THE REGIONAL MUNICIPALITY OF PEEL
ACCESSIBILITY ADVISORY COMMITTEE
AGENDA AAC-5/2014

DATE: September 16, 2014

TIME: 1:00 p.m. – 3:00 p.m.

LOCATION: Regional Council Chambers, 5th Floor
10 Peel Centre Drive, Suite A
Brampton, ON

MEMBERS: N. Balsara; H. Bajwa; N.D. Barry; R. Chopra; M. Dytyniak; D. Farrace, C. Fonseca; S. Hames; N. Husain; E. Kolb; R. Paterak; T. Tamlin; J. Triantafilou; M. Tymkow

Naz Husain, Chair to preside.

For inquires about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact: Veronica Montesdeoca, Acting Accessibility Planning Specialist at (905) 791-7800, Ext. 4778 or by e-mail at veronica.montesdeoca@peelregion.ca

Some meeting information may also be available in alternate formats, upon request. Please contact: Harjit Gill at (905) 791-7800, Ext. 4384 or by e-mail at harjit.gill@peelregion.ca
1. CALL TO ORDER

2. APPROVAL OF AGENDA

3. PREVIOUS MEETING MINUTES

3.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-4/2014) meeting held on June 24, 2014 (Receipt recommended)

4. DELEGATIONS

4.1. Leigh-Anne Marquis and Paula Della Bianca, Technical Analysts, Waste Management, Region of Peel, Providing an Update on the Cart-Based Garbage, Recycling and Organics Collection (10 minutes) (Attached)

5. REPORTS

5.1. Annual Accessibility Status Report (For information)

5.2. Updates

5.2.1. Region of Peel Accessibility Planning Program Update and AAC Work Plan Update (Updated Work Plan Attached)
      Update by Veronica Montesdeoca, Acting Accessibility Planning Specialist
5.2.2. Subcommittee Updates (Oral)
   - Site Plan Review Subcommittee
   - Education and Awareness Subcommittee
   - AODA Subcommittee

5.2.3. Region of Peel Accessibility Advisory Committee Member Updates (Oral)

6.  COMMUNICATIONS


6.2. Sue Ritchie, Manager, Design & Development, Region of Peel, Email dated August 8, 2014, Providing Clarification on the Requirements for the Hansen Affordable Housing Project (Receipt recommended)

6.3. Judith Oluwatosin Jubril, Region of Peel Summer Student and 2014 AMI Scholarship Recipient, Email dated September 3, 2014, Providing a Copy of the Submission that Garnered her a Scholarship Award from Accessible Media Incorporated (AMI) and yconic (yconic.ca) (Receipt recommended)

7.  OTHER BUSINESS
8. NEXT MEETING

To be determined.

9. ADJOURNMENT
REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE (AAC) MINUTES AAC-4/2014

The Region of Peel Accessibility Advisory Committee met on June 24, 2014 at 1:04 p.m. in the Council Chamber, Regional Administrative Headquarters, 10 Peel Centre Drive, Suite A, Brampton.

Members Present: R. Chopra; D. Farrace*, N. Husain; E. Kolb; T. Tamlin

Members Absent: C. Fonseca; S. Hames, due to vacation; R. Paterak, due to other municipal business; H. Bajwa; N. Balsara; N.D. Barry; M. Dytyniak; J. Triantafilou; M. Tymkow

Also Present: Region of Peel: S. VanOfwegen, Chief Financial Officer, B. DeNiese, Manager, Service Improvement; V. Montesdeoca, Acting Accessibility Planning Specialist; H. West, Legislative Specialist; L. Sieben, Committee Clerk; J. Schwartz, Legislative Assistant

* See text for arrivals
* See text for departures
Naz Husain, Chair, presided.

1. CALL TO ORDER

A quorum of voting members was not present, and in accordance with section III-5(g) of the Region of Peel Procedure By-law 100-2012, as amended, the Region of Peel Accessibility Advisory Committee (AAC) received information.

Naz Husain, Committee Chair, noted that upon arrival of one additional member, quorum would be achieved and at that time the Committee would formally approve the agenda.

Naz Husain noted that the National Access Awareness Week event held on June 3, 2014 was a success and noted that she has received multiple positive comments.

2. APPROVAL OF AGENDA

D. Farrace arrived at 1:06 p.m.

A quorum of voting members was achieved.

Moved by R. Chopra;

RECOMMENDATION AAC-14-2014:

That the agenda for the June 24, 2014, Region of Peel Accessibility Advisory Committee meeting be amended to include a communication from Thewhig.com, titled “Blind Man Frustrated by Voting Experience”, to be dealt with under Communications – Item 6.4;

And further, that the agenda for the June 24, 2014, Region of Peel Accessibility Advisory Committee meeting be approved, as amended.
3. PREVIOUS MEETING MINUTES

3.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-2014-3) meeting held on April 29, 2014

Received

4. DELEGATIONS

4.1. Janice Peters, Chief Operating Officer and Dan Fish, Project Manager, Supportive Housing in Peel (SHIP), Presentation on the New Hansen Affordable Housing Project

Received

A copy of the presentation is available from the Office of the Regional Clerk.

Dan Fish, Project Manager, Supportive Housing in Peel (SHIP), presented information about the new Hansen affordable housing development located at 247 Queen Street East in Brampton. The residential portion of the building will be owned and operated by SHIP.

Dan Fish noted the following accessible features of the project:

- Four barrier free units and four universal design units;
- Approximately nine accessible parking spaces; and,
- Building exceeds Ontario Building Code specifications and is fully compliant with the Region's Accessibility Guidelines.

