



2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan

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This Report is available in alternate accessible formats, upon request.

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Section 1: A Message from Mayor Bonnie Crombie

“On behalf of Council, it gives me great pleasure to share with you the City of Mississauga’s Annual Accessibility Plan and the Multi-Year Accessibility Plan (2018-2022).

Mississauga is the sixth largest city in Canada with over 800,000 residents and 88,000 businesses. We are growing and transforming into a world-class city that is being recognized for its leadership in improving accessibility.

We are proud of the accomplishments we have made since we introduced our City’s first accessibility plan in 2012. Celebration Square is now universally accessible which means that all residents can enjoy the diverse events and festivals our City has to offer. All our MiWay buses and transit stations are now accessible and include features such as priority seating, external bus stop announcements and accessible ramps which means residents can more easily, quickly and comfortably move across our City.

This is just the beginning – we know that more needs to be done to break down barriers and improve accessibility in our City.

That’s why keeping our accessibility plans up to date and responsive to the needs of our residents is a priority for our City. These plans set our priorities, guide our actions and ensure that we’re investing in the right projects, programs and services to create an accessible Mississauga for all. With assistance from our staff and the City’s Accessibility Advisory Committee, Mississauga will continue to strive to go beyond compliance to remove barriers and improve access for those who live, work and visit our great city.

Enhancing inclusivity and improving accessibility in our City allows everyone to participate fully in all we have to offer while also having a positive impact on our economy.

I look forward to the implementation of the new accessibility plans and continuing our City’s great work to build an even more inclusive and accessible city – for all.”

Mayor Bonnie Crombie

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Section 2: A Message from Members of Mississauga City Council

“Mississauga is committed to ensuring that all residents, business and visitors have full and equal access to its facilities, programs, services and information. The 2017 Annual Accessibility Plan continues to highlighting how the City of Mississauga is keeping in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulations (IASR), as well the Multi-Year Accessibility Plan for 2018-2022 provides information on the projects staff will undertake over the next five years to go beyond the legislated compliance obligations to make Mississauga a truly, accessible and inclusive City”.

Councillor Matt Mahoney, Ward 8

“A great city is one where all citizens have access to all services and where they can easily live work and play. By working closely with the Accessibility Advisory Committee, Mississauga has opened doors that were previously closed to many and removed barriers that prevented some citizens from actively participating”.

Councillor Patricia Saito, Ward 9

Section 3: A Message from Mississauga AAC

“The City of Mississauga Accessibility Advisory Committee (AAC) is cognizant of the challenges that our residents, employees and visitors, with disabilities, face. We continue to advise Mississauga City Council in their efforts to create a more accessible community utilizing universal design principles resulting in improved inclusion of people with disabilities. As the Mississauga AAC, we are very fortunate to have exceptional support from our Mayor and City Council along with various other groups. They include stakeholder members representing organizations in the city, our staff working group (START) representing different city departments, ensuring accessibility is implemented in departmental plans, and two City Councilors passionate about bringing accessibility to the forefront. As a committee, we identify accessibility needs and advise Council on behalf of the community about accessible initiatives to create a barrier-free city, where people can live, work, play and visit.

Our committee embodies diverse abilities, ages, and backgrounds with our personal and professional experiences offering many perspectives to improve accessibility for all Mississauga residents, employees and visitors.

2018 is the 15th year anniversary of the Mississauga Accessibility Advisory Committee and this updated Mississauga Multi-Year Accessibility Plan builds on the accomplishments of Mississauga’s previous accessibility plans and AODA implementation activities. The plan outlines how we are:

- Not only meeting required accessibility laws (AODA and OBC), but in many instances going above and beyond requirements, and usually in advance of required due dates

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- Making municipal programs, services, facilities and outdoor spaces more accessible
- Helping to create a more accessible Ontario by 2025

It is our goal to continue to advise City Council on removing barriers, changing attitudes and creating more awareness around the importance of accessibility in Mississauga for people of all abilities and ages. It is through a dedicated, passionate, experienced and knowledgeable Accessibility Advisory Committee that we are able continue advising Mississauga City Council on not creating any new accessibility barriers, removing existing ones, changing attitudes and creating more awareness around the importance of accessibility throughout the city”.

