible parking, washrooms, front counter, outlets and switches, as well as automatic door openers and wheelchair height signage.</p> <p>Department: Health Services</p> <p>Standards: Built Environment, Customer Service</p>
2.1.6	<p>Activity: Web-based self-service option developed to enable parents to update their children’s immunization records.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Parents can access their children’s immunization records, on-line.</p> <p>Department: Health Services</p> <p>Standards: Information and Communication, Customer Service</p>
2.1.7	<p>Activity: Recognize departmental and individual efforts to improve accessibility.</p> <p>Barrier Addressed*: Policy/Practice, Attitudinal</p> <p>Result Achieved: Certificates of Recognition and Letters of Appreciation were presented to Region of Peel and Town of Caledon staff for their contribution towards improving accessibility.</p> <p>Department: Corporate Services</p>

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.1 Ensure processes are in place to consult effectively with the AAC.
	Standards: Customer Service, Information and Communication, Built Environment, Employment, Transportation
2.1.8	Activity: Joint AAC Meeting hosted by the Joint Peel-Caledon AAC. Topic was “Accessible and Liveable – Building Communities for All”. Barrier Addressed*: Physical, Architectural, Informational, Communicational Result Achieved: The topic addressed accessible housing in public and private sector. Members of municipal AAC’s and the public were invited to participate in a panel presentation followed by a question and answer session. Department: Corporate Services Standards: Customer Service, Built Environment
2.1.9	Activity: TransHelp staff will attend monthly Joint Peel-Caledon AAC Meetings and provide regular updates. Barrier Addressed*: Policy/Practice, Attitudinal, Communicational Result Achieved: TransHelp staff attends Joint Peel-Caledon AAC Meetings and provide updates when required. Department: Environment, Transportation and Planning Services Standards: Transportation
2.1.10	Activity: Lancaster Learn.Play.Care Child Care Centre opened in January 2008 includes accessibility features such as ramps. Barrier Addressed*: Architectural Result Achieved: Accessibility standards were used in the construction of this facility. Department: Human Services Standards: Built Environment
2.1.11	Activity: Incorporated accessible standards into the 10 Peel Expansion Project (PEP) specifications used for signage and workstations. Accessible principles were used within the layout of the floors. Presentations were made to AAC regarding 10 PEP as follows: February 26 – Signage Proposal

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**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.1
	Ensure processes are in place to consult effectively with the AAC.
	<p>April 22 - Floor Layouts and Work Stations. Barrier Addressed*: Architectural, Physical, Informational, Communicational Result Achieved: New signage standards and work station standards for new building. Department: Executive Office Standards: Built Environment</p>
2.1.12	<p>Activity: E-agenda created, converting pdf and PowerPoint documents to Word, where possible. Barrier Addressed*: Informational, Communicational Result Achieved: Agenda is now more accessible. Department: Corporate Services Standards: Information and Communication, Customer Service</p>
2.1.13	<p>Activity: Distribution of large site plan white prints to AAC members, upon request. Barrier Addressed*: Informational, Communicational Result Achieved: Site plans are now available on request in a large and accessible format, for AAC members to review prior to the meeting. Department: Corporate Services Standards: Information and Communication, Customer Service</p>
2.1.14	<p>Activity: ASL sign interpreters provide signage at AAC meetings. Barrier Addressed*: Informational, Communicational Result Achieved: ASL Sign Language allow for an inclusive AAC meeting. Department: Corporate Services Standards: Information and Communication, Customer Service</p>

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.2 Improve processes for identification and reporting of barriers and accessibility issues.
2.2.1	<p>Activity: Ongoing recommendations made about Making Way website. Barrier Addressed*: Communicational, Informational, Attitudinal Result Achieved: Ongoing awareness building and recommendations for change. Department: Human Services Standards: Information and Communication</p>
2.2.2	<p>Activity: AAC members evaluated the accessibility of the site and activities for the Peel Children’s Water Festival. Barrier Addressed*: Communicational, Physical Result Achieved: Resulted in improved activities and clear messages. Department: Environment, Transportation and Planning Services Standards: Information and Communication</p>
2.2.3	<p>Activity: An on site safety committee monitored the site during the Peel Children’s Water Festival and addressed any issues immediately. Barrier Addressed*: Physical Result Achieved: Immediate action towards any safety and accessibility issues on site. Department: Environment, Transportation and Planning Services and Health Services Standards: Customer Service</p>
2.2.4	<p>Activity: Research and prepare guidelines and standards for site managers to assist in identifying barriers in existing and new facilities. Barrier Addressed*: Policy/Practice, Architectural Result Achieved: The Universal Design Working Group is reviewing Residential guidelines and designs working with staff in Development and Construction and Human Services Residential Operations. Department: Employee and Business Services Standards: Built Environment</p>

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.2 Improve processes for identification and reporting of barriers and accessibility issues.
2.2.5	<p>Activity: Modification made to workstation to allow the work area to be ergonomic and accessible. Barrier Addressed*: Physical Result Achieved: Ergonomic equipment resulted in reduced strain and fatigue. Department: Finance Standards: Built Environment</p>
2.2.6	<p>Activity: TransHelp staff review existing facilities to identify accessibility barriers in the workplace. Barrier Addressed*: Physical, Architectural, Health & Safety Result Achieved: TransHelp staff identify barriers to accessibility in the workplace and work toward resolving them. Department: Environment, Transportation and Planning Services Standards: Built Environment</p>
2.2.7	<p>Activity: Learn.Play.Care Child Care Centre parent survey included questions related to accessibility and supports for children with special needs. Barrier Addressed*: Attitudinal, Policy/Practice Result Achieved: Information provided by parents about their children allowed for increased supports for children with special needs. Department: Human Services Standards: Information and Communication</p>
2.2.8	<p>Activity: Ensure venues for corporate events are accessible. Barrier Addressed*: Physical Result Achieved: Venues for corporate events are accessible include accessible washrooms. When planning IDPD (International Day of Persons with Disabilities) events, all types of disabilities are considered so that event is inclusive. Department: Corporate Services Standards: Customer Service, Information and Communication</p>

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**Summary of Accessibility Accomplishments
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2008 Accessibility Plan

Action 2.2	
Improve processes for identification and reporting of barriers and accessibility issues.	
2.2.9	<p>Activity: Encourage ergonomic assessment for new staff and/or as requested by staff at a new location.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Workstation set up that meets needs, including accessibility needs if appropriate.</p> <p>Department: Executive Office</p> <p>Standards: Built Environment</p>
2.2.10	<p>Activity: A standard Power Point presentation template was created that can be used for all presentations.</p> <p>Barrier Addressed*: Communicational, Physical</p> <p>Result Achieved: Consistent and easier to read presentations.</p> <p>Department: Executive Office</p> <p>Standards: Information and Communication</p>
2.2.11	<p>Activity: Zebra crosswalks (thick white lines painted across the crosswalk to accentuate the crosswalk to drivers) were painted at the intersections of Eglinton Avenue and Erin Mills Parkway.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: This is a pilot project to test effectiveness of these markings. The location is close to a shopping mall and hospital. The markings indicate to drivers that they are approaching a pedestrian crosswalk.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment</p>
2.2.12	<p>Activity: Traffic Development group has requested that developers install directional lines at the end of sidewalk ramps at any new intersection.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: These grooved lines guide pedestrians with a visual impairment and direct them off the sidewalk and onto the crosswalk in the proper direction.</p> <p>Department: Environment, Transportation and Planning Services</p>

