



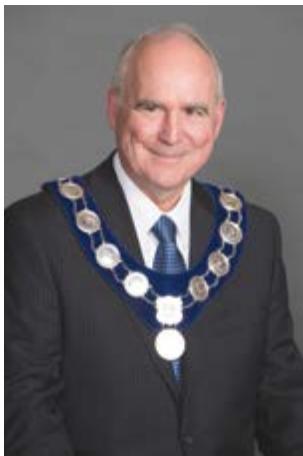
# 2018–2025 Multi-Year Accessibility Plan

Creating a **Community for Life**

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# Message from the Regional Chair and Chief Executive Officer

On behalf of Peel Regional Council, it gives me great pleasure to introduce The Regional Municipality of Peel's Multi-Year Accessibility Plan (2018-2025). It has now been twelve years since the Province of Ontario first passed the *Accessibility for Ontarians with Disabilities Act*. Since then, the Region of Peel has embarked on a strategy to identify and subsequently break down barriers that limit the potential and compromise the quality of life for our residents with disabilities.

We are very proud of the benchmarks we set in our first Multi-Year Accessibility Plan (2013-2017) and our record of achieving the milestones set out therein.

The Region of Peel developed this renewed Multi-Year plan which takes advantage of the lessons we have learned and the experiences we have benefited from, as well as further benchmarks to aspire to, along with legislative requirements. This renewed plan is assisted and guided by the goals and direction established in the overall Region of Peel Strategic Plan.

The Region of Peel Strategic Plan is governed by a vision that emphasizes this jurisdiction as being a **Community for Life** and describes that **Community for Life** as being "a place where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives".

While this vision is something that we apply to all aspects of our diverse community, I think this objective is particularly significant when it comes to the Region of Peel's Multi-Year accessibility plan. The development and implementation of this next phase of our accessibility plan aligns to the Region of Peel Strategic Plan in a thoughtful and deliberative manner resulting in the effective achievement of all our objectives.

## 2018-2025 Multi-Year Accessibility Plan

With assistance from our Accessibility Advisory Committee and staff, we intend to continue to remove barriers, improve accessibility, and provide opportunities to all members of our diverse community.

Sincerely,



Frank Dale  
Chair & CEO, Region of Peel

### Message from the Region of Peel Accessibility Advisory Committee (AAC) Chair

AAC members are committed to applying the principles of inclusiveness and integration in reviewing Regional projects and supporting various initiatives. We continue to work as strong advocates to improve accessibility in Regional services, programs and facilities.

The AAC supports creating a welcoming and accessible community that allows all members to engage and participate, and also assist the Region in meeting its legislative requirements.

We envision and strive to build an accessible society that allows for meaningful opportunities for people of all abilities.

We take pride in providing leadership and expertise on accessibility issues. The Committee has made great strides in addressing accessibility in Peel and we look forward to working with the community and stakeholders in the future.



Dely Farrace  
Chair, Region of Peel Accessibility Advisory Committee



# Introduction

The Region of Peel's new 2018-2025 Multi-Year accessibility plan outlines how the Region of Peel will continue to remove barriers and improve accessibility for persons with disabilities. It builds on our accomplishments since the introduction of our first Multi-Year plan in 2013.

This second Multi-Year accessibility plan aligns with the objectives of the Region of Peel's 20-year Strategic Plan and long-term vision while continuing to meet the Province's requirement for full development, implementation and enforcement by January 1, 2025. This Plan shows how we intend to assist the Province to achieve accessibility for Ontarians with disabilities by 2025 and to help make the Region of Peel a **Community for Life**.

## Ontario's Accessibility Legislation

Regulated accessibility planning in Ontario began with the *Ontarians with Disabilities Act, 2001* (ODA). Under the ODA, municipalities were required to have annual accessibility plans that would report on the measures taken by the organization to identify, remove and prevent barriers for persons with disabilities.

The Provincial Government defines disabilities in terms that encompass a broad range and degree of conditions, some visible and some invisible. These include, physical, mental and learning disabilities, mental disorders, hearing, vision disabilities, epilepsy and other conditions.



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The Accessibility for Ontarians with the Disabilities Act, 2005 (AODA) which became law in 2005 builds on the progress made under the ODA. The AODA is made up of five Standards, and a number of General Requirements.