Carol-Ann Chafe, Chair Mississauga Accessibility Advisory Committee
Melanie Taddeo, Vice Chair of Mississauga Accessibility Advisory Committee

Section 4: Executive Summary

The City of Mississauga’s, 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 outlines how the City of Mississauga continues to improve and prevent accessibility barriers.

The City of Mississauga has prepared Annual Accessibility Plans since 2003. The 2017 Annual Accessibility Report represents the City’s 15th Annual Accessibility Report. This report represents the second Annual Accessibility Report and will span from 2018-2022. This Annual Accessibility Report summarizes the achievements the City of Mississauga has made in 2017 to identify, prevent, and remove barriers facing persons with disabilities that live, work, and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone.

The new Multi-Year Accessibility Plan for 2018-2022 builds on the previous multi-year accessibility plan highlighting what the City of Mississauga has accomplished thus far since the introduction of the first Multi-Year Plan in 2012 and keeping in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) under the Act to make the City of Mississauga an accessible and inclusive community.

In addition, this Multi-Year Accessibility Plan for 2018-2022 will provide information on the projects staff will undertake over the next five years to go beyond the City of Mississauga’s legislated compliance obligations.

The Beyond Compliance Self-Assessment Tool developed by York Region was utilized by the City of Mississauga to provide an opportunity to identify future goals and projects that will move the City of Mississauga beyond compliance, towards a more accessible and inclusive environment.

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Results of the “Beyond Compliance Tool” indicated that the City of Mississauga received an overall assessment of 54% for an organization going beyond compliance in achieving accessibility best practices.

The City of Mississauga will continue to remove barriers by creating and maintaining an inclusive community by incorporating accessibility of best practices into the areas of leadership, communications, employment, goods and services, physical spaces, and training and professional development,

MiWay’s Multi-Year Accessibility Plan outlines how Mississauga Transit will work towards meeting its compliance obligations under the Accessible Transportation Standards by maintaining and advancing accessibility throughout its fleet and services. MiWay’s Multi-Year Accessibility Plan can be found in Appendix 2.

It is important that the information found in this 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 is effectively communicated to our stakeholders. By utilizing the City’s internal and external websites as well as various social media platforms, staff and residents will be able to learn how the City of Mississauga will continue to meet our AODA obligations through the identification, prevention, and removal of barriers to persons with disabilities.

Once finalized and approved, the 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 will be made available on the [Accessibility Planning](#) page of the City’s website. In addition, this Plan will be made available to staff and residents in an accessible format or through a communications support upon request.

4.1 Methodology

The 2017 Annual Accessibility Report and 2018-2022 Multi-Year Plan was developed by the Accessibility Planning Team through consultation with the Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), and various AAC subcommittees to summarize the achievements that the City of Mississauga made in 2017 as well to identify how the City of Mississauga will continue to be compliant and go beyond compliance in the next 5 years.

In addition, “The Beyond Compliance Self-Assessment Tool” developed by York Region was utilized by the City of Mississauga to determine the measures the City of Mississauga can implement to go beyond compliance to create a more accessible organization. The tools focus on six key areas of the organization, including: Leadership; Communications; Training and Professional Development; Employment Practices; Goods and Services; Physical Spaces.

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4.2 Scope

The City of Mississauga's, The 2017 Annual Accessibility Report and 2018-2022 Multi-Year Plan outlines how the City of Mississauga continues to remain compliant and go beyond compliance to meet the legislative requirement under the following accessibility standards for the AODA and IASR:

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

Included in the Integrated Accessibility Standards Regulation are some general requirements, including:

- a. establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- b. post the accessibility plan on their website, and provide the plan in an accessible format upon request;
- c. review and update the accessibility plan at least once every five years;
- d. prepare an annual status report on the progress of measures taken to implement the strategy referenced in the multi-year accessibility plan; and
- e. post the annual status report on their website

As well, municipalities must establish, review and update their accessibility plans in consultation with their accessibility advisory committee.

In an effort to make 2018-2022 Multi-Year Plan an accessible document for persons with disabilities, the chart format that was utilized in the initial multi-year plan listing projects according to the above noted accessibility standard has been replaced with a narrative format to highlight the achievements that the City of Mississauga has made in 2017 and will continue to undertake over the next five years.

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Section 5: Introduction

5.1 Key Contacts

The key contacts for inquiries regarding the City of Mississauga Accessibility Plan are the Supervisor, Accessibility Planning and the Accessibility Specialist who acts as the staff liaison between the Accessibility Advisory Committee (AAC) and the Staff Accessibility Resource Team Leads (StART).

