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| City of Mississauga |
| 2013 Annual Report |
| of the Multi-Year Accessibility Plan |
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This Report is available in alternate accessible formats, upon request.

**Executive Summary:**

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Ontarians with Disabilities Act* (ODA, 2001) and the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City’s 11th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2013, in reference to the various projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in the City of Mississauga. Essentially, by removing barriers for persons with disabilities, we are removing barriers for everyone!

Additional accessibility successes that are not directly related to the projects listed in the Multi-Year Accessibility Plan (2012-2017 Initiatives) and the Integrated Accessibility Standards Regulation (IASR) Implementation Plan are listed towards the end of the report.

The [Multi-Year Accessibility Plan (2012-2017 Initiatives, dated January 26, 2012)](http://www.mississauga.ca/portal/residents/accessibility), as approved by Council in March, 2012, launched the City’s new approach to accessibility planning. The Plan follows a new format from previous City of Mississauga Accessibility Plans, by listing projects that are associated with each set of accessibility standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). This includes the projects associated with the implementation of the Integrated Accessibility Standards Regulation (IASR).

MiWay’s 2013 Annual Report outlines the improvements made to the system in 2013 and can be found by accessing [MiWay’s website](http://www.mississauga.ca/portal/miway). This report is also included as an Appendix to this 2013 Annual Report of the Multi-Year Accessibility Plan.

With the (IASR) being passed in 2011, and amendments being added in 2012 (Design of Public Spaces Standard), the City’s main focus for accessibility planning for the next few years is on the implementation of the requirements in the legislation.

The legislation covers general, information and communication, employment and transportation requirements. Within the general requirements of the IASR is reference to Accessibility Plans. Accessibility Plans are to be reviewed at least once every five years, and municipalities are to prepare an annual status report on the progress of measures taken to implement the strategy referenced in the Accessibility Plan.

In December 2012, the Ministry of Community and Social Services amended the IASR, under the *Accessibility for Ontarians with Disabilities Act* (AODA), to include new standards governing the design of public spaces in the built environment. The standards outline new requirements for municipalities to incorporate into the design of the following public spaces beginning in 2016. Note, however, that these requirements apply to contracts signed after January 1, 2013:

* 1. Recreational Trails and Beach Access Routes
  2. Outdoor Public-Use Eating Areas (e.g. rest stops or picnic areas)
  3. Outdoor Play Spaces (e.g. playgrounds)
  4. Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps, accessible/audible pedestrian signals)
  5. Accessible parking (on and off-street)
  6. Obtaining Services (e.g. services counters, waiting areas)
  7. Maintenance (of accessibility-related equipment and features in public spaces).

In this 2013 annual report a number of new projects have been added under the category: “Accessible Built Environment Initiatives” (starting on p 31) to reflect these new (mainly outdoor elements) built environment requirements. On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015.  The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated (mainly indoor elements). For further details go to the [Ministry of Municipal Affairs and Housing website](http://www.mah.gov.on.ca/Page10547.aspx).

To review details of the Design of Public Spaces Standards go to the provincial government [e-laws site](http://www.e-laws.gov.on.ca/html/source/regs/english/2012/elaws_src_regs_r12413_e.htm).

The AODA and its standards apply to private, public and non-profit organizations, with various compliance timelines between 2011 and 2025.

The City of Mississauga consults with the [Mississauga Accessibility Advisory Committee](http://www.mississauga.ca/portal/residents/advisorycommittee) (AAC) which advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility) including persons with disabilities.  Their role is to review municipal policies, programs and services and to assist with the identification, removal and prevention of barriers faced by persons with disabilities.

The City of Mississauga Accessibility Staff Working Group, IASR Project Team (staff), IASR Steering Committee (Directors), other staff across the Corporation, and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

This Annual Report and the Multi-Year Plan demonstrates the City’s commitment to making accessibility a part of everyday business. Barriers have been removed in many areas including: City owned buildings, parks, transportation services, recreation services, and the development of policies that promote inclusion.