The Standards include:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

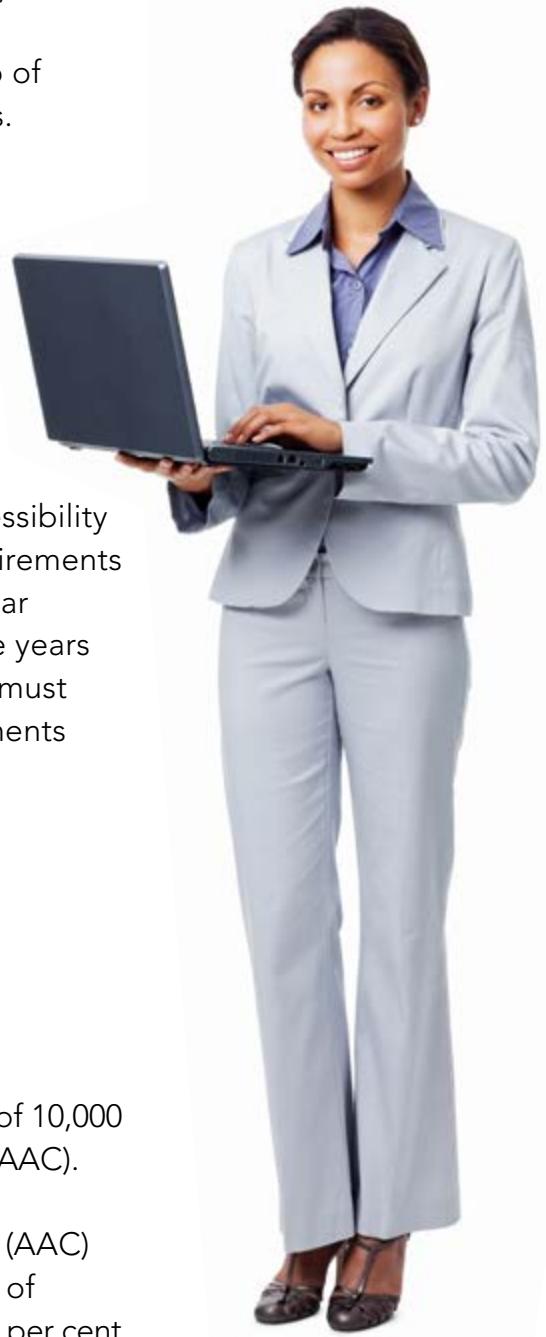
The AODA Standards form part of the Integrated Accessibility Standards Regulation (IASR). One of the General Requirements under the IASR is for organizations to create a Multi-Year accessibility plan and to review and update it every five years instead of annually. As with ODA, the Multi-Year plans must outline an organization's strategy to meet the requirements under the IASR.

## Region of Peel Accessibility Advisory Committee (AAC)

AODA requires that all municipalities with a population of 10,000 or more establish an Accessibility Advisory Committee (AAC).

The Region of Peel's Accessibility Advisory Committee (AAC) is comprised of 10 citizen members and four Members of Council, one of whom is the Regional Chair. More than 50 per cent of the members of Peel's AAC have a disability. Members come from different backgrounds and from various areas within the Region of Peel and bring with them a desire to help those living with disabilities.

The AAC informs Council on ways to remove barriers and improve opportunities for persons with disabilities with respect to Regional programs, services and facilities. In addition



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to their legislated requirements, they participate in ad hoc working groups established to address specific accessibility action items and host internal and external educational events.

Some of the internal events the AAC supports include National Access Awareness Week and International Days of Persons with Disabilities. The AAC is also very engaged in the community attending fairs and education initiatives to help promote and raise awareness of accessibility at the Region of Peel.

It is the responsibility of the AAC to advise Council on the implementation of accessibility standards and the development of the Multi-Year Plan and accessibility reports.



## Looking Back: 2013–2017

### **Region of Peel Multi-Year Accessibility Plan**

AODA's accessibility standards establish rules and timelines that businesses and organizations in Ontario must follow to effectively identify, remove and prevent barriers for persons with disabilities.

The Region of Peel's first Multi-Year accessibility plan was approved by Council and introduced in 2013 and laid the groundwork for how the Region of Peel would meet the obligations set out in the IASR.

Extensive work has been carried out to ensure that the Region of Peel was in compliance with the General Requirements and each of the Five Standards. The following are milestones that have been achieved up to the end of 2017:

### **General Requirement Successes:**

- The Region of Peel's first Multi-Year accessibility plan was introduced and a corporate Accessibility Policy was launched outlining how the Region of Peel will commit to and meet its obligations under AODA.
- The Region of Peel included accessibility criteria into purchases or acquisition of goods. Regional procurement contracts were revised to advise vendors of the requirements under the AODA and inform them that accessibility considerations should be made during the procurement process.
- All Regional employees, summer students and volunteers were trained, by the January 1, 2014 timeline, on the requirements of the IASR and the relevant portions of the Ontario Human Rights Code. This requirement is ongoing and forms part of the list of mandated training that must be completed when starting work or volunteering for the Region of Peel.

### **Customer Service Standard Successes:**

- The Region of Peel introduced an Accessible Customer Service Policy which outlines the Region's commitment to the provision of accessible customer services for persons with disabilities.
- Region of Peel staff, volunteers, and those who provide service on the Region's behalf were trained on the Accessible Customer Service Standard. This requirement is ongoing and forms part of the accessibility training that must be completed when starting work or volunteering for the Region.
- Feedback processes were reviewed to ensure the processes were accessible for persons with disabilities, and include various methods for providing feedback.

### **Information and Communications Standard Successes:**

- The Accessible Formats and Communication Supports Policy was introduced to establish roles and responsibilities of Region of Peel staff for the provision of accessible formats or communication supports. Training on creating accessible documents was also made available.
- All public-facing service counters were equipped with signage to inform members of the public of the availability of documents in accessible formats and communication supports, upon request. The Region of Peel website was revised with similar messaging. A new online form was launched for such requests; and the Region of Peel Call Centre processes were updated to ensure proper handling of requests.
- The Region of Peel's Emergency Management Program was reviewed and its processes assessed to ensure compliance with the AODA.