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Section 6: Accessibility Advisory Committee

6.1 Mississauga Accessibility Advisory Committee (AAC)

As noted in the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities with 10,000 or more residents must establish an Accessibility Advisory Committee (AAC).

At the City of Mississauga, the AAC is comprised of 10 dedicated citizen volunteers and 2 Councillor Representatives. Members are either person(s) with disabilities, represent a family member with a disability or a part of a community agency or sector within the accessibility field.

AAC Members sit on the committee for up to four years. At the end of each term, a new committee is formed from the community through an application process.

The Mississauga Accessibility Advisory Committee (AAC) is an advisory committee to Council through reports to General Committee.

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The Mississauga Accessibility Advisory Committee 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. This aim is to be achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

For the 2014-2018 terms, City Council appointed the following individuals to the AAC:

- Carol-Ann Chafe: Chair
- Melanie Taddeo: Vice-Chair
- Clement Low: Citizen Member
- Naz Husain: Citizen Member
- Rabia Khebr: Citizen Member
- Asim Zaidi: Citizen Member
- Mashkoo Sherwani: Citizen Member
- Alfie Smith: Stakeholder Member
- Sally Wall: Stakeholder Member
- Mandi Buckner: Stakeholder Member
- Pat Saito: Councillor Ward 9
- Matt Mahoney: Councillor Ward 8

The AAC is supported by Trish Sarnicki, Legislative Coordinator from Legislative Services.

6.2 2017 Achievements by Mississauga AAC

The AAC meets on a quarterly basis and meetings are open to the public. During meetings, updates are provided to the AAC which may include presentations or discussions led by staff or an external organization regarding accessibility related matters. Additionally, a variety of educational and awareness presentations are coordinated by the AAC as a means for the Committee to be well informed of accessible services and resources within the City of Mississauga.

In 2017, the Mississauga AAC has provided their input and advice on the following:

- City of Mississauga 2017 Annual Accessibility Report
- 2018-2022 Multi-Year Accessibility Plan
- MiWay 2017 Annual Accessibility
- Facility Audits Project
- Features of Canada Video Relay Service (VRS)
- Implementation of Tactile Warning Strips throughout the City of Mississauga
- Construction of Fire Station 120
- Uber accessibility at the City of Mississauga
- Mississauga Legends Row Project

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- Scholar's Green Phase 2
- Erindale Park Washroom Project
- Lakeview Waterfront Connection
- Churchill Meadows Community Centre and Park Project
- Square One Older Adult Centre relocation project.
- Cycling Master Plan
- Dundas Connects
- Port Credit Harbour West Parks
- Accessible Tactile Plates
- Accessible Pedestrian Signals
- Transportation Master Plan
- MiWay's new Priority Seating Awareness Program
- Drafted Culture Master Plan

In addition, the Mississauga AAC accomplished the following:

- Participate in a Community Engagement Strategy Session
- Supported the application for funding for Accessible Beach Routes from the Rick Hansen Access4All Program.
- Planned, educated and created awareness for the 2017 National Access Awareness Event.
- Sent feedback and comments regarding the 2018 Draft Elections Accessibility Plan to the Acting Elections Officer Workforce Diversity and Inclusion Strategy
- Support investigating accessible recreational cycling options for persons with disabilities.
- Provided feedback on the employment for persons with disabilities and the social and economic impacts of high unemployment around housing and transportation.
- Suggested to adding ASL and LSQ as official languages to the long form census.
- Represent the AAC at various committees such as (International Transportation Engineer's, Sustainable Traffic Signal Development; Riverwood Conservancy's Gardening Committee; Lakeshore Connecting Communities.

6.3 AAC Sub-Committees:

Subcommittees are formed to address specific issues and report to the AAC when necessary.

The following Subcommittees have been formed to assist with the implementation of the Accessibility Plan and Accessibility Standards:

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- **Corporate Policies and Procedures:** This subcommittee meets as required to review City of Mississauga corporate policies and procedures to remove accessibility barriers.
- **Facility Accessibility Design Subcommittee (FADS):** This subcommittee reviews City facility projects (new builds and major renovation projects) with an accessibility/universal design lens.
- **Promotional Awareness Subcommittee:** This subcommittee has been formed to promote the AAC and accessibility awareness.
- **Accessible Transportation Subcommittee:** This Subcommittee reviews accessible transportation issues.

