



# *Making Way*

For Ontarians with Disabilities

## REGION OF PEEL

### ACCESSIBILITY ADVISORY COMMITTEE

#### AGENDA

AAC-4/2018

**DATE:** Thursday, September 20, 2018

**TIME:** 1:30 PM – 3:30 PM

**LOCATION:** Council Chamber, 5<sup>th</sup> Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:** C. Belleth; R. Chopra; F. Dale; M. Daniel; D. Farrace; A. Groves;  
N. Husain; R. Khedr; M. Mahoney; M. Palleschi

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*Dely Farrace to preside.*

1. **CALL TO ORDER**
2. **DECLARATIONS OF CONFLICTS OF INTEREST**
3. **APPROVAL OF AGENDA**

For questions about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact: Veronica Montesdeoca, Accessibility Planning Specialist at (905) 791-7800, Ext. 4778 or by e-mail at [veronica.montesdeoca@peelregion.ca](mailto: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. 4854 or by e-mail at [harjit.gill@peelregion.ca](mailto:harjit.gill@peelregion.ca)

**4. PREVIOUS MEETING MINUTES**

- 4.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-3/2018) meeting held on June 21, 2018 (Receipt recommended)

**5. DELEGATIONS**

- 5.1. **Edward Applebaum, Principal Architect (EA) and Dustin Hooper, Project Manager (DH), Montgomery Sisam Architects**, Presenting the Peel Manor Seniors Health and Wellness Village Accessibility Site Plan Review (Related to 6.1)

**6. REPORTS**

- 6.1. Seniors Health and Wellness Village at Peel Manor (Related to 5.1)
- 6.2. Peel Art Gallery, Museum and Archives (PAMA) Accessibility Planning Update (For information)  
Presentation by Marty Brent, Manager, PAMA
- 6.3. Accessibility Planning Program Update - September 20, 2018 (For information)

**7. COMMUNICATIONS**

**8. OTHER BUSINESS**

**9. NEXT MEETING**

To be determined.

**10. ADJOURNMENT**



# *Making Way*

For Ontarians with Disabilities

## REGION OF PEEL

### ACCESSIBILITY ADVISORY COMMITTEE

#### MINUTES

**AAC-3/2018**

The Region of Peel Accessibility Advisory Committee met on June 21, 2018 at 1:31 p.m., in the Regional Council Chamber, 5th Floor, Regional Administrative Headquarters, 10 Peel Centre Drive, Suite A, Brampton, Ontario.

**Members Present:** C. Belleth; R. Chopra; F. Dale; M. Daniel; D. Farrace; N. Husain; M. Palleschi

**Members Absent:** A. Groves, due to other municipal business; R. Khedr; M. Mahoney, due to personal matters; L. Soulliere due to committee resignation

**Also Present:** M. Killeavy, Acting Commissioner of Corporate Services; J. Sheehy, Commissioner of Human Services; J. Jackson, Director, Culture and Inclusion; K. Lockyer, Regional Clerk and Director of Clerk's; V. Montesdeoca, Accessibility Planning Specialist; H. West, Legislative Specialist; H. Gill, Committee Clerk; D. Obaseki, Legislative Assistant

*Chaired by Dely Farrace.*

#### 1. CALL TO ORDER

Dely Farrace, Committee Chair of the Region of Peel Accessibility Advisory Committee (AAC) called the meeting to order at 1:31 p.m.

#### 2. DECLARATIONS OF CONFLICTS OF INTEREST - Nil

\*See text for arrivals

◆See text for departures

**3. APPROVAL OF AGENDA**

Moved by N. Husain;

RECOMMENDATION AAC-5-2018:

That the agenda for the June 21, 2018, Region of Peel Accessibility Advisory Committee meeting include an additional item regarding the resignation of Linda Soulliere, Region of Peel Accessibility Advisory Committee member to be dealt with under Other Business - Item 8.1;

And further, that the agenda for the June 21, 2018, Region of Peel Accessibility Advisory Committee meeting be approved, as amended.

**4. PREVIOUS MEETING MINUTES**

- 4.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-2/2018) meeting held on April 19, 2018

Received

**5. DELEGATIONS**

- 5.1. **Roksena Nivolova, Figure3; Bernard Sin, Rafael + Bigauskas Architects; Brock Stevenson, Daniels Homes; and Lorene Casiez, Human Space**, Regarding the Daniels Affordable Housing Project Accessibility Features

Received

Related to 6.1

Brock Stevenson, Senior Manager of Design and Innovation, Daniels Homes, and Lorene Casiez, Human Space, provided an overview of the Daniels Affordable Housing Project and the incorporated accessibility features. They noted that the Daniels' Accessibility Design Program was utilized to implement by design features that will allow persons with disabilities barrier free access to residential suites and common areas.

In response to questions raised by Committee Members, regarding accessibility features, Brock Stevenson indicated that he would continue discussions with Region of Peel staff to determine where efficiencies can be made. Areas highlighted by Committee Members include: handrail placement, accessible button size and style, accessible flooring features, alarm strobe flashing frequency, and the number of accessible units and accessible parking spaces.

Naz Husain, Committee Member requested that consideration be given to ensure that language used to identify passenger pick-up and drop-off is done so in a respectful manner.

**6. REPORTS****6.1. Daniels Affordable Housing Project - 360 City Centre Drive, City of Mississauga, Ward 4 – Accessibility Features**

Moved by F. Dale;

RECOMMENDATION AAC-6-2018:

That the site plan for the Daniels Affordable Housing Project located at 360 City Centre Drive, Mississauga, Ward 4, as presented to the Region of Peel Accessibility Advisory Committee, be supported;

And further, that notification of the Accessibility Advisory Committee's support for the subject site plan be provided to the City of Mississauga Planning and Development Department.

Related to 5.1

**6.2. Design of Public Spaces Standard**

Presentation by Sandy Lovisotto, Program Manager, Roads – Design and Construction

Received

Moved by N. Husain;

RECOMMENDATION AAC-7-2018:

That the Design of Public Spaces Compliance Checklist, be endorsed;

And further, that the Regional roads projects outlined in the report of the Commissioner of Public Works, titled "Design of Public Spaces Standard" presented at the June 21, 2018 Accessibility Advisory Committee (AAC) meeting, that were newly constructed or redeveloped in 2016 to the present, be supported;

And further, that staff be directed to use the Design of Public Spaces Compliance Checklist during the design of projects to ensure compliance with the legislated requirements of the Design of Public Spaces Standard and report to the AAC on the use and application.

Sandy Lovisotto, Program Manager, Roads – Design and Construction, provided an overview of the Design of Public Spaces Compliance Checklist (the "Checklist") that was developed in response to the Design of Public Spaces Standard under the *Integrated Accessibility Standards Regulation* that came into effect January 1, 2016. The Checklist was reviewed and endorsed by the AAC Site Plan and Construction Advisory Working Group on April 28, 2018 and was used to ensure that projects from 2016 to present are in compliance with legislation. Upon AAC endorsement, the checklist will be used to review construction projects moving forward. Staff

are also working on developing standards for the design of rest areas as per AODA and will report back to the AAC in 2019.

In response to a suggestion from Chamila Belleth, Committee Member, Sandy Lovisotto indicated that staff will review the mentioned cross-walk location in Toronto as an example of cross-walk button placement that allows for ease of access for persons with limited mobility.

### 6.3. **Region of Peel Accessibility Advisory Committee Terms of Reference**

Moved by R. Chopra;

#### RECOMMENDATION AAC-8-2018:

That the proposed amendments to the Terms of Reference for the Region of Peel Accessibility Advisory Committee, attached as Appendix I to the report of the Commissioner of Corporate Services, titled "Region of Peel Accessibility Advisory Committee Terms of Reference", be approved.

Harjit Gill, Committee Clerk provided a summary of the proposed changes to the AAC Terms of Reference.

### 6.4. **Accessibility Planning Program Update - June 21, 2018**

Received

Veronica Montesdeoca, Accessibility Planning Specialist, provided an update on participation at the Connections 2018 Resource Fair and Councillor Pat Saito's Annual Seniors' Fair. Flyers to promote recruitment for the new Term of Council AAC Committee were distributed at both events and more information on the recruitment process will be provided to the Committee in the fall. National Access Awareness Week was commemorated and in an effort to continue to educate and create awareness a video story was created to promote the AAC and a continued vision of Community for Life. The video included members of the AAC expressing what Community for Life meant to them.

In response to questions raised by Committee Members, regarding recruitment, Veronica Montesdeoca indicated that a campaign will take place this fall that will include social media, other communication mediums and community agencies.

## 7. **COMMUNICATIONS**

7.1. **Dely Farrace, Region of Peel Accessibility Advisory Committee Chair**, Email dated May 31, 2018, Sharing an Invitation from the TTC Advisory Committee on Accessible Transit to Participate in a Joint Meeting with Transit Accessibility Advisory Committees in the Greater Toronto Area

Received

Veronica Montesdeoca, Accessibility Planning Specialist, provided an update on the invitation from the Chair of the TTC Advisory Committee to participate in a joint meeting to discuss

accessible transit best practices. Members from the AAC, TransHelp Advisory Committee and staff have been requested to participate. The date of the meeting has not been determined, however, is projected to be held in early August. Veronica requested that two members of the AAC volunteer to participate and indicated that she would communicate additional details as they become available.

**8. OTHER BUSINESS**

- 8.1. **Linda Soulliere, Region of Peel Accessibility Advisory Committee Member,** Email dated June 18, 2018, Advising of Her Resignation from the Region of Peel Accessibility Advisory Committee

Moved by M. Daniel;

RECOMMENDATION AAC-9-2018:

That the resignation of Linda Soulliere from the Region of Peel Accessibility Advisory Committee (AAC), be received.

**9. NEXT MEETING**

The next meeting of the Region of Peel Accessibility Advisory Committee is scheduled for Thursday, September 20, 2018 at 1:30 p.m., Regional Administrative Headquarters, Council Chamber, 5th floor, 10 Peel Centre Drive, Suite A, Brampton, ON.