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- The Region of Peel has committed to ensure website accessibility for persons with disabilities. The first part of the compliance required that any new websites or web content published after January 1, 2012 was to conform to the Web Content Accessibility Guidelines (WCAG) 2.0, Level A by January 1, 2014 and WGAC 2.0, Level AA by January 1, 2021. WGAC 2.0 is an internationally accepted web accessibility standard developed by the World Wide Web Consortium (W3C), an international team of experts. WCAG sets guidelines for organizations to make their websites more accessible. The Region not only met this requirement by the stipulated timeline, but exceeded it by mandating that all new content, including the Waste Collection and the new TransHelp sites, would conform to the higher standard, WCAG Level AA, a requirement that needs to be met by January 1, 2021.
- A Family Literacy Program in American Sign Language was developed, in partnership with the Canadian Hearing Society and Mississauga Library, for families and young children with hearing disabilities.

### Employment Standard Successes:

- A new Accommodation for Persons with Disabilities Policy was introduced which outlines the Region of Peel's commitment to the accommodation for persons with disabilities throughout their employment cycle.
- In order to make the Region of Peel's employment practices more accessible, applicants are made aware of the availability of accommodation. The Region of Peel's recruitment process invites individuals of all abilities to apply to Region of Peel job openings and advises of the availability of accommodation throughout the recruitment process.
- Documented individual accommodation plans for employees include individualized workplace emergency response information. With the employee's consent, the individualized workplace emergency response information is



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shared with the person designated to provide assistance to the employee during an emergency.

- Updates to the emergency response information included: a two-stage fire alarm system; audible speakers and visual strobes; website updates with more detailed fire and life safety information for employees with disabilities; and a new protocol that tracks persons requiring assistance during an evacuation or emergency.
- Changes were made to the policy and administration for performance management. The Human Resources Policy for Performance Appraisal was revised to indicate that employee accommodation plans were to be reviewed in conjunction with the performance review, at least annually, or more often if deemed necessary or appropriate. The Human Resources Guide to Performance Appraisals addresses questions regarding accommodation requirements and performance objectives.
- To help break down barriers for Regional Paramedic staff and their families, the Region of Peel launched a Peer Support program that helps support and protect their mental health and well-being. Trained Region of Peel employees who have overcome a mental health challenge assist peers who are living through similar challenges by providing emotional support, hope, a kind ear, and help with problem-solving and goal-setting.



### **Accessible Transportation Standard Successes:**

To meet the requirements under this standard, extensive work was carried out within TransHelp, the Region of Peel's accessible transportation service.

- Updates to ensure compliance with the requirements included the availability of information on accessibility equipment, including non-functioning equipment.

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- Emergency preparedness and response policies were updated.
- Categories of eligibility were revised as per AODA Requirements.
- A revised TransHelp Eligibility Policy was introduced to align with the Human Rights definition of disability.
- Application forms and processes were updated, including the launch of Ontario's first online application by a paratransit provider.
- An independent TransHelp Appeals Panel was formed.
- A Home 2 Hub Pilot program was also introduced to allow individuals with disabilities to use a combination of TransHelp and conventional transit.
- Booking hours were extended.
- Enhancements were made to the Integrated Voice Recording (IVR) phone system.
- The redesign and redevelopment of the TransHelp website was completed.
- Multiple communication outlets were introduced to increase direct communication and further remove barriers, including in-bus advertisements containing TransHelp and Regional information designed specifically for TransHelp riders and residents. TransHelp riders are also encouraged to sign up to the Connect 2 Peel e-newsletter, a direct source of Regional information, including accessible transportation information. These multiple outlets of communication will assist in removing barriers by allowing individuals with different abilities multiple options to access information.
- Through extensive community and stakeholder consultation, the Region of Peel launched the Accessible Transportation Master Plan (ATMP) in order to clarify the vision and estimate the demand for the provision of transportation services for people with disabilities residing in the Region of Peel. The Plan included Council approved recommendations designed to improve the customer experience and increase service delivery efficiency moving forward.



## **Design of Public Spaces Standard Successes:**

- The Region of Peel established accessible standards and features to be incorporated into new affordable housing projects. As a result, the Affordable Housing Design Guidelines and Standards for Apartment Buildings as well as the Affordable Housing Design Guidelines and Standards for Townhomes were implemented and together with the Region of Peel Accessibility Standards for Affordable Residential Properties, will assist to reduce physical barriers in social housing units.
- Accessibility requirements from the Design of Public Spaces standard were applied to outdoor playgrounds and exterior paths in affordable housing projects, including Creditvale Mills and Norton Lake.
- Accessibility was incorporated into the Region of Peel Active Outdoor and Active Stairwell projects, an initiative which aims to create places that promote healthy behaviour and physical activities for all.



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- Outdoor furniture at our Regional buildings was designed and built to accommodate staff and visitors with mobility disabilities. The design encourages outdoor activity and promotes unity.
- Accessibility checklists for paramedic reporting stations as well as satellite stations were developed to ensure that specific accessibility features are incorporated into the exterior and interior of Region of Peel paramedic stations.
- Accessible signage was installed in washrooms located at the Peel Art Gallery Museum & Archives (PAMA).
- A new scissors lift at PAMA that can be utilized during an emergency situation to evacuate persons utilizing mobility devices was installed.



## **Other Regional Accessibility Successes:**

- The introduction of the Region of Peel's Cart-based Garbage program includes an assessment process for persons requiring assistance with the carts.
- Modification of the Region of Peel's Health Protection Division's Food Handler Certification course to offer options and accommodations to ensure the certification process is accessible to those who need it, including:
  - Providing materials in large print and using different coloured paper;
  - Inquiring about accessibility needs during course registration;
  - Offering to host the course at alternative locations when it is difficult for a group to attend the course at a Regional site (e.g. a high school class with many students with anxiety did not feel comfortable traveling to the Regional facility);
  - Having sign language interpreters present in the classroom when required;
  - Allowing individuals with a learning disability more time to complete the exam or providing it in an alternative format; and
  - Delivering information in a creative format which addresses different learning styles and preferences (e.g. using props such as 'rubber chicken', cutting boards and thermometers) as well as offering group activities, videos and other means to demonstrate key points in addition to written materials.