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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.2 Improve processes for identification and reporting of barriers and accessibility issues.
	Standards: Built Environment
2.2.13	<p>Activity: Countdown Pedestrian Heads program in place and they will be installed at 11 new locations.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: This program has been effective and pedestrians can see how much time they have to cross the road. Positive feedback has been received and they will continue to be installed in locations with high volumes of pedestrian traffic.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Built Environment</p>
2.2.14	<p>Activity: Microphones are provided in Older Adults' Working Group Meetings.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Improved amplification of speakers at meetings, allows for an inclusive meeting.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
2.2.15	<p>Activity: Fax machine table lowered to an accessible height.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Fax machine is now accessible to all.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>

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Summary of Accessibility Accomplishments July 2007 – June 2008

Objective 2: To develop and strengthen organizational processes that will support accessibility.

Appendix I
2008 Accessibility Plan

Action 2.3	
Integrate accessibility into key planning documents.	
2.3.1	<p>Activity: Plain Language reviews are completed for documents prior to dissemination to the clients and community.</p> <p>Barrier Addressed*: Communicational, Informational</p> <p>Result Achieved: Ongoing improvements are being made to ensure accessibility of information to clients and community.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
2.3.2	<p>Activity: Feedback about the accessibility of the Peel Children’s Water Festival was obtained via surveys from students with disabilities that attended the event.</p> <p>Barrier Addressed*: Communicational, Informational</p> <p>Result Achieved: Improved operational processes and activities.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
2.3.3	<p>Activity: Accessibility of the new Paramedic facility has been addressed in the planning documents.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: An accessibility strategy was incorporated into the design plan of the new Paramedic facilities.</p> <p>Department: Health Services</p> <p>Standards: Built Environment, Information and Communication, Customer Service</p>
2.3.4	<p>Activity: Accessibility of existing facilities addressed in the restructuring plans for existing facilities.</p> <p>Barrier Addressed*: Physical, Architectural</p> <p>Result Achieved: Accessibility features such as wheelchair access controls for the outdoor terrace were incorporated into the restructuring plans for the new wing at Sheridan Villa Long Term Care Centre.</p> <p>Plans for 44 Peel Centre Drive redesign project include a barrier free reception counter.</p>

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**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 2: To develop and strengthen organizational processes that will support accessibility.

Appendix I
2008 Accessibility Plan

	Action 2.3 Integrate accessibility into key planning documents.
	Department: Health Services Standards: Built Environment, Customer Service
2.3.5	Activity: Accessibility discussion built into facilitation notes for SSBP (Service Strategy Business Plan) process. Barrier Addressed*: Policy/Practice Result Achieved: Materials developed to support planning process include accessibility. Department: Executive Office – executed by all Departments Standards: Customer Service
2.3.6	Activity: Strategic Plan V – 2007-2010 was distributed to staff and the public. (Strategic Plan listed on previous Accessibility report re: its finalization and development and how it supports accessibility). Barrier Addressed*: Policy/Practice Result Achieved: Foster an environment of full inclusion in our organization and the broader community. Department: Executive Office Standards: Customer Service
2.3.7	Activity: Accessibility requirements were addressed during Common Purpose Strategy development. Barrier Addressed*: Policy/Practice Result Achieved: Accessibility requirements of customers and staff are a consideration within the developed strategies. Department: Executive Office Standards: Customer Service

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

Appendix II
2008 Accessibility Plan

	Action 2.4
	Create, develop, support and sustain strategies that implement recommendations of the accessible transportation demand study.
2.4.1	<p>Activity: Bus Pass Pilot. Barrier Addressed*: Policy/Practice Result Achieved: Provide access to transportation for eligible Ontario Works clients. Department: Human Services Standards: Transportation</p>
2.4.2	<p>Activity: Accessible Transportation Coordination Office (ATCO) will obtain software to manage and coordinate the transportation options for people with disabilities who do not qualify for TransHelp under the current criteria and refer them to the appropriate services within the Region in a timely manner. Barrier Addressed*: Physical Result Achieved: ATCO has begun to explore software options that will highlight unused ride capacity (available on a daily basis) among transportation providers in the Region of Peel. The aim is to have several providers using this system by 2009. ATCO has referred 15 people with disabilities to alternate transportation resources between July 2007 and June 2008. . Department: Environment, Transportation and Planning Services Standards: Transportation</p>
2.4.3	<p>Activity: ATCO will work with transit agencies to promote accessible public travel and transportation options for all passengers, including TransHelp passengers. Promotion of accessible public transit includes travel training options, subsidized by the Region of Peel. Barrier Addressed*: Physical Result Achieved: As part of a multi-part strategy to encourage people with disabilities to make greater use of conventional public transit, funding for a promotional video has been secured. Video content is being developed. Marketing and implementation of a pilot fare incentive program to take place in 2009. Three people received travel training instruction between July 2007</p>

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**Summary of Accessibility Accomplishments
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Objective 2: To develop and strengthen organizational processes that will support accessibility.

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2008 Accessibility Plan

	Action 2.4
	Create, develop, support and sustain strategies that implement recommendations of the accessible transportation demand study.
	and June 2008. Department: Environment, Transportation and Planning Services Standards: Transportation
2.4.4	Activity: ATCO will increase service development and support for persons with disabilities by working with transportation advisory group(s) that will provide feedback on accessible transportation initiatives within the Region of Peel. Barrier Addressed*: Physical Result Achieved: The Conventional Transit Access Policy Group (comprised of transit managers and regional staff) began meeting in November 2007. Joint meetings with ATCO staff the Accessibility Advisory Committee and the TransHelp Advisory Committee occurs regularly. Department: Environment, Transportation and Planning Services Standards: Transportation
2.4.5	Activity: ATCO will initiate the Passenger Assistant Program (PAP). This is a program that will provide support and assistance to people with disabilities who identify needing extra supports while in transit. Barrier Addressed*: Physical Result Achieved: A pilot phase of this program was initiated in June 2008. A full program roll out is planned for Fall 2008. Department: Environment, Transportation and Planning Services Standards: Transportation
2.4.6	Activity: New accessible wheelchair drop off areas were established. Barrier Addressed*: Physical Result Achieved: Easier access from the new location, which had a gradual incline into the site location. Department: Environment, Transportation and Planning Services and Health Services Standards: Customer Service

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 20

**Summary of Accessibility Accomplishments
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	<p>Action 2.4</p> <p>Create, develop, support and sustain strategies that implement recommendations of the accessible transportation demand study.</p>
2.4.7	<p>Activity: TransHelp partnered with the Peel Children’s Water Festival to provide shuttle bus services from a variety of parking lots to the main site. Barrier Addressed*: Physical Result Achieved: The public was able to access the Festival site from any distance. Department: Environment, Transportation and Planning Services and Health Services Standards: Transportation</p>
2.4.8	<p>Activity: On site accessible parking was located close to the Peel Children’s Water Festival site. Barrier Addressed*: Physical Result Achieved: The public was able to park close to the Festival site. Department: Environment, Transportation and Planning Services and Health Services Standards: Customer Service</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

**Summary of Accessibility Accomplishments
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Objective 3: To review and develop policies to ensure prevention and removal of accessibility barriers.