Please forward regrets to Harjit Gill, Committee Clerk, (905) 791-7800, extension 4854 or at [harjit.gill@peelregion.ca](mailto:harjit.gill@peelregion.ca).

**10. ADJOURNMENT**

The meeting adjourned at 3:04 p.m.

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2018/09/20</b>	MEETING NAME <b>AAC</b>
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Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

DATE SUBMITTED YYYY/MM/DD  
**2018/08/02**

NAME OF INDIVIDUAL(S)  
**Edward Applebaum, Dustin Hooper**

POSITION(S)/TITLE(S)  
**Principal Architect (EA), Project Manager (DH)**

NAME OF ORGANIZATION(S)  
**Montgomery Sisam Architects**

E-MAIL <b>eapplebaum@montgomerysisam.com, dhooper@montgomerysisam.com</b>	TELEPHONE NUMBER <b>(416) 364-8079</b>	EXTENSION <b>247</b>
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**Peel Manor Seniors Health & Wellness Village Accessibility Site Plan Review**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint File (.ppt)  Adobe File or Equivalent (.pdf)  
 Picture File (.jpg)  Video File (.avi,.mpg)  Other

Additional printed information/materials will be distributed with my delegation :  Yes  No  Attached

**Note:**  
Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least 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 9-2018 delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**  
Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).  
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.

**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 5.4 of the Region of Peel Procedure By-law 9-2018, 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, 2001*, 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 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.

**Please complete and return this form via email to [council@peelregion.ca](mailto:council@peelregion.ca)**

# **Peel Manor Seniors Health & Wellness Village Accessibility Site Plan Review**

**THE REGIONAL MUNICIPALITY OF PEEL  
ACCESSIBILITY ADVISORY COMMITTEE**

# AGENDA

- **Team Introductions**
- **Project Overview**
- **Standards and References**
- **Review of Project Design Strategies**
- **Q&A**

# CONNECTIONS

A new campus for the community



# CONCEPT

## **An Integrated Multi-Use Facility**

- **177 licensed Long-Term Care beds**
- **a large Adult Day Service Facility**
- **a community hub focused on health and social services for seniors.**

# PROGRAM ORGANIZATION

## LOWER LEVEL

- No Resident Home Areas
- Service and Staff Amenities

## GROUND LEVEL

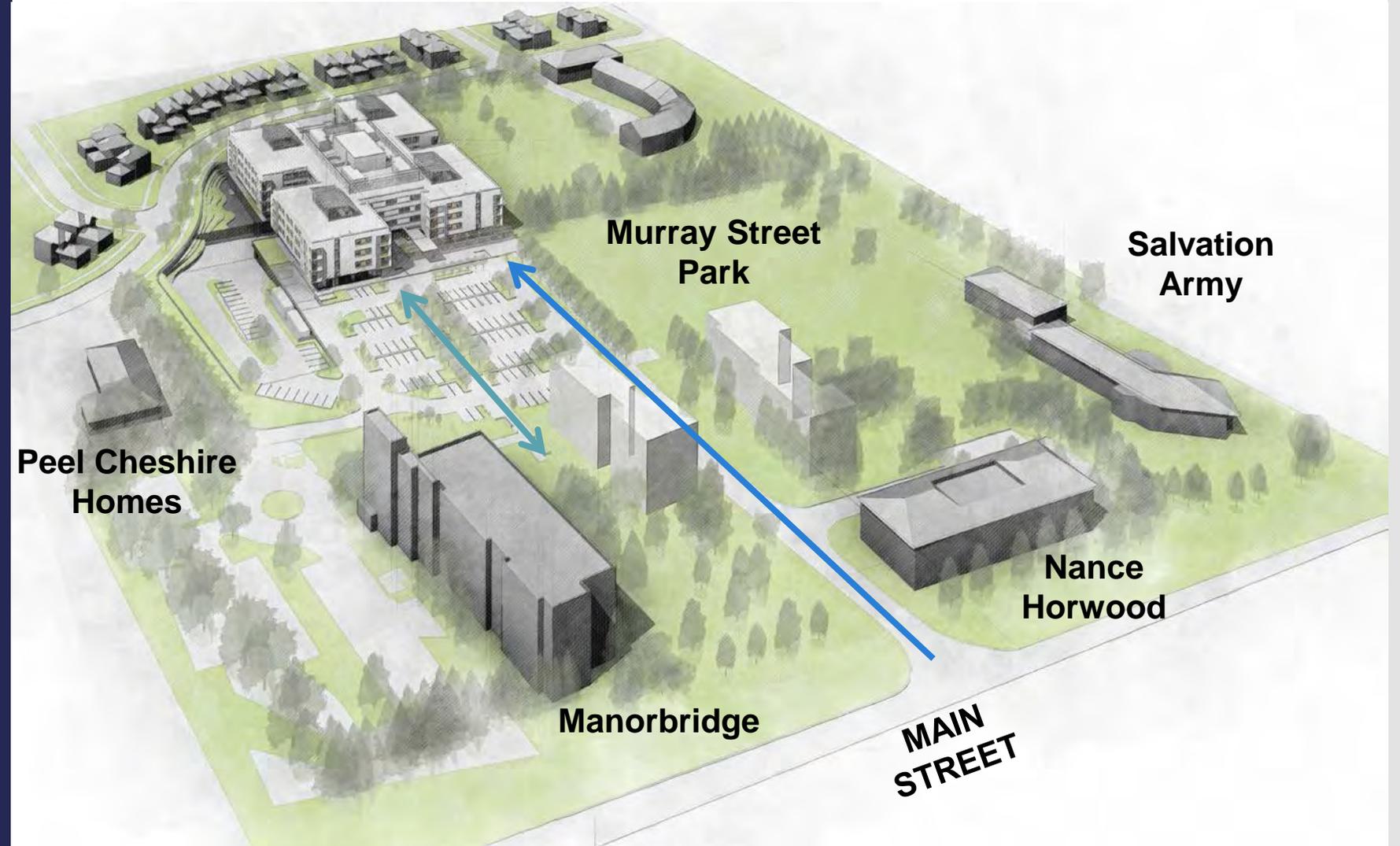
- No Resident Home Areas
- Adult Day Services
- Community Hub Services
- Shared LTC services

## SECOND FLOOR THIRD FLOOR FOURTH FLOOR

- 1 RHA @ 30 Residents
- 1 RHA @ 29 Residents
- 1 isolation room
- Note the RHAs are subdivided into households of 14-15 residents

## SIMPLE ACCESS

- Vehicular and Bus access from Main Street
- Pedestrian connections to other facilities
- Parkside views



# PARKING

## UNDERGROUND

- Total Provided 106
- Barrier-Free Provided 6
  - Type B - 6

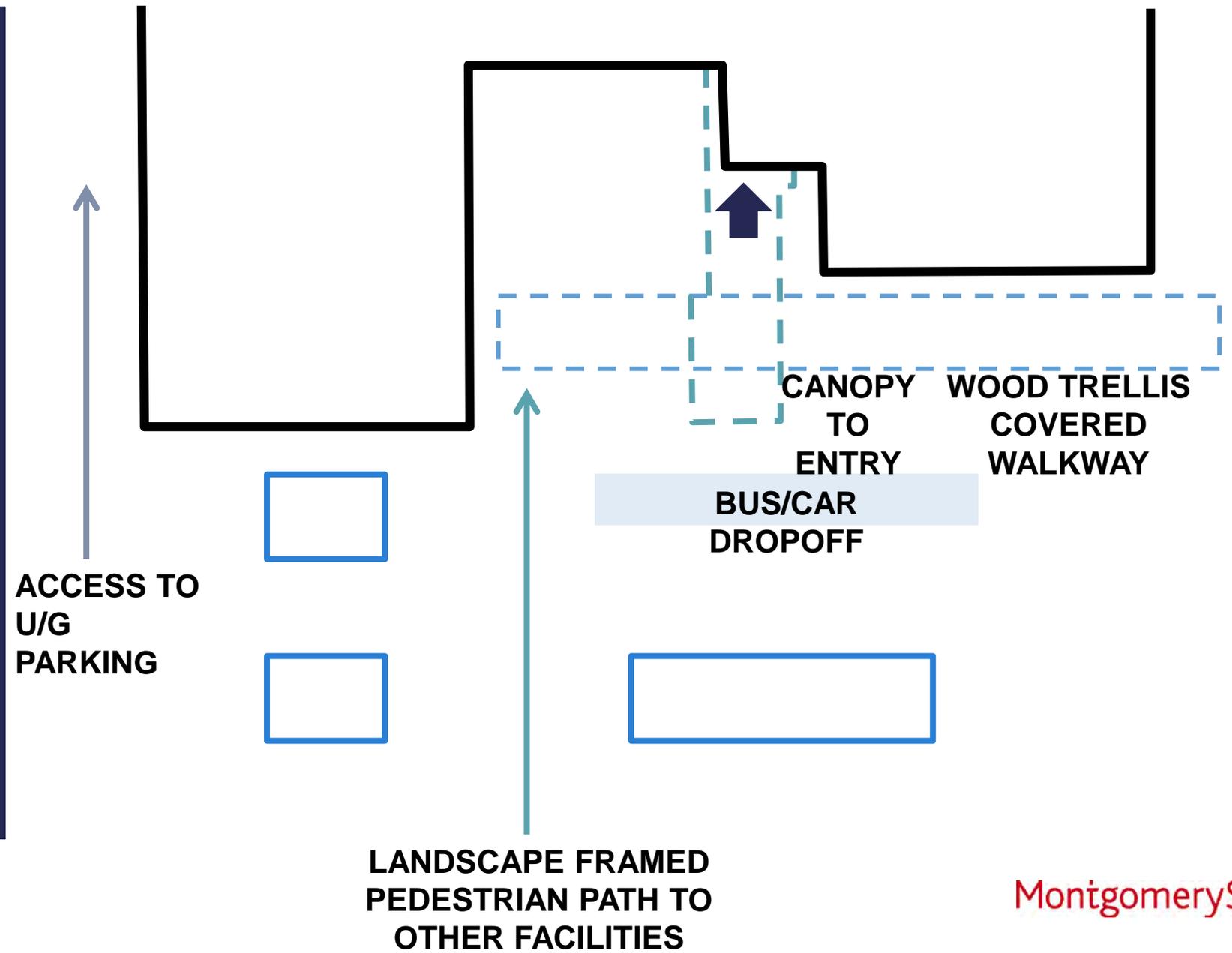
## SURFACE

- Total Provided 97
- Barrier-Free Provided 9
  - Type A – 4 (3 req'd)
  - Type B – 5(4 req'd)