| Project Title | Description | Time Frame | Lead Department | Achievements/Next Steps |
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| **General Initiatives** | | | | |
| Multi-year Accessibility Plan  (IASR, 4) | An outline of the City’s strategy to prevent and remove barriers and meet requirements under the *Accessibility for Ontarians with Disabilities Act*, (AODA) and our obligations under the Accessibility Standards  This will include an annual status report on the progress with the initiatives in the Plan. | 2012  Annual | Corporate Services, Facilities and Property Management, Accessibility Coordinator | The Multi-year Accessibility Plan was approved by Council on March 7, 2012.  This 2013 Annual Report of the Accessibility Plan is the second report under, under the 2012-2017 Multi-Year Accessibility Plan.  Past Annual Accessibility Plans (since 2003) and the Multi- Year Accessibility plan can be found on the City’s ["Accessibility - Removing Barriers" website](http://www.mississauga.ca/portal/residents/accessibility). |
| Inclusion of Accessibility Planning in the City’s Strategic Plan, Departmental and Master Plans. | Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:   * The City’s Strategic Plan: Our Future Mississauga. * Older Adult Plan * Youth Plan * Mississauga Transitway Project * Hurontario/Main Street Master Plan (LRT) * Inspiration Lakeview Project * Inspiration Port Credit * Downtown 21 Master Plan * Credit River Parks Strategy * Cycling Master Plan * Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas * Information Technology Strategic Plan * Mississauga Official Plan * Economic Development Strategy * Living Green Master Plan * Communications Master Plan 2012 * Waterfront Parks Strategy * Sport Plan | Ongoing | Corporate Services, Facilities and Property Management,  All Departments in collaboration with Accessibility Coordinator | Many city-wide planning projects are reviewed annually in conjunction with the [**City’s Strategic Plan**](http://www.mississauga.ca/portal/strategicplan), under these pillars: Move, Belong, Connect, Prosper and Green.  These are some of the highlights that are related to accessibility under each Pillar:  **Move:**  -The first Transportation Committee (consisting of all members of Council) was held on Sept. 3, 2013. A presentation was made at their first meeting with the following highlights that relate to accessibility for persons with disabilities:   * New initiatives such as traffic calming and complete streets are examples of ways to improve road network capacity and efficiency without necessarily increasing road widths * The major projects planned over the next 25 years include: Mississauga Transitway (a dedicated east-west transitway across Mississauga), the Hurontario-Main LRT, the Union Pearson Express and in the longer term, enhanced two way GO rail service and the Dundas Street BRT. * Preliminary design for the [Hurontario-Main LRT](http://lrt-mississauga.brampton.ca/EN/Pages/Welcome.aspx) is underway. * [Mississauga Transitway](http://www.mississauga.ca/portal/miway/brt) is underway. Phase 1 from the City Centre to Dixie Station is expected to be open in spring 2014. * Transit technological improvements such as Next Stop announcements improves the quality of service for all passengers * The sidewalk network is being expanded to increase pedestrian accessibility to the transit system * The implementation of the [Mississauga Cycling Master Plan](http://www.mississauga.ca/portal/residents/mississaugacyclingplan)  has resulted in an increase of boulevard multi-use trails, off road trails and on-road bikeways * The City is working to develop a Downtown Movement Plan, a 10 Year Transit Strategy and a 5 Year Transit Service Plan * Putting pedestrians first is one of the key objectives in these plans.   **Belong**:  -[Housing Choices: Mississauga’s Affordable Housing Strategy](http://www.mississauga.ca/portal/residents/housingchoices) and Action Plan is underway. For further information, see update below on p. 30 of this document.  -the [Driveway Windrow Snow Clearing Program](http://www.mississauga.ca/portal/residents/drivewaywindrowprogram) is now a permanent program for older adults 65+ and people with disabilities. For some eligible residents, the service is free, for others there is a $200 fee. The Program is in effect from November 25, 2013 to March 7, 2014. There are 108 residents registered for this season’s program  **Connect:**  -With input from the community and landowners [Inspiration Port Credit](http://inspirationportcredit.com/) will weave together public and private planning for the future of Port Credit’s waterfront. Accessibility Planning and participation of Accessibility Advisory Committee members into the discussion is welcomed.  --Click on this link for an update on what is happening with the [Inspiration Lakeview Project](http://www.mississauga.ca/portal/residents/inspirationlakeview) – a development project for the eastern waterfront.  -In February, 2013, Council voted to approve a new planning framework for the City’s [Downtown 21 Master Plan](http://www.mississauga.ca/portal/residents/downtown-21-masterplan) . Downtown 21 describes an urban centre that is desirable for all Mississauga residents, as well as businesses and their employees. It will be a collection of walkable neighborhoods, each with its own character, and easily accessible by transit.  **Prosper:**  **-**Planning is well underway for Phase II of [Sheridan College's](http://www.mississauga.ca/portal/residents/downtown-topics?paf_gear_id=10200022&itemId=1100730r&returnUrl=%2Fportal%2Fresidents%2Fdowntown-topics) Hazel McCallion campus. The project is currently under RFP process with clear requirements for universal access. This project is being funded by Infrastructure Ontario.  -Through the 2011-2020 business planning process, a capital budget was established for repairs and adaptive reuse of existing and new cultural facilities.  **Green:**  -The City’s [Natural Heritage & Urban Forest Strategy](http://www.mississauga.ca/portal/residents/parksusefullinks?paf_gear_id=10200022&itemId=600044it&returnUrl=%2Fportal%2Fresidents%2Fparksusefullinks?utm_source=NaturalHeritage-FriendlyURL&utm_medium=various&utm_campaign=NaturalHeritage-FriendlyURL)  was completed in January 2014. The strategy is scheduled to go to General Committee for Council approval in February 2014. The primary objectives of this project are to identify opportunities for building on existing initiatives for protecting, enhancing, restoring and expanding the City’s Natural Heritage System and Urban Forest; and to provide the City guidance and tools to pursue recommended opportunities.  -Council approved the [Credit River Parks Strategy](http://www.mississauga.ca/portal/residents/parksusefullinks?paf_gear_id=10200022&itemId=108600115n&returnUrl=%2Fportal%2Fresidents%2Fparksusefullinks) on September 18, 2013. As a 25 year master plan for the City’s owned and managed parkland and natural areas along the Credit River, the strategy sought to recognize opportunities for universal accessibility throughout the document and concept plans including, but not limited to the following:  The importance of “Universal Accessibility” was featured prominently within the Principles of the Plan. Although it was recognized that the extent of the proposed park system and the complexity of topography cannot provide for continuous accessibility throughout the system, the following design considerations have been recommended for incorporation as appropriate:   * Provide for the passing/tandem use of wheelchairs. * Provide clearances beside benches for wheelchairs and strollers. * Major commuter pathways should be maintained for winter use. * Way-finding at entrance points should clearly identify accessible opportunities for both trails and destinations. * Automated/audio signage would assist visually impaired. * Scent gardens for people with visual disabilities.   The **Economic Development Strategy** represents the overall vision and desired outcomes from a strategic planning process and presents a view of the type of community that Mississauga could become – where the development and attraction of talent is central to success, where the City is recognized for its innovation and leadership in an emerging economy, and where the City itself is promoted nationally and internationally for its capabilities and success. Click on the link for more information about Mississauga’s [Economic Development Strategy.](http://www.mississauga.ca/portal/business/economicdevelopmentstrategy)  Here are a couple of achievements stemming out of the City’s [**Older Adult Plan**](http://www.mississauga.ca/portal/residents/olderadults)**:**  -Council approved the formation of an Older Adult Advisory Panel. This panel will provide advice and support in these areas:   * Co-ordinate the annual Older Adult Educational Symposium * Assist in planning Senior Month activities in June 2014 * Provide input to Future Directions (refresh of Master Plans for services including Recreation, Fire and Emergency Services, Parks and Forestry and Library) focussing on a community physical space review for current and future needs * Help the City pursue designation as an Age Friendly City from the World Health Organization (WHO)   - Two full days of training was held for 150 key community centre staff and Older Adult group leaders in November and December 2013. Some of the training objectives included:   * To learn about the aging process, through an aging experiential workshop, which included experiencing various disabilities * Leadership training * Learning about community resources available for seniors in Mississauga and Peel   The Youth Plan Vision states: “Mississauga is a youth and young adult friendly city that is respectful, inclusive and forward thinking; a city where youth are meaningfully engaged and thrive as equal members of the community. The [**Youth Plan**](http://www.mississauga.ca/portal/residents/youth) includes a list of social service organizations that assist youth when needing to talk to someone or just need more information.  Below is a summary of some key achievements under the [**Future Directions Master Plan**](http://www.mississauga.ca/portal/discover/futuredirections)for Recreation, Library, and Parks & Natural Areas:  In general, over the last year we continue to implement the 2009 recommendations contained in the master plans. For Recreation, we continue to enhance our service delivery model to include more diverse and accessible programs (with supporting equipment and amenities). We have elevated our therapeutic recreation programs to become its own line of business where we endeavour to grow this area to provide more therapeutic services and programs to residents. We have further enhanced our marketing efforts to better promote our wellness and therapeutic programs making it easier for individuals to access information online through our therapeutic website and in our special edition therapeutic active life brochure.  Our inventory has expanded to include a new program at Malton Pool – a Snoezelen Recreational Swim program for persons with disabilities. The therapeutic pool in Malton is equipped with ceiling lift tracks, height adjustable change tables, accessible ramps, water wheelchairs and wheelchair to water lifts. The temperature of the therapeutic pool is kept at 33C/92F. This specialized swim program offers gentle stimulation with a multi-sensory experience using lights, sounds and textures combined with the soothing effects of warm water. Snoezelen is widely used in education and care settings for children with disabilities and autism spectrum disorders, for people with mental illness, those in chronic pain, acquired brain injury and dementia. Staff training has been provided by Holland Bloorview Children’s Rehabilitation Hospital. In August, 2013, 3 free try-it sessions were offered to the public.  The Next Step to Active Living Program (a day program for adults with physical activities which takes place at South Common Community Centre and Huron Park Recreation Centre) received a 3 year Accreditation from CARF (Commission on the Accreditation of Rehabilitation Facilities) International.  We also continue to partner with health care providers to deliver therapeutic programs in our facilities.  Our playground maintenance is now seeing the gradual removal of the use of sand bases and replacement with wood chips which is more accessible for those individuals with mobility challenges.  