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	<p>Action 3.1</p> <p>Integrate accessibility into procurement policy.</p>
3.1.1	<p>Activity: Revise Purchasing By-law and procedures to integrate accessibility review into the procurement for goods and services and bid documentation where applicable.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: <u>Purchasing By-Law 37-2007</u> updated incorporating high level objective as follows:</p> <p>1.9 To promote practices that have regard to the accessibility for persons with disabilities in deciding to purchase goods and services through the procurement process.</p> <p><u>F35-01 Procurement Cycle</u> procedure updated to direct staff to Accessibility Planning.</p> <p><u>F35-32 Specifications</u> procedure revised to advise staff of requirement of <u>accessibility requirements</u> as applicable when creating their specifications.</p> <p><u>Procurement Cycle Checklist</u> to engage clients on accessibility planning when initiating a procurement process.</p> <p>Department: Employee and Business Services</p> <p>Standards: Information and Communication, Customer Service</p>
3.1.2	<p>Activity: Enhance purchasing training sessions to promote client awareness when preparing specifications.</p> <p>Barrier Addressed*: Policy/Practice, Communicational, Informational</p> <p>Result Achieved: Specifications Training Course (ED202) offered through Learning and Development. Incorporates discussion of accessibility requirements when developing bid documentation.</p> <p>Department: Employee and Business Services</p> <p>Standards: Information and Communication, Customer Service</p>

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Objective 3: To review and develop policies to ensure prevention and removal of accessibility barriers.

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Action 3.2	
Develop and implement accessibility standards.	
3.2.1	<p>Activity: AODA Human Services Customer Service Standards Advisory Group has been established.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Ongoing</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
3.2.2	<p>Activity: Client Services Caseworkers have been encouraged to complete Telephone Participation Agreements whenever possible in order to eliminate the need for client to come to office.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Ontario Works clients are able to complete appointments over the telephone and do not have to face transportation, child care, or employment conflicts.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
3.2.3	<p>Activity: Client Services Caseworkers complete Ontario Works appointments at Caledon Community Services.</p> <p>Barrier Addressed*: Policy/Practice</p> <p>Result Achieved: Clients living in a rural area do not have to navigate multiple transportation service providers to attend Ontario Works appointments.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
3.2.4	<p>Activity: Completion of a wheelchair accessible ramp to the laundry room at Mason's Landing Apartments, 2660 Aquitaine Avenue in Mississauga.</p> <p>Barrier Addressed*: Architectural</p> <p>Result Achieved: Wheelchair access is now provided to laundry room.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

**Summary of Accessibility Accomplishments
July 2007 – June 2008**

Objective 3: To review and develop policies to ensure prevention and removal of accessibility barriers.

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Action 3.2	
Develop and implement accessibility standards.	
3.2.5	<p>Activity: Automatic door openers installed on entrance doors to two entrances to building located at 60 Jane Street in Bolton.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Easier access to enter/exit building for seniors and persons with scooters, wheelchairs and walkers.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
3.2.6	<p>Activity: South Common Apartments, 2250 Millway, Mississauga:</p> <ul style="list-style-type: none"> • Installation of automatic door opener for unit apartment door • Grab bars installed in washroom of unit. <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Easier access to enter and exit apartment unit.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
3.2.7	<p>Activity: Sydenham Apartments, 4100 Westminster Drive, Mississauga:</p> <ul style="list-style-type: none"> • Wheelchair ramp and non-slip surface • Accessible bathtub installed in unit. <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Easier access to enter/exit apartment. Easier access in/out of bathtub in unit.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>
3.2.8	<p>Activity: Fairview Apartments, 15 Fairview Road, Mississauga:</p> <ul style="list-style-type: none"> • Bevelled door threshold • Handrails <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Easier access to enter/exit apartment unit.</p> <p>Department: Human Services</p> <p>Standards: Built Environment, Customer Service</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

**Summary of Accessibility Accomplishments
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Objective 3: To review and develop policies to ensure prevention and removal of accessibility barriers.

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	<p>Action 3.2</p> <p>Develop and implement accessibility standards.</p>
3.2.9	<p>Activity: Camera installation at Fairview Apartments Barrier Addressed*: Physical Result Achieved: Improved visual sightlines. Allows residents to see who is coming and going via their televisions. Department: Human Services Standards: Built Environment, Customer Service, Information and Communication</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

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Objective 4: To build public awareness and advocate for accessibility of programs and services.

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Action	
4.1 Create opportunities for public engagement.	
4.1.1	<p>Activity: Ongoing presentations around Ontario Child Benefit in order to inform the community about the introduction of the new benefit and the changes to Social Assistance. Presentations have been given at various community network meetings, various locations throughout the community and internal information sessions.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Increased awareness and knowledge of changes happening with Social Assistance and impact on clients.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
4.1.2	<p>Activity: Community Inquiries, sent via Internet (e-mail) or telephone, are responded to within three business days.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Increased knowledge about Ontario Works programs and supports, or various other community resources.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
4.1.3	<p>Activity: Presentations have been delivered at various community organizations about Ontario Works. This is usually done as a result of a request from a community stakeholder.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Increased knowledge about the services and supports offered through Ontario Works.</p> <p>Department: Human Services</p> <p>Standards: Customer Service</p>
4.1.4	<p>Activity: On-line booking for Employment Resource Centre seminars on the external Region of Peel website, including a list of all workshops and seminars with descriptions.</p> <p>Barrier Addressed*: Technological, Policy/Practice</p> <p>Result Achieved: Option for clients to access services via the Internet and to</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 26

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	Action
	4.1 Create opportunities for public engagement.
	<p>be able to register for workshops without having to come into the Ontario Works offices. Department: Human Services Standards: Customer Service</p>
4.1.5	<p>Activity: Enhancement and updating of the Peel Data Centre web site to provide access to demographic and socio-economic statistical data. Barrier Addressed*: Informational, Communicational Result Achieved: More than 1,500 web accesses per month. The public has easier access to information enabling public engagement. Department: Environment, Transportation and Planning Services Standards: Information and Communication</p>
4.1.6	<p>Activity: Development of the second generation of the Grown in Peel Guide and web site enhancements to provide information to the public about locally grown food and encourage the public to learn about Peel’s agricultural industry. Barrier Addressed*: Informational, Communicational Result Achieved: 5,000 copies of the map guide were produced and distributed throughout Peel. The web site has approximately 450 visits per month from the public, interested in learning about Peel’s agricultural industry. Department: Environment, Transportation and Planning Services Standards: Information and Communication</p>
4.1.7	<p>Activity: Peel Region Official Plan Review public consultation and web site provides public access to information about the PROPR process and enables input into the 15 focus areas. Barrier Addressed*: Informational, Communicational, Policy/Practice Result Achieved: A series of open houses, workshops, focus group sessions and the production of newsletters have enabled hundreds of members of the public to learn more about the Regional Official Plan review process. Department: Environment, Transportation and Planning Services</p>

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**Summary of Accessibility Accomplishments
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Objective 4: To build public awareness and advocate for accessibility of programs and services.