## SUMMARY

- TOTAL PARKING 203
- Barrier-Free Required 7
  - Type A – 3
  - Type B - 4
- Barrier-Free Provided 15
  - Type A – 4
  - Type B – 11

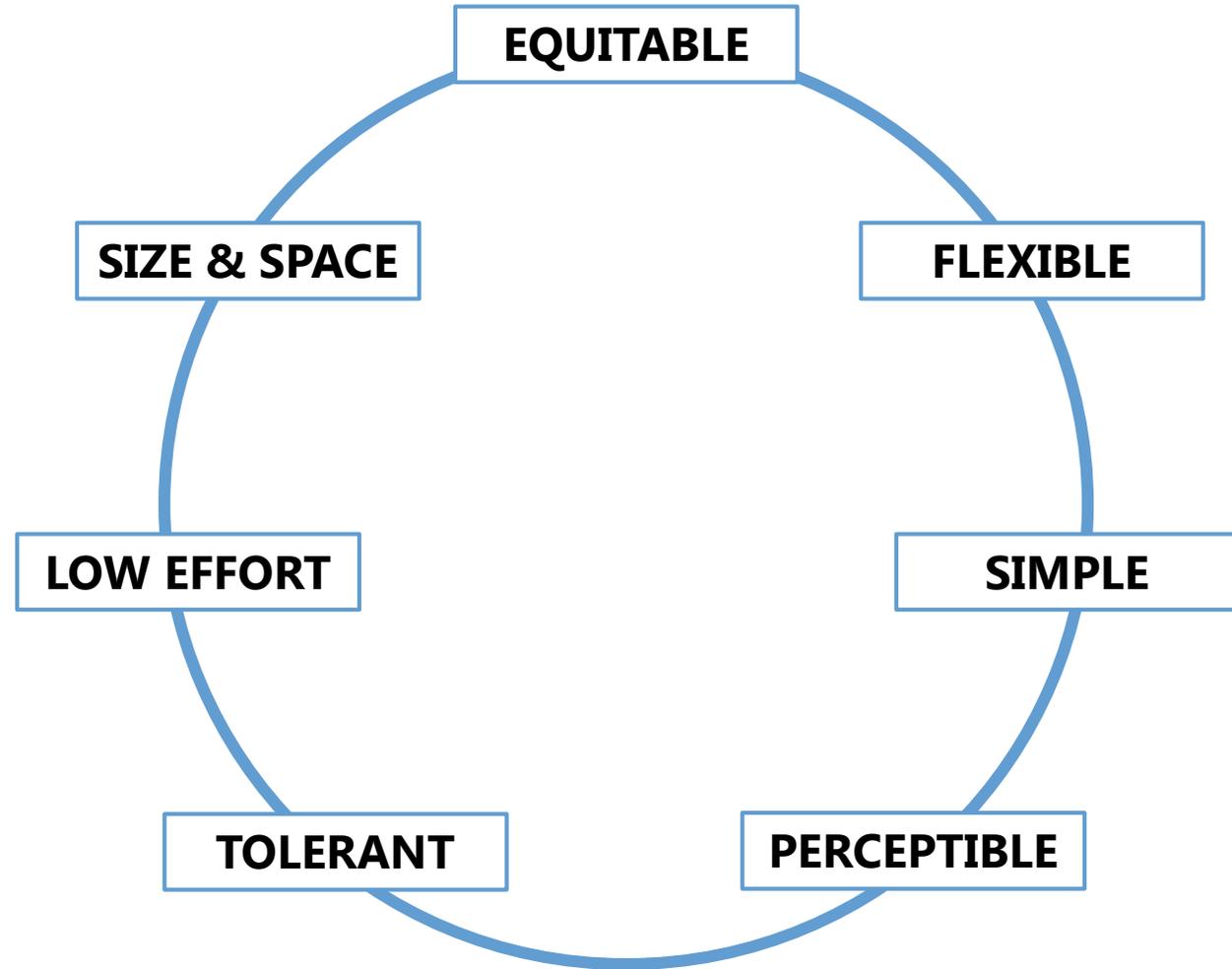
# BUILDING ENTRY



# ACCESSIBLE PATH TO OTHER FACILITIES

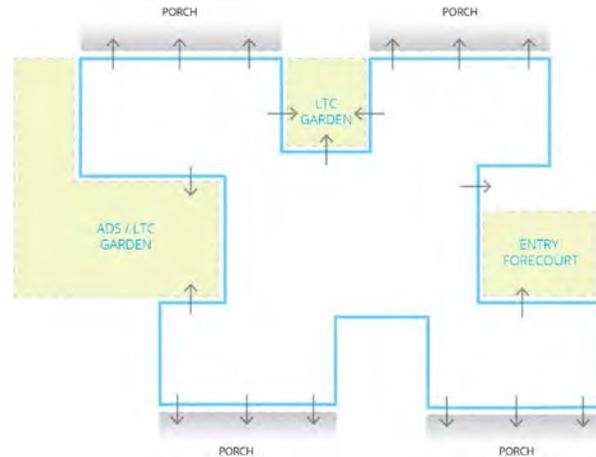
- **Frequent areas for rest including benches with arms/backs along path**
- **Color contrast with surroundings**
- **Firm, slip resistant surface**
- **Clear signage and markings at crosswalks/transitions**

# UNIVERSAL DESIGN

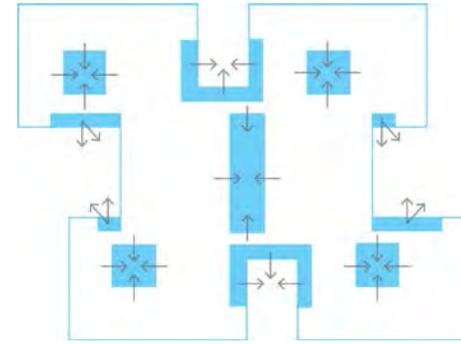


# OPEN SPACE ORIENTED PLANNING

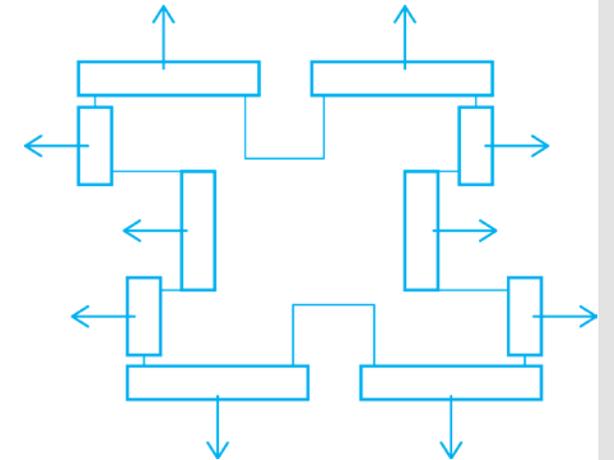
The Building is organized around different gardens



Each RHA is centered around its public space and sunlight-filled atrium



Each bedroom looks out into the park and gardens



# ATRIUM

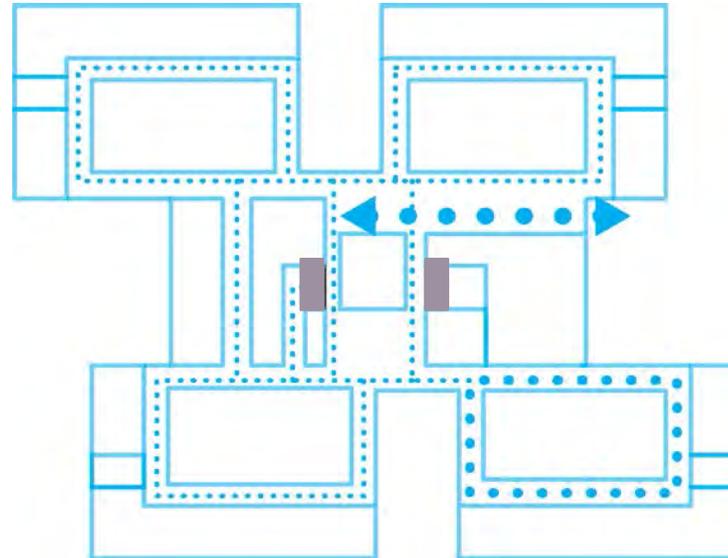
- Barrier-free access to daylit, glassy space from each level of the RHAs.
- Railings provide visual cues for vision-impaired individuals.
- Glass roof protects from weather, maximizing use year-round.



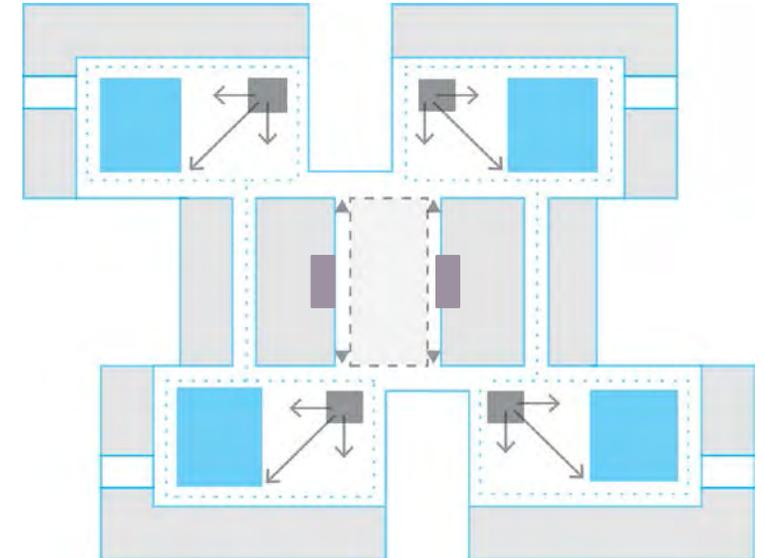
# PERCEPTIBLE CIRCULATION

- “Butterfly” layout, with elevators in the center, provides a simple, easy to navigate system.
- The loops are tolerant of mistakes, allowing for flexible use of the corridors.
- These major corridors are designed to a width of 2200mm.