Please note as well the Future Directions master plans are currently being reviewed with the view to finalize by June, 2014.  “The City of Mississauga is a two-way communications organization” is the vision outlined for the City in the **Communications Master Plan.**  Communications and engagement performed as part of the background research for the Plan adhered to this vision. The Accessibility Advisory Committee was one of the many stakeholder groups consulted.  Legislated accessibility standards in the area of communications and information are identified as one of the key factors contributing to the need for a communications master plan. The internet is identified in the plan as the most important channel for providing information to residents about City plans, programs and services. The AODA and its regulations outline specific standards the City must meet in the area of website and electronic information.  Thinking from the customer’s perspective – a key theme of the plan – includes a commitment to ‘design and deliver communications that reach residents where, when and how they live’. A commitment to communicating effectively with all citizens, including people with disabilities, is evident throughout the plan. For example, ‘accessible’ is one of the ten standards and values identified by the plan. Respectful, clear and user-friendly are also important standards and values identified that can enhance accessibility.  Plain or clear language training began in 2013 with Communications Division. The Division will be coordinating training with other City staff in 2014.  Accessible Communications resources and reference materials developed by the City are now available on the City’s Accessibility intranet site for all City staff, with the addition of materials provided by the province in 2013 (‘Making Information Accessible’).  Mississauga City Council endorsed the City’s first [**Sport Plan**](http://www5.mississauga.ca/rec&parks/websites/sportplan/sportplanfinal.pdf) in July, 2013. The Mississauga Sport Plan is a 5 year strategic plan for the City to work more closely with community sport organizations and with the Mississauga Sport Council to make better use of capacity in existing sport facilities and to encourage lifelong participation in sport and physical activity for residents of all ages, interests and abilities. The Sport Plan has 40 recommendations and focuses on seven areas, including: “Sport for All - Develop programs, services and funding that include everyone and reduce barriers for those who want to participate in sports.”  Another area of focus in the Sport Plan is Sport Tourism. One of the recommendations under this section is to “Create a community engagement plan to support the Pan Am and Para Pan Am Games.” |
| “Accessibility Impact” Section in Corporate Reports | To prepare a proposal regarding the inclusion of a section called “Accessibility Impacts” in Corporate reports to the Leadership Team, Committees of Council, and Council that would describe actions taken to ensure that staff review proposed projects, for any positive or negative impact on People with Disabilities and seniors. | 2014 | Corporate Services, Facilities and Property Management, Accessibility Coordinator | Implementation of this “project” has not yet started.  The plan is to move forward with research for this proposal, which will entail Corporate Policy amendment if approved. |
| Inclusion of Persons with Disabilities into existing Committees | To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees.  To encourage persons with disabilities to be members of various Committees of Council (next Municipal Election). | Ongoing  2014 | Corporate Services, Facilities and Property Management, Accessibility Coordinator | Since up to 20% of the population consists of persons with disabilities, it is inevitable that there will be persons with disabilities on various committees.  Here are some examples where persons with disabilities or representatives are involved in Mississauga committees:   * A member of the Public Vehicle Advisory Committee was a past member of the Accessibility Advisory Committee. * A Region of Peel AAC member is a member of the Mississauga Library Board. * The Meadowvale/River Grove Youth Advisory Committee has a member with a physical disability.   Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.  This item will be implemented more closely during the recruitment process for membership in the various Committees of Council. |
| Policy Review and development of a statement of commitment to accessibility.  (IASR, 3) | Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR) and Accessible Customer Service Regulation (ACSR)  Review and revise as required, policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development and employee redeployment.  This includes the regular three year review of existing Corporate policies with an accessibility lens. | 2012/2013  2013  On-going | City Manager’s Office, City Strategy and Innovations, Corporate Policy Analyst | Mississauga City Council approved an update to the Accessibility policy on June 17, 2013, to include the Built Environment. The policy includes the City’s statement of commitment and outlines the requirements developed under the *Accessibility for Ontarians with Disabilities Act, 2005,* specifically Ontario Regulation 429/07; the Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR). The policy also describes the framework for how the City will comply with the requirements. All City Corporate Policies and Procedures, by-laws, standards and guidelines must comply with the standards developed under the AODA.  The Rehabilitation and Return to Work Policy has been revised to include expanded information on the return to work process and documented individual accommodation plans. The policy has also been renamed Short Term and Long Term Accommodation. The policy revision was adopted by Council on December 11, 2013.  The City’s recruitment policies are currently under review to ensure that each individual’s accessibility needs are considered in all aspects of the recruitment process. These policies include: Position Authorization; Temporary Transfers; Job Postings and Advertisements; Candidate Selection Process; and Handling Applications.  Policies related to the built environment/design of public spaces are being reviewed to ensure they meet the requirements of the IASR. The following policies have been revised to date: Community Garden Site Selection and Employee Paid Parking. Other policies under review are: Construction of Walkways; Pedestrian Crosswalks; and Sidewalk Requirements. |
| By-Law Review | Review and revise City by-laws with an accessibility lens.  Existing and new City by-laws need to incorporate the Regulations under the AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc… | Ongoing | All Departments in conjunction with the Accessibility Coordinator | A plan to monitor by law reviews will be developed. |
| Procurement Process ensures the acquisition of accessible goods, services or facilities.  (IASR, 5,6) | Develop a process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks. | 2013 | Corporate Services, Materiel Management, Senior Buyer | The Contract Managers Guidebook was developed at a high level to provide Contract Managers advice on what accessibility means to procurement. The Guidebook includes a checklist to be followed when planning and conducting procurements. This Guidebook is posted on the Materiel Management and the Accessibility intranet sites.  The Procurement Request Form (PRF) includes a statement: “Are there ‘Accessibility’ requirements that impact this procurement?”  An additional resource titled: Accessibility, Moving the Obligations in Procurement is available on the Materiel Management intranet site for staff to understand how to incorporate accessibility design, criteria and features into procurement.  Work with Legal Services is ongoing to ensure procurement agreements incorporate accessibility requirements language.  The Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR) booklet is being sent out to key vendors who are service providers to the public on the City’s behalf.  2013/2014 IASR Staff Training further reinforces this requirement. |
| Training on the IASR and Human Rights Code.  (IASR, 7) | Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.  Team 300 and functional areas responsible for delivering on the standards will need to receive more in-depth training appropriate to the duties of the employee group. | 2013 -2014 | Corporate Services, Human Resources, Manager, People Planning/Organ-izational Development Consultant | Formed a cross-functional Training Resource Team to provide input into the development of the training and to assist in the delivery of the training including: Transit Training; Health & Safety; Recreation Standards and Training; Fire and Emergency Services Training; F&PM Corporate Security.  Developed, delivered and coordinated City customized mandatory accessibility training applicable to all employees (i.e. face-to-face, e-learning, job-aids) and communication tactics to support the implementation of training.  Developed additional Manager/Supervisor training to support the successful implementation of IASR standards, in particular elements of the Employment standard.  Functional areas such as procurement, information and technology, library services, communications, transit and enforcement have provided training appropriate to the duties of the specific employee group participating in these service areas.  Volunteers and 3rd Parties vendors receive communication and the AODA IASR training booklet to complete the mandatory accessibility training.  Mayor, Members of Council and Committees of Council receive communication and the AODA IASR training booklet to complete the mandatory accessibility training |
| Communication Strategy | Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.  Ongoing tactics to be implemented such as: news releases, articles in Councillors’ newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.  Development and implementation of a communication plan regarding the Integrated Accessibility Standard. | On-going  2011 - 2015 | Corporate Services, Communications, Public Affairs Specialist | The City’s Accessibility Communications Strategy supports the City’s Accessibility Plan.  As the Plan is largely focussed on planning for and implementing the standards outlined in the AODA’s regulations, the communications plan outlines a strategy and tactics designed to ensure that residents understand accessibility improvements the City has made (including those required by legislation) and that staff are aware of their responsibilities, associated training opportunities and resources available to ensure the City complies with requirements.  Communications will be bundled into general accessibility information to be rolled out twice per year for staff and the public: in late May/early June during National Access Awareness Week, and in early December on International Day of Persons with Disabilities.  **Achievements in 2013 include:**  -Awareness activities for the annual Accessibility Plan, and the Integrated Accessibility Standards Regulation (January and February 2013)  - Accessibility Awareness Week in June 2013 encouraged continued Exceptional Accessible Customer Service by City staff by highlighting the City’s award winners.  -Updates to both the external website and internal intranet site for International Day of Persons with Disabilities (December 2013) to ensure staff and the public have easy access to the information they need about accessibility in the City.  -Public information activities focussed on encouraging public input into accessible taxi services in the City.  -Staff communications focussed on ensuring all staff completed training on the IASR, and had access to new information on the City intranet website about IASR standards that became effective on January 1, 2014.  **Next Steps for 2014:**  Continue and expand plain language training.  Communicate opportunities for job-specific training as required |
