

2016 Report on Accessibility

Mississauga is becoming a more accessible city

An accessible city ensures everyone feels they belong.

The City released its [14th Annual Accessibility Plan](#) in 2016. That's important because one in seven people in Ontario has a disability. In Mississauga that means over 100,000 people have some kind of disability. The number will rise to one in five as the population ages.

Mississauga's Accessibility Vision Statement, "A Great Place to live, work, travel and play for everyone!" complements the City's vision of "a place where people choose to be" as outlined in the City's Strategic Plan.

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

- ✓ Meeting or exceeding legislative timelines
- ✓ Providing mobility for everyone
- ✓ Retrofitting older buildings, parks and trails
- ✓ Making accessibility a design priority
- ✓ Providing accessible information
- ✓ Creating awareness
- ✓ Securing dedicated funding
- ✓ Representing persons with disabilities

These strategies help realize our vision:

1. Give accessibility a voice everywhere
2. Do what we know is right through our practices and policies
3. Partner with other jurisdictions (i.e., government) for synergies and efficiency
4. Reach out and collaborate to improve education and awareness
5. Encourage private sector contributions to accessibility



Union Park playground located on the NE corner of Tenth Line W. and Aquitaine Ave.

Legislation

The [Ontario Human Rights Code](#) recognizes the dignity and worth of every person in Ontario. It provides for equal rights and opportunities and freedom from discrimination.

Customers, clients and tenants with disabilities have the right to equal treatment and equal access to facilities and services. This includes restaurants, shops, hotels and movie theatres, as well as apartment buildings, transit and other public places.

At work, employees with disabilities are entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” to help them do their job.

The [Accessibility for Ontarians with Disabilities Act](#) (AODA, 2005) was put into place to develop, implement and enforce accessibility standards.

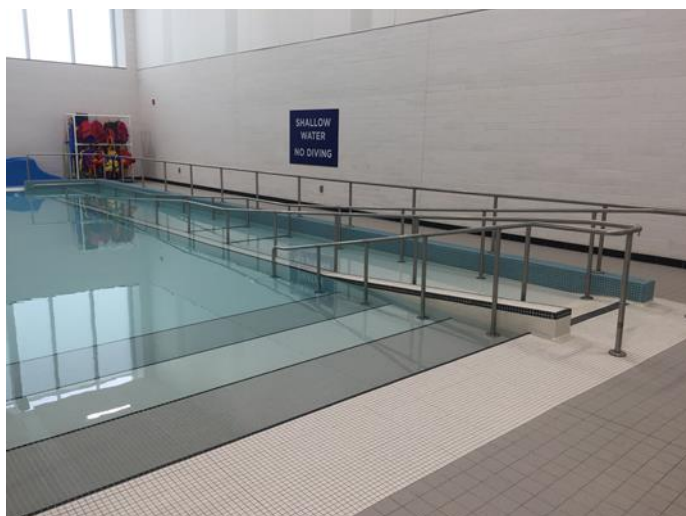


Guide dog with harness at work.

Accessibility Standards

A number of accessibility standards are laid out in the [Integrated Accessibility Standards Regulation](#) (IASR), made under the AODA, such as Customer Service, Information and Communications, Employment, Transportation, and the Built Environment. They set out measures, policies, practices and other steps needed to improve and prevent barriers for people with disabilities. The standards apply to both the public and private sectors.

The [regulation](#) also includes General requirements such as ensuring accessible goods and services are purchased, self-serve kiosks offer accessible features, and staff is trained on the IASR and the Ontario Human Rights Code as it relates to persons with disabilities.

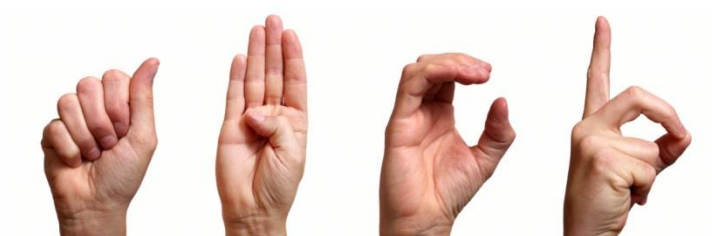


Meadowvale Community Centre therapeutic pool with ramp.

Mississauga's Multi-Year Accessibility Plan

The City's [Multi-Year Accessibility Plan \(2012-2017\)](#) and yearly reports demonstrate the City's commitment to making accessibility a part of everyday business.

The plan was approved by City Council in March 2012 and identifies accessibility standards and projects that ensure the City meets the requirements laid out in the standards.



American Sign Language for a, b, c, d.