## GROUND LEVEL



## UPPER LEVELS



# ELEVATORS

- **4 Public Elevators, centered in plan and circulation**
- **1220mm wide doors**
- **2560mm x 2032mm interior cab dimensions**
- **Lighting designed to differentiate elevator lobbies from other areas**

## MAIN ENTRY

- Large vestibule with powered sliding doors
- Reception Desk at Accessible Height
- Adult Day Services Reception visible across from Entry
- Elevators visible from Entry



## ADULT DAY SERVICES

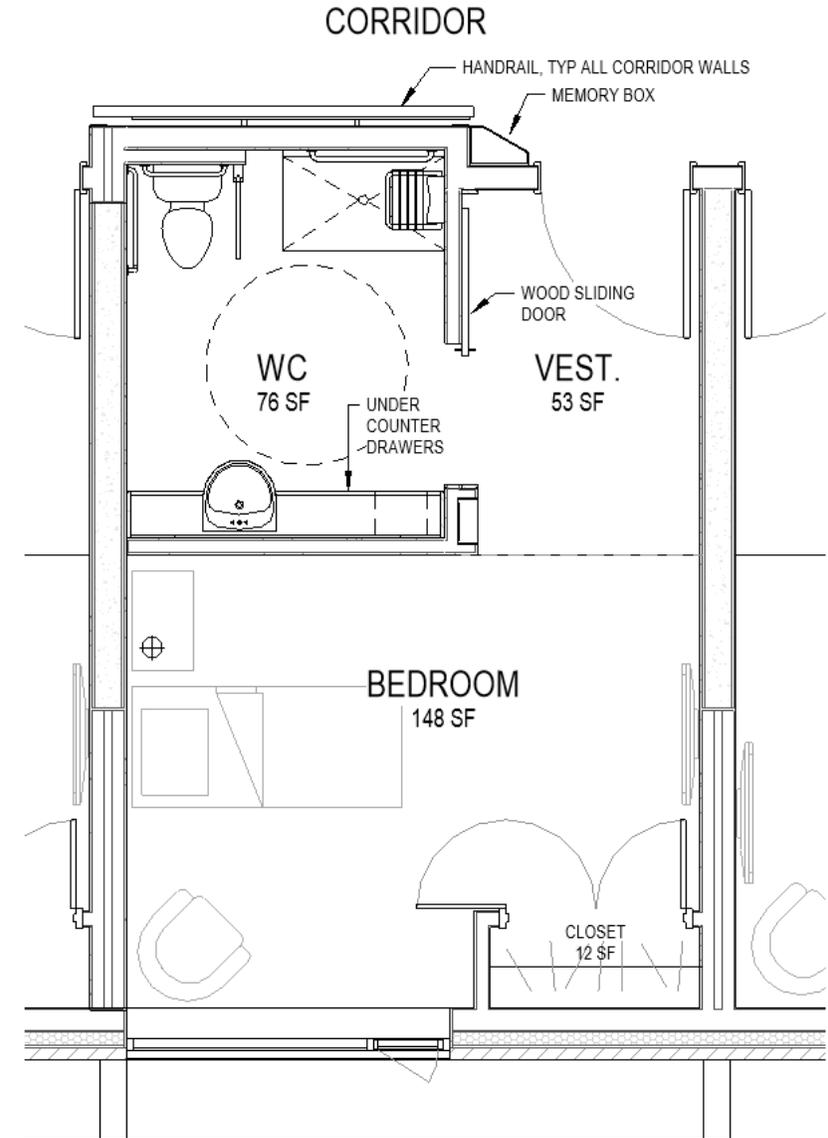
- Handrails in all corridors
- Washrooms without doors to simplify access
- Visual access to adjacent Garden space, with barrier-free paths outside



# UNIT COUNTS

## PRIVATE BEDROOMS

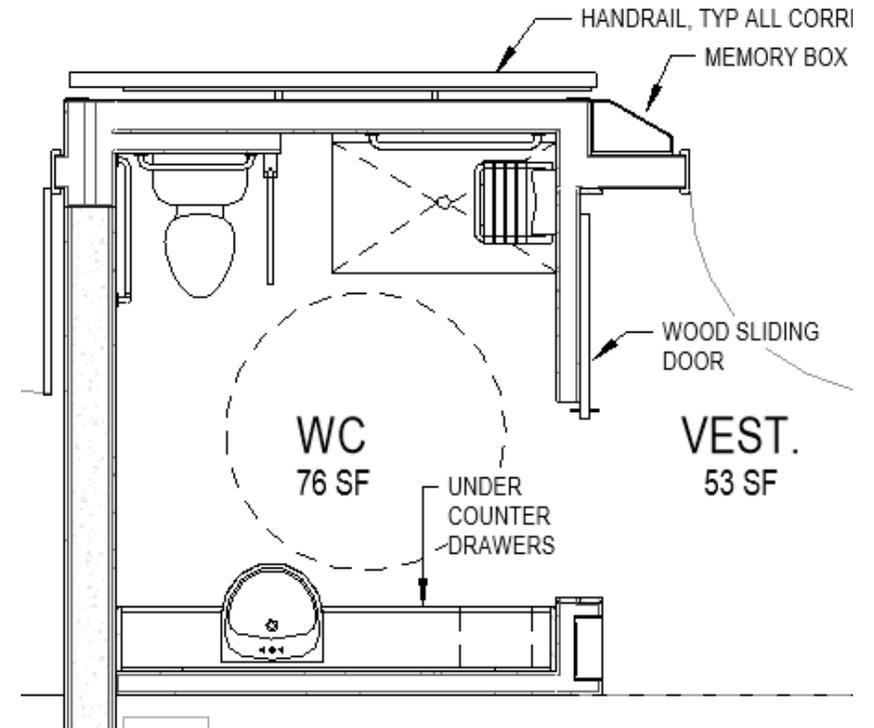
- 9-10 beds per RHA
- 19 beds per floor
- 1120 mm entry doorway
- Bed access from three sides



# UNIT COUNTS

## PRIVATE BEDROOMS WASHROOM

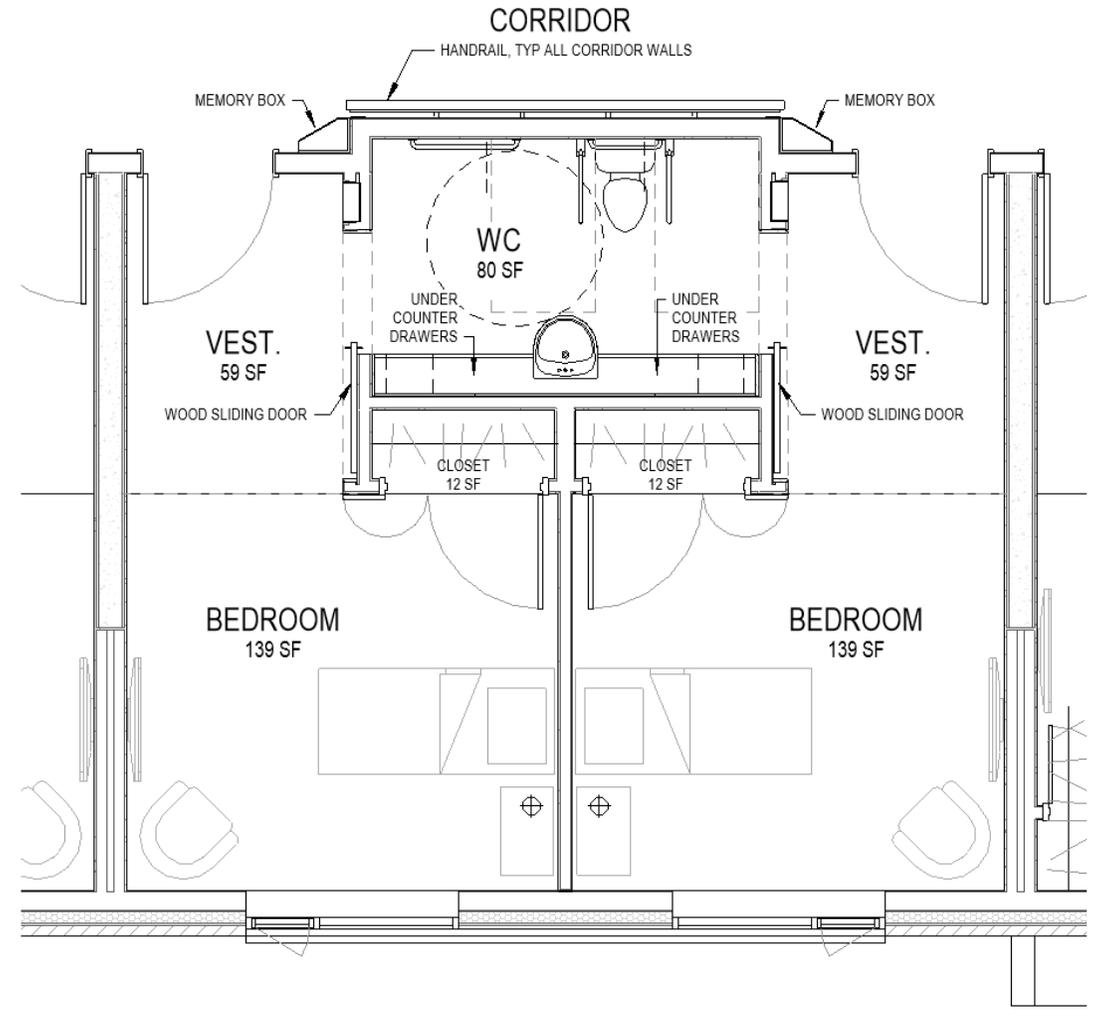
- Slide-in shower with bench and grab bars
- Floor mounted toilet with grab bars
- Barrier-free lavatory
- Sliding door entry