### Breastfeeding

- In-home breastfeeding support to postpartum residents by a Public Health Nurse now includes the availability of American Sign Language (ASL) translation; messages tailored according to developmental needs; and referrals to the appropriate community resources.
- Online instructional videos ([breastfeedinginpeel.ca](http://breastfeedinginpeel.ca)) now include closed captioning option.



### Healthy Babies Healthy Children

- In-home postpartum visits now include referral to the appropriate community resources to ensure a full range of services are available. Messages are tailored according to developmental needs, and include the availability of ASL translation. Canadian National Institute for the Blind (CNIB) resources are utilized, and text messaging communication is used for hearing impaired residents.

### Reproductive Health

- eLearning Prenatal program now includes accessibility features such as: a print option of the entire program, voice over audio function for all text, closed captioning for all videos, the ability to complete the program at the resident's own pace (no time limit) and location of choice, and, the opportunity to email a Public Health Nurse with any questions.
- Face-to-Face Prenatal Programs now include accessibility features such as: the availability of ASL interpretation, and tip sheets for Prenatal Educators on how to effectively work with ASL interpreters. Messaging is tailored according to developmental needs, and mental health accommodations are provided (e.g. anxiety). Videos have closed captioning capability (all new videos have closed captioning option). Accommodation needs forms part of the registration process and extra-wide chairs are made available.

# Moving Forward: 2018–2025

## The Region of Peel Multi-Year Accessibility Plan

### Identifying Barriers to Create a More Inclusive and Accessible Region of Peel

The Region of Peel continues to be proactive in identifying, removing and preventing barriers to ensure that everyone can participate fully in a diverse and growing community. Barriers encountered by persons with disabilities include:

**Attitudinal** – personal attitudes and behaviours and how we interact with persons with disabilities;

**Physical** – design of physical spaces that make it difficult for persons with disabilities to move around easily;

**Information/Communication** – difficulty accessing sources of information and communications;

**Organizational/Systemic** – decision-making, policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation and are often put into place unintentionally; and

**Technological** – poor technologies, systems or devices that can prevent people with disabilities from accessing information.

By addressing such barriers, people with disabilities will be able to maintain their dignity and live more independently in a community that supports them. The Region of Peel 2018-2025 Multi-Year accessibility plan aims to create a more inclusive community that people with all abilities can participate in –a **Community for Life**.

## Region of Peel Strategic Plan and 2018–2025 Accessibility Priorities and Commitments

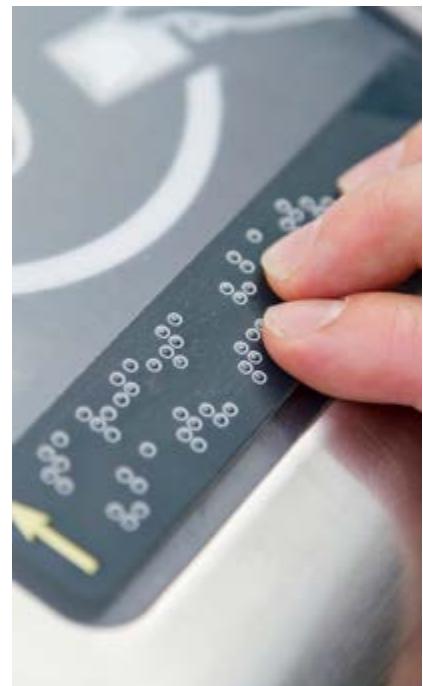
The Region of Peel 2015-2035 Strategic Plan was developed through extensive community engagement, including persons with disabilities. The world is changing as Peel's population is growing and becoming increasingly diverse. With these changes, the Region of Peel must also change the way things are done to ensure that our organization is meeting the needs of its residents now and in the future. This 20-year long-term approach allows the Region of Peel to take on bigger challenges in the interests of citizens. This broad, inclusive consultation resulted in a new vision, mission and Strategic Plan.

The vision of **Community for Life** means that the Region of Peel is a community where people choose to live for their entire lives. It is a place where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives.

The mission of **Working with You** describes how the Region will collaborate with citizens to deliver on its vision to create a healthy, safe and connected community.

Accessibility is embedded into all facets of the Region's Strategic Plan which includes three areas of focus: **Living, Thriving and Leading**. Strategic objectives from each of these three areas of focus spell out clear prioritized outcomes, measures, and actions.

The Region of Peel's **2018-2025 Multi-Year accessibility plan** uses the same framework. Following are some of the strategies and initiatives the Region of Peel will be undertaking in each area of focus of the Strategic Plan to: further break down barriers; provide persons with all abilities access to our programs, services and facilities; and ensure continued compliance with the requirements of the Integrated Accessibility Standards Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act, 2005.



# Living

Living is about improving people's lives in their time of need. This includes ensuring that the right tools, resources and supports are in place to assist when most needed. Some of the priorities in this area of focus that will improve accessibility are as follows:

## **Accessible Website and Web Content:**

As part of the requirements under AODA, the Region of Peel must make its websites and web content accessible.