The following suggestions were made by Committee members to include in the project description that the project complies with the Region's Affordable Housing Design Guidelines as well as the Accessibility for Ontarian's with Disabilities Act (AODA), and to replace the phrase ‘fully accessible’ with the phase ‘barrier free’.
Staff was requested to provide a copy of the Accessible Standards for Affordable Residential Properties and the Affordable Housing Accessibility Guidelines be provided to the AAC and to the delegates.

5. REPORTS

5.1. Accessible Transportation Master Plan
Update by Aislin O’Hara, Transportation Resource Coordinator

Received

See also item 6.3

A copy of the presentation is available from the Office of the Regional Clerk.

Aislin O’Hara, Transportation Resource Coordinator, provided a presentation on the completion of the Accessible Transportation Master Plan (ATMP). She stated that using best practices from across North America, the ATMP is based on an Advanced Brokerage Model which would allow for a sustainable service level to clients and comply with the AODA by 2017. She stated that the ATMP final report outlining a four-year implementation plan, will be presented to Regional Council on June 26, 2014.

The following suggestions were made by Committee members in moving forward with the Plan:

- Better coordination with other transportation providers to help clients that travel multiple service boundaries; and,
- Consider working with Service Ontario to identify clients who have accessible parking permits when considering eligibility criteria.
5.2. Updates

i) Region of Peel Accessibility Planning Program Update and AAC Work Plan Update

Update by Veronica Montesdeoca, Acting Accessibility Planning Specialist, Region of Peel

Veronica Montesdeoca, Acting Accessibility Planning Specialist, provided an update on the Peel Children’s Water Festival that was held on May 22 through May 29, noting that the event was a success. She stated that 700 event volunteers received mandatory accessibility training.

Veronica Montesdeoca advised that 170 summer students received accessibility training, and will be providing training for 70 additional students hired through the Summer Job Challenge Program.

Veronica Montesdeoca noted that she had a meeting with TransHelp staff regarding the creation of an independent appeal process, a requirement under the Transportation Standard of the AODA legislation.

Veronica Montesdeoca provided an update on the status of the Disability Accommodation Policy for the Region. A draft policy has been revised and is with Peel’s Human Resources for review.

Veronica Montesdeoca noted that she is working on the Annual Accessibility Status report and will be presenting the 2013 annual report, which details the progress of the Multi-Year Accessibility Plan, to a future AAC meeting.

Veronica Montesdeoca advised that she along with Naz Husain will be attending a meeting on July 8, 2014 at the City of Mississauga to discuss participation in the 2nd Annual Abilities Awards event which will coincide with the International Day of Persons with Disabilities (IDPD) event taking place on December 3, 2014.

Veronica Montesdeoca reminded Committee Members of an invitation from the Human Services Department to participate in a focus group with HSH Consulting on Choice Based Renting Program, a form of subsidized housing
offered to those on Peel’s Centralized Waiting List. Jessica Macintyre, Specialist, Program Design and Development, noted that this is a onetime consultation, however, key informant interviews with the consultant are being offered upon request.

Veronica Montesdeoca extended an invitation to the Run, Walk and Roll event scheduled for October 25, 2014 in support of the United Way of Peel Region.

Raj Chopra recognized Dely Farrace, Committee Member, for her keynote address on Autism and also thanked the Canadian Mental Health Association for their presentation at the National Access Awareness Week celebration.

ii) Subcommittee Updates

Raj Chopra, Committee Member, thanked members for their participation at the Connections Fair that took place on May 23, 2014 at the Mississauga Convention Centre. The following suggestions were made by Committee members to improve the event:

- Consider moving the event back to the Living Arts Centre, it is in a more centralized location with access to a transit terminal; and,
- Consider using a high school as a venue, to increase youth participation.

Veronica Montesdeoca undertook to convey the Committee’s suggestions to the event organizers.

iii) Region of Peel Accessibility Advisory Committee Member Updates – Nil

6. COMMUNICATIONS
6.1. **Sotabdo Debnath, Capital Project Manager, Real Property Asset Management and Rebecca Fortin, Advisor, Public Health, Region of Peel**, Memo dated June 12, 2014, Providing an Update from the February 25th Presentation to the Region of Peel Accessibility Advisory Committee Regarding the Active Outdoor Space Project and Active Stairwells Project

Received

6.2 **Sue Ritchie, Manager, Program Design and Development, Human Services, Region of Peel**, Memo dated June 12, 2014, Providing an Update on the Status of the 2014 Peel Renovates Project

Received

6.3 **Mark Castro, Manager of Accessible Transportation**, Memo dated June 19, 2014, Providing an Executive Summary of the Accessible Transportation Master Plan

Received

See also item 5.1

**Additional Item – Item 6.4**

6.4 **Thewhig.com**, Article titled “Blind Man Frustrated by Voting Experience”

Received

See also Approval of Agenda

**7. OTHER BUSINESS**

**7.1 Carleton Accessibility Summit**

Brian DeNiese, Manager, Service Improvement, noted that he received approval to send one committee member and one employee to the Carleton Accessibility Summit taking place on July 12-15, 2014 in Ottawa,
Ontario. The Committee agreed that Naz Husain, Committee Chair, and Veronica Montesdeoca, Acting Accessibility Planning Specialist, should attend the summit.

Moved by E. Kolb;

RECOMMENDATION AAC-15-2014:

That Naz Husain, AAC Chair, and Veronica Montesdeoca, Acting Accessibility Planning Specialist, attend the Carleton Accessibility Summit taking place on July 12-15, 2014 in Ottawa, Ontario.