Section 7: Legislative Background

The workplace and the marketplace are changing. With an aging population, an estimated 20 percent of our population are people with disabilities. In the City of Mississauga, with a population of 750,000 that represents 150,000 people! By 2035, 40% of Ontarians will be people with disabilities¹. Both visible and invisible disabilities are referred to in the Ontario Human Rights Code and in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These disabilities include physical, visual, hearing, cognitive, learning, mental health, intellectual, and temporary disabilities. Meeting the unique needs of all people in our community has great implications for City planning; especially from a Universal Accessible Design perspective. Also, people with disabilities represent a spending power of \$55 billion per year in Canada². Improving accessibility can create up to \$9.6 billion in new retail spending and \$1.6 billion in new tourism spending in Ontario over five years.

7.1 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In June 2005, the [Accessibility for Ontarians with Disabilities Act 2005](#) (AODA) was enacted into law. As the first of its kind in Canada, the AODA is more comprehensive and prescriptive than the previous Ontarians with Disabilities Act and its requirements apply to the public, private, and not-for-profit sectors. The AODA requires the development of accessibility standards as referenced below, compliance deadlines, and administrative penalties for non-compliance.

The purpose of the AODA is to:

- a) Develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025.

¹ <https://www.ontario.ca/page/path-2025-ontarios-accessibility-action-plan>

² <http://www.occ.ca/policy/inclusivity-and-accessibility-a-smart-business-decision>

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- b) Provide for the involvement of persons with disabilities, the government of Ontario and representatives of industries and of various sectors of the economy in the development of accessibility standards.

Under the AODA, the Minister of Community and Social Services was responsible for establishing accessibility standards development committees in the following areas:

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

Based on the number of employees an obligated organization has, and whether they fall within the public, broader public, private, or non-profit sectors, each set of standards include specific requirements and compliance deadlines.

In 2007, the Accessibility Standards for Customer Service (O. Reg. 429/07) were the first standards to be enacted into law. These standards required organizations to develop and implement policies, procedures, and training that would ensure persons with disabilities were receiving fair and equitable customer service in a manner that upheld the person's dignity and independence.

7.2 Integrated Accessibility Standards Regulation (IASR)

In May 2010, the first independent review of the AODA was released. This report recommended that, in order to meet the 2025 deadline for a fully accessible Ontario, the accessibility standards for information and communications, employment, and transportation be harmonized into one Regulation.

As a result, on July 1, 2011, the [Integrated Accessibility Standards Regulation](#) (O. Reg. 191/11) was enacted into law enacting standards in the areas of Employment, Information and Communication, and Transportation.

In December 2012, the Ontario government enacted the Design of Public Spaces Standards (DOPSS). These standards provide technical requirements for the design of newly constructed or significantly renovated exterior elements, including:

- Recreational Trails and Beach Access Routes
- Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Obtaining Services (service counters, fixed queuing lines, and waiting areas)

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- Maintenance.

Technical specifications for the design of newly constructed or significantly renovated interior building elements have been incorporated into the barrier-free section of the [Ontario Building Code](#). All changes to section 3.8 of the Code came into effect January 1, 2015.

On July 1, 2016, a revised set of Accessible Customer Service Standards were enacted into law. These new standards amended the requirements for service animals and support persons. Subsequent to their enactment, the Accessible Customer Service Standards were incorporated into the Integrated Accessibility Standards Regulation.

7.3 New Accessibility Standards

The development of a new [accessible health care standard](#) is currently underway. These standards are intended to address barriers within the hospital and health care sector, including appropriate communications with patients with disabilities, the administration of health care facilities, and training for health care professionals on how to provide accessibility accommodations. It is anticipated that these standards will be released in early 2019.

The development of an accessible education standard is on the horizon. In December 2016, the Ontario government agreed to establish these standards under the AODA. The intent behind these standards will be to identify, remove, and eliminate barriers within the education sector and promote inclusion and accessibility throughout the province's public and private elementary, secondary school boards as well as post-secondary institutions. The Accessibility Directorate of Ontario is currently in the process of establishing a Standards Development Committee for these standards. It is anticipated that there will be an initial draft available in 2019.