The Region of Peel will continue its work to ensure that all its websites and web content meet Web Content Accessibility Guidelines (WCAG) Level AA standard by the January 1, 2021 timeline.

The Region of Peel's Service Modernization Term of Council Priority, 2015-2019 includes the redevelopment plan for the Region of Peel's main external website: [peelregion.ca](http://peelregion.ca) and main intranet: Pathways. The goal is to have both websites fully compliant to the AODA standard, and with content being mobile enabled, searchable, findable and usable.

A user-centered design process is the methodology used to redevelop our external and internal sites. This approach results in design solutions that will accomplish the program/service goal while also addressing the needs of the user. Persons with disabilities are consulted as part of the design work. The Region of Peel's new digital standard embeds AODA compliance into the standard. Digital accessibility experts are consulted and research is carried out to continually inform the Region of Peel's digital standard and to ensure the Region of Peel is following the most up-to-date, recommended digital accessibility practices.

The Region of Peel will ensure that technology and software procurements include provisions that all new citizen-facing applications/systems will meet WCAG Level AA compliance.



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New or altered internally developed solutions and/or any configuration/customization of those citizen-facing systems will be reviewed and tested by persons with a variety of disabilities.

### **Information and Communications:**

A brand standards style guide has been launched which will define standards and general practices for all staff for digital and print media pertaining to the new Region of Peel brand. The style guide incorporates accessibility considerations including font, style, colour, contrast, and use of language.

Webinars will be made more accessible by adding live captioning/closed captions for persons with hearing impairment. For time-based media such as live webinars or conferences, pre-recorded audio/video formats will be made available.

The Region of Peel will also look for alternative methods to convey and communicate information to residents based on their abilities. Some highlights include:

- Improvements to the Peel Adult Day Service (ADS) programs including the creation of an admission handbook, newsletters and calendars in larger font, as well as the use of pictograms to assist residents who have trouble with word finding.
- The Health Protection Disclosure program which currently offers inspection information and results for food premises, personal service settings and infection prevention and control will include better technology for screen readers and improvements to tags used in order to improve accessibility for users with visual impairments.
- Peel Long-Term Care (LTC) will review technology to enable and enhance information sharing, such as videos with captions or description of text, voice dictation software, and options for people with vision loss. Broadcasting options for persons who have difficulty seeing or hearing audio



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information will also be explored such as including video description, open or closed captioning on all broadcast information.

- In the Long-Term Care setting, pagers for nurses and social workers will be replaced by phones that allow text messaging to accommodate individuals with low or poor vision.
- Peel Long-Term Care Centres will utilize pictographic images for entrance/exit signage instead of words. Also, alternative options for overhead paging announcements for those with hearing impairment will be provided by exploring digital boards as well as exploring options for: brail signage in common areas; screen reading software or text to speech; and increasing the location of audio notification alert in common areas including, dining rooms, doorways and washrooms.
- Peel Long-Term Care (LTC) Centres dietary services will offer a variety of methods to access menu and dietary information.
- The Peel Art Gallery Museum and Archives (PAMA) introduced 11 touch screens in the Peel 150 exhibition. These screens accommodate vision-impaired visitors, with scalable font, sound alternative, and multiple languages. These screens and digital technology will be incorporated into future exhibitions.
- The Housing Technology application will be updated for improved accessibility and integration. This will improve access to services, such as the ability for residents to find shelter services through the use of a smart phone.

### Customer Contact:

The Region of Peel will continue to ensure that our programs and services are easy to navigate and that our customers are given options. It is important that persons of all abilities are able to access our programs and services without encountering barriers. Some of the improvements to ensure a positive customer experience will be:

- Enhancements to physical wayfinding, including improved signage throughout all the buildings, directions to both the Access Peel desk and the Human Services employment centres, and increasing font size on posted signs at the Ontario Works cheque windows. The cheque pick-up window will be relocated to a more accessible location on the first floor of 10 Peel Centre Dr. and will include appropriate height adjustment to accommodate residents using mobility devices.
- Increasing self-serve options, including online options for residents to perform tasks themselves through the use of various technologies. This includes improving the registration process and investigating alternative payment options for the Food Handler Certification.
- Improving accessibility to appointment bookings and access to medical records by utilizing the End-to-End Care Management System.



### Human Services:

The Region of Peel plans, manages and delivers quality, integrated human services and resources that invest in people to enable participation in the changing community and the economy. This is accomplished by ensuring that all of our services are client centred, value added, effective, and efficient. Some of those services include Ontario Works, children's services, social housing and homelessness.

## 2018-2025 Multi-Year Accessibility Plan

Accessibility is critical to ensuring that those most vulnerable in society have access to the programs and services that will assist them to thrive in our community.

- The Early Years System will explore more opportunities for teleconference as opposed to community site visits or sessions at regional sites. A Provider Reference Group will be established; its role is to provide input on program and funding initiatives, existing tools and resources. Any changes from this input will include accessibility considerations.
- The Community Partnerships section will ensure that locations for families with young children continue to be offered in Regional and community spaces which are fully accessible to enable inclusion of all families who wish to participate.
- Collaboration with the Canadian Hearing Society and other community partners will be ongoing, as needed to identify and meet the need for specialized programs, such as the Planning Family Literacy Program sessions for parents or children who are deaf or hard of hearing.
- We will explore alternative methods to conduct appointments, improve accessibility and avoid the need for residents to travel to the office, as well as the availability of utilizing technology that has embedded accessibility features.
- The relaunch of 'Families First', a program for sole support parents who receive Ontario Works Assistance, will include mobile caseworkers so that caseworkers are more accessible and able to meet with residents where it is more convenient for them.