| Accessibility Awards | The integration of accessibility criteria into existing City of Mississauga internal awards programs.  Investigate partnering with a community based organization for the implementation of an accessibility awards program. | 2013/ Ongoing  2015 | Corporate Services, Facilities and Property Management,  Accessibility Coordinator | The 2013 Exceptional Accessible Customer Service Awards were given out at the National Access Awareness Event held in June 2013. These awards were given out:  -Hassan Wadi, Personal Trainer at Malton Community Centre, who went beyond the call of duty in training a client who uses a wheelchair.  -Jann Bower, an Operations staff person and Concession Supervisor at Mississauga Valley Community Centre worked with a group of adults with intellectual disabilities from Community Living Mississauga to plant a garden at the front of the building.  -Lakefront Parks Depot Maintenance Team (Brent Lake, Brian Dickie, Tony Giannone, Robert Tramsek, Paul Schlatman, Lisa Ricciardi) implemented a plan and to make some of the picnic tables at Lakefront Promenade Park more accessible.  Holcim Waterfront Estate was awarded “The Credits” an Award of Excellence for Adaptive Reuse of a Heritage property by Heritage Mississauga and Mississauga Heritage Advisory Committee – an award that recognizes excellence in the preservation, restoration and enhancement of a cultural heritage property. This project was also nominated for a Heritage Universal Accessibility Design Award.  Mississauga Fire Station 106 and Peel Regional Paramedic Satellite Station received the Award of Excellence for 2013 [Mississauga Urban Design Awards.](http://www.mississauga.ca/portal/residents/urbandesignawards)  These awards incorporate accessibility into the judging criteria.  These facilities were built following accessibility design guidelines. |
| National Access Awareness Event | Plan and implement an event to support National Access Awareness Week (last week of May/first week of June). | Every 2 years. | Corporate Services, Facilities and Property Management,  Accessibility Coordinator | The 2013 National Access Awareness Event was held on June 17, 2013. The event featured the NFB film: “Shameless The Art of Disability” – a film about living with a disability by Bonne Sherr Klein. After the screening, members of the City’s Accessibility Advisory Committee shared some personal experiences. Displays with information to show what the City has been doing to improve accessibility in Mississauga were available as well.  The Exceptional Accessible Customer Service Awards were given out at the 2013 Event – see details above.  A City of Mississauga National Access Awareness Event has been held every year for the past 5 years. The City of Mississauga will now be hosting this event every two years. Therefore, the next National Access Awareness Event will be held in 2015. |
| **Accessible Customer Service Initiatives** | | | | |
| Accessible Customer Service Training Regulation  (Regulation: Accessibility Standards for Customer Service, 6) | Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA). | Ongoing | Corporate Services, Facilities and Property Management,  Accessibility Coordinator and Human Resources, Talent Management | On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.  Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request. |
| Accessible Elections | Review of elections manuals, training, technology and software in preparation of the October 2014 Municipal Election.  Implementation of the work plan for the 2014 Municipal Election. | 2012-2014 | Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk | Elections manuals, training, technology and software will be  finalized by summer 2014 in preparation for the October 2014  Municipal Election.  Voting locations will be audited for accessibility. There will be hall monitors and accessible voting equipment available. |
| **Accessible Information and Communication Initiatives** | | | | |
| Accessible Formats and Communication Supports  (IASR, 12) | Review relevant policies.  Reinforce Accessible Customer Service Training  Develop Vendor list.  Develop guidelines for accessible public information materials. | 2014 | Corporate Services, Communications, Senior Communications Advisor | Public information materials include the standard message: If you require this information in an alternate format, please call 3-1-1 (905-615-4311 if outside city limits).  Accessible Document Training will continue to be provided to staff in 2014, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training, and is also available on the staff intranet site.  At the annual City Manager’s Leadership Conference, an exhibit was put together to educate all staff about how to create accessible electronic and print documents. |
| Accessible Feedback Processes  (IASR, 11) | Develop accessible on line feedback processes in addition to other methods. | 2013 | Corporate Services, Communications, Senior Communications Advisor | Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).  The City provides accessible online feedback mechanisms as well as alternate communication supports. Awareness activities on accessible forms will continue in 2014. |
| Accessible Website and Web Content  (IASR, 14) | Include accessibility in upgrades. Review online applications such as Connect2Rec/Click n’ Ride/Library Catalogue, intranet. Review the provision of a user friendly selectable font size icon on the City’s website.  Provide training on how to create accessible documents.  Develop quick tips for web authors.  Ensure website conforms to WCAG 2.0 Level AA, excluding live captioning and audio description | 2013  WCAG 2.0 Level A,  2012 web content  2021 WCAG 2.0 Level AA | Corporate Services, Information Technology, Manager Departmental Systems, IT | Budget has been approved for an accessibility analysis and review of the City’s website.  Conducting ongoing accessibility evaluation of the City’s website. Website accessibility improvements will coincide with the City re-branding project.  Accessible Document Training will continue to be provided to staff in 2014, this includes how to create accessible PDFs. Initial training sessions began in February 2013.  At the annual City Manager’s Leadership Conference, an exhibit was put together to educate all staff about how to create accessible electronic documents.  Office 2010 Corporate wide training incorporated brief information about accessible document creation. MS Word 2010 and other Office applications have a built in Accessibility Checker feature. Accessibility Tip Sheets are available on the internal accessibility website. Other tip sheets are in process. |
| Library Services  (IASR, 19) | Information about the availability of accessible materials is publicly available in accessible formats or with communications supports upon request | 2012 | Community Services, Library Services, Area Manager Library Services | Information regarding library collections and services for people with disabilities is available on the City’s [Library website](http://www.mississauga.ca/portal/residents/libraryaccessibility)  Materials and services include: large print books, closed captioned DVD’s, downloadable books and audio books, an Optelec magnifier, and Homebound Services.  A new on-line Library Catalog was made available in December 2012 with the contract requirement to conform to IASR requirements as part of the procurement of the Library system. |
| **Accessible Employment Initiatives** | | | | |
| **Employee Accommodations**    Recruitment planning, screening and selection process provides accommodations.  Accommodations are provided to employees.  Return to work process with related applicable accommodations is in place.  Performance management, career development and redeployment take into consideration the accommodation needs of employees with disabilities.  (IASR, 22, 23, 24, 30, 31, 32)  A workplace emergency response process is in place to include accommodations upon request.  (IASR, 27) | Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment.  Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards.  Communicate employment policies and processes to all staff. | 2013 | Corporate Services, Human Resources, Manager, People Planning, and Manager, Employee Health Services | Recruitment, assessment or selection process:   * All job postings include mandatory language informing applicants about available accommodation. * AODA Employment - Recruitment Guide developed for all persons conducting recruitment. * Developed Essential Duties Worksheet * Scripts developed for invite to interview (email & telephone) to inform applicants about available accommodation. * Scripts developed for invite to testing (email & telephone) to inform applicants about available accommodation. * Process developed for discussing accommodation with candidate who requests it. Outlined in recruitment guide. * Compiled tools & resources to support accommodations in recruitment process * AODA interview etiquette guidelines developed for use by all persons conducting recruitment. * Accessibility policy includes all elements of the Employment standard regulations. * Revised recruitment policies, as part of the recruitment review. * City IASR mandatory e-learning and face-to-face training includes information regarding recruitment.   Notice to successful applicants:   * Language added to offer letter and offer e-mail templates.   Informing employees of supports:   * Revised Corporate/Dept./Divisional Orientation materials to include information on informing employees of policies on job accommodation. * Policies web page includes the policies related to job accommodation * City IASR mandatory training includes information regarding informing employees of supports. * City Policy update communications process will be used to inform employees of changes to policies. * Information regarding supports are available on the internal Accessibility web page. * Informing employees of supports will be an element of the City IASR Manager training. * All employees will be notified through the Employment Standard Communication plan tactics.   Accessible formats and communication supports for employees:   * City IASR mandatory training includes information regarding informing employees of supports. * IASR FAQ information sheet available through the internal Accessibility web site outlines the process for requesting accessible formats and communication supports. * City Accessibility Tip sheet on providing alternative formats is available on internal Accessibility web site. * City Tip sheet for the design of Accessible documents & Guide book is available on internal Accessibility web site. * City Tip sheet for Budgeting for Communication supports is available on the internal Accessibility web site. * City Guide to TTY telephone relay communication support is available on the internal Accessibility web site. * City information on booking a sign language interpreter is available on internal Accessibility web site. * Information on resources and responses to frequently asked management questions will be provided to Managers as part of the IASR Manager training.   Workplace emergency response information:   * Process developed to ensure all employees with disabilities can request individual Workplace Emergency Response Information * Workplace Emergency Response Information posters have been distributed and posted in all workplaces. * Workplace Emergency Response Information Communication was sent to all staff with information on process to request an accommodation and what to do in an emergency. * F&PM, Corporate Security is responsible for on-going Fire Warden training including the process to assist an employee with a disability in the event of an emergency. * On-going communication is included in the twice a year Accessibility events   Accommodation Plans and Return to Work Process (RTW):   1. Revised Permanent Placement of Disabled Employee Policy to Short and Long Term Accommodation Policy. 2. Revised current Employee Health and Recovery Program (EH&RP) including:    1. Short Term Disability Business processes,    2. Disability forms,    3. Return to Work (RTW) Plans- level 1 and 2    4. FAQ- supervisor and employee    5. Functional Abilities forms and website. 3. Integrated WSIB within EH&RP by: 4. Revising and documenting business processes, 5. Creating employee and supervisor FAQ, 6. Updating website. 7. All employees will be notified through the Employment Standard Communication plan tactics. 8. Physical and Cognitive Demands analysis to be completed by December 2013. 9. Incorporated communication into AODA on-line training. 10. Creating workshop for Managers on disability management including changes to EH&RP and attendance management. 11. Notify union groups on changes to process and provide training where appropriate. 12. Incorporated individual workplace emergency response information into RTW plans.   :Performance management Process (PMP):   * Partnered with Compensation & Benefits, Employee Health Services * Process established to incorporate changes as a result of accommodation plans into the PMP agreement in the RTW form for modified work greater than 3 months. * Information related to incorporating individual accommodation plans in the PMP process to be incorporated into PMP manager’s guide. * Language regarding the incorporation of accommodation plans into the performance management process has been added to the current Salary Administration Policy. * Performance Management Information will be an element of the IASR Manager training   Career development and advancement:   * Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management) * Accommodation plans will be considered when developing career development plans as part of the City’s Succession Planning process. * Language regarding the incorporation of accommodation plans into career development and advancement has been added to the current Salary Administration Policy.   Redeployment:   * Language regarding the incorporation of accommodation plans into the redeployment process has been added to the current Salary Administration Policy. * The consideration of individual accommodation plans is incorporated into the medical redeployment process. |