Achievements:

The achievements identified in the [2016 Annual Report](#), which were presented to Council, include:

Customer Service

- The 2016 Exceptional Accessible Customer Service Awards were presented to:
 - ✓ Emily Pattenick, Recreation Program Leader, who runs a gym and swim program for students with disabilities and provides individual assistance to participants of the program.
 - ✓ Linda Northcott, Aquatics Supervisor, who made accommodations for participants in an aquatics program by booking the therapeutic pool for them and ensuring a specific instructor, would be available to provide consistency.
 - ✓ Nelly Youkakin, Fitness Instructor, who provides visual and verbal prompts and other individual accommodations while teaching fitness classes.



2016 Exceptional Accessible Customer Service Award Winners along with Councillors Pat Saito, Matt Mahoney, Chris Fonseca, Chairperson of AAC, Carol-Ann Chafe and Supervisor, Accessibility Planning, Diana Simpson

- Amendments to the [Accessibility Policy](#) and “May I Help You: Understanding Accessible Customer Service” eLearning Training were completed to comply with changes to the Accessible Customer Service Standard.

- 537 volunteers and staff were trained in face-to-face Accessible Customer Service.
- 157 families that have a member with a disability were supported by the Summer Recreation Inclusion Support Program. 100 individual recreation plans were developed.

Employment

- 26 adult volunteers with developmental disabilities participated in the [Summer Work Experience Program](#) (SWEP) and Secondary School Volunteer Project.
- The [Road to Mental Readiness \(R2M2\)](#) training program was initiated with Mississauga Fire Fighters. This program supports a mentally healthy workplace.

Transportation

- [MiWay](#) installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pad extensions.

Built Environment

- **Facilities**
 - ✓ The new [Meadowvale Community Centre and Library](#) received the 2016 March of Dimes Award of Merit for Barrier Free Design.
 - ✓ Two (2) new park washroom buildings were completed (Lisgar Fields and Dr. Dobkin Martin Park). Each of these buildings have two (2) individual unisex washrooms and one (1) universal (larger sized) washroom.
 - ✓ Three (3) other building renovation projects resulted in accessibility improvements at [Paul Coffey Arena](#) - washrooms, [Living Arts Centre](#) - elevators, and [Mississauga SportZone Community Rinks](#) - stairs.



Universal toilet room, accessible shower, and adjustable change table at Meadowvale Community Centre.

- **Outdoor Spaces**

- ✓ [Union Park](#) was developed with accessible fitness equipment, paved access routes, a shelter, accessible picnic/games table, benches, and a leash-free area.
- ✓ Four (4) other park projects resulted in accessibility improvements at Ridgeway Community Courts, Huron Park Picnic Shelter, Lake Aquitaine Spray pad, and Paul Coffey Park.
- ✓ Eight (8) parks received accessible outdoor fitness equipment with accessible instructions using QR codes.
- ✓ Nine (9) existing trails received paving and reconstruction, and three (3) new trails were constructed.
- ✓ 18 playgrounds received improvements to accessibility.
- ✓ Eight (8) intersections were outfitted with accessible pedestrian signals.

Other Successes

- A Parasport Try-It Event provided an opportunity for 100 students, from eight local high schools, to participate with para-athletes in wheelchair rugby, wheelchair basketball, sledge hockey, and sitting volleyball.
- The Inclusion Resource Team (Recreation), in partnership with Community Living Mississauga, provided worker support and outreach to 120 adults with intellectual disabilities.
- The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 - 14, 2016. One of the sports was sledge hockey.

Mississauga's Accessibility Advisory Committee



Mississauga Accessibility Advisory Committee

Mississauga's [Accessibility Advisory Committee \(AAC\)](#) advises, recommends and assists the City in promoting and facilitating a barrier-free community for citizens of all abilities (universal accessibility), including persons with disabilities.

The committee reviews municipal policies, programs, services and facilities and assists with the identification, removal and prevention of barriers faced by persons with disabilities.

Accessibility Policy

Mississauga's [Accessibility Policy](#) ensures that the City continues its progress towards improving accessibility. The policy requires that all City policies and procedures, by-laws, standards, and guidelines must comply with the AODA's accessibility standards.



Meadowvale Community Centre and Library, front entrance.



Receiving March of Dimes Award of Merit for Barrier Free Design for Meadowvale CC and Library

For more information:

To find out more about the City's [Accessibility Advisory Committee](#) or [Accessibility Plan](#), visit the City's [accessibility web page](#) or contact Accessibility Planning at 905-615-3608, TTY: 905-615-3411 or accessibility.info@mississauga.ca.