8. NEXT MEETING

The next meeting of the Region of Peel Accessibility Advisory Committee is scheduled for Tuesday, August 26, at 1:00 p.m., Council Chamber, 5th floor, Regional Administrative Headquarters, Suite A, 10 Peel Centre Drive, Brampton, Ontario.

Please forward regrets to Lindsay Sieben, Acting Committee Clerk, (905) 791-7800 ext. 4384 or at lindsay.sieben@peelregion.ca.

9. ADJOURNMENT

The meeting adjourned at 2:30 p.m.
### Request for Delegation

**FOR OFFICE USE ONLY**
- **Meeting Name:** Accessibility Advisory Committee (AAC)
- **Meeting Date** YYYY/MM/DD: 2014/09/16
- **Request Date:** YYYY/MM/DD: 2014/07/10

<table>
<thead>
<tr>
<th>Name of Individual(s)</th>
<th>Leigh-Anne Marquis</th>
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<tbody>
<tr>
<td>Position/Title</td>
<td>Technical Analyst</td>
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<td>Name of Organization</td>
<td>Region of Peel</td>
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<td>Phone Number</td>
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<tr>
<th>Name of Individual(s)</th>
<th>Paula Della Bianca</th>
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**Reason(s) for delegation request (subject matter to be discussed)**

Providing an Update on the Cart-Based Garbage, Recycling and Organics Collection

I am submitting a formal presentation to accompany my delegation. ☒ Yes ☐ No

I will require the following audio-visual equipment / software for my presentation:

- ☒ LCD Projector
- ☐ Document Camera / Overhead Projector
- ☐ PowerPoint

*Note: Delegates are requested to provide 45 copies of all background material / presentations to the Clerk’s Division seven (7) business days prior to the meeting date so that it can be included with the agenda package.*

In accordance with Procedure By-law 100-2012:
- Delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).

Once the above information is received in the Clerk’s Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda. Thank you.

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**Notice with Respect to the Collection of Personal Information**

(Municipal Freedom of Information and Protection of Privacy Act)

Personal information contained on this form is authorized under Section IV-4 of the Region of Peel Procedure By-law 100-2012 for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the Municipal Act, 2011, as amended.

Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be video broadcast on the local cable television network where video files will be posted and available for viewing subsequent to those meetings.

Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.

V-01-100 2012/12
DATE: September 5, 2014
REPORT TITLE: ANNUAL ACCESSIBILITY STATUS REPORT
FROM: Gilbert Sabat, Commissioner of Service Innovation, Information and Technology

OBJECTIVE

To provide an update for 2013 on the progress of measures taken to implement the strategies outlined in the Region of Peel’s 2013-2017 Multi-Year Accessibility Plan in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

REPORT HIGHLIGHTS

- In 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which aims to make Ontario accessible for people with disabilities by 2025.
- The AODA sets out accessibility standards that organizations must meet in five key areas: Customer Service, Employment, Transportation, Information & Communication and Built Environment.
- One of the requirements of the Integrated Accessibility Standards Regulation (IASR) is to implement and maintain a Multi-Year Accessibility Plan.
- Another requirement under the IASR is the preparation of an annual status report on the progress and measures taken to implement the multi-year accessibility plan.
- This document outlines the progress of the Region of Peel’s Multi-Year Accessibility Plan for 2013.
DISCUSSION

1. Background

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The AODA aims to improve accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities. The goal of the Act is to make Ontario accessible for people with disabilities by 2025. The AODA sets out accessibility standards that organizations must meet in five key areas:

- Customer Service
- Information and Communication
- Employment
- Transportation
- Build Environment

The first standard, the Customer Service Standard became law in 2008 (Ontario Regulation 429/07). In 2011, the Province combined the Information and Communication, Employment and Transportation Standards into one regulation referred to as the Integrated Accessibility Standard Regulation (IASR) (Ontario Regulation 191/11). The last standard, the Built Environment Standard for design of public spaces has now been introduced.

One of the requirements under the IASR is to develop, implement and maintain a multi-year accessibility plan. On November 22, 2012, Regional Council approved the Region of Peel’s first Multi-Year Accessibility Plan, 2013-2017, in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR).

It is also a requirement of the IASR to report on an annual basis on the progress towards meeting the goals of the Region of Peel’s five year Accessibility Plan. The “Annual Accessibility Status Report 2013” attached as Appendix I to the subject report, outlines the accomplishments the Region of Peel has undertaken in 2013 towards inclusion and removing barriers for persons with disabilities in the Region of Peel. The report is
also to be posted on the Region of Peel’s website and made available in an accessible format, upon request.

CONCLUSION

To meet the legislated requirements of the AODA, the Region of Peel must comply with the Integrated Accessibility Standards Regulation (IASR) by preparing an annual status report on the progress towards implementing the Multi-Year Accessibility Plan. The annual status report reinforces the Region of Peel’s commitment to accessibility and ensures that the Region of Peel is on track in removing barriers for persons with disabilities and making the Region of Peel an inclusive place to live, work and play.

Gilbert Sabat, Commissioner of Service Innovation, Information and Technology

Approved for Submission:

D. Szwarc, Chief Administrative Officer

APPENDICES

1. Appendix I - Annual Accessibility Status Report 2013

For further information regarding this report, please contact Brian DeNiese, Manager, Service Innovation & Improvement, extension 4088, brian.deniese@peelregion.ca.

Authored By: Veronica Montesdeoca, A. Accessibility Planning Specialist
An annual report on the progress of measures taken to implement the strategies outlined in the Region’s 2013-2017 Multi-Year Accessibility Plan.

