

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

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

Appendix II
2008 Accessibility Plan

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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	<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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	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>

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	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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