| **Accessible Transportation Initiatives** | | | | |
| Informationabout accessible transit**.**  (IASR, 34) | Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.  Ensure this information is made available in an accessible format. | 2011/  Early 2012 | Transportation and Works, MiWay, Transit Planner | MiWay updated the Accessible Services Guide which contains information on MiWay accessible services, policies and procedures.  With all MiWay routes becoming accessible in October 2012, MiWay updated the Guide once again to reflect this information.  In December 2012, MiWay also re-designed its  [Accessible Services webpage](http://www.mississauga.ca/portal/miway/accessibleservice)  to be consistent with the new Accessible Services Guide. The new webpage ensures information is well organized and easily retrievable. |
| Multi -year Transit Accessibility Plan  (IASR, 41, 43, 78) | The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.  Members of the public will be invited to attend the AAC meeting when the plan is presented.  The Plan will include information about the process for managing, evaluating and taking action on customer feedback.  The Plan will include information about the design criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.  The procedure for dealing with accessibility equipment failures on buses will be described in the Plan. | 2012, Annual | Transportation and Works, MiWay, Transit Planner | MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.  MiWay’s Multi-Year Accessibility Plan was adopted by Council on March 7, 2012. The 2011 Annual Report was completed at the same time.  MiWay’s 2013 Annual Report outlines the improvements made to the system in 2013 and can be found by accessing [MiWay’s website](http://www.mississauga.ca/portal/miway). This report is also included as an Appendix to the 2013 Annual Report of the Multi-Year Accessibility Plan.  The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga’s Accessibility Advisory Committee at its first yearly meeting, which is open to the public. |
| Courtesy Seating on buses.  (IASR, 49) | The Courtesy seating policy will be revised and a communication plan will be prepared and delivered, along with the new revised Priority Seating decals. | 2011/  2012 | Transportation and Works, MiWay, Transit Planner | MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers with disabilities. New ‘Priority Seating’ decals were produced and installed on all MiWay buses.  A Communication Plan was prepared and delivered through website, event, media releases and print. |
| Announcements on the bus.  (IASR, 52) | Pre-boarding and on-board announcements (visual and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised. | 2011/ 2012 | Transportation and Works, MiWay, Transit Planner | Automated Announcements were installed on all MiWay buses in 2010.  The SPI was revised in 2012. |
| Service Disruptions  (IASR, 35, 47, 50) | Non-functioning accessibility equipmenton buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.  The SPI regarding “Passenger drop off/pick up after snowfall” will be revised. | 2011/  2012 | Transportation and Works, MiWay, Transit Planner | SPI’s on service disruptions and boarding at a safe location have been revised.  Currently MiWay issues alerts on route detours when they are known in advance. Information is posted online at miway.ca, as well at affected terminals and stops.  MiWay staff are working towards improving communication of alerts with customers via social media, i.e. Twitter. |
| Taxicabs  (IASR, 79) | Include information in the City’s Accessibility Plan about consulting with the Accessibility Advisory Committee regarding the proportion of accessible taxicabs in Mississauga. | 2013/  2014 | Transportation and Works, Enforcement Division, Manager Mobile Licensing Enforcement | Currently, there are 36 accessible taxicabs for Mississauga.  On March 18, 2013 an Accessible Transportation Subcommittee (of the AAC) meeting was held. The Manager, Mobile Licensing described the current situation with respect to accessible taxicab service in Mississauga  A public meeting with AAC and the Public Vehicle Advisory Committee was held in June, 2013.  A quick review of how other municipalities are implementing the IASR requirement: “to consult with persons with disabilities regarding the proportion of on-demand accessible taxicabs in the community” was conducted.  A communication strategy was developed and implemented in December, 2013 to notify residents and visitors to Mississauga to let us know about their concerns regarding accessible taxi service in Mississauga. Feedback can be provided by calling the Customer Call Centre 3-1-1, or if calling outside City limits, call 905-615-4311. Other ways to provide feedback include: [public.info@mississauga.ca](mailto:public.info@mississauga.ca), TTY: 905-896-5151, Fax: 905-615-4081.  We are in the process of preparing the procurement for the consultant for a taxicab and accessible plate review.  The plan is to hire a consultant and have a report completed by June of 2014.  Another public meeting was held on February 4, 2014 to discuss how taxi licences are issued, including accessible taxi licences, to ensure public needs and taxi service requirements are balanced. |
| **Accessible Built Environment Initiatives** | | | | |
| Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook. | To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.  City office space and accommodation renovations will continue to follow the guidelines in the Mississauga Accessibility Design Handbook.  The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.  Review of development applications to address external access to the building on the basis of universal design principles.  The Provincial Accessible Built Environment Standard will be monitored regarding implications for future city building projects and revisions to the Mississauga Accessibility Design Handbook. | On-going | Corporate Services, Facilities and Property Management, Project Manager  Planning & Building, Development and Design, Urban Designer  Corporate Services, Facilities and Property Management,  Accessibility Coordinator | The Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advise regarding the following projects in 2013:   * Don McLean Westacres Outdoor Pool * 12th floor Multipurpose Space, Civic Centre (C Banquets) * Streetsville Main Street Square Redevelopment * Lakeshore-Royal Windsor Hydro Corridor Trail * Meadowvale Community Centre and Library (renovation) * River Grove Community Centre (renovation) * Park Washroom – Pre-design Report   Accessibility design is integrated into Facilities & Property Management’s capital projects, using the  [Mississauga Accessibility Design Handbook](http://www.mississauga.ca/portal/residents/accessibilityhandbook) (MADH).  **These projects were completed in 2013**  Holcim Waterfront Estate  Provision of accessible parking.  Sun/shade alternatives. Main house accessible features include: fully accessible entranceway including provision of door operator, washrooms (2 on each level), lever-type handles for all doors and equipped with an elevator.  Access ramp had also been built for the south patio.  Coach house also has accessible washrooms.  Civic Centre  Installation of accessible door operators throughout: 17 doors total including P1 & P2 levels.  Accessibility upgrades to Committee Room Male & Female washrooms: lower urinals, provision of grab bars, door operators.  C Banquets (12th floor multi-purpose space was renovated with colour contrasting, and a portable ramp for the outdoor patio).  Completed construction of C Café in the Civic Centre (which included an automatic door operator).  Frank McKechnie Community Centre  Accessibility improvements included lowered counter, new hand held shower devices, extra grab bars in an accessible washroom (in family change room).  South Common Community Centre  Accessible improvements on change rooms achieved through colour contrast of finishes, provision of grab bars, improved lighting and fresh acoustic panels for better on-deck sound quality.  Carmen Corbasson Community Centre  Colour contrast achieved by provision of highly visible nosing to main stairs and the stairs leading to Fitness room. New signage installed inside and outside the building following accessible guidelines.  Tomken Arena  Provision of door operators, as well as airport –style washroom access.  Fire Station 106  Completed construction of Fire Station 106 in partnership with the Region of Peel.  Fire Station 107  Replaced all existing door hardware with lever-types and panic push bars where applicable.  Chappell estate  Elimination of step at main vestibule entrance by adjusting entrance slope.  Hershey Centre  Provision of accessible parking spaces.  Meadowvale Sand Shack building (an office that administers Winter snow operations) was built with accessibility features (accessible washroom, door operators and lowered counter).  **These projects will be completed in 2014:**  Don McLean Westacres Outdoor (on-going construction with target completion date Mar 2014)  The building is dimensioned and laid out in accordance with recommendations form the MADH.  Accessible staff and public areas includes the Aquatics staff area and Change Rooms.  Accessible washrooms and shower areas included in change rooms.  Millwork at the Reception area dimensioned to be accessible. Other accessible features include: provision of accessible parking, and accessible pool area with the addition of ramp.  River Grove Community Centre (on-going construction with target completion date July 2014)  Upgrades to provide accessible approach to building.  Provision of universal washrooms at second level and accessible washroom/change room at ground floor that includes benches, lockers, lowered mirrors.  Lever-type handles were specified throughout as well as colour contrast on finishes.  Meadowvale Community Centre (construction will begin in 2014)  Traffic Management Centre (on-going construction with target completion date May 2014)  Provision of interior ramp access to the traffic control centre, upgrade to lever type handles for all new and replaced doors and colour contrast for all new finishes.  Parks Washrooms (for construction & completion date for 1 to 6 washrooms: 2014)  Setting design parameters for future park washrooms incorporating accessible designs: signage featuring Universal Symbol of Accessibility, braille signage.  Exterior design included for accessible parking, pedestrian linkages, accessible routes and surface treatment e.g. detectable warning surfaces, and accessible entrance.  Interior circulation included for accessible door and corridors, while the interior areas have incorporated restrooms equipped with accessible stalls, urinals, sinks and baby changing stations.  Streetsville Branch Library (for completion early 2014)  Installation of passenger elevator capable of accommodating persons in wheelchair and scooter.  As well, accessible elevator vestibule.  Woodlands Library (for completion Spring 2014)  Adhering to guidelines in the Mississauga Accessibility Design Handbook.  Further plans for 2014 include:  -renovation of City Centre Transit Terminal washrooms and wayfinding  -accessible information desk at Civic Centre  -other facility accessibility projects have been identified for 2014 i.e. various door operators.  On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015.  The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. For further details go to the [Ministry of Municipal Affairs and Housing website](http://www.mah.gov.on.ca/Page10547.aspx)  The next step is to revise the Mississauga Accessibility Design Handbook to reflect these changes. A staff team will be developed to work on this project which may include the services of a consultant. |