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Action	
4.1 Create opportunities for public engagement.	
	Standards: Information and Communication
4.1.8	<p>Activity: Peel Greenlands Securement Project and web site provides public access to information about this project and gives the public information they need in order to participate in the program.</p> <p>Barrier Addressed*: Informational, Communicational, Policy/Practice</p> <p>Result Achieved: This project is designed to protect, preserve and enhance key natural heritage features and areas in the Region of Peel. The web site receives 300 visits per month.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Information and Communication</p>
4.1.9	<p>Activity: Brochure/pamphlets for St. John Fisher Neighbourhood Learning Place and Best Start Integration revised to reduce complex wording and add more photos.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Plain language used in the brochure/pamphlet makes it easier to read.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
4.1.10	<p>Activity: A Lunch and Learn was held at Chinguacousy Child Care Centre featuring a book reading to children by the author of a children's book entitled "I'm Wendy Blair, not a Chair".</p> <p>Barrier Addressed*: Attitudinal, Informational, Communicational</p> <p>Result Achieved: The children learned about children with disabilities.</p> <p>Department: Corporate Services and Employee and Business Services</p> <p>Standards: Information and Communication</p>
4.1.11	<p>Activity: Accessibility Planning Program and Joint Peel-Caledon AAC participated in Connections 2007 Resource Fair for Persons with Disabilities.</p> <p>Barrier Addressed*: Attitudinal, Informational, Communicational</p> <p>Result Achieved: Public engagement and awareness.</p> <p>Department: Corporate Services</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers. 28

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	Action
	4.1 Create opportunities for public engagement.
	Standards: Information and Communication, Customer Service
4.1.12	<p>Activity: Presentation made to the Joint Peel-Caledon AAC about the 211 Information and Referral Service connecting people with Human, Health and Government Services in their community.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Easy access by phone and web to needed information on programs and services in the community. Ensure all people, especially those who face barriers to services, have access to those same services and information.</p> <p>Department: Corporate Services</p> <p>Standards: Information and Communication, Customer Service</p>
4.1.13	<p>Activity: TransHelp to work with Communications Services to assess whether public is interested in accessing newsletter via the web site rather than hard copy.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: TransHelp post the newsletter on the web site in addition to providing hard copies so that all clients have the opportunity to read the newsletter</p> <p>Department: Environment, Transportation and Planning Services and Corporate Services</p> <p>Standards: Information and Communication, Transportation</p>
4.1.14	<p>Activity: TransHelp to participate in community events and fundraisers to build awareness of TransHelp services.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: TransHelp participated in the Connections Fair, Rick Hansen Event and Fundraiser and the Flower Day parade.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service, Transportation</p>

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	Action
	4.1 Create opportunities for public engagement.
4.1.15	<p>Activity: Health Services staff participated in Peel Regional Diversity Roundtable and Ontario Public Health Association working group on Access, Equity and Social Justice.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Work towards stronger linkages with Local Health Integration Networks to promote diversity and accessibility.</p> <p>Department: Health Services</p> <p>Standards: Customer Service, Information and Communication</p>

*Barrier Addressed –The result of Action and Activity will be the identification, removal and prevention of specific barriers.

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	Action 4.2 Establish strong partnerships with other governments and non-governmental organizations.
4.2.1	<p>Activity: Presentations have been delivered at various community organizations about Ontario Works. This is usually done as a result of a request from a community stakeholder. As well, inquiries from other branches of government are responded to including MPP’s, agencies and boards.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Increased knowledge about the services and supports offered through Ontario Works.</p> <p>Department: Human Services</p> <p>Standards: Customer Service, Information and Communication</p>
4.2.2	<p>Activity: “Making the Connection” events, hosted by ODSP, in cooperation with Ontario Works.</p> <p>Barrier Addressed*: Informational, Communicational</p> <p>Result Achieved: Information about ODSP and Ontario Works – Employment Supports to the recipients of ODSP and pending ODSP applicants.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
4.2.3	<p>Activity: Quarterly Multicultural Community Consultation Group (MCCG) Meetings.</p> <p>Barrier Addressed*: Informational, Communicational, Attitudinal</p> <p>Result Achieved: MCCG members have the opportunity to hear about updates around Region of Peel, Ontario Works. MCCG members also have the opportunity to provide feedback. They may also give suggestions for change. These meetings also provide community agencies the opportunity to update Ontario Works about programs, services, and any changes occurring within their own organizations.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>

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	Action 4.2 Establish strong partnerships with other governments and non-governmental organizations.
4.2.4	<p>Activity: Committee involvement with the GAP Analysis on Employment Accessibility for Persons with Disabilities for the Region of Peel. Committee is comprised of various stakeholders, employers, service providers, educational institutions, persons with disabilities, caregivers/citizens.</p> <p>Barrier Addressed*: Informational, Communicational, Attitudinal</p> <p>Result Achieved: Identification of gaps in skills and employment services; addresses barriers and resources required to reduce barriers.</p> <p>Department: Human Services</p> <p>Standards: Information and Communication</p>
4.2.5	<p>Activity: Establish a strong connection with the Heart Lake Conservation area in order to work together improving accessibility issues on site.</p> <p>Barrier Addressed*: Physical</p> <p>Result Achieved: Heart Lake is currently building permanent accessible washrooms on site.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Customer Service</p>
4.2.6	<p>Activity: TransHelp will continue to build strong relationships with our transportation partners and area transit authorities.</p> <p>Barrier Addressed*: Communicational, Informational</p> <p>Result Achieved: TransHelp continues to have a strong relationship with CCS (Caledon Community Services) and Red Cross. TransHelp actively participates on the conventional Transit policy group which includes the area transit authorities.</p> <p>Department: Environment, Transportation and Planning Services</p> <p>Standards: Transportation, Customer Service</p>
4.2.7	<p>Activity: Inclusion Unit of Children’s Services participated on an advisory committee regarding new community based services for children who are blind or have low vision.</p>

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	Action 4.2
	Establish strong partnerships with other governments and non-governmental organizations.
	<p>Barrier Addressed*: Communicational, Informational, Attitudinal Result Achieved: Increased awareness of community based services for children who are blind or have low vision. Department: Human Services (Children’s Services) Standards: Information and Communication</p>
4.2.8	<p>Activity: Peel Best Start Integrated Programming Committee Partnership Agreement Vision Statement incorporates and highlights accessibility. Barrier Addressed*: Attitudinal, Informational, Communicational Result Achieved: Vision Statement incorporates accessibility and is part of the Partnership Agreement. Department: Human Services (Children’s Services) Standards: Customer Service</p>

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TransHelp – Growing with Our Community

Over the last year TransHelp has continued to exceed the needs of the community by introducing several new initiatives that allow persons with disabilities living in Peel to fully participate in their respective communities whether they are working, volunteering or just having fun. Not only did TransHelp provide over 260,000 trips to its registered clients so that they could get to work, school or the doctor's office but they took on the challenge of making the service even more inclusive and accessible and much more user friendly.