Background

In December, 2001, the Ontarians with Disabilities Act (ODA) was passed by the province on Ontario to improve access and opportunities for persons with disabilities. After public consultation and much feedback suggesting the need for stricter provincial standards, in 2005, the Ontario government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The AODA aims to improve accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities. The goal of the Act is to make Ontario accessible for people with disabilities by 2025. The AODA sets out accessibility standards that organizations must meet in five key areas:

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

The first standard, the Customer Service Standard became law in 2008 (Ontario Regulation 429/07). In 2011, the Province combined the Information and Communication, Employment and Transportation Standards into one regulation referred to as the Integrated Accessibility Standard Regulation (IASR) (Ontario Regulation 191/11). The last standard, the Built Environment Standard for design of public spaces has now been introduced.

Although the AODA is now in place, until all accessibility standards are implemented, the ODA will remain in force and organizations must continue to implement both.

One of the requirements under the AODA is to develop, implement and maintain a multi-year accessibility plan and report on an annual basis on the progress towards meeting the requirements of the IASR.

In 2013 the Region of Peel developed its first Multi-Year Accessibility Plan (2013-2017), in accordance with the requirements of the AODA and the IASR.

Organizational Commitment to Accessibility

The Region of Peel is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all Regional goods and services, programs and facilities for all persons with disabilities in a manner that:

- respects their dignity and independence and is sensitive to their individual needs;
- ensures reasonable efforts are made to ensure that service outcome is the same for persons with disabilities as well as those without disabilities; and
• allows persons with disabilities to benefit from the same services as those without disabilities, in the same location and in a timely and similar manner considering the nature of the service and accommodations required.

**Status Update**

**Accessible Customer Service:**

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<th>Requirement</th>
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<tr>
<td>Accessible Customer Service</td>
<td>The Region of Peel complied with this regulation by 2010. The Region of Peel is committed to providing excellent accessible customer service that is in line with the Region’s five Regional values. Ongoing compliance includes:</td>
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<td>• the creation of an Accessible Customer Service policy and its availability online and in alternate formats</td>
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<td>• the creation of a feedback and notification form</td>
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<td>• ongoing training of new employees, volunteers, and third parties acting on behalf of the Region of Peel</td>
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<td>• the addition of a new-hire checklist to ensure new staff receive Accessible Customer Service training</td>
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<td>• the submission of a compliance report to the Province in 2010</td>
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**General:**

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<tr>
<td>Accessibility Policies (s.3)</td>
<td>The Region of Peel has established a corporate accessibility policy (G00-20) which outlines how the Region will meet its obligations under the AODA. The Policy outlines the rules the Region will put in place to support achieving it accessibility goals and includes a statement of organizational commitment to accessibility.</td>
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<td>Multi-Year Accessibility Plans (s.4)</td>
<td>The Region of Peel’s 2013-2017 Multi-Year Accessibility Plan outlines the Region’s strategy to prevent and remove accessibility barriers and to meet the requirements of the AODA. The plan is posted on the Region’s website and is available in alternate formats upon request.</td>
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| Procuring or Acquiring Goods, Services or Facilities (s.5) | A standard clause is included in all Regional contracts regarding the *Accessibility for Ontarians with Disabilities Act* and the training that is required. Successful vendors are required to sign the acknowledgement of Accessibility Regulations for Contracted Services which is provided as an appendix to the contract.

The Peel Purchasing website also informs vendors on the requirements to comply with the AODA. It notes that the Region of Peel will consider accessibility for people with disabilities to goods or services when making purchasing decisions and provides links to additional accessibility resources.

The Region of Peel ensures that Affordable Housing Design Guidelines and Standards are incorporated into new housing projects. This document serves as a guide to the housing provider, developer, consultant and builder in order to provide a universal accessible environment that supports tenants and visitors with disabilities. The Affordable Housing Design Guidelines is provided to the architect during the design stage. If the project is a turnkey contract, the guidelines are given to the developer.

These guidelines were used in recent new builds at Snelgrove, Creditvale Mills and Norton Lake.

Universal accessibility features are also incorporated into new office buildings. |
| Training (s.7) | The Region of Peel has completed its training to the Corporation on the AODA and Human Rights Code as it pertains to person with disabilities. This training assists employees, volunteers and third party vendors better serve the citizens of Peel. Providing inclusive service is consistent with Regional values.

Training was completed by December 31, 2013 using a variety of methods including:

- E-learning modules (online)
- Class training
- Print training

Human Resources orientation sessions for new hires speaks to the mandatory training that new hires are required to receive, including training on Accessible Customer Service and the AODA and Human Rights Code.

The Region maintains a record of the training provided. The Human Resources Management System identifies new hires and provides a report of who has received training. |
Information and Communication:

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| Feedback Processes (s.11) | The Region of Peel ensures that feedback processes are accessible for person with disabilities. Feedback to the Region can be provided:  
- In person, by visiting one of our Regional locations  
- Via telephone by calling 905-791-7800  
- Online via an Online Customer Feedback card  
- Via mail  

All feedback will be reviewed and responded to within 2 business days, if submitted in person, by phone or online and within 15 business days if submitted by mail. |
| Emergency procedure, plans or public safety information (s.13) | The Region of Peel Emergency Management Program reviewed and assessed its processes and promotional materials to ensure compliance. Some examples of documents available in accessible formats include:  
- The Region of Peel Emergency Plan  
- Your Personal and Family Emergency Preparedness Guide  
- “Be Prepared to Assist in an Emergency – Assisting People with Disabilities” pamphlet  
- Master Supply Checklist  
- Emergency Food Plan  
- Vehicle Emergency Kit  
- Winter Weather Safety Tips  

Emergency Management website was reformatted to meet the WCAG 2.0 at Level AA. |
| Feedback Processes (s.11) | The Region of Peel ensures that feedback processes are accessible for person with disabilities. Feedback to the Region can be provided:  
- In person, by visiting one of our Regional locations  
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All feedback will be reviewed and responded to within 2 business days, if submitted in person, by phone or online and within 15 business days if submitted by mail. |
New websites such as the Emergency Management website have been reformatted to meet the WCAG 2.0 Level AA requirement.