Section 8: City of Mississauga

8.1 Vision

The [City's Vision](#) for the Future is:

“Mississauga will inspire the world as a dynamic and beautiful global city for creativity and innovation, with vibrant, safe and connected communities; where we celebrate the rich diversity of our cultures, our historic villages, Lake Ontario and the Credit River valley. A place where people choose to be”.

8.2 [Corporate Values and Pillars](#)

The projects and initiatives being undertaken by the City strive to uphold our corporate values of **Trust, Quality, and Excellence**.

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Trust: “Upholding the public's trust in the City and promoting a climate of trust within our teams, across the organization and with Council. With trust we can achieve anything.”

Quality: “Continuing to provide valuable services and programs that enhance the quality of life for residents and businesses; and building a balanced work life quality for employees.”

Excellence: “Ensuring the citizens of Mississauga receive value for money; and delivering excellence internally through innovation and the services we provide.”

As well, these five Strategic Pillars for change form the basis of the City's Strategic Plan:

1. **Move:** Developing a transit-oriented City.
2. **Belong:** Ensuring youth, older adults, persons with disabilities, and new immigrants thrive.
3. **Connect:** Completing our neighbourhoods.
4. **Prosper:** Cultivating creative and innovative business.
5. **Green:** Living green.

As stated in the Strategic Plan, “The Strategic Plan is a roadmap, guiding our vision for the future - a plan to get us from where we are today to where we want to be as a city”.

The vision statement and the five Strategic Pillars all have links to accessibility.

Specifically, the pillars: Move, Belong and Connect have a more direct link to accessibility planning.

8.3 Accessibility Planning

Accessibility Planning is located in the Facilities & Property Management Division within the Corporate Services Department. Comprised of the Supervisor, Accessibility Planning and the Accessibility Specialist, the Accessibility Planning team works diligently to uphold the City's Accessibility Vision Statement.

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

Staff in Accessibility Planning work to uphold this vision by:

- Being a leader in accessibility by meeting or exceeding timelines of provincial legislation.
- Universal mobility for everyone, including snow removal, transit, and accessible sidewalks.
- Retrofitting for full accessibility by addressing accessibility in older buildings, including parks and trails.

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- Being pro-active about making accessibility a design priority.
- Providing state-of-the-art accessible information and technology such as websites, equipment, and way finding.
- Ensuring a fully aware and educated staff that are courteous, have better attitudes, and greater understanding of persons with disabilities.

8.4 Staff Accessibility Resource Team (StART)

The Staff Accessibility Resource Team currently consists of 21 members from every corporate department. This team is responsible for assisting with the implementation of the City's AODA compliance obligations and for advancing accessibility and inclusion throughout their department, division, and business units.

For a list of StART Members refer to Appendix A2.

8.5 Partnerships

The Supervisor, Accessibility Planning and Accessibility Specialist are members of the Ontario Network of Accessibility Professionals (ONAP). This group consists mainly of staff responsible for accessibility planning within the broader public sector, including municipalities, hospitals, and colleges and universities. This group provides the opportunity to share accessibility planning initiatives with other organizations.

Accessibility Planning maintains a database of Disability Organizations in the Mississauga area. We often consult with and work in partnership with these organizations for learning opportunities, resources and sharing of information. For example, organizations such as the CNIB, Canadian Hearing Society, and the Coalition for Persons with Disabilities are some valuable agencies we link with.

Section 9: Integrated Accessibility Standards Regulation – 2017 Achievements

Throughout 2017, many divisional achievements have been made to identify and remove barriers with the goal of advancing inclusion and accessibility.

In accordance with the accessibility standards under the Integrated Accessibility Standards Regulation, this section highlights how various divisions met or exceeded their specific IASR compliance requirements in the following areas:

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

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Furthermore, under the Accessibility for Ontarians with Disabilities Act (AODA), broader public sector organizations are obligated to file an accessibility compliance report with the Accessibility Directorate of Ontario every two years. Given that 2017 was a compliance year, the City's 2017 Accessibility Compliance Report is available for review in Appendix A1.

9.1 Accessibility Strategic Achievements

Many city-wide planning projects are lead, supported or reviewed annually by the Accessibility Planning Team to provide an over-arching accessibility lens in conjunction with the City's Strategic Plan, under these pillars: Move, Belong, Connect, Prosper and Green. 2017 was no different.