# UNIT COUNTS

## BASIC BEDROOMS

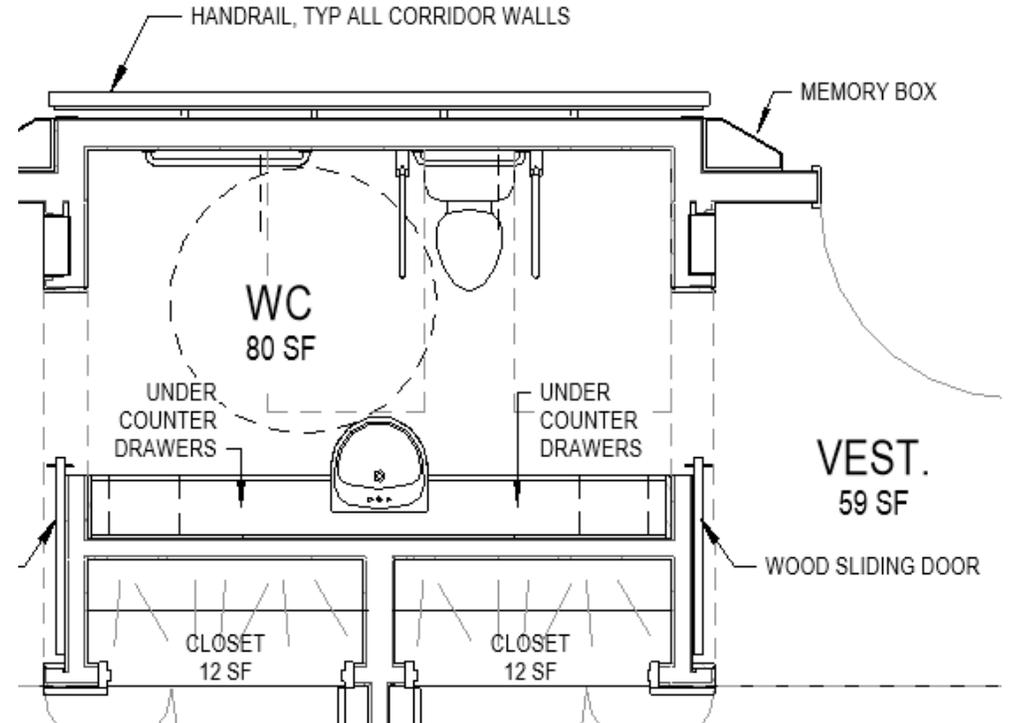
- 20 beds per RHA
- 40 beds per floor
- 1120 mm entry doorway
- Bed access from three sides



# UNIT COUNTS

## BASIC BEDROOMS WASHROOM

- Floor mounted toilet with grab bars
- Two-sided access to toilet, with fold-down grab bars
- Barrier-free lavatory
- Sliding door entry



## RHA DESIGN

- 2200mm wide corridors with handrails
- Accessible height counters and toe kicks
- Windows and sunlit atrium help orient occupants



## BUILDING STRATEGIES

- Visual and audible alarm system
- Lighting design focused on circadian health and the aging eye
- Accessible signage and wayfinding cues



# DEMENTIA FRIENDLY DESIGN

- Clear hierarchy of spaces through color and lighting
- Landmarks to aid navigation and independent movement



DATE: September 10, 2018

REPORT TITLE: **SENIORS HEALTH AND WELLNESS VILLAGE AT PEEL MANOR**

FROM: Mary Killeavy, Acting Commissioner of Corporate Services

## RECOMMENDATION

**That the site plan for the Seniors Health and Wellness Village located at Peel Manor, 525 Main Street North, Brampton, Ward 5, as presented to the Region of Peel Accessibility Advisory Committee, be supported;**

**And further, that notification of the Accessibility Advisory Committee's support for the subject site plan be provided to the City of Brampton Planning Department.**

### REPORT HIGHLIGHTS

- The Seniors Health and Wellness Village includes a Long Term Care (LTC) home, expanded Adult Day Services (ADS) and a community hub. It will be built on the park property adjacent to 525 Main Street North, Brampton.
- The accessibility features of the Seniors Health and Wellness Village (SHWV) at Peel Manor Redevelopment of 525 Main Street North will meet or exceed all applicable accessibility legislation and municipal requirements.

## DISCUSSION

### 1. Background

The current Peel Manor LTC centre is one of five centres owned and operated by the Region of Peel. The Peel Manor LTC centre is approaching the end of its useful life, and the Peel Regional Council requested that a new plan for the Peel Manor site be developed. The proposed redevelopment will construct the new Seniors Health and Wellness Village (SHWV) facility on parkland adjacent to the existing Peel Manor LTC centre to minimize relocation of the existing residents. The residents and staff will move into the new SHWV facility after it achieves building occupancy. The existing Peel Manor LTC centre will be demolished and parts of it repurposed for a community park after residents and staff vacate the existing facility.

The new SHWV facility will have a smaller footprint and will contain 4 floors, plus a lower level. The lower level includes the kitchen, laundry, maintenance space and underground parking. The first floor will serve the ADS, a community hub, shared spaces, and dedicated gardens. The second, third and fourth floors will be dedicated to long term care.

## 6.1-2

### SENIORS HEALTH AND WELLNESS VILLAGE AT PEEL MANOR

An Official Plan Amendment (OPA) and Zoning By-Law Amendment (ZBA) have been applied for with the City of Brampton planning committee and ratification of the OPA and ZBA is expected before October 2018.

The facility will incorporate accessibility features and will be available to the public.

#### 2. Accessibility Features

Accessible features include:

##### Exterior

- Double the minimum requirement for accessible parking spaces (Type A & B)
- A barrier-free path of travel between accessible parking and the main building entrance, complete with:
  - Painted lines identifying the path
  - Depressed curbs at paved walkways
  - Tactile surface indicators at curbs with high tonal contrast and raised profile
  - Automatic door operators at entrance doors
- Illuminated pedestrian areas throughout the site
- Edging at changes in grade, curbs and landscape features
- Reduced topography – smooth transitions and relatively flat conditions maintained
- No level change at building entrances
- Underground parking for ease of access

##### Interior

- Barrier-free access to amenities and washrooms
- Generously sized 27.8 sm (300 sq ft) rooms, barrier-free washrooms, and extra wide doors
- Wide corridors with handrails
- Elevators with braille controls and voice annunciation
- Low window sills to maximize views outside when seated
- Minimum 1200 mm (48") path of travel within offices, assembly areas, and change rooms
- Wheelchair accessible alcoves in all desks, counters, and millwork
- Wheelchair accessible sinks in all lavatories
- 1700-1830 mm (67"- 72") turn diameter in universal washrooms and locker/change rooms
- Barrier-free device mounting heights including:
  - Grab bars in washrooms
  - Washroom and shower fixtures and seat
  - Drinking fountains
- Door operator devices and access card readers mounted between 900-1200 mm (35" – 48") above the finished floor
- Signage mounted between 1200 mm (48") and 1500 mm (59") above the finished floor
- Visual and audible alarm system
- Distress alarm, with alerting device outside room
- Frequent areas for rest including benches with arm/backs along the path
- Firm slip resistant surface

### 6.1-3

## SENIORS HEALTH AND WELLNESS VILLAGE AT PEEL MANOR

- Clear wayfinding signage and markings with high tonal contrast at crosswalks/transitions

### CONCLUSION

The SHWV at Peel Manor LTC Redevelopment is designed with accessibility considerations at the forefront to meet the facility occupant's needs, the Region of Peel's Accessibility objectives, and meets or exceeds applicable legislative and municipal accessibility requirements.



Mary Killeavy, Acting Commissioner of Corporate Services

### Approved for Submission:



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D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Mary Killeavy, Acting Commissioner of Corporate Services at extension 4258 or [mary.killeavy@peelregion.ca](mailto:mary.killeavy@peelregion.ca)*

*Authored By: Bob Ho, Capital Project Manager, Construction Project Management*

**For Information**

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DATE: September 10, 2018

REPORT TITLE: **PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA)  
ACCESSIBILITY PLANNING UPDATE**

FROM: Sean Baird, Commissioner of Digital and Information Services

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## **OBJECTIVE**

To provide an update on Peel Art Gallery, Museum and Archives' progress in improving accessibility, removing barriers and implementing strategies set out in the Region of Peel Multi-Year Accessibility Plan.

### **REPORT HIGHLIGHTS**

- PAMA staff apply an accessibility lens to all planning for facilities, exhibitions, programs and services so that inclusivity and sense of belonging are seamlessly integrated into operations.
- PAMA delivers programs or participates in programs in creative formats to address abilities and learning styles such as Creative Expressions, Butterfly Home Project, and the Museum Accessibility Inclusion Empowerment Collaborative (MAIEC).
- Successful completion of 10 priority capital projects have removed numerous barriers to create a more inclusive and accessible PAMA.

## **DISCUSSION**

### **1. Background**

The Region of Peel is committed to removing barriers for persons with disabilities and making the Region of Peel an inclusive place for persons of all abilities.

PAMA's mandate is to share the story of Peel by providing diverse opportunities for creative exploration and discussion to help build cohesive communities. Service delivery outcomes focus on providing meaningful opportunities for people of all abilities to connect, create, and explore. Accessibility is addressed within the broader topic of inclusion, which guides PAMA policies, strategies, measures and actions.

PAMA's accessibility plan, a component of the Region of Peel Multi-Year Accessibility Plan, identifies how PAMA will remove barriers and improve accessibility for persons with disabilities. PAMA's plan builds on the vision of Community for Life, 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. PAMA staff apply an accessibility lens to all planning

## PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING UPDATE

for facilities, exhibitions, programs and services so that inclusivity and sense of belonging are seamlessly and creatively integrated into its operations. (Appendix I)

### 2. Service Delivery Highlights

PAMA delivers programs in creative formats to address abilities and learning styles. These examples illustrate diverse ways PAMA services support impacts for Peel residents:

#### a) Creative Expressions

Creative Expressions is an art therapy outreach program designed to foster creativity and personal self-expression for children and adults with developmental and physical challenges. This PAMA program helps participants reach their fullest potential while exploring art in a fun, supportive and relaxed environment.