| Streetscape Coordinating Committee | To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles. | 2014 | Planning & Building, Development and Design, Landscape Architect | Accessibility planning has been included in the Committee Scope. This committee is on hold for now. |
| Sidewalks for Transit Routes | Installation of accessible sidewalks along remaining accessible Transit routes. | 2018 | Transportation and Infrastructure Planning Division, Transportation Asset Management,  Transportation and Works | The programming of sidewalks is led by Transportation Asset Management in the Transportation & Infrastructure Planning Division, with input from MiWay Service Development in support of transit accessibility.  In 2013, approximately 8.5 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services.  As part of this construction, new curb ramps with directional guide lines / grooves were installed at 20 corners.  In 2014, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 6 kilometres of new sidewalk construction is being programmed. |
| Mississauga’s Affordable Housing Strategy and Action Plan | Work is underway on Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan. In addition to a Summary of Housing Needs and a Vision and Framework which were received by Council in June, 2011the City of Mississauga has approved a Second Unit Implementation Strategy. An Official Plan amendment permitting second units was approved in July 2013 along with a Zoning By-law with regulations to permit second units across the City, where appropriate. A Licensing By-law requiring second units to obtain a licence was approved in September 2013. Licensing of second units will begin in January 2014 along with an education campaign on establishing a second unit, legalizing an existing unit and tenant information. Mississauga is also partnering with key stakeholders like the Region of Peel regarding matters such as financial assistance and linking potential tenants with legal units. | 2011-2013 | Planning & Building, Policy Planning Division, Planner | Housing Choices will focus on a Second Unit Education Campaign, Partnerships with Key Stakeholders and Licensing of Second units.  The result will be an increase in safe, affordable housing in Mississauga. Second units can offer accommodation to youth, older adults, and new immigrants while providing additional income for homeowners, or older adults wanting to stay in their neighbourhood.  In addition, work will begin on protecting rental housing as the next component of Mississauga’s Affordable Housing Strategy and Action Plan.  For more information and updates visit the City’s website: [Housing Choices: Mississauga’s Affordable Housing Strategy](http://www.mississauga.ca/portal/residents/housingchoices). |
| Recreational Trails  (IASR, 80.8-80.13) | Recreational trails are pedestrian trails that are intended for recreational and leisure purposes (wilderness trails are not included in this definition).  Future recreational trails and beach access routes are to follow specific legislated requirements.  Trails need to be designed with various accessibility requirements along with consultation with the AAC.  The City’s Parks Signage Study will incorporate these new requirements. | 2016 | Park Development, Parks and Forestry, Community Services  Parks Operations, Parks and Forestry, Community Services | A review of the Mississauga Accessibility Design Handbook in comparison to the new requirements has been completed.  The next draft of the Parks Signage Study (which focuses on design standards) will be completed early in 2014. There will be an opportunity to review with an accessibility lens at that time. |
| Accessible Tables at outdoor public use eating areas.  (IASR, 80.17) | Establish an inventory of existing tables at 20 permitted picnic parks with 41 picnic areas.  Review options regarding types of accessible tables.  Establish a plan to increase the number of accessible picnic tables at parks. | 2016 | Parks Operations, Parks and Forestry, Community Services | At Lakefront Promenade, Shelter A (R. K. MacMillan Headlands), there is enough seating for 24 people in wheelchairs. Accessible ½ bench tables were installed temporarily for a special event in July 2013. Several new accessible picnic tables were manufactured to accommodate different types of wheelchairs allowing clear space under the table at 28”, 30” and 32”. Shelter B has also incorporated accessible seating.  The Lakefront District is able to bring in 6 mobile, removable, accessible tables for specific events.  Accessible picnic tables are also available at these parks:  Celebration Square, Lake Wabukayne, Lisgar Fields, Lake Aquitaine, Meadowvale North Sports area, Jack Darling Memorial, Port Credit Memorial, J.C. Saddington, Wildwood and at several sites along the water’s edge.  Picnic tables have been re-arranged at Erindale Park Picnic Shelter to improve accessibility. |
| Integrated play experiences/  **playgrounds** for children and caregivers.  (IASR, 80.18-80.20) | Consult with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces.  Review Playground Replacement Program’s (PRP) outline of equipment selected (5 year program). Park improvements to adopt PRP as a minimum standard (therefore, minimum public consultation required). A percentage of accessibility will be incorporated into PRP.  Consult with AAC on inclusive playgrounds | 2016 | Park Development, Parks and Forestry, Community Services | Accessible play sites have been developed and planned for. Currently, there are 3 “fully” accessible/inclusive play sites:   * Port Credit Memorial Park * Zonta Meadows * O’Connor Park   There are 3 more “fully” accessible/inclusive play sites proposed:   * Elmcreek Park * Jaycee Park * River Grove   Currently, many play sites have accessible features i.e.: an accessible swing, accessible surfaces, an accessible path of travel.  Lakefront Promenade Splash Pad Redevelopment and Playground Retrofit Project was completed in 2013. This project provides accessible water play. Accessible features at the playground included a wood fibre chip surface and ramp to the play structure.  On November 18, 2013, a presentation by Parks Development was made to the Accessibility Advisory Committee regarding the Playground Replacement Program. The City of Mississauga has over 240 neighbourhood playgrounds. Within the next couple of years, 29 playgrounds will be receiving replacements. Examples of accessible play equipment that will be incorporated include: transfer platforms to assist with transferring to a variety of ground-level play experiences, spring toys with backrests, crawl tubes with handholds, slides with tactile features and sand pits. A paved access route will be included in neighbourhood parks in conjunction with the existing park pathway.  Five (5) Playground redevelopments installed and reopened in 2013 with a higher level of accessibility (features listed above):  o King’s Masting Park  o Trelawny Woods  o Forest Hill Park  o John “Bud” Cleary Park  o Stonewood Park  Six (6) additional playgrounds had accessibility features built into them   * Aquinas Park accessible swing seat  installed * Highland View Park accessible swing seat (public installed) * Garcia Park replacement of sand with engineered wood fibre and the installation of a ramp into the playground * Heatherleigh Park replacement of sand with engineered wood fibre * Jim Murray Park replacement of sand with engineered wood fibre and the installation of a ramp into the playground * Clover Meadow Park pathway construction connecting parking lot with school and playground   Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Coordinator. |
| **Exterior Paths of Travel** (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements  (IASR, 80.21-80.31) | The IASR defines exterior path of travel as: “outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience”.  Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.  The Mississauga Accessibility Design Handbook will need to be revised to reflect these new requirements.  Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.  Research and determine best practice for tactile walking surface indicators.  Corporate policies will need to be revised to reflect these new exterior paths of travel, IASR requirements.  Consult with the AAC re: design and placement of rest areas along exterior paths of travel for new and redeveloped locations. | 2016 | Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works | A review of updates required to standard drawings for sidewalks, multi-use trails and curb ramps is currently underway.  In 2014, the annual sidewalk program will include curb ramp locations where tactile walking surface indicators will be installed as a demonstration pilot, prior to incorporating these as a construction standard for new locations.  A review of corporate policies to reflect exterior paths of travel, IASR requirements has been initiated.  . |
| Install **Accessible/**  **Audible Traffic Signals** according to Design of Public Spaces Standard.  (IASR, 80.28) | Review plan for the installation of Accessible/Audible Traffic Signals.  Will continue to use TAC (Transportation Association Canada) Standards: Guidelines for understanding use and implementation of accessible pedestrian signals.  Review existing and future traffic signal equipment. | 2016 | Engineering and Works Division, Traffic Engineering and Operations, Transportation and Works | In 2013, the City installed two Audible Pedestrian Signals at Eglinton Avenue at Albina Way/Forum Drive as well as at Hurontario Street at Matthews Gate. This brings the total number of City of Mississauga Audible Pedestrian Signals to 22. Note: the Region of Peel has been installing audible pedestrian signals as well.  Towards the end of 2013, we received four requests for audible pedestrian signals by the CNIB. These are being planned for installation in early 2014. As well, in 2014, audible pedestrian signals will be installed in conjunction with the bus transitway project.  The Hurontario/Main Street Light Rapid Transit project will also incorporate audible pedestrian signals where applicable. |
| Implement requirements for **Accessible parking**. (IASR, 80.32-80.39) | Review accessible parking requirements provided by the Province (including requirement for van accessible signage).  Revise Zoning By-Law and Accessible Parking By-law to match new legislation and enforce accessible parking for residential areas i.e. apartments/condos.  Consult with the Accessibility Advisory Committee regarding the need, location and design of accessible-on-street parking spaces, when constructing or re-developing existing on-street parking spaces | 2016 | Development and Design, Planning Services, Planning & Building  Enforcement Division, Transportation & Works  Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works | Set up an action plan to revise by laws.  Develop a system to ensure new or redeveloped on street parking adheres to the new accessible parking requirements under the IASR. |
| Implement requirements for accessible **service counters**, fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40) | Ensure compliance in new construction and renovations | 2016 | Space Planning.  Facilities and Property Management,  Corporate Services | The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.  Plans are in process to build a lowered information desk at the Civic Centre in 2014. |
| Ensure **accessibility related equipment and features are maintained**. (IASR, 80.44) | Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan. | 2016 |  | Procedures for dealing with temporary disruptions are in place as per the Accessibility Standard for Customer Service, and have been outlined in the Accessibility Policy.  Traffic signal maintenance is described on p. 56 of the [Mississauga Road Safety Handbook](http://www.mississauga.ca/file/COM/Mississauga_Road_Safety_Handbook.pdf). |