At TransHelp the main focus is client satisfaction and an on-going commitment to exceeding client expectations in all areas including customer service, convenience, reliability, efficiency and accountability. To accomplish this, TransHelp introduced the following initiatives and service enhancements over the last year:

- **Increased Weekend Bus Service** – Since introducing Saturday bus service almost two years ago and limited Sunday bus service shortly after, our clients responded that this was long over due. Since then we have increased the number of buses and drivers scheduled for weekend service and more recently we extended Sunday bus service hours to match those of our existing Saturday Service. Customer response has been extremely positive with weekend ridership up approximately 50 per cent, on average.
- **Monthly Pass** – In April 2008 TransHelp introduced a monthly pass for registered users. For \$99 a month, clients can book unlimited travel for work, school, medical and social outings. The service enhancement was in response to feedback from our clients and the TransHelp Advisory Committee.

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- **Daily Customer Satisfaction Survey** – A daily customer satisfaction survey was introduced whereby a select number of random clients are contacted daily and asked to provide voluntary feedback on the most recent TransHelp service they received. Questions relating from timeliness to the helpfulness of the driver are asked and documented so that TransHelp can take action and implement improvements where needed.
- **‘No Show’ Customer Survey** – In addition to the daily customer satisfaction survey TransHelp contacts clients who are ‘no showed’ daily to investigate the cause of the no show and implement corrective action if the no show was beyond the client’s control. No Shows are a concern for Para-transit organizations as they are costly and usually result in a missed ride opportunity for someone else. By communicating with our clients on this issue our hope is that we can decrease our no show rate therefore increasing the number of available rides for our passengers.
- **Mississauga Carassauga Festival Shuttle** – In May 2008 TransHelp was approached by the Carassauga Board of Directors to investigate the possibility of providing an accessible, door to door shuttle service for event goers at the annual Mississauga Carassauga Festival of Cultures event which took place in May in different venues across Mississauga. Naturally we were more than willing to assist with such a great cause. The result was more than 1000 individuals utilizing the TransHelp shuttle over a three-day weekend to get between different pavilion locations.
- **Rick Hansen Foundation Support** – For the second year in a row TransHelp staff came together to participate in the Annual Rick Hansen Wheels in Motion event held in Mississauga. This year TransHelp participated with two teams contributing a total of

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\$2000 for this great cause which recognizes individuals living with Spinal Cord Injuries and ultimately strives for a more accessible community.

- **Stand By and On Demand Bus** – One of our most recent and exciting initiatives is a Stand By/On Demand bus pilot. The purpose of this is to have a dedicated vehicle and driver standing by to provide last minute, on demand trips for our clients. TransHelp already provides one of the shortest booking windows in the Para-transit industry however we want to take it one step further and give our customers a new level of customer satisfaction. On Demand trips allow our customers to book same day trips and possibly receive that trip that same day or even within the hour. Of course this is in preliminary stages and resources are limited but should it be deemed a success additional resources for this purpose would be sought.

Accessible Transportation Coordination Office

Over the past three years, the Accessible Transportation Coordination Office (ATCO) has been evolving to provide three main functions:

1. Act as a referral to direct the public to appropriate accessible services.
2. Provide support to transit, including TransHelp, to optimize access to and use of their services
3. Serve as a brokerage to administer community services aimed at providing additional travel supports for all passengers with disabilities; and providing health and social transportation that



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cannot be offered by local transit or TransHelp. These community services include travel training, and direct health and social transportation to dialysis, day programs and community living programs.

Many passengers, who require supervision or support for the duration of their ride, will soon have the option of traveling without a caregiver using a trained Passenger Assistant. The Passenger Assistant Program or PA program is a door to door, or hand to hand service depending on the nature of each client's disability and self-identified needs.

In June 2008, our Passenger Assistant pilot program began. By the late 2008 five buses with a capacity to carry up to 11 passengers each will be operating as part of this initiative. This number will grow to seven vehicles by 2009.

In the future, the role of Passenger Assistants will be expanded so that they will also be able to provide assistance to disabled riders on conventional local transit and during rides provided by volunteer driver programs. Cost sharing for the Passenger Assistants will be sought from families and community agencies as the service grows.

Production of a video promoting the positive aspects of conventional public transit usage by people with disabilities is well underway. The transit properties are paying for production of the video while the Region will develop and support a fare reduction strategy for people with disabilities who opt to use public transit to address some of their travel needs.

The Accessible Transportation Coordination Office will initiate a Community Bus demonstration project beginning in 2009. The

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community bus model is a transportation option designed to reduce social isolation for people with disabilities and reduce the fear of going out. These objectives are achieved by maintaining driver assignment and offering a slow meandering route that can be flagged down from a variety of locations. A service standard for the program is to avoid poor service to passengers. Drivers are expected to assist the passengers through an “active offer of assistance” model. The ridership on community bus is comprised of a mixture of people with and without disabilities.

Region of Peel - Liveable Peel

The Liveable Peel initiative was created to help the Region of Peel plan for growth 30 to 50 years into the future. Peel Region is currently facing significant growth pressures, an aging population and an increasingly diverse community fuelled by strong immigration. The Region is currently examining these and other trends into the future and determining their potential implications for Regional programs and services, in order to ensure that Peel residents continue to enjoy a high quality of life over the long-term. An important aspect of ensuring a high quality of life in Peel is providing human services that meet the diverse needs of the population; therefore, trends concerning the increasing population of older adults (55+ years) and persons with disabilities are important considerations for Liveable Peel.

Liveable Peel is a valuable initiative for the Region’s Executive Management Team (EMT), which has established an internal Liveable Peel Steering Committee made up of senior staff from across the Corporation. In August 2006, the committee established a number of priority project areas: immigration and examination of

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human capital and employment needs; housing; and the impacts of growth on watersheds.

In terms of housing, the Region is experiencing changing needs due to rapid population growth, significant immigration, and changing socio-economic and demographic conditions. The 2006 Census data reveal that the Region has an older adult population making up about 19% of the total population, which is 3 per cent more than this group's share in 2001. It is estimated that by 2051, 38 per cent of Peel's population will be older adults (55+) and half of them will be 70 years or older. The growth in the aging population will have an increased demand for safe and accessible housing and health services. The current practices of developing standard suburban style communities that promote segregation of land uses will need to be changed. The municipalities will have to take these demographic trends into consideration and find innovative tools and options to encourage the development of new communities to be ingrained with accessibility features and supportive services.