Creative Expressions has served over 3,000 participants since 2009. In 2018 PAMA mounted an exhibition featuring art and creative expression of over 90 participants from 15 organizations. Over 5,000 visitors viewed this exhibition during its 10 week run.

Supported by Brampton and Caledon Community Foundation, Mississauga Community Foundation, Community Foundations of Canada and Alliance 150, the Creative Expressions program is in high demand with a current wait list of 20 organizations. PAMA's Advisory Board made up of community volunteers is committed to help grow the program to meet the community's needs and will be launching a fundraising campaign this fall.

#### b) Butterfly Home Project

The Region of Peel's Butterfly Home Project is helping to create a place that improves the wellbeing of people living with dementia. PAMA art staff embraced the opportunity to become the colour advisors for the Malton Village Long Term Care Centre transformation.

#### c) Museum Accessibility Inclusion Empowerment Collaborative

PAMA partnered in a 2017 accessibility pilot project with the Royal Ontario Museum, Canadian Centre for Diversity and Inclusion, and the Ontario Museum Association. This Trillium-funded project was dedicated to creating substantive and meaningful change to foster a more diverse and inclusive cultural sector.

The Museum Accessibility Inclusion Empowerment Collaborative launched a youth mentorship program for emerging museum professionals in Peel Region with the objective of shaping a new cohort of museum leaders with innovative practices of diversity and inclusion. Eight diverse individuals were chosen to participate in the project which included training to develop cultural competency and inclusive leadership skills; community focus groups; and participation in a diversity census tool and inclusion survey to help establish a demographic profile and baseline of perspectives on diversity and inclusion in the PAMA workforce. PAMA continues to build on key learnings from this initiative.

### 3. Design of Public Spaces Highlights

Recommendations of the Accessibility Advisory Committee and ongoing assessment of accessibility best practices translated into successful completion of 10 priority capital

## PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING UPDATE

projects to remove barriers and create a more inclusive and accessible PAMA. Capital investment in these priorities from 2013 to 2018 totalled approximately \$1 million.

Highlights include:

- Modernization of two elevators, including hydraulics replacement and cab retrofits with contrast finishes, now delivers reliable service. Twenty-five percent of this project was federally funded under the Canada 150 Community Infrastructure Program.
- Creation of four gender-neutral accessible washrooms, serving the needs of all guests and staff.
- Accessible push buttons on all 26 interior public use doors.
- Art Studio counter and sink designed for universal access.
- Vestibule reconfiguration in Historic Courthouse, providing easy movement for individuals using assistive devices.
- PAMA loading dock scissors lift retrofit, to meet safety standards and emergency transport requirements.

### 4. Accessible Formats Highlights

PAMA exhibition design incorporates accessible design principles for content, exhibition items (artifacts, graphics) label text and design, audio visual and interactives, circulation routes, furniture, colour, lighting, and programming spaces.

Further actions will be taken to remove barriers and make PAMA more accessible including engagement and co-creation with the deaf community, increased presentation of alternate formats, and use of technology to increase access to content.

## CONCLUSION

PAMA proactively identifies and seeks solutions to remove barriers so that its programs, services, and facilities are accessible for persons with disabilities. Continued effort is required to achieve PAMA's multi-year plan to become more accessible and barrier free. PAMA will continue to collaborate with accessibility partners to provide meaningful opportunities for all residents of all abilities to connect, create and explore.



Sean Baird, Commissioner of Digital and Information Services

PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING  
UPDATE

Approved for Submission:



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D. Szwarc, Chief Administrative Officer

**APPENDICES**

Appendix I - PAMA Accessibility Status 2013-2018

*For further information regarding this report, please contact Marty Brent, Manager, Peel Art Gallery, Museum and Archives (PAMA) at [Marty.Brent@peelregion.ca](mailto:Marty.Brent@peelregion.ca)*

*Authored By: Marty Brent, Manager, Peel Art Gallery, Museum and Archives (PAMA)*

## APPENDIX I

## PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING UPDATE

## PAMA ACCESSIBILITY STATUS 2013 - 2018

The Region of Peel Art Gallery, Museum & Archives (PAMA) continues to look for opportunities to improve accessibility and remove barriers in the delivery of programming, services and exhibitions.

Requirement	Action
Training	<p>Mandatory training of new hires.</p> <p>Accessible Customer Service training by all Service Peel staff at PAMA.</p>
Accessible formats and communication supports	<p>Accessibility considerations for exhibitions includes typography, contrast, texture, spacing, height placement, as well as alternate formats such as large font labels and publications.</p> <p>Introduction of 11 touch screens in 2017 to expand exhibition access. These screens accommodate vision impaired visitors, with scalable font, sound alternative, and multiple languages and are now incorporated regularly into PAMA exhibitions.</p> <p>PAMA website accessibility content reflects current access status.</p>
Design of public spaces	<p>2 elevators modernized and upgraded based on AODA guidelines to provide consistent reliable access to all PAMA levels and services.</p> <p>Retrofit of Court House 2<sup>nd</sup> floor door passage and vestibule reconfiguration completed to permit easy movement for individuals using assistive devices.</p> <p>Creation of 4 gender neutral washrooms in the Museum, bringing the total of gender neutral washrooms at PAMA to 5, to improve inclusive access and visitor service.</p>

**6.2-6**

**APPENDIX I**

**PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING UPDATE**

	<p>Accessible push buttons installed on 26 interior public use doors, ensuring access to all programs and services.</p> <p>Art Studio space conversion to accommodate accessible sink and counter.</p> <p>Scissors lift retrofit (Art Gallery receiving area) now provides emergency transport for individuals using assistive devices in the Art Gallery when the elevator is not functioning.</p> <p>Visual barriers at pillars in Manning Square addressed by colour contrast vinyl wraps.</p> <p>Glass door transparency issues addressed by decal applications.</p> <p>PAMA supported The Butterfly Home Project as color advisor to the Malton Village Long Term Care Centre transformation.</p>
<p>Culture and Inclusion</p>	<p>Programs developed and delivered in creative formats to address abilities and learning styles. PAMA's Creative Expressions program (art therapy workshops) and Memories and Young at Heart (sensory programs for seniors) are created to stimulate memory and conversation using multi-sensory elements with residents in retirement and long-term care residences.</p> <p>Increased public awareness about inclusivity through exhibitions such as Beyond Sit – Stay: dogs in our service.</p>

## 6.2-7

### APPENDIX I

#### PEEL ART GALLERY, MUSEUM AND ARCHIVES (PAMA) ACCESSIBILITY PLANNING UPDATE

	<p>To build cultural competency, PAMA partnered in a 1 year pilot museum diversity and inclusion mentorship with ROM, Ontario Museum Association, Ryerson University and Canadian Centre for Diversity and Inclusion.</p> <p>Wheelchairs are now available at Art Gallery and Museum entrances for visitors' use and comfort when visiting PAMA.</p> <p>To reduce financial barriers, free admission to PAMA is widely available, through family library passes, on special event days including Family Day and Culture Days, during corporate sponsored months such as April for Sikh Heritage Month, and when major exhibition installation is underway.</p>
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# **PAMA** Accessibility Improvements

**Accessibility Advisory Committee**  
**September 20, 2018**

Marty Brent,  
PAMA Manager  
Region of Peel

# Agenda

- **Background**
- **PAMA Principles**
- **Improved Access, 2012 - 2018**
- **Next steps**

# Background

# Background

Major PAMA renovation completed 2012-2013, meeting Building Codes as well as all Accessibility Code of City of Brampton.

## **2012 Review by Accessibility Committee**

- 13 areas of concern identified

# Background

## 2012 – 2018

- Capital investment of \$1 million for accessibility improvements.
- Substantial work performed to remove barriers and increase accessibility and inclusivity.
- Renovation a catalyst for staff development and implementation of accessible design standards for exhibitions and programs.

# Background

## Ongoing

Accessibility is a primary lens for planning and implementation of all PAMA exhibition design and communication.

# PAMA Principles

# PAMA Principles

- PAMA strives to make its services and resources available to all potential visitors.
- PAMA should be accessible and relevant, and draw support for its community.

# PAMA Principles

- PAMA buildings and grounds must provide a safe and functional environment for visitors, staff, the collections and associated activities.
- PAMA is committed to inclusivity.

Inclusivity = planning through an accessibility lens.

# Improved Access

2012 – 2018

# Improved Access in public spaces, 2012 – 2018

- From inadequate washrooms to barrier free gender neutral museum washrooms.
- Clear signage in the right locations.



# Improved Access in public spaces, 2012 – 2018

- Doorway reconfiguration to create welcoming spaces.
- Push button door openers ensure access for all programs and services.



6.2-20

# Improved Access in public spaces, 2012 – 2018

- Improved wayfinding with floor decals enhances the visitor experience.
- Wrapped columns identify structural barriers.



# Improved Access in public spaces, 2012 – 2018

- Transparent glass doors have decals so they are visible.
- Exhibition design includes typography, contrast, texture, spacing, height placement, and alternate formats.



# Improved Access in public spaces, 2012 – 2018

- Digitized content engages visitors inclusively.

Peel 150  
Stories of Canada

Menu  
Select Category

Previous

© 2011 Peel 150 Network (All Rights Reserved)

Canada 150  
PAMA  
Region of Peel  
working with you

Peel 150  
Stories of Canada

Menu  
Select Category

1987-2011 ALL COMMUNITY CREATED SECTION

## Casualty of War: Portrait of Maharaja Duleep Singh, 2013

The Singh Twins

The Singh Twins, two sisters who live in Liverpool, England, work collectively on their paintings. They probe their Sikh heritage and the rich tradition of image making within their culture to critique modern society. Their sources include Sikh miniature painting, Sikh history, and the poetic blend of images and words. This print interprets the tragic life of the last Sikh Maharaja, Duleep Singh, who as a child was exiled from India in the 19th century and, apart from two brief, highly controlled visits, was forbidden to return home. Although he lived in relative splendour in Victorian England, he died a broken man in Paris in 1893 at the age of 55.