Various projects lead by Accessibility Planning included:

- Facility Accessibility Audit
- 2017 Accessibility Compliance Report
- 2017 Multi-Year Plan

The Accessibility Planning Team also supported the following projects:

- [The City's Strategic Plan: Our Future Mississauga](#)
- [Older Adult Plan](#)
- [Youth Plan](#)
- [Mississauga Transitway Project](#)
- [Hurontario Light Rapid Transit \(LRT\)](#)
- [Inspiration Lakeview](#)
- [Inspiration Port Credit](#)
- [Downtown 21 Master Plan](#)
- [Vision Cooksville](#)
- [Dundas Connects - The Dundas Corridor Master Plan](#)
- [Lakeshore Connecting Communities](#)
- [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](#)
- [Waterfront Parks Strategy](#)
- [Natural Heritage & Urban Forestry Strategy \(NHUFS\)](#)
- [Sport Plan](#)
- Mississauga Celebration Square Strategic Plan
- People Strategy (Human Resources)

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- Heritage and Museums Strategic Plan
- Customer Service Strategy
- Transportation Master Plan
- [Culture Master Plan](#)
- Creation of Digital Citizen Advisory
- Workplace Inclusion Strategies
- Working Minds

9.2 Accessible Customer Service Standard

In conjunction with Corporate Services, Facilities and Property Management, Office of the City Clerk, Legislative Services, Human Resources, Talent Management, and Accessibility Planning the City of Mississauga continues to uphold the section 80.49 of the IASR of having an Accessible Customer Service Training.

The City of Mississauga continues to adhere to these sections in the IASR by:

- 311 (Citizen Contact Centre) received 29 inquiries related to accessibility to date in 2017
- 311 continues to provide Knowledge Base documents on accessibility by providing information on the Accessibility Advisory Committee; Service Animals and Guide Dogs; Sign Language Interpretation; Accessible Customer Service Standards and Accessible Customer Service Feedback.
- 311 continues to provide responsive, seamless and easily accessible Customer Service.
- 311 operates in an Omni-channel environment which allows citizens to contact the City of Mississauga through the channel that works with their needs and preferences.
- Staff at 311 are trained to receive TTY calls, partnering with the Bell Relay system to provide callers with customer service.
- A refresh of the E-Learning modules which included improved accessibility of the modules for staff and volunteers with vision disabilities.
- 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.

In addition, as per legislation set by the Ministry of Municipal Affairs, the Elections Office is required to create an Accessibility Plan for the Municipal Election in 2018. A draft of the Accessibility Plan for the 2018 Municipal Election was presented to the Accessibility Advisory Committee in September of 2017.

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9.3 Information & Communications Standard

In conjunction with Corporate Services, Communication and Information Technology as well as the Accessibility Planning Department, the City of Mississauga continues to uphold the section 11, 12 and 13 of the IASR of having an Accessible Feedback Processes, Accessible Formats and Communication Supports and Emergency Procedures, Plans or Public Safety Information.

The City of Mississauga continues to adhere to these sections of the IASR by:

- Ensuring 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)”.
- Having an Accessible Documents Reference Guide including a list of available vendors available to the staff via the intranet site.
- Ensuring production of City information materials follows accessible design standards as outlined in the handbook developed by the Registered Graphic Designers of Ontario (RGD).
- Ensuring the Feedback process is accessible and allows residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).
- Ensuring the City provides accessible online feedback mechanisms as well as alternate communication supports when applicable.

Working with various stakeholders, the City of Mississauga is working towards making all websites accessible to people with disabilities by conforming to international standards for website accessibility (IASR Section -14).

In 2017, the City of Mississauga:

- Acquired a new web content management system with the goal for WCAG 2.0 Level AA compliance starting in 2017 as current features are updated and new content/features are implemented.
- Created and established the Digital Citizen Advisory group to help improve the usability of the city’s web site.
- Renewed their commitment with “Site Improve” for 2017 to run accessibility checks on all websites. Website accessibility improvements will coincide with the new web content management system.
- The availability of the Accessibility Tip Sheets on the internal accessibility website.

The City of Mississauga Libraries continues to adhere to section 19 of the IASR in 2017 and beyond by providing access to accessible collection through their partnership with the Centre for Equitable Library Access (CELA). In addition, City of Mississauga Libraries now offers customers access to Daisy disc players. Additionally a re-design of the Library website took place in 2017, to improve accessibility for people with disabilities.