The Region undertook five investigations related to the citizen experience on the external website, including an assessment of the site’s accessibility. The assessment included a review of key areas of the site against the WCAG 2.0 standard as well as hands on testing by a person with a visual disability. Investigation findings and recommendations were approved by the Executive Management Team and will result in improved digital citizen experience.

Moving forward, a new Waste Management site will be demonstrated using new technology platforms that will include improvements to accessibility. In addition, changes to processes and roles/skill sets will be addressed to ensure the Region’s external site will be usable and accessible to all citizens.

**Employment:**

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<td>Recruitment and Accessible Hiring Process (s.22-24)</td>
<td>The Region of Peel notifies its employees and the public about the availability of accommodation during the application process which includes a commitment statement posted on its intranet and internet sites. Availability of accommodation is also communicated to all candidates invited to participate in the selection process and forms part of the employment agreement with the successful candidate. The Region informs successful candidates of the policies in place for accommodating employees with disabilities. Everyone involved, including the person asking for accommodation, work together, exchange relevant information, and search for accommodation solutions together.</td>
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<tr>
<td>Informing Employees of Supports (s.25)</td>
<td>The Region of Peel supports employees returning to work after illness or injury. The Region’s Return to Work (RTW) Process document outlines the roles and responsibilities of all parties when an employee returns to work or modified work after an injury or illness. The Region’s Modified/Alternate Work Program policy (Policy HR03-04) assists employees requiring modified or alternate work as a result of an injury or illness. The Region of Peel is presently revising the Disability Accommodation Policy and Guidelines to further support employees with disabilities and provide disability-related job accommodations.</td>
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| Accessible Formats and Communication Supports for Employees (s.26) | Upon request, the Region consults with an employee to provide or arrange for the provision of accessible formats and communication supports for information that is:  
- Specifically needed in order to perform the employee’s job.  
- Generally available to employees in the workplace. |
| --- | --- |
| Workplace Emergency Response Information (s.27) | Information regarding evacuation procedures is posted throughout Region of Peel buildings beside each door to the corridor.  
Emergency signage such as the Evacuation Procedures, includes accessibility features like lowered posting for persons using wheelchairs, large font, large floor plan and clear concise instructions.  
Information regarding the building’s fire and life safety systems, evacuation procedures, evacuation teams and persons requiring assistance protocol is made available to staff through the Region’s intranet site.  
Staff is informed on an annual basis of the building’s evacuation procedures and protocols for person’s requiring assistance or accommodation.  
Evacuation Teams receive annual training on duties and procedures, including assisting persons with disabilities.  
Recent updates to the emergency response information for 10 Peel include:  
- Upgrade to a two stage fire alarm system for Suite A;  
- Upgrade to audible speakers and visual strobes for Suite A;  
- Updates to 10 Peel’s website to include more detailed Fire and Life Safety information for employees with disabilities; and  
- A new protocol to keep track of persons requiring assistance during an evacuation or emergency.  
Individual accommodation plans for employees include, if required, individualized workplace emergency response information.  
The individualized workplace emergency response information is provided to the person designated to provide assistance to the employee during the emergency, with the employee’s consent.  
The information is reviewed when the employee moves to a different location or job, when the employee’s overall accommodation needs and accommodation plans are |
reviewed or when the Region reviews its organizational emergency response plan.

**Documented Individual Accommodation Plans (s.28)**

The Region of Peel has completed a Physical Demands Analysis for all positions in Bands 1 through 6 (approximately 1100) to assist with determining the essential duties of the position and assisting with accommodating employees into suitable positions.

The Region is in the process of reviewing its existing employee accommodation policies and processes to ensure that Regional employees are able to participate in their work without accessibility barriers.

**Return to work process (s.29)**

Employees requiring accommodation are identified upon their return to work from either an occupational and or non-occupational injury or illness.

**Performance management, career development and redeployment (s.30-32)**

The Region of Peel Human Resources staff is currently updating other policies and guidelines to address staff accessibility needs.

**Transportation:**

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<tr>
<td>Documented Individual Accommodation Plans (s.28)</td>
<td>The Region of Peel has completed a Physical Demands Analysis for all positions in Bands 1 through 6 (approximately 1100) to assist with determining the essential duties of the position and assisting with accommodating employees into suitable positions. The Region is in the process of reviewing its existing employee accommodation policies and processes to ensure that Regional employees are able to participate in their work without accessibility barriers.</td>
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</table>

The Region of Peel Human Resources staff is currently updating other policies and guidelines to address staff accessibility needs.

The Region of Peel provides accessible transportation through its specialized TransHelp service, while conventional transportation is delivered by the local area municipalities.

The Region of Peel ensures that transportation services and vehicles are accessible to people with disabilities through:

- The development of emergency preparedness and response policies for all Region of Peel buses.
- The inclusion of Emergency Plans for TransHelp vehicles and equipment failure plans as a critical component of the TransHelp Operator training program and manual.
- The ability for staff to access documents through their Operator manual and standard operating procedures database. The manual is reviewed annually and as required.
- Maintenance policies to handle unforeseen problems regarding specialized transportation services. Operator manuals are provided in accessible formats upon request.
- The creation of accessibility policies relating to transportation for visitors made available through Peel’s website, users’ manual and the Region’s customer contact centre.
- The coordination of services with Regional adjacent service providers to facilitate cross boundary
connections. TransHelp recently negotiated a Memorandum of Understanding with GTHA specialized transportation providers.