### Social Housing:

As System Manager, Regional Council leads the implementation of Region of Peel's 10-year Housing and Homelessness Plan to achieve the goal of "Everyone Has a Home and Homelessness Is Eliminated". Accessibility is incorporated into Peel's affordable housing projects and programs to ensure that Peel residents have the housing supports they need to assist them throughout the various stages of their lives.

- The Region of Peel will continue its Peel Renovates program, which provides residents with assistance to enhance accessibility of their home so they may continue to live in their current home.
- An RFP –Request for Proposals—will be issued to provide capital funding for new supportive housing units in Peel. Supportive housing is defined as affordable and accessible residential accommodation within an environment that provides individual-based supports and services to persons who require them to live independently.
- The new seniors building in Mayfield West will meet, if not exceed, legislative and municipal accessibility requirements. Adhering to the Region of Peel Housing Design Standards, the building will be well equipped to accommodate tenants with progressive needs, encourage aging in place, and assist visitors with accessibility requirements.



### Public Health:

- Accessibility will be taken into consideration in the planning of mobile oral health clinics, including investigating the purchase of an accessible dental bus that is free from barriers and easily accessible by the community. Mobile clinics are used for screening and preventive service in the community to children 0–17 years of age.

### Peel Adult Day Service (ADS):



Peel's Adult Day Service (ADS) is a service for those who are socially isolated or feeling lonely or who need assistance and/or supervision with day-to-day activities. Accessibility is crucial as these programs serve a vulnerable sector of our community. ADS is committed to planning and continually improving service delivery. Some of the tasks to be undertaken include:

- Conducting a needs assessment annually to determine accessibility needs and barriers and address the issues identified. This includes incorporating accessibility and barrier identification into care planning and implementing health equity to reduce barriers due to social determinants of health, culture, ethnicity, race, sex etc.
- Accessibility will be considered in care planning and standardizing annual reviews of space and improvement plans.
- Providing referrals to education activities for caregivers and volunteers (e.g. online Dementia training through Alzheimer's Society).
- Creating an accessibility checklist to address key accessibility requirements such as resident services, information and communications, transportation, digital design (e.g. internet, software, mobile devices e-readers, etc.) and integrate transportation as part of service continuum.
- Carrying out annual planning to upgrade accessibility and health & safety, as well as performing an annual review of resident needs in order to provide support to emerging needs of future residents, such as alternate level of care toileting needs, incorporating tables that can be adjusted to accommodate wheelchairs, etc.

## Peel Long Term Care (LTC) Centres:

- Staff, resident and family feedback will be gathered to identify barriers to accessibility needs (for e.g., through surveys), evaluate results and work towards an improvement plan. For instance, to create an environment that limits barriers for bariatric residents, LTC will purchase more specialized beds, commodes and/or bariatric supplies and equipment.
- A mechanism will be developed for the Continuous Quality Improvement (CQI) program to capture stakeholder feedback about how effectively we are meeting their accessibility needs. Also, we will develop annual evaluation tools to monitor accessibility practices and guidelines to assist staff.



## Thriving

Thriving is about building communities that are integrated, safe and complete. Some of the priorities in this area of focus that will improve accessibility include:

### Accessible Transportation:

TransHelp, the Region of Peel's accessible transportation service, delivers over half a million trips every year. This number will only increase as the population ages. The Region of Peel is committed to continuous improvement and removal of barriers.

### Development of a Travel Training Program

Working with the TransHelp Advisory Committee, TransHelp will develop a travel training program to assist residents in successfully navigating conventional transportation services



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when found to be the most appropriate mode. TransHelp plans to develop the capacity to identify and provide the appropriate level of Travel Training (group or one-on-one). Travel training will be provided prior to accessing services on TransHelp for all modes of conventional transportation within Peel, including Brampton and Mississauga Transit, and cross-border services with GO bus and GO train. Additionally, TransHelp will be working with conventional transit partners to develop consistent communications regarding accessible features on the public transit systems in Peel, as well as consistent outreach programs for residents interested in learning about how to use transit in Peel.

### **PRESTO**



TransHelp has begun the plan for the Presto implementation. PRESTO is an electronic fare card system for payments; it uses a contactless smartcard designed and developed by the Government of Ontario, GO Transit, and nine municipalities. The goal is to create a seamless regional transit fare card system for users. Presto removes barriers to cross-boundary travel.

As TransHelp transitions towards an integrated system with the conventional transit partners, it is necessary that a single fare be paid for each trip, regardless how it is delivered. Fare agreements need to be developed to ensure that only one fare is paid by passengers, even if their journey is provided by multiple transit systems.

### **On Board Cameras**

According to the World Health Organization, persons with disabilities are more susceptible to suffer from abuse and mistreatment. In consideration of this, TransHelp will investigate the installation of cameras on TransHelp vehicles to help protect residents, improve safety, and security. This initiative follows suit with other large municipalities, including Brampton and Mississauga, who already have cameras installed on their transit vehicles.

### Trapeze Upgrade and Online Booking

TransHelp is upgrading the scheduling software - Trapeze - to allow for online booking.