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9.4 Employment Standard

The Employment Standard, under the IASR, requires the City of Mississauga to provide accessibility to their employees across all stages of their employment life cycle.

In conjunction with staff from Corporate Services, Human Resources, Learning and Organizational Development, Employee Health Services and Accessibility Planning the following policy and standards were created, updated or utilized to adhere to sections 22 to 31 by pro-actively removing barriers across the employment life cycle, creating a workplace that is accessible to allow all employees to reach their full potential by:

- Providing IASR mandatory E-learning sessions
- Face-to-face training for HR consultants and hiring managers to include information regarding recruitment, emergency response process, accommodation, and return to work process.
- Review, update, refine City of Mississauga's policy and work processes.
- Continued support of the Employee Health Services Department to assist in the accommodation and return to work process for persons with disabilities.
- Continuation of updating and creating an inventory of the Essential Duties Worksheet for each multi-incumbent position within the City of Mississauga.
- Review and updating an employee Physical and Cognitive Job Demands as required as part of the recruitment process.
- Conducting Ergonomic assessments on an as needed basis to support both employee wellness and short term & long term accommodations.
- Provision of job coaching on an as requested basis to ensure successful employment placement.
- Incorporation of elements of successful short and long term accommodation to be included at bargaining tables during labour/management discussions.
- Continued inclusion of specific language regarding the incorporation of individual accommodation plans into the redeployment process in the current Salary Administration Policy.
- Continued consideration of individual accommodation plan to be incorporated into the medical redeployment process.
- Continued participation in The Region of Peel's Summer Jobs Challenge and Equitek Employment Equity Solutions.

2017 also saw the development of the City of Mississauga's new Protective Measures Policy to include direction that security and emergency procedures must be available in accessible electronic format or, upon request, in an alternate format. Additionally, The City's [Accessibility Policy](#) found in Appendix A3 was revised to reflect legislated changes to the IASR.

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Lastly, the Workforce Diversity and Inclusion Strategy (WDI) developed in partnership with the [Canadian Centre for Diversity and Inclusion](#) was finalized and targeted for implementation in 2017.

9.5 Transportation Standard

One of the major Strategic Pillar for Change is Move: Developing a Transit Oriented City.

The City of Mississauga continued adherence to IASR's Transportation standards is reflected by the MiWay's new Multi-Year Accessibility Plan which outlines how Mississauga Transit will work towards meeting its compliance obligations by maintaining and advancing accessibility throughout its fleet and services. MiWay's Multi-Year Accessibility Plan can be found in Appendix 2.

Additionally, in conjunction with Transportation and Works, Mississauga Transit and Transit Planning, 2017 saw the continued development of:

- Hurontario Light Rail Transit (LRT)
- Winston Churchill, Spectrum, Orbitor and Renforth Gateway Transitway Stations
- MiWay Five Transit Service Plan
- Integration of bus tracker information with the "Plan A Trip" street maps.
- Continued use of intelligent transportation systems such as traffic cameras and vehicle detection.
- Phase 1 of the Mississauga Moves Transportation Plan.
- Continued review of Mississauga Road App.
- Development of Parking Matters Strategy.
- Real Time Bus Information: As of March 1, 2017 a new real-time feature is now available under the "Next Trip" section of Plan a Trip that allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).
- Transit Infrastructure: In 2017 alone, MiWay installed approximately 367 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 367 pads installed in 2017, approximately 215 were dedicated to rear door concrete pad extensions. Currently only about 4.9% (approximately 168 of 3,433) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.
- Sidewalk Program: In 2017, approximately 4 kilometers of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services.

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- **Tactile Plates:** To make transit more accessible, the City of Mississauga is installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road.
- **MiWay's Accessible Customer Service Training Program:** In 2017, the MiWay Training Department set out a project mandate to review their course curriculum. A comprehensive needs analysis was completed to help determine the benefits and any shortcomings that the New Transit Operator Training Program.

9.6 Built Environment Standard

The Built Environment Standard, under the IASR, requires the City of Mississauga for continued implementation of the City of Mississauga Facility Accessibility Design Standards.