Additional accessibility successes which have not been captured under the projects listed above are listed below (and sorted by the related accessibility standard). While this is certainly not a complete list (as accessibility planning is integrated broadly across the community and addresses many different disability types), it gives a sense of the many and varied successes that occurred in 2013 to assist not only persons with disabilities but everyone!

Built Environment

1. The Riverwood Conservancy Enabling Garden and MacEwan Terrace Garden was officially opened in June 2013. The Riverwood Conservancy Enabling Garden allows persons with different disabilities to be able to garden independently or with assistance. It consists of four raised wooden planters, including an A frame with adjustable tray positions. Umbrellas for shade and adaptive equipment such as long handled tools are available. An accessible picnic table was placed in the MacEwan Barn for garden programs, and a portable ramp was constructed to allow persons using mobility devices to be able to enter and exit the barn easily. “The colours of the flowers – reds and whites, not blues and purples - have been chosen to be more eye catching for those with low vision… the greenery includes thyme, lavender and curry plants that smell good and feel interesting to touch (Mississauga News, June 26, 2013)
2. Cooksville Four Corners parkette (Southeast corner of Dundas and Hurontario) was officially opened. This site includes a shelter, seating and resting areas, and an accessible surface.
3. Scholars’ Green – an accessible park located West of Sheridan’s College’s Mississauga campus was officially opened in 2013.
4. Lake Wabukayne Trail has been redeveloped with a new accessible seating area overlooking the lake. Other accessible seating around the lake was completed in spring, 2013.
5. At Lakeside Park 8 benches were installed. Five of those benches will be connected to the asphalt pathway.
6. Meadow Green Park – bench pad installed.
7. Park/trail bridges in these locations were renovated resulting in accessibility improvements: Erindale Park over the Credit River; Thornlodge Park; Malton Greenway Trail, Applewood Trail. These improvements were done: fixing the thresholds, improved grading and replacement of deck boards.
8. Port Credit Library, Lorne Park Library and Lakeview Library received the Governor-General’s Medal for architecture. In an article in the Globe and Mail it is stated: “All three libraries had to get in line with the city accessibility guidelines to accommodate patrons in wheelchairs.”
9. Clarkson Community Centre Pool won the Facility of Merit Award from Athletic Business Magazine.
10. Several parks are receiving double plowing of their pathways (twice the width) in the Lakefront district in order to better accommodate residents who use mobility devices so that they have a place to walk their dog in winter (e.g. Ron Searle Park and Serson Park).
11. Two new high end benches with extra pad space have been installed along the Waterfront Trail (within the Imperial Oil Lands).
12. Accessible parking was improved for clients visiting the CNIB Halton/Peel office (50 Burnhamthorpe Rd. W.), by extending the parking time limit from 15 minutes to 2 hours and adding additional accessible parking spaces.
13. The family washroom at Iceland Arena received accessibility upgrades (i.e. sign indicating washroom is in use, grab bars, sign with universal accessibility symbol).
14. Colour contrast painting was done for the P1 and P2 hallways from the Civic Centre parking garage into the building.
15. Improved acoustics in the Civic Centre Great Hall was the result of a project conducted by Facilities and Property Management in 2012 (this project was not cited in last year’s report). Acoustics are most important for individuals with low/no vision or hearing loss. It helps to separate essential sounds from general background noise.
16. Improved wayfinding signage was incorporated into the existing signage at the Civic Centre directing people who may need to use an elevator, to use the Council elevators, as opposed to the parking elevators, to get to Council chambers
17. As per a specific request, the Streetsville Kinsmen Centre worked with Facilities and Property Management staff to install an additional fold down grab bar in the accessible washroom.
18. The Erindale GO Transit parking structure was opened in 2013. This structure incorporated accessible features such as elevators, a ramp, and benches to name a few.
19. Mississauga ranked fourth amongst large Canadian Cities for “Walkability” and seventh across Canada. Mississauga follows Vancouver, Toronto and Montreal according to ‘Walk Score’ which uses an algorithm to measure walkability of individual addresses based on proximity to nearby amenities. Trails, having a Cycling Master Plan and Public Art are all taken into consideration. Walk Score measures how easy it is to live a car-lite lifestyle.
20. The [Mississauga Road Safety Handbook](http://www.mississauga.ca/portal/residents/roadsafetyhandbook) was revised, printed and posted on the City’s website. The Handbook makes reference to the Mississauga Accessibility Advisory Committee and covers these topics: accessible parking, curb cuts, and audible pedestrian signals.
21. The 2014 Building Re-assessment Project will capture accessibility; therefore, the facility accessibility audits that were done a few years ago will be updated using the new Accessible Built Environment Standards (Design of Public Spaces Standards for outdoor elements and Ontario Building Code changes for indoor elements).
22. Painted handrails a bright yellow colour in contrast to the dark background at Mississauga Valley Arena to assist patrons to locate them.
23. A new facility for treatment for children with disabilities (ErinOak Kids) is being proposed in Mississauga. The project is currently under the RFP process, and will be funded by Infrastructure Ontario (IO).

Customer Service:

1. In December 2013, the Recreation Division submitted a request for advisory support from the Parapan Am Legacy Partners Group. Some of the objectives are:

* To develop an equipment legacy for Mississauga facilities by having the ability to purchase accessible equipment,
* To develop and rollout both an instructional and recreational wheelchair basketball league
* To develop a Para Sport Camp for children with and without disabilities

1. The City matched funds received from the Rick Hansen Foundation and purchased fitness equipment for our facilities. These items were purchased: 4 Recumbent bikes, 10 aqua cycles, 1 piece of equipment for low back extension.
2. The Library’s reserve a computer service was upgraded to include:

* Faster database and web server
* Full compatibility with 4 major browsers (Internet Explorer, Chrome, Firefox, Opera)
* Larger font sizes
* Reservation system in real time

1. Some City of Mississauga Recreation facilities implemented new point of sale devices which included accessibility features such as: customizable font size, adjustable contrast, raised keypad markings and backlight capabilities.
2. Museums Mississauga put together a guide to assist in creating accessible exhibits. The document is adapted from the Smithsonian Accessible Exhibit Design Guidelines. For example it includes items such as: exhibit content, colour contrast, light levels, label design, audio and interactive exhibits, circulation route, furniture, and emergency egress.
3. In the summer of 2013, a pilot program was implemented by our summer Recreation inclusion team. The team supports families and staff by providing accommodations and modifications to programs to allow children with disabilities to participate. The pilot program provided further resources by, where applicable, having volunteers assist children with disabilities in our summer camp programs.
4. Purchased a stainless aqua chair and pool access stairs for use at the Terry Fox Pool.