Photo Credit: PAMA

OBJECT NAME  
*Casualty of War: Portrait of Maharaja Duleep Singh*

CREATOR  
The Singh Twins

DATE  
2013

MATERIAL  
Giclee on paper

OBJECT TYPE  
Print

SUBJECT  
[Innovation](#)  
[Community](#)

DONOR  
Purchased from the artists with funds from the David Somers Works on Paper Endowment and an anonymous private donation  
PAMA Art Gallery collection

Canada 150  
PAMA  
Region of Peel  
working with you

# Next Steps

## Next Steps

- Continued investment through PAMA 10 year capital and state of good repair plans for accessibility priorities.
- Continue to incorporate inclusivity (including accessibility) lens into all exhibition planning and design, with increased focus on improving access for those with invisible disabilities.

## Next Steps

- Further consultation with accessibility leaders and implementation plan to increase tactile and sensory interactive experiences in exhibitions and programs.
- In collaboration with IT, develop and implement PAMA's Collections Management System and other technologies, which can increase digital access to archival, art and history content.

# Next Steps

- Growing Creative Expressions Program with PAMA Advisory Board and Community



# Thank you!

Contact info:

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Region of Peel

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905-791-4055 ext. 4676

**For Information**

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DATE: September 6, 2018

REPORT TITLE: **ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 20, 2018**

FROM: Mary Killeavy, Acting Commissioner of Corporate Services

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## OBJECTIVE

To provide an update of the activities undertaken by the Region of Peel Accessibility Planning Program (AP) and the Accessibility Advisory Committee (AAC) since the June 21, 2018 AAC meeting.

### REPORT HIGHLIGHTS

- The Accessibility Advisory Committee and Accessibility Planning Program were involved in various activities during this period, which are categorized as follows:
  - Consultation and compliance support provided to Regional Programs;
  - Participation in community events.
- This report also highlights upcoming events, if any.

## DISCUSSION

### 1. Background

The main objective of the Region of Peel's Accessibility Planning Program (AP) is to ensure that Regional programs, services and facilities continue to be inclusive and accessible for persons with disabilities. To accomplish this objective, the Accessibility Planning Program works collaboratively with all Regional departments and the Region of Peel Accessibility Advisory Committee (AAC).

### 2. Activity List

#### a) Consultation and Compliance Support

##### i) Council Chamber Retrofit

- The current technology in the Council Chamber was last updated in 2008 and has since become outdated, cumbersome and unreliable to use.
- A complete upgrade to the technology is required to ensure efficient and reliable service to the organization.
- The upgrade will enhance the user experience and improve system functionality and stability.

## 6.3-2

### ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 20, 2018

- Accessibility Planning staff have been included in the consultation process to ensure that accessibility is taken into account in the upgrade.
- Accessibility considerations include:
  - Large video projection screen for improved quality of presentations;
  - Portable, height adjustable podium that will serve the needs of any user, regardless of their height;
  - Extended microphones at Councillor desks to allow for easier reach;
  - Assistive listening system;
  - Video and audio conferencing capabilities.
- Retrofits will be completed in the fall of 2018.

#### ii) 2018 Summer Job Challenge Student Accessibility Training

- As required under the Integrated Accessibility Standards Regulation, accessibility training was provided to 150 summer students on July 4, 2018.
- These students are part of the Region of Peel's Summer Job Challenge program.
- The program, which runs during the summer provides youth in Peel who experience barriers to employment, an opportunity to earn income and gain valuable work experience.

#### iii) Design of Public Spaces Standard for Multi-Use Trails and Rest Areas

- Accessibility Planning staff met with staff from Sustainable Transportation to discuss the development of a standard for the design of multi-use trails leading to a signalized intersection with separate crosswalks and crossrides.
- A meeting will be scheduled with the Site Plan and Construction Advisory Working Group in the fall to consult on the design of crossrides as well as the design of rest areas.

#### iv) Recruitment for the Region of Peel AAC 2018 – 2022 Term

- Preparation is underway for the recruitment of AAC volunteer members for the 2018-2022 term of Council.
- Advertisements were posted in local newspapers, Region of Peel website, social media outlets and community agencies during the second week of September.
- Applicants are required to submit a resume along with a letter of interest.
- Deadline for applications is September 28, 2018.
- Members of the AAC are welcome to re-apply and are encouraged to share the information with their networks.
- Candidate selection for the new membership will be made by the end of the year.

### b) Participation in Community Events

#### i) GTA Accessibility Advisory Committee Joint Meeting – August 3, 2018

- The TTC Advisory Committee on Accessible Transportation hosted a GTA AAC joint meeting on Friday, August 3, 2018.
- Participants included members of AACs throughout the GTA as well as transportation services providers including TTC, Metrolinx and Presto.

**ACCESSIBILITY PLANNING PROGRAM UPDATE - SEPTEMBER 20, 2018**

- Peel participation included members of the TransHelp Accessible Transportation Advisory Committee, the Region's AAC as well as staff from the Accessibility Planning and TransHelp Programs.
- The objective of the meeting was to exchange information on the provision of accessible transportation services by different service providers throughout the GTA and share best practices, with the intent of improving transportation services for persons with disabilities.
- Items of discussion included: cross-border trips; eligibility for specialized transit; the integration of conventional and specialized transit; fares, ID's and support person cards; accessible vehicle design and criteria for size of mobility devices.
- A follow up meeting was suggested for the spring of 2019.
- Thank you to the AAC members Naz Husain and Mary Daniel who attended on behalf of the Region's AAC.

**c) Upcoming Events**

**ii) International Day of Persons with Disabilities 2018**

- International Day of Persons with Disabilities falls on December 3<sup>rd</sup> of each year with the aim of promoting awareness and empowerment to help create opportunities for people with disabilities.
- The Region of Peel will be once again commemorating International Day of Persons with Disabilities.
- More information will be provided as planning gets underway for this year's commemoration.
- AAC volunteers are requested to assist with planning the celebration.

**CONCLUSION**

This report summarizes the activities and consultations that the AP Program has been involved in, together with participation of members of the AAC since June 21, 2018. The AAC and AP program continue to engage in activities that support the Region of Peel's primary accessibility objective of ensuring Regional programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.



Mary Killeavy, Acting Commissioner of Corporate Services

**Approved for Submission:**



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D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Juliet Jackson, Director, Culture & Inclusion, Ext. 6741, [juliet.jackson@peelregion.ca](mailto:juliet.jackson@peelregion.ca).*

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist*

**ADDITIONAL MATERIALS  
DISTRIBUTED AT MEETING**

**Policy on accessible education for students with disabilities**

## **Executive summary**

Education is vitally important to a person's personal, social and academic development. Achieving one's education potential affects a person's ability to take part in the labour market, live independently, participate meaningfully in society, and realize their full potential.

The Ontario *Human Rights Code* (*Code*) recognizes the importance of creating a climate of understanding and mutual respect for the dignity and worth of each person, so that each person can contribute fully to the development and wellbeing of the community and the Province. The *Code* guarantees the right to equal treatment in education, without discrimination on the ground of disability, as part of the protection for equal treatment in services. This protection applies to elementary and secondary schools, and colleges and universities, both public and private.

The Ontario Human Rights Commission (OHRC) has recognized for some time that, despite a highly regulated and complex education framework designed to address the "special needs" of students, students with disabilities continue to face obstacles in their attempts to access educational services in Ontario. "Disability" continues to be the most often cited ground of discrimination under the *Code* in human rights claims made to the Human Rights Tribunal of Ontario (HRTO), with significant systemic issues being raised in disability and education claims. Statistics Canada reports that Ontarians with disabilities continue to have lower educational achievement levels, a higher unemployment rate, and are more likely to have low income than people without disabilities.

While there have been some significant gains for people with disabilities in recent years, it is clear that students with disabilities continue to experience difficulties accessing services at all levels of Ontario's education system. Ongoing barriers include:

- ineffective communication to parents and students about their right to accommodation, and their right to be free from discrimination and harassment in education
- inadequate training for education providers on disability-related issues, and the duty to accommodate students with disabilities
- insufficient resources and supports in the classroom
- long waiting lists for assessments
- negative attitudes and stereotypes
- physical inaccessibility

## 8.1-2

- inappropriate requests for medical information
- ineffective dispute resolution processes
- outright denial of disability-related accommodations.

A student's experience may be further complicated when discrimination based on disability intersects with discrimination based on other grounds under the *Code*, such as race, sex, sexual orientation, age or another type of disability, *etc.* People with disabilities are also more likely to have low incomes than people without disabilities, and many people live in chronic poverty. A student's experience with low income may be highly relevant to understanding the impact of discrimination on a student with a disability, and this may result in specific experiences of discrimination.

Students with disabilities are a diverse group, and experience disability, impairment and societal barriers in many different ways. Disabilities are often "invisible" and episodic, with people sometimes experiencing periods of wellness and periods of disability. All students with disabilities have the same rights to equal opportunities under the *Code*, whether their disabilities are visible or not.

The OHRC is an independent statutory body whose mission is to promote, protect and advance human rights across the province as set out in the *Code*. To do this, the OHRC identifies and monitors systemic human rights trends, develops policies, provides public education, does research, conducts public interest inquiries, and uses its legal powers to pursue human rights remedies that are in the public interest.