In conjunction with staff from Corporate Services, Facilities and Property Management, Planning & Building, Development and Design, Urban Design, Community Services, and Accessibility Planning the following projects were initiated, continued or completed with a focus on Accessibility:

- All City office space and accommodation renovations will continue to follow the Mississauga Facility Accessibility Design Standards.
- 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.
- City Wide Accessibility Audit that was initiated in 2016 and completed in 2017. 97 City owned public buildings were assessed following the City's Facility Accessibility Design Standards. Recommendations will be put forward by Facilities Development & Accessibility and Capital Planning & Asset Management.
- Our Future Corporation (OFC) project was initiated by the development of a dynamic, modern workplace that gives employees choice and control of where and how they work.
- Installation of 2 accessible washrooms and 1 universal washroom as well as water bottle filling station at Erindale Park.
- Accessibility entrance upgrades including doors at Civic Centre.
- New automatic doors at Rivergrove Community Centre
- Construction of all season sports park, community centre and pool at Park Location 459 (Churchill Meadows Community Centre and Park).

2017 also saw the Parks and Forestry Division at Community Services department implement the following:

- Signage requirements for Credit Valley Conservation Authority.

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- Continued work at Union Park, Paul Coffey Park and Malton Village Park.
- Additional installment of Accessible picnic tables.
- Continued messaging at the City of Mississauga's Picnic Parks webpage stating: *"Accessible seating is available at our permitted picnic sites"*.
- Completed 2 new barrier free accessible playgrounds: Jaycee Park and Paul Coffey
- Consultation with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces. Zonta Meadows Park was redeveloped in 2017 for accessible play.
- Zonta Meadows was the City's first barrier free playground and is currently under construction for surfacing replacements and repairs –anticipated completion 2018

Section 10: Integrated Accessibility Standard Regulations - Future Initiatives 2018 - 2022

Looking to the future, each category within this section provides a narrative outlining various division's goals and/or commitment to continue meeting and exceeding their compliance requirements over the next five years.

10.1 Accessibility Planning - Future Initiatives 2018-2022

The future for the Accessibility Planning Department is vibrant with a mandate of keeping with the City's Accessibility Vision Statement. "Mississauga: A Great Place to live, work, travel and play for everyone!"

Staff in Accessibility Planning will continue to uphold this vision by:

- Being leaders in accessibility by meeting or exceeding timelines of provincial legislation.
- Increasing the number of City Wide facilities to be audited from an accessibility standpoint.
- Work with various stakeholders to implement the recommendations from the facility accessibility audit.
- Work with various stakeholders by providing state-of-the-art accessible information and technology compliant to WCAG 2.0 Level AA standards by January 1, 2021.
- Continue to work with various stakeholders by making accessibility a design priority.
- Continue to work with various stakeholders to ensuring staff continued to be trained are fully aware and educated and have a greater understanding of persons with disabilities.
- Quarter 1 of 2018 brought the adoption by City Council to use the Dynamic Symbol of Access to be implemented at City facilities on a "go forward" basis, where feasible. The Dynamic Symbol improves on the International Symbol by emphasizing movement and how society views and interacts with people with disabilities.

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10.2 Accessible Customer Service Standard – Future Initiatives 2018-2022

Over the next 5 years the City of Mississauga will continue to adhere and comply with the Accessible Customer Service standards of the IASR by:

- Continued development and implementation of an accessibility plan for every future election through the Legislative Services department within the City of Mississauga.
- The generation of Accessibility Report, after every election to highlight successes and identify challenges to be resolved for the next election to comply with legislative standards.
- Continued communication with Accessibility Planning and the Accessibility Advisory Committee in the development of the Accessibility Plan to safeguard against omitting certain barriers affecting persons with disabilities.
- Continued work by 311 towards exploring more options to expand current service offerings of phone, email, online services and the Pingstreet mobile app.

10.3 Information and Communications Standard - Future Initiatives 2018-2022

Over the next 5 years the City of Mississauga will continue to adhere and comply with the Information and Communications standards of the IASR by:

- Maintaining awareness activities on accessible forms via training.
- Develop a new accessible document training program via a vendor selected by the Information Technology Department.
- In Conjunction with Information Technology, a business plan will be developed to make all documents accessible.
- City of Mississauga Libraries will continue to grow their own collection of audiobooks and digital audiobooks to meet the needs of print disabled customers.
- City of Mississauga Libraries will adhere to all