- The provision of training to employees and contracted service providers.
- The waiving of fares for persons accompanying people with disabilities.
- Fast tracking of applications to assist individuals requiring emergency or compassionate transportation.

Moving forward, the Region of Peel has launched the Accessible Transportation Master Plan (ATMP) in order to clarify the vision and estimate the demand for the provision of future transportation services for people with disabilities residing in the Region of Peel and to ensure compliance with the AODA.
## APPENDIX I

### Accessibility Advisory Committee 2014 Work Plan

### MANDATORY ACTIVITY LIST

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<th>Activity</th>
<th>Description</th>
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</table>
| 1 | AODA Compliance | **List of 2014 & 2015 Compliance Deadlines for Region of Peel:**  
   **General Requirements:**  
   a. Training (Section 7)  
   **Information and Communication:**  
   b. Feedback processes (Section 11)  
   c. New internet websites and web content conformation with WCAG 2.0 Level A (Section 12)  
   d. Accessible formats and communication supports (Section 12)  
   **Employment:**  
   e. Recruitment (section 22-24)  
   f. Informing employees of supports (section 25)  
   g. Providing accessible formats and communications supports for employees (section 26)  
   h. Documented individual accommodation Plans (section 28)  
   i. Return to work process (section 29)  
   j. Performance management, career development, and redeployment (section 30-32)  
   **Transportation:**  
   k. Accessibility Training (section 36)  
   l. Fares, support persons (section 38)  
   m. Emergency or compassionate | AAC approved the AODA compliance activities for 2014.  
Most of 2014 compliance deadlines have been met.  
2013 and 2014 Annual Accessibility Status Reports will highlight in more detail the Region’s initiatives to meet the compliance deadlines. |  

**START DATE:** January 6, 2014
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</table>
| 2  | Site Plan reviews | 1. The AAC will review the site plans received from various departments and provide feedback and comments. | • AP specialist will meet with the satellite paramedic stations project staff to review site plans presentations and to provide feedback to Regional staff.  
• Staff presenting the site plans for the satellite paramedics' stations will refer to the satellite paramedics' stations checklist that was compiled in 2013.  
• AP specialist will review and bring recommendations to the AAC for final approval of the satellite paramedic stations for their approval of the site plan.  
• Once the new AAC members are recruited a site plan subcommittee will be | Ongoing          |
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<td>established to review the site plans received from various departments and present recommendatio ns to the AAC to approve site plans.</td>
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<td>*Outstanding: Site plan subcommittee will need to be established for review of future site plans.</td>
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**EDUCATION AND AWARENESS ACTIVITY LIST**

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<tr>
<td>1</td>
<td>National Access Awareness Week (NAAW)</td>
<td>a. The AAC Education and Awareness Subcommittee will assist AP staff with the following:</td>
<td>AAC approved the celebration of NAAW event in 2014. Once the AAC Education and Awareness subcommittee is established, members will begin planning activities with the AP staff.</td>
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<tr>
<td></td>
<td>START DATE: March 1, 2014</td>
<td>i. Selecting a theme for the NAAW;</td>
<td>The NAAW event took place June 3rd</td>
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<td>ii. Reviewing all staff submissions received;</td>
<td>• Successful event with over 50 staff signing up to attend</td>
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<td></td>
<td>iii. Selecting winners for accessibility awards;</td>
<td>• EMT was present</td>
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<td>iv. Participating in the NAAW celebration and Accessibility Awards distribution;</td>
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<td>v. AAC chair to provide event report to the AAC at the AAC monthly meeting.</td>
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| 2  | Peel Children’s Water Festival (PCWF)  
May 22 2014 – May 29 2014 | Objective: Increase Accessibility of the Annual Peel Educational Event | a. The AAC Education and Awareness subcommittee members will review the PCWF Accessibility Plan with the PCWF coordinator and the APS;  
b. Collaboratively the subcommittee will propose recommendations to the PCWF steering committee regarding the areas of the PCWF accessibility plan that will be implemented in the current year.  
c. Upon request, the sub-committee will also assist with the implementation of the plan by conducting a site audit and reviewing the feedback received from teacher surveys to develop recommendations for the next year. | AAC approved the AAC participation in the 2014 PCWF.  
- Accessibility Planning Specialist met with the PCWF coordinator to review training module for high school volunteers to ensure IASR compliance.  
- Approximately 700 volunteers received mandatory training.  
- Good participation; festival fully booked in 2014, |