Information & Communication

1. Digital signage was implemented at Recreation and Library facilities - screens were installed behind customer service desks which include community centre information.
2. Implementation of new [self-service portal](file:///C:\Users\dianas\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Low\Content.IE5\F2WB2MN6\self-service%20portal)  for citizen inquiries (311). For example, registering for recreation programs, tax self-service, reserving computer time at a library, building permits etc…
3. Expanded wireless access to Scholars Green (park west of Sheridan College).
4. The Mississauga Library system includes the Zinio digital magazine service which lets you read full digital copies of selected magazines for free on your computer, smartphone or tablet. Zinio magazines may be read on a wide variety of desktop and mobile apps.

Employment

1. This past summer, Parks Operations teamed up with Community Living Mississauga for their Summer Work Experience Program (SWEP). Three teens that have an intellectual disability were placed in park settings to do gardening maintenance activities. This program gives these teens an opportunity to be included and a chance to develop work related skills.
2. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. As well, presentations were made to various staff groups highlighting services available through the Employee Assistance Program.
3. In addition to several group ergonomic presentations, 149 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.

1. EHS facilitated 18 massage clinics in 2013 whereby massages delivered by Everest College massage students were available in EHS to employees by appointment.
2. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 475 participants with 45 booths. The focus of the March 2013 event was on skin care. Some of the booths included: Melanoma Network of Canada, Alzheimer Society Peel, Canadian Anaphylaxis Initiative, Canadian Mental Health Association/Peel Branch, Ontario Optician Association & Partner Essilor, Morneau Shepell, Asthma Society of Canada, and MS Society Mississauga Chapter.

Transportation

1. In 2013 alone, MiWay installed approximately 50 new bus pads throughout the City to make access to transit more convenient and accessible. Currently only 3% (approximately 100 of 3,650) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.
2. MiWay redesigned and updated the Accessible Services Brochure.
3. MiWay continues to redesign the Accessible Services webpage to include all our policies and procedures pertaining to accessible services, with step by step instructions on boarding/exiting the bus, and safety and the law.
4. Installed tactile surface indicators at the new bus shelters at the City Centre Transit Terminal on Rathburn.

Other Successes:

1. City of Mississauga staff raised $183,000 for the United Way. This will assist those in our community who need it most, from reducing poverty, to providing programs for children and adults. Some of the agencies that benefit from the United Way include: Canadian Hearing Society, Canadian Mental Health Association/ Peel Region, CNIB Halton-Peel, Community Living Mississauga, Distress Centre Peel, Ontario March of Dimes.
2. The Sciences and Business Department of the Library system offered a session to the public titled: “Living with Vision Loss”. This session was for those experiencing vision loss or family and friends of people experiencing vision loss. The audience learned about products available which can make life easier as well as hearing about the personal experiences of a CNIB Ambassador.
3. One of the Summer Teen Programs at the Central Library focused on learning about the deaf culture and American Sign Language. A representative from the Canadian Hearing Society came to teach approximately 20 teens about assistive devices, and sign language.
4. Rabia Khedr, Chairperson of the AAC and Diana Simpson, Accessibility Coordinator were interviewed on Dr. Gordon Atherley’s Voice America internet talk radio show, “Family Caregivers Unite”, with the topic being “Accessibility for Family Caregivers with Special Needs”. The episode can be listened to [here.](http://www.voiceamerica.com/episode/72699/accessibility-for-family-caregivers-with-special-needs)
5. Lakeside Park was the location chosen for the inaugural CNIB Night Steps in support of the Canadian National Institute for the Blind – Mississauga. The event brought together family, friends, and community members to walk 5 km. in support of the CNIB. The funds raised will go toward CNIB’s vital programs and services for people who are blind or partially sighted, including services such as learning independent travel using a white cane, empowering Canadians who are blind or partially sighted with the skills to travel independently with confidence.
6. The Hershey Centre bowl and community rinks will be host to the Pan Am and Para Pan Am Games in the summer of 2015. Judo, karate, taekwondo, and wrestling will be the events hosted as part of the Pan Am Games. Goalball, powerlifting and wheelchair rugby will be part of the Para Pan Am Games.
7. On December 3, 2013 (International Day of Persons with Disabilities), Hershey SportsZone was the location for a Parasport Festival. This event was open to people of all abilities, and was an opportunity to learn about a new sport or volunteer for the multitude of sports for people with disabilities. Participants were given an opportunity to try some of the sports. These are some of the sports that were featured: para-athletics, tale tennis, wheelchair rugby, bocce, goalball, wheelchair basketball etc… The Canadian Paralympic Committee organized the event and participants had the opportunity to meet London 2012 Paralympians [David Willsie](http://www.paralympic.ca/athletes/37930) and [Garett Hickling](http://www.paralympic.ca/athletes/37829) (wheelchair rugby silver medalists), [Whitney Bogart](http://www.paralympic.ca/athletes/43449) and [Amy Kneebone](http://www.paralympic.ca/athletes/41616) (goalball).
8. Council passed a resolution requesting the Province of Ontario to amend [Ontario Regulation 333/07](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_070333_e.htm) to allow for the enforcement of accessible parking through an Administrative Penalty System.
9. In February 2013, Mississauga Council allocated $770,442 in corporate grants, which is coordinated by the City’s Recreation Division. 13 groups in total received funding some of those being: Square One Older Adult Centre, Volunteer Mississauga, Brampton, Caledon, Community Living Mississauga, and Nexus Youth Services, as well as Erin Mills Youth Centre.
10. Rabia Khedr, Chairperson of the Mississauga Accessibility Advisory Committee was a guest speaker at the Lifelong Learning Library program – her presentation focused on understanding accessibility issues.
11. Rabia Khedr, Chairperson of the Mississauga Accessibility Advisory Committee provided instruction on understanding how a person with vision loss accesses the environment and staff from the Canadian Hearing Society taught some basic sign language at a staff “Innovation Community of Practice” event.
12. The City of Mississauga is celebrating its 40th Anniversary in 2014. The year-long celebration begins with an interactive exhibit: The City of Mississauga, 1974 to 2014: 40 years, 40 sagas, presented by Museums Mississauga. The Mississauga Accessibility Advisory Committee (AAC) was highlighted for the year 2003. Go to the [40 years, 40 sagas](http://40years40sagas.com/project/2003/) site to find out about the AAC and accessibility planning at the City of Mississauga.

**Conclusion:**

The Accessibility Vision for the City of Mississauga is:

**“Mississauga: “A Great Place to live, work, travel and play for everyone!”.**

This Accessibility Vision statement complements the City’s Strategic Plan Vision, which is summarized with the statement: “Mississauga: A place where people choose to be”.

The new Accessibility Vision is an inclusive vision that will be realized by:

* Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)
* Universal mobility for everyone (snow removal, transit, accessible sidewalks)
* Retrofitting for full accessibility (address accessibility in older buildings, including parks and trails)
* Being pro-active about making accessibility a design priority
* State-of-the-art accessible information and tools (websites, equipment, way finding, voting)
* A fully aware and educated community (courtesy, better attitudes and understanding)
* Well supported by all levels of government (funding)
* Persons with disabilities well represented in all aspects of society (for example, represented on various committees)

These strategies were developed to overcome the obstacles and realize our vision:

* Give accessibility a voice everywhere
* Do what we know is right through our practices and policies
* Partner with other jurisdictions (i.e. Government) for synergies & efficiency
* Outreach and partner to improve education and awareness
* Encourage private sector contributions to accessibility

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do. Next year, our work will continue to focus on the implementation of the Integrated Accessibility Standards Regulation (IASR).

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices. “As the sixth largest city in Canada, we must continue to deliver quality municipal programs and services to all of our citizens.” (City of Mississauga Accessibility Plan: 2012-2017, January 26, 2012).