Regional staff are consulting with the area municipalities and working together on a Housing Strategy to identify housing issues, needs, and demand and develop strategic actions to provide opportunities for a full range of affordable, accessible and appropriate housing for Peel's current and future residents. The comprehensive housing strategy is planned to be completed by December 2008. During the course of this project, three discussion papers, a background paper, an issues paper and the final housing strategy will be prepared. The papers will address different housing issues and areas:

- 1) housing availability throughout the life-cycle;
- 2) diversity of housing needs;
- 3) housing affordability;

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- 4) best practices and tools for addressing housing needs
- 5) summary of discussion papers and background paper

The discussion paper on housing availability throughout the life-cycle will address the needs of the older adult population, including the future needs for long-term care and retirement homes. As people grow up and grow old, their housing needs change. The goal of achieving housing availability throughout the life cycle is to allow Peel residents to live in the same community throughout their lives, even if their life stage or lifestyle change, by providing a variety of housing types and choices in collaboration with supportive services. The discussion paper on diversity of housing needs will address the current and future needs for accessible, special-needs and social housing, factors that hinder the supply, and tools and options available to increase the supply of these types of housing. This discussion paper will explore innovative options and concepts such as Universal Design for providing safe and accessible homes to the diverse range of ages and abilities of people.

The third discussion paper will identify affordability issues, the factors that influence housing demand and affordability in Peel and alternative sources to provide affordable housing. This paper will also examine new opportunities for the municipalities to permit secondary suites and garden suites as a result of the recent changes to Ontario's Planning Act (Bill 51: Planning and Conservation Land Statute Law Amendment Act, which received Royal Assent in 2006). The final housing strategy will build on the work and data collected for the three discussion papers and establish short-term and long-term priorities and formulate strategic actions, accompanied by an implementation plan. The recommendations coming from the housing strategy for priority actions will be presented to the Council for information and approval.

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SHS Consultants was retained in December 2007 to develop the housing strategy. SHS has completed more than 12 housing strategy studies and more than three dozen municipal housing statements. In summer 2008, the research and analysis phase of the project was conducted in preparation for the discussion papers. Census, property assessment, housing activity, and other data sources were collected and analyzed. As for consulting stakeholders, surveys were distributed to housing providers to better understand the demand for these types of services and any service gaps associated. Consultation will continue into fall 2008 as SHS will conduct focus group sessions or interviews with Regional staff, Area Municipal staff, Regional Councillors, and community agencies.

In conclusion, the Liveable Peel initiative and its associated projects are mindful of the needs and concerns of the aging population and persons with disabilities.

Peel Children's Water Festival

The 2008 Peel Children's Water Festival (PCWF) was held May 22 to May 28, 2007 (excluding Sunday, May 25) at Heart Lake Conservation Area in Brampton. The PCWF is a six-day, annual environmental education program which provides learning opportunities to Peel elementary students, in grades two through five on the school days of the event and is open to all Peel residents on the Family Fun Day event. Using more than 50 hands-on and interactive activities, participants are exposed to important environmental messages related to the protection and stewardship of water resources.

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This year's event marks the thirteenth Festival, with more than 60,000 Peel students having attended the event since its inception in 1996. The Environment, Transportation and Planning Services Department played a leadership role this year by providing the theme for the Festival, which was "Source Water Protection". "Source Water Protection" flows from the Region's Strategic Plan, specifically Goal #1, which is to "deliver citizen-focused services", Goal #2 which is to "protect, enhance and restore the environment" along with Goal #4 "to manage the impacts of growth on the community and Regional services. A cluster of new activities was also developed that emphasize the importance of source water protection and the actions taken to prevent the pollution of drinking water sources.

This year the festival's organizing committee continued to improve on accessibility elements within the festival planning process. In order to fulfill this objective a member of the Regional Accessibility Planning Program was included on the Festival Steering Committee. A member of the Joint Peel-Caledon Accessibility Advisory Committee (AAC) was also selected to sit on the Activities Sub-committee. Through the focus of making activities more experiential and eliminating operational barriers, the Festival greatly improved the overall accessibility of the event. Accomplishments included revising activity scripts to be more inclusive, comprehensive and experiential, inviting secondary school students to present activities during the event and editing communication material to clearly mark limited accessibility areas.

The planning and execution of the PCWF is achieved through the collaborative efforts of many external partners and the Region of Peel's Health, Corporate Services and Environment, Transportation and Planning Services.

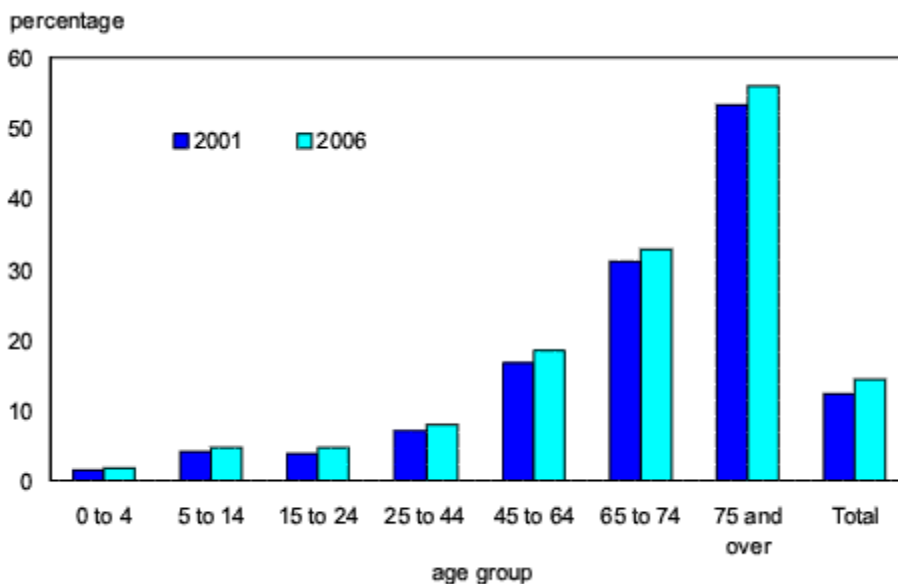
Illustration of Emerging Trends

Participation and Activity Limitation Survey (PALS):

An estimated 4.4 million Canadians—one out of every seven in the population—reported having a disability in 2006. This is an increase of over three-quarters of a million people in five years.

Data collected from the Participation and Activity Limitation Survey (PALS) in 2001 indicated that 12.4 per cent of the population reported a disability. By 2006, this rate had increased to 14.3 per cent of the population.

Disability rate by age, Canada, 2001 and 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

Appendix IV
2008 Accessibility Plan

Children with a Disability in Canada:

Population aging is only one factor that has contributed to the increase in the disability rate since 2001. Disability rates have increased for nearly all age groups.

Among children aged 14 and under, an estimated 202,350 reported a disability of some kind in 2006, or 3.7 per cent of that age group. This proportion was up from 3.3 per cent in 2001.

Chronic health conditions affected 69.8 per cent of children aged 4 and under and 66.6 per cent of children aged 5 to 14.

Approximately half of all children aged 4 and under reported a single disability in 2006. Slightly more than 40 per cent reported two disabilities, and just less than 9 per cent reported three or more.