Using an online booking system allows residents to access TransHelp 24 hours a day, seven days a week. Residents who book their own reservations are more likely to show up. When residents need to cancel their trips, their spot automatically opens online, giving another resident the chance to book it. By optimizing reservations, we will be able to deliver a higher number of on-demand requests, while increasing user satisfaction and reducing costs.



### Passenger Assistance Program (PAP)

PAP began as a small pilot project in 2009 and was meant to meet the needs of those with cognitive disabilities travelling to day programs that fell outside of TransHelp's mandate. Staff will continue to meet with Central West & Mississauga Halton Local Health Integration Networks (LHINs) to explore service delivery options. The Region of Peel is pursuing partnerships to implement a program that will enable residents to secure community access and supports that will help them thrive.

### Road Design and Construction:

The Region of Peel will continue to work closely in partnership with CNIB to identify intersections that require upgrades to meet AODA requirements. Upgrades include the installation of tactile plates, straightening out of crosswalks where possible, installation of Accessible Pedestrian Signals (APS) pushbuttons, and making pushbutton poles easily accessible.

### Facilities:



The Region of Peel is committed to removing barriers and to ensuring that all our Region-owned and leased properties and buildings are accessible. This is achieved through: the professional management of our facilities; ensuring that our programs have the appropriate facilities to support activities in a safe and secure manner; and ensuring industry best practices and opportunities for improvement. Ongoing consultation with the Region's Accessibility Advisory Committee assists in identifying and breaking down barriers.

As mentioned in the Living section, the Adult Day Service (ADS) program will review challenges and risks for residents and staff regarding identified barriers and interventions. These initiatives will include improving way finding for existing and new buildings and ensuring direct access to exterior pick up and drop off for residents and families to promote accessibility and ease of access. Other improvements include exploring options for client-regulated temperatures in rooms depending on individual client comfort levels and needs.

A new fully accessible TransHelp facility will be built in Mississauga and will include barrier-free features, such as: automatic door operators, barrier-free washrooms, showers, and an elevator.

Healthy Sexuality clinic locations and other regionally-delivered services will be reviewed to ensure accessibility and removal of barriers, e.g. including braille on washroom signs, gender neutral signage accessible to our transgender and non-binary identifying residents. Health Protection will modify and expand the disclosure program which currently offers signage indicating inspection information results for food premises, personal service settings and infection prevention and control investigations. Specific criteria will be developed for where the signs are posted and how the information is displayed to ensure accessibility.

## **Peel Art Gallery Museum and Archives:**

Peel's Art Gallery Museum and Archives (PAMA) is committed to offering family-friendly services. Accessibility is taken into consideration when planning exhibits, programs and services so that persons of all abilities are able to participate. Some of the initiatives underway to further remove barriers include:

- Approval of capital projects to address accessibility include the replacement of two elevators to ensure reliable access for public and employees to the court house, art gallery, tunnel, and museum spaces as well as the completion of PAMA studios with accessible sinks and counters.
- Reviewing PAMA staff/volunteer/Board 2017 Diversity Census Survey results, and identifying action work plan for 2018-21. The work plan should help the Region build and strengthen a diverse and inclusive workforce and Advisory Board that reflects the Peel demographics, and to address other survey findings.
- Completing the objectives of the MAIEC (Museum Accessibility, Inclusion, and Engagement Collaborative) project, reviewing outcomes, and incorporating learning into ongoing PAMA planning. MAIEC is composed of the Ontario Museum Association (OMA), the Royal Ontario Museum (ROM), and the Canadian Centre for Diversity and Inclusion (CCDI) and aims to create a more inclusive and accessible museum sector.
- Conducting inclusivity (including Accessibility) literature search to identify current culture sector best practices, and incorporating into PAMA training and staff development plans.



# Leading

Leading is about becoming a government that is future-oriented and accountable. It means setting the pace to address changes in an evolving community. Some of the priorities in this area of focus that will improve accessibility include:

## Corporate Strategy Office:

The Corporate Strategy Office enables the identification, prioritization, and execution of strategic priorities. Their work to advance our organization would not be possible without the continued support and engagement of teams across the organization. Through our mission of **Working with You**, the Region of Peel will advance its organizational capacity to continue to meet the growing needs of the Peel community.

In July 2017, The Region of Peel issued its first **Community for Life** Annual Report and Dashboard. The Report provided a full and transparent look at the Region's progress towards its vision of **Community for Life** and highlighted key areas of improvement. Future **Community for Life** Annual Reports, will reflect the progress the Region makes with respect to its Strategic Plan.

## Culture and Inclusion:

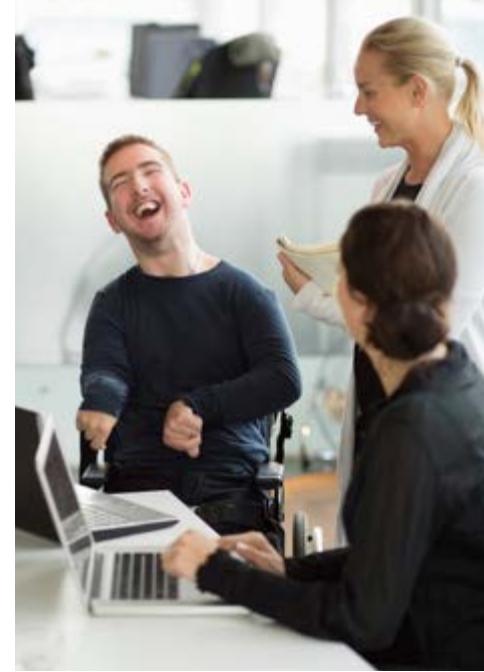
A new Office of Culture and Inclusion ('the Office') has been created at the Region of Peel. To help realize the vision of **Community for Life** and achieve the outcomes of the Region of Peel Strategic Plan, the Office provides dedicated leadership for the Region of Peel's Culture and Inclusion Strategy. This Strategy encompasses culture, inclusion and diversity initiatives, and champions an inclusive organization and work environment.