The OHRC's policies reflect its interpretation of the *Code*, and set out standards, guidelines and best practice examples for how individuals, service providers, housing providers, employers and others should act to ensure equality for all Ontarians. The OHRC's *Policy on accessible education for students with disabilities* provides practical guidance on the legal rights and responsibilities set out in the *Code* as they relate to the ground of disability in the context of education. In particular, the policy addresses:

- the evolving legal definition of disability, and its implications for education providers
- the impact of ableism on the delivery of education and on the experiences of students with disabilities
- recognition of the central importance of inclusive design in the education context
- an emphasis on accommodations that promote integration and full participation

### 8.1-3

- recognition that students with disabilities are individuals first, and should be considered, assessed and accommodated on an individual basis
- acknowledgement of the unique ways in which students who identify by the ground of disability, along with one or more additional *Code* grounds (e.g. race, ancestry, sex, sexual orientation, etc.) may experience discrimination (i.e. the concept of “intersectionality”)
- the duty of education providers, in certain circumstances, to inquire into whether a student has needs related to a disability, and to offer assistance and accommodation, even if the student has not made a specific accommodation request
- the type of medical/healthcare information that can be requested by education providers and should be provided by students to support an accommodation request
- the principle that accommodation is a responsibility shared by all parties to the process
- a reaffirmation of the high standard of undue hardship.

Educational institutions operating in Ontario have a legal duty to take steps to prevent and respond to breaches of the *Code*. This responsibility includes maintaining accessible, inclusive, discrimination and harassment-free education environments that respect human rights. It is not acceptable to choose to stay unaware of discrimination or harassment of a student with a disability, whether or not a human rights claim has been made.

The OHRC’s *Policy on accessible education for students with disabilities* will help education providers recognize and fulfil their obligations under the *Code*, design their facilities, policies and procedures more inclusively, respond appropriately and in a timely way to accommodation requests, and effectively address complaints related to disability before they escalate to human rights claims made to the HRTO.

The OHRC’s Recommendations to key education players to improve educational outcomes for students with disabilities are set out Appendix A. Students with disabilities deserve to feel that they are valued and that they belong. Ontario’s success and prosperity as a province depends upon its ability to ensure that all students are given the opportunity to reach their full potential and contribute meaningfully to their communities. Ontario’s educational institutions play a crucial role in achieving this objective.

**RECOMMENDATIONS**

# Improving education outcomes for students with disabilities



**Recommendations to improve education outcomes for students with disabilities****Principles**

For the education system to function effectively it must be inclusive and allow students with disabilities to thrive. In particular, key players in the education system must take all necessary steps to:

- remove barriers in the disability accommodation process
- ensure transparent oversight and accountability for the timely and effective accommodation of students with disabilities
- implement Universal Design for Learning (UDL) across all education system, while continuing to provide accommodation based on individual needs
- provide effective training and education for education providers on human rights, disability rights and accommodation
- put students with disabilities at the centre of all decision-making processes.

To accomplish these goals, the Ontario Human Rights Commission (OHRC) recommends the following specific actions that should be implemented in consultation with education partners possessing pertinent expertise and communities with lived experience.

**Recommendations to the government of Ontario**

1. Communicate effectively to students, parents, guardians, support persons, etc. through multiple platforms and forums about the right to disability-related accommodation, the right of students and parents to participate in the accommodation process, the primacy of the Ontario *Human Rights Code*, the applicable legislation and requirements, and the dispute resolution options.
2. Address and resolve persistent delays in the provision of accommodation to students with disabilities, including barriers caused by long waiting lists for professional assessments.
3. Monitor and support education providers to respond appropriately to new or changing demands in the provision of educational services (e.g. an increase in the number of accommodation requests related to mental health disabilities).
4. As an alternative to existing formal adjudicative processes, establish a timely and effective dispute resolution mechanism at the local level to resolve conflict that may arise at any stage of the accommodation process (e.g. disputes about particular forms of accommodations, delays in the provision of accommodation, disciplinary actions taken against students with disabilities, etc.).
5. Require school boards, colleges and universities to collect and provide to the government intersectional, demographic data on students with disabilities and accommodations provided. This data should also identify the nature of the disability

\* These Recommendations are meant to be read in conjunction with the OHRC's *Policy on accessible education for students with disabilities*.

## 8.1-6

### Recommendations to improve education outcomes for students with disabilities

(e.g. physical, developmental/intellectual, mental health, etc.), and be disaggregated to determine whether the student identifies with any other *Code* ground (e.g. sex, race, Indigenous ancestry, etc.). Data collected should include:

- i. number of students with disabilities in mainstream classrooms versus self-contained classrooms (primary and secondary levels only)
  - ii. number of students with disabilities who are disciplined or excluded from school
  - iii. length of time taken to provide interim and final accommodations from the date of the accommodation request (or when the need is known)
  - iv. length of time taken to resolve accommodation-related disputes
  - v. length of time taken for students with disabilities to complete their programs
  - vi. number of students with a disability who leave their programs before graduating
  - vii. information that would allow for an analysis of disparities in availability of special education supports for students in urban, wealthy school districts versus students from rural, Northern, remote, Indigenous, and/or impoverished school districts (primary and secondary levels only).
6. Analyze demographic data received from school boards, colleges and universities to identify barriers and address concerns that may lead to systemic discrimination. Data should be made available to the public.
  7. Require school boards, and colleges and universities respectively to implement Universal Design for Learning (UDL) across all of their education systems.

#### **Primary and secondary education**

8. Ensure that communications to students and parents make it clear that education providers have a legal obligation to accommodate all students with disabilities, not just those students whose disabilities are listed in the Ministry's "special education" or "exceptionality" categories.
9. Identify and end the practice of exclusion wherein principals ask parents to keep primary and secondary students with disabilities home from school for part or all of the school day (and the role that an improper use of section 265(1)(m) of the Education Act may be playing in this practice).
10. Work with First Nations partners to implement the recommendations in the May 2017 Ontario First Nations Special Education Review Report.

## 8.1-7

### Recommendations to improve education outcomes for students with disabilities

11. Evaluate existing funding structures and levels to ensure adequate resources are provided to school boards to meet the identified needs of all primary and secondary students with disabilities, provide timely and appropriate accommodation, and provide effective and current training for teachers and staff.
12. Develop an effective public accountability mechanism to track and audit how school boards spend special education funding.
13. Work with the Ontario College of Teachers to review all aspects of the curriculum for teachers' colleges to ensure that prospective teachers and administrators have sufficient and practical instruction on disability issues (including specific training on common disabilities such as autism, ADHD, learning disabilities including dyslexia, mental health disabilities, etc.), the requirements of the *Code*, and UDL.
14. Work with the Ontario College of Teachers to provide regular and ongoing mandatory professional development opportunities for all teachers and administrators on how to fulfil their human rights obligations.

#### **University and Colleges**

15. Work with post-secondary institutions to ensure that all students, staff and faculty understand the rights and responsibilities set under the *Code*, the principles of UDL, and are properly trained to respond to disability issues that arise in the post-secondary educational experience.

#### **Recommendations to school boards and private educational providers**

16. Communicate effectively to students, parents, guardians, support persons, etc. through multiple platforms and forums about the right to disability-related accommodation, the right of students and parents to participate in the accommodation process, the primacy of the Ontario *Human Rights Code*, the applicable legislation and requirements, and the dispute resolution options.
17. Provide timely and effective accommodation (e.g. by providing early assessment, early intervention or interim accommodation while waiting for a professional assessment), and refrain from obstructing or delaying the accommodation process by rigidly insisting on formalities, unnecessary professional assessments, or diagnosis information.
18. Monitor and support education providers to respond appropriately to new or changing demands in the provision of educational services (e.g. an increase in the number of accommodation requests related to mental health disabilities).

## 8.1-8

### Recommendations to improve education outcomes for students with disabilities

19. Ensure that all staff and faculty understand the rights and responsibilities set under the *Code*, the principles of UDL, and are properly trained to respond to disability issues that arise in the primary and secondary educational experience.
20. Identify and end the improper use of exclusions wherein principals ask parents to keep primary and secondary students with disabilities home from school for part or all of the school day (and the role that an improper use of section 265(1)(m) of the Education Act may be playing in this practice).
21. Ensure that money currently geared toward the accommodation of students with disabilities is used to remove barriers to inclusive participation and provide supports to all students with disabilities and their teachers.
22. Implement Universal Design for Learning (UDL) across all education systems, while continuing to provide accommodation based on individual needs.
23. Collect, analyze and make publicly available intersectional, demographic data on students with disabilities and accommodations provided. This data should also identify the nature of the disability (e.g. physical, developmental/intellectual, mental health, etc.), and be disaggregated to determine whether the student identifies with any other *Code* ground (e.g. sex, race, Indigenous ancestry, etc.). Data collected should include:
  - i. number of students with disabilities in mainstream classrooms versus self-contained classrooms (primary and secondary levels only)
  - ii. number of students with disabilities who are disciplined or excluded from school
  - iii. length of time taken to provide interim and final accommodations from the date of the accommodation request (or when the need is known)
  - iv. length of time taken to resolve accommodation-related disputes
  - v. length of time taken for students with disabilities to complete their programs
  - vi. number of students with a disability who leave their programs before graduating
  - vii. information that would allow for an analysis of disparities in availability of special education supports for students in urban, wealthy school districts versus students from rural, Northern, remote, Indigenous, and/or impoverished school districts.

**Recommendations to colleges and universities**

24. Communicate effectively to students, parents, guardians, support persons, etc. through multiple platforms and forums about the right to disability-related accommodation, the right of students and parents to participate in the accommodation process, the primacy of the Ontario *Human Rights Code*, the applicable legislation and requirements, and the dispute resolution options.
25. Ensure that all staff and faculty understand the rights and responsibilities set under the *Code*, the principles of UDL, and are properly trained to respond to disability issues that arise in the post-secondary educational experience.
26. Provide timely and effective accommodation, and refrain from obstructing or delaying the accommodation process by rigidly insisting on formalities, unnecessary professional assessments, or diagnosis information.
27. Support education providers so they can respond appropriately to new or changing demands in the provision of educational services (e.g. an increase in the number of accommodation requests related to mental health disabilities).
28. Implement Universal Design for Learning (UDL) across all education systems, while continuing to provide accommodation based on individual needs.
29. Collect, analyze and make publicly available intersectional, demographic data on students with disabilities and accommodations provided. This data should also identify the nature of the disability (e.g. physical, developmental/intellectual, mental health, etc.), and be disaggregated to determine whether the student identifies with any other *Code* ground (e.g. sex, race, Indigenous ancestry, etc.). Data collected should include:
  - i. number of students with disabilities who are disciplined or excluded from school
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