



## Glossary of Terms

**Appendix VI**  
2008 Accessibility Plan

<b>Term</b>	<b>Definition</b>
<b>Citizen</b>	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
<b>Clients/Customers</b>	Includes people who receive products and services that the Region deliver
<b>Citizen-focused</b>	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
<b>Community</b>	Reflects the physical area within Peel and the groups who live and/or work within it
<b>Development</b>	Includes both existing and new construction of buildings, property and infrastructure
<b>Diversity</b>	Refers to a broad range of attributes including, but not limited to social, economic, racial, cultural, geographic and religious
<b>Liveable region</b>	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
<b>Stakeholders</b>	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
<b>Partners</b>	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
<b>Suppliers</b>	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
<b>Peel Region/ Regional</b>	Refers to the Corporation of the Regional Municipality of Peel

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<b>Peel Region/ Region</b>	A reference to Peel Region or the Region is a reference to its geographical area or to the municipal corporation, as the context requires
<b>Regional Values</b>	The Region's essential and enduring characteristics for workplace behaviour
<b>Strategic Actions</b>	The ways the Region will contribute to making the goals happen (the how)
<b>Strategic Plan</b>	<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>
<b>Success Indicators</b>	Measures identified to demonstrate achievements
<b>Sustainable</b>	Using resources today in a way that ensures they will be there tomorrow
<b>TransHelp</b>	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
<b>Vision</b>	The community's vision and purpose stated in powerful, memorable terms
<b>Mission</b>	The Region of Peel's contribution towards achieving the community vision
<b>Goals</b>	The results the Region wants to achieve in each of its areas of interest/responsibility (the what)



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<b>Objective</b>	The outcomes a department/division/business/ program wants to achieve in each of its areas of responsibility (the what)
<b>Actions</b>	The ways the department/division/ business/program will contribute to making those results happen (the how)
<b>Task</b>	Operational steps taken to complete an action.
<b>Work Plan</b>	Outline of tasks and actions supporting specific objectives and projected timelines

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

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<p><b>Disability</b></p>	<p>Health and Safety:</p> <ul style="list-style-type: none"> <li>• Emergency Planning measures with a focus only on physical disability or inadequate evacuation measures for persons with disabilities.</li> </ul> <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"> <li>▪ 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;</li> <li>▪ a condition of mental impairment or a developmental disability;</li> <li>▪ a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;</li> <li>▪ a mental disorder; or</li> <li>▪ 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>..</li> </ul>