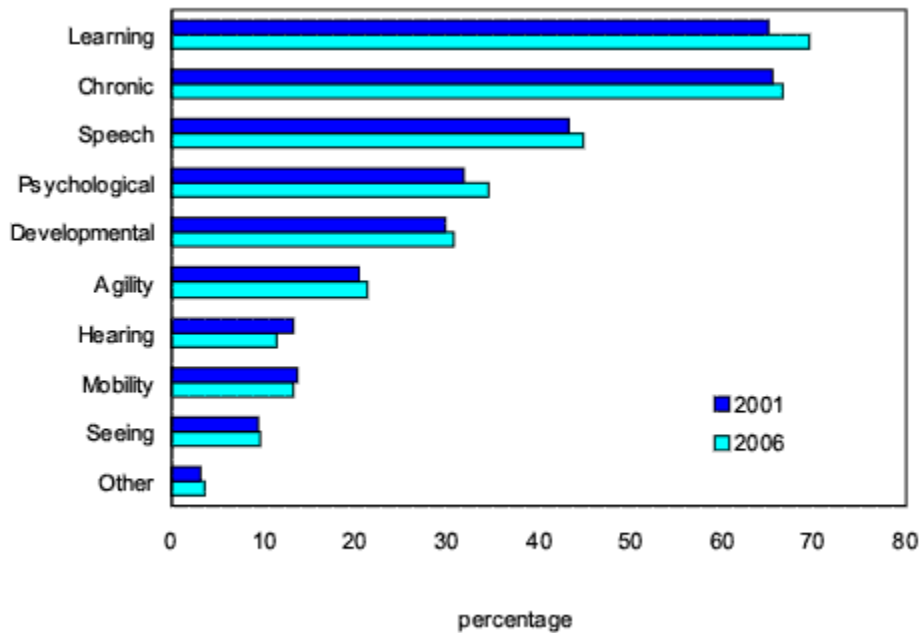
Approximately three-quarters of school-aged children with a disability reported having multiple disabilities, while only 26.3 per cent experienced a single disability.

For children aged 5 to 14 with disabilities, the greatest proportion reported having a mild disability (33.5 per cent), followed by moderate (24.1 per cent), severe (23.5 per cent) and very severe (18.9 per cent) disabilities.

Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

Disability rates by type of disability for children aged 5 to 14 years, Canada, 2001 and 2006

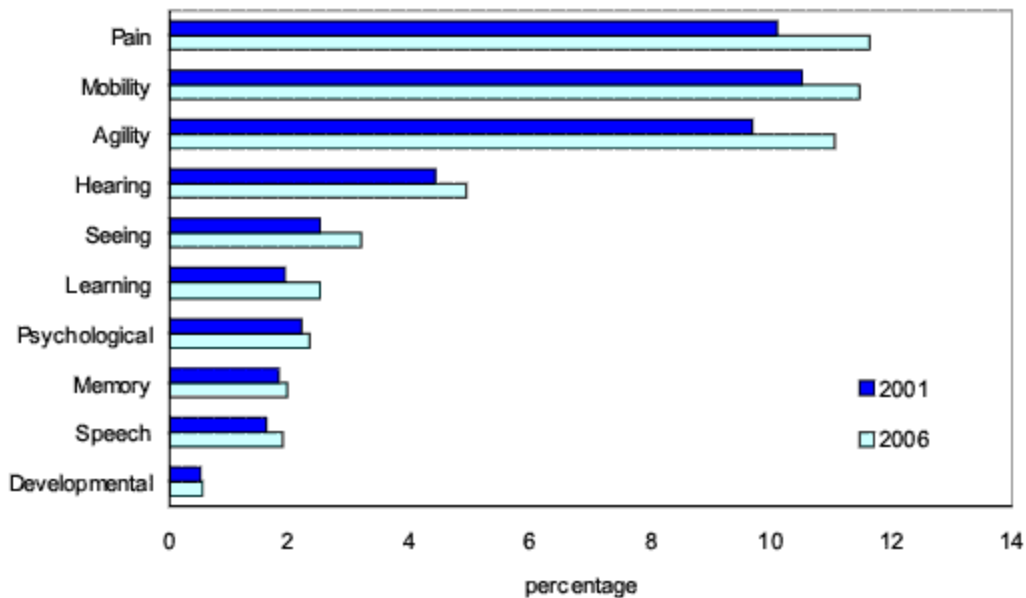


Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

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Disability rate by type of disability for adults 15 years of age or older, Canada 2001 and 2006



Source: Statistics Canada, Participation and Activity Limitation Survey, 2001 and 2006.

Illustration of Emerging Trends

Region of Peel Statistics

The Region of Peel is one of the most rapidly growing communities in the Greater Toronto Area and Hamilton (GTAH) area. It is made up of the City of Mississauga, the City of Brampton and the Town of Caledon.

Peel Region has experienced significant growth over the past decades and will continue to do so in the future. Between 1991 and 2006, Peel Region experienced an increase in population from approximately 760,000 in 1991 to 1.2 million. Over the next 25 years, it is expected to increase to 1.64 million by 2031. Figure 1 below provides an indication of growth in the Region. It must be noted that major future population growth can be attributed to the City of Brampton. The below population forecasts for 2041 and 2051 are not approved by Council but used for illustration purposes.

