



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



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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



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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



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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).



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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



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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



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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



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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



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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



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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



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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.



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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



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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