## **2018-2025 Multi-Year Accessibility Plan**

At the Region of Peel, culture refers to the shared values that define our organization and that we strive to reflect in our behaviours. As a result, the Regional values have been refreshed as follows:

- We are empowered to make a difference.
- We are all leaders in the work we do.
- We pursue and embrace purposeful change.
- We are genuine and transparent.
- We care about and support everyone's well-being and success.
- We find and implement solutions together.
- We provide excellent customer service every time.

One of the objectives of the Culture and Inclusion Strategy is to reduce barriers that impact physical and psychological well-being. Strategic initiatives will focus on: mental health education, compliance with AODA and education and awareness.



## **Workforce Enablement Program (WEP):**

The Workforce Enablement Program aims to provide employees with the right business tools and capabilities to help them contribute to the Region of Peel's overall commitment to advancing employee collaboration while improving security, lowering costs and realizing efficiencies in workforce management and customer service, including improving accessibility to Regional technologies. These Regional tools and technologies will enable a more modern and accessible workforce.

For example, using cost-effective technologies, employees will be able to work securely and productively from any location. Use of technology will help eliminate barriers and make it possible for employees to participate in meetings remotely and contribute equally.



### Workspace Design Standards and the Future Accommodation Strategy and Plan (FASP):

The Future Accommodation Strategy and Plan (FASP) directly supports the Create a Modernized Workplace Term of Council Priority. More specifically, FASP is a component of the Flexible and Adaptive Space and Equipment strategy, with a primary focus on physical office workspace, including furniture.

The FASP objective is to modernize the planning and utilization of office space and equipment to support the workforce in delivering on outcomes more effectively, by increasing:

- o Flexibility and adaptability to meet evolving business needs and work habits;
- o Support for collaboration and **Working with You**; and,
- o Efficiency and innovation in the use of existing real estate.

The Future Accommodation Strategy & Plan (FASP) Team will be engaging the Accessibility Advisory Committee to seek comment on the draft Workspace Design Standards. These Standards will influence all future FASP-related renovations.



### Employment:

The Region of Peel is committed to recruiting persons of all abilities. This objective will be further expanded to include the recruitment of volunteers and students with varying abilities.

We will work with community partners and internal support services so that volunteers and students are able to engage, participate and have a meaningful experience. These actions will create and promote a more inclusive workplace environment.

## Workplace Health & Safety:

We strive to foster development of a healthy, safe and inclusive workplace culture. The Workplace Health, Safety & Wellness Team has been working to advance the Region of Peel's disability management and health and safety programs. Priorities include:

### Disability Management

- **Policy, Procedures and Guidelines:** The implementation of a streamlined and easy-to-understand Accommodation Policy, along with supporting Procedures and Guidelines to help ensure that job applicants and employees receive timely and reasonable accommodations to assist them throughout the employment cycle.
- **Processes, Communications and Tools:** As part of the disability management refresh, processes, communications and tools will be reviewed to ensure that they are easy to read and can be understood by all employees, including those with disabilities.
- **Survey:** A survey will be implemented in order to gain valuable feedback from employees who have been off work due to a non-occupational illness and injury and/or received an accommodation. Their feedback will help identify any barriers and opportunities for improvement.

### Health & Safety

- **Ergonomics:** The development of a new self-assessment tool will help employees adjust their work stations to address any accommodation or accessibility needs that they may have. Individual assessments will continue to be provided to those who require additional assistance with this process.



## **Education, Awareness and Training:**

- The accessibility training for staff, volunteers and persons who provide goods and services on behalf of the Region of Peel will be reviewed and revised to reflect the most current and best information on supporting persons with different abilities.
- Enhanced training on the strategies to communicate and interact with people with different disabilities will be provided to staff in nursing and social work. Peel Adult Day Service (ADS) Programs will offer accessibility training annually, in addition to orientation, and utilize the provincial customer service training called "May I help you". The ADS will also conduct a needs assessment to determine the most appropriate delivery method of training i.e. instructor led, e-learning, videos etc. Peel Long-term Care (LTC) will explore different accessibility training topics to educate and inform staff of how to best accommodate persons with different abilities.
- Website presence and interconnectedness to internal and external services for the Peel Adult Day Service (ADS) Program will be enhanced and web based education and information will be explored.



## Closing Statement

The Region of Peel is a government that is future-oriented and accountable. Accessibility planning at the Region of Peel and the requirements under the AODA support the Region of Peel's long-term Strategic Plan. Accessibility is embedded in many key strategies so as to create a community that is accessible and inclusive for all residents throughout the various stages of their lives.

The Region of Peel 2018-2025 Multi-Year Accessibility Plan sets out the path to an accessible Peel by reducing and eliminating barriers, making Peel a community of choice, and one where persons of all abilities can actively participate and have a sense of belonging. It is through **Working with You** to remove barriers, that we all contribute to building a **Community for Life**.

# **2018–2025**

## Multi-Year Accessibility Plan

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