Revised: Aug. 29, 2014
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| 3  | International Day of Persons with Disabilities Event (IDPD)             | a. The AAC Education and Awareness subcommittee will assist staff in planning this event including:                               | had to turn some schools away  
  - A. AP Specialist performed a site visit on May 28, accompanied by a teacher for students with developmental disabilities  
  - Teacher very interested in bringing her students next year  
  - Teacher will follow up with Festival Coordinator early next year to review this prospect |                |
|    |                                                                         | i. Select the event date **(December 3)**                                  | AAC approved the 2014 commemoration of the IDPD.  
  - Naz and A. AP Specialist attended a meeting at the City of Mississauga to review the Region’s role in 2nd Annual Abilities Awards – a regional initiative for IDPD  
  - Region can participate with a display table, attending the event, nominating |                |
<p>|    |                                                                         | ii. Book venue                                                             |                                                                                                                                                                                                         |                |
|    |                                                                         | iii. Selection of a theme                                                  |                                                                                                                                                                                                         |                |
|    |                                                                         | iv. Selection of appropriate speakers                                      |                                                                                                                                                                                                         |                |
|    |                                                                         | v. Developing an audience specific outreach strategy and review of (flyers, pathway story, media release, and educational resources etc.) |                                                                                                                                                                                                         |                |
|    |                                                                         | vi. Organizing and hosting the event.                                       |                                                                                                                                                                                                         |                |
|    |                                                                         | vii. Reporting to the AAC.                                                 |                                                                                                                                                                                                         |                |</p>
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<tr>
<td></td>
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<td>someone for an award</td>
<td>Due to election year, no formal AAC in place &amp; lack of resources, consideration is being given to participate in Abilities Award, in lieu of our own IDPD event</td>
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<td>AAC approval will be required to amend the work plan</td>
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<td>1</td>
<td>Connections Resource Fair for Persons with Disabilities</td>
<td>START DATE: A one day Resource Fair held annually to promote businesses, assistive services and other available resource that benefit the lives of persons with disabilities and their families as well as raise awareness.</td>
<td>AAC members will set up an information booth and disseminate information to Fair attendees that will be held at Mississauga Convention Center on Friday, May 23 from 9:00 am - 9:00 pm.</td>
<td>May 23, 2014</td>
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<td>1. AAC approved the committee and AP program’s participation in this year’s Connections Resource Fair.</td>
<td>A. AP Specialist participated in the resource fair; assisted by Raj Chopra, Nancy Diane Barry &amp; Brian DeNiese</td>
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<td>Over 60 exhibitors</td>
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<td>Wide range of programs &amp; services</td>
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<td>Different venue this year on</td>
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|    | **Seniors Fair (Ward 9)**  
**START DATE:** A one day fair hosted by Mississauga Ward 9 Councillor, Pat Saito with valuable information and resources for seniors and their families | 1. AAC members and Regional staff will set up an information booth and will disseminate accessibility information to event participants.  
**b. Second annual Ward 9 Senior’s Fair is scheduled for Tuesday June 10, 2014 from 1:00 pm - 3:00 pm at the Meadowvale Community Centre in the Village Room.** | AAC approved the committee and AP program’s participation in 2014 Senior’s Fair.  
- A. AP Specialist participated in the Fair  
- Hosted by Ward 9 Regional Councillor Pat Saito  
- Over 25 agencies/organizations participating  
- Good turnout  
- Also in attendance Steve Mahoney, mayoral candidate for the City of Mississauga | **June 10, 2014** |
| 3  | **“Peel Renovates” Program Facilitated Consultation Session**  
**START DATE:** January 28 | 1. “Peel Renovates” program staff provided program information to AAC on April 23.  
2. Interested AAC members will be able to provide input to the Human Services’ initiative of the Peel Renovates program by participating in a consultant led | AAC Approved members’ participation in the program as requested by staff during various stages of the project such as review of the | **June 24, 2014** |
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<td>facilitated session that will be held after the AAC monthly meeting in January 2014 (January 28)</td>
<td>program guidelines, service delivery process and criteria etc.</td>
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<td>• Peel Renovates Program for 2014 was launched on June 16</td>
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<td>• Program staff communicated availability of program to local AAC’s and agencies</td>
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<td>• A communication memo was provide to the Region’s AAC; included in June AAC agenda</td>
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<td>4</td>
<td>Region of Peel United Way 5K Run Walk and Role Event</td>
<td>1. Interested AAC members will assist staff with the accessibility audit of the run route, distribution of promotional materials and disseminating information within their networks to reach out to the diverse community of Peel.</td>
<td>AAC approved their participation in 2014 walk for activities such as accessibility audit of the event route, outreach etc.</td>
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<td>• Event scheduled for October 25, 2014</td>
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<td>• Halloween theme – costumes permitted</td>
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<td></td>
<td></td>
<td>• Awards include best costumes</td>
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From: AMCTO [mailto:amcto@amcto.com]
Sent: July 24, 2014 9:02 AM
Subject: [MARKETING] Accessibility Celebration Events

From: AMCTO [mailto:amcto@amcto.com]
Sent: July 24, 2014 9:02 AM
Subject: [MARKETING] Accessibility Celebration Events

June 13, 2015 marks the 10th anniversary of the Accessibility for Ontarians Disability Act (AODA).

New AMCTO Accessibility Project

AMCTO is excited to announce a new project with the Ontario government that enables AMCTO to remain a national leader in the provision of accessibility related support and education to municipalities.

The most significant activity ahead includes events in recognition of the AODA 10th anniversary within each of our nine AMCTO Zones set for the Spring of 2015. These one-day events will focus on municipal success stories, celebrate local champions / mentors / advocates, and will be both educational and inspirational for the accessibility community.

In addition to these events, AMCTO will deliver the following over the coming 18 months:

- An Accessibility Awards Program for local community leaders in celebration of the 10th Anniversary of the AODA legislation.
- Creation of a Best Practices Repository Website for Accessibility Related Initiatives, and
- Dissemination of the ADO’s New Tool Kit to assist Ontario’s Communities which will be made available toward the end of the year.
In fact, on December 3\textsuperscript{rd}, 2014, the Honourable Minister Brad Duguid is expected to make a statement in front of the Ontario Legislature announcing the 10\textsuperscript{th} anniversary of AODA and will highlight some of the activities being undertaken including the work AMCTO is leading on behalf of Ontario’s municipal sector.