Figure 1: Population Forecasts in Peel

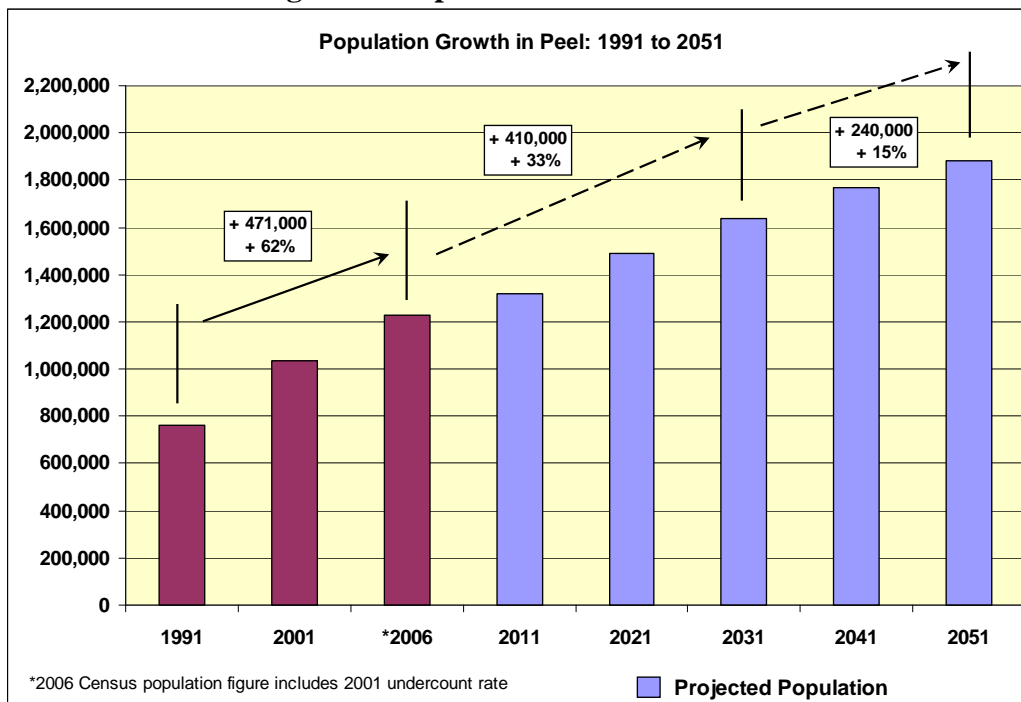
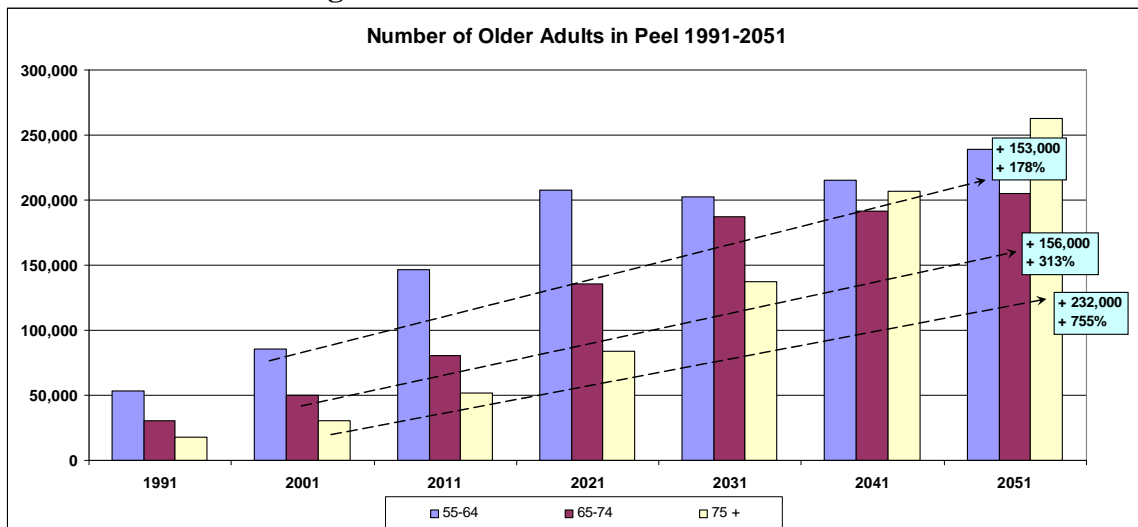


Illustration of Emerging Trends

As per 2006 Census data, the Region has an over 55 (older adult) population making up about 19 per cent of the total population. However, by the year 2031, it is estimated to increase to about 33% and by 2051 it is estimated that 38 per cent of the total population will be older adults. In terms of the over 75 age group, more than 42,000 people were older than 75 years of age in 2006; in 2031 this figure will increase to nearly 140,000. This is more than three times as many people over the age of 75 as today. It is estimated that in 2051, the over 75 years' age group will be the largest age group in the Region with over 260,000 people. Figure 3 below provides a picture of the number of older adults in Peel between 1991 and 2051. Please note that forecasts for 2041 and 2051 are not approved by Council but used for illustration purposes.

Figure 3: Older Adults in Peel Forecasts



Source: Statistics Canada, 1991, 2001 and 2006 Censuses and Planning Policy and Research Division Forecasts.

Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118) and Accessibility Standards

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On June 13, 2005, the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* received Royal Assent. This legislation requires businesses and organizations that provide goods and services to people in Ontario to meet accessibility standards in five areas:

- Customer Service
- Transportation
- Information and Communications
- Built Environment
- Employment

The Accessibility Standards for Customer Service Regulation, O. Reg. 429/07, became law on January 1, 2008 and apply to designated public sector organizations on and after January 1, 2010 and to other providers of goods and services on and after January 1, 2012.

What is an Accessibility Standard?

An accessibility standard is a rule that persons and organizations have to follow to identify, remove and prevent barriers. By definition, a standard is an agreed way of doing something. It may be voluntary or regulated by law, and it can be local or international in scope.

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, signage, accessible washroom facilities, staff training in serving customers with learning disabilities and adaptive technology in the workplace.

Accessibility for Ontarians with Disabilities Act, 2005 (Bill 118) and Accessibility Standards

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Standards Development Committees (SDCs)

Under the Act, standards set out the rules that will help make Ontario more accessible. Proposed accessibility standards will be developed and recommended to the Minister of Community and Social Services by Standards Development Committees (SDCs). These SDCs will be made up of members of the community, business, broader public sector, affected provincial ministries, people with disabilities and their representatives.

The public will be given an opportunity to review and make comments on the proposed standards developed by SDCs. Following the public comment period, the Minister will decide what proposed standards will be recommended to become a regulation. 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. To ensure compliance, the Director can order the affected person or organization to 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.

** Above information was obtained from the Ministry of Community and Social Services website.

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

Glossary of Terms

Term	Definition
Peel Region/ Region	A reference to Peel Region or the Region is a reference to its geographical area or to the municipal corporation, as the context requires
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	<p>The Region's corporate document that guides Council and staff in addressing the changing needs of people who live and work in Peel</p> <p>The plan is renewed for every new term of Regional Council</p> <p>Strategic Plan includes: Vision, Mission, Goals, Strategic Actions, Success Indicators, Management System and Regional Values</p>
Success Indicators	Measures identified to demonstrate achievements
Sustainable	Using resources today in a way that ensures they will be there tomorrow
TransHelp	A transportation service for persons residing in the Regional Municipality of Peel who regularly use a wheelchair due to functional mobility problems, or are physically unable to board public transit vehicles
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)



Glossary of Terms

Appendix VI
2008 Accessibility Plan

Term	Definition
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
<p>Barrier</p>	<p>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.</p> <p>Barrier examples:</p> <p>Physical:</p> <ul style="list-style-type: none"> • A door that cannot be opened by a person with limited mobility and strength <p>Architectural:</p> <ul style="list-style-type: none"> • An entrance door that is too narrow or has a step as an obstacle for a wheelchair or scooter, or person with a lower limb mobility disability. • Inappropriate design of service counters and washroom counters (too high) <p>Informational:</p> <ul style="list-style-type: none"> • Reliance on printed media/typesfaces that are too small to be read by a person with low vision (i.e. municipal bills, forms) <p>Communicational:</p> <ul style="list-style-type: none"> • Lack of TTY access at municipal offices/libraries <p>Attitudinal:</p> <ul style="list-style-type: none"> • A receptionist who ignores a customer in a wheelchair or addresses the companion/interpreter <p>Technological:</p> <ul style="list-style-type: none"> • Unavailability of properly designed computer/internet workstation at libraries and lack of aids (finger-guard) • Website accessibility <p>Policy/Practice:</p> <ul style="list-style-type: none"> • Lack of accessibility requirements when issuing permits for special events, festivals and concerts

Glossary of Terms

Term	Definition
<p>Disability</p>	<p>Health and Safety:</p> <ul style="list-style-type: none"> • Emergency Planning measures with a focus only on physical disability or inadequate evacuation measures for persons with disabilities. <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>..