The Ask & AMCTO Engagement

AMCTO is seeking your assistance to create a focus group this Fall in each Zone to help outline the scope and to build a meaningful agenda for this local event. We seek your input of ideas, community based knowledge and the engagement of your Accessibility Advisory Committee Chairs.

If you can assist AMCTO in representing your community and helping build this event, please email Lynda Staples at lstaples@amcto.com by no later than September 1\textsuperscript{st}, 2014.

Accessibility for Ontarians with Disabilities Act - Standards

The goal of the Accessibility for Ontarians with Disabilities Act back in 2005 was to make Ontario accessible for people with disabilities by 2025. The Act lays out the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

Ontario now has accessibility standards in the following five areas. More information on each of them can be found on the AMCTO Accessibility Webpage or by clicking on the standards below:

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

“Accessibility isn’t just about ramps and elevators; it’s about planning for the future so every consumer can access your goods and services. The statistics should be enough to convince anyone. In the coming years one in
five people coming into your business could be a person with a disability.”

For any questions or comments, please contact Lynda Staples, Project Manager, Municipal Accessibility lstaples@amcto.com.

AMCTO – The Municipal Experts
2680 Skymark Avenue Suite # 610, Mississauga ON L4W-5L6
Phone - 905-602-4294 | Fax - 905-602-4295
Send to a friend | Unsubscribe
August 8, 2014

Attn: Members of the Accessibility Advisory Committee

Re: AODA Accessibility Requirements for the SHIP Hansen Affordable Housing Project

This communication is in response to the delegation received by the AAC on June 24, 2014 from Janice Peters and Dan Fish representing SHIP regarding the Hansen Affordable Housing Project.

In the minutes of the June 24, 2014 meeting it was suggested by the committee that the Hansen project comply with the Region’s Affordable Housing Design Guidelines as well as the Accessibility for Ontarian’s with Disabilities Act (AODA).

For clarification purposes, we would like to share the following information with the committee;

The Hansen affordable housing project does comply with the Region’s Affordable Housing Design Guidelines. The project is a result of a Request for Proposals (RFP) that was released in May 2012. The project complies with the 2012 Affordable Housing Design Guidelines that were a part of the RFP document.

The new changes to the AODA that come into effect January 1, 2015 are for projects that will be designed and developed after that date. As a result the Hansen affordable housing project will not comply with all of the AODA changes. The project does however comply with the accessibility standards included in the Region’s Affordable Housing Design Guidelines which exceed the AODA requirements at that time (2012).
Should the committee have any further comments regarding this project, please contact Laura Kemble from Design and Development at laura.kemble@peelregion.ca or at extension 3660.

Thank you,

Sue Ritchie
Manager, Design & Development
Dear Canadian Radio-Television and Communication (CRTC) Commission,

My attention has been drawn towards the inaccessibility of TV remotes, set-top boxes, and programming by the blind and low vision members of the community. It may interest you to know that according to Participation and Activity Limitation Survey (PALS) 2006, about 836,000 Canadians report having a seeing disability. A study commissioned for the National Coalition for Vision Health in January 2007 identified 386,000 Canadians as being visually impaired or blind (combined); a figure that is expected to double over the next 25 years. This accounts for a large number of our society being impacted. Please allow me to suggest few ideas that would make television an interesting medium of entertainment, information, and education for someone who is blind or low vision:

1. Set-Top Boxes/TV Remotes: At present, talking set-top boxes, audible Electronic Program Guides (EPGs) and remote controls are only available internationally. CRTC can encourage the use of these devices within the Canadian market as a standard practice in order to help the blind and visually impaired members of our society gain access to TV entertainment. Talking set-top boxes employ text to speech technology which makes the use of on-screen menus and help screens much simpler.

2. Braille Remote Control: Such devices containing voice input and outputs can also be made available for the blind and visually impaired as a standard device with every TV set in the Canadian market. The voice feedback will help the operator know what buttons are being pressed, and what channel the TV is currently on.

3. Audible Electronic Program Guides (EPGs): This will provide great help to the blind and visually impaired audience by allowing them to access television programming through its audio system. With this device, selection of programs can be vocally prompted and/or activated.
6.3-2

Judith Oluwatosin Jubril
AMI Scholarship Letter

4. Programming: The availability of more Described Video (DV) programming would give people including the blind and low vision the ability to expand their television options.

Entertainment, information, and education are main functions of any television. Stemming from this is the idea that one will be more informed if in addition to hearing a message one can actually see it displayed or relayed live from far and near. To me, that is at the core of television. Therefore, it becomes very necessary that a government regulatory agency such as CRTC must help to remove hindrances that can make it impossible for any member of the population to benefit from this remarkable invention called television. Having someone who is blind or low vision gain equal access to television entertainment will promote inclusiveness of all members of society, which a socially responsible government will never object to. The suggested ideas above, if implemented will not only be beneficial to the blind or low vision members of society, but will make the hard work carried out by the champions of the visually impaired community worth the effort.

Optional:

I have been able to understand the plight of people living with disabilities because my brother is hearing impaired. It is through him that I was able to understand that not everyone is able to access information the same way. Because of him, I learned that having a visible or non-visible disability should not be viewed as a hindrance but should be embraced. Being considered ‘disabled’ should not be about conforming or adapting, but it should be about being unified and embracing what makes each of us unique. In understanding this, my studies and aspirations to work in the field of emergency management recognizes that it is important that everyone is afforded the ability to obtain information from all forms of media (newspapers, television, radio, books, etc), and access all emergency preparedness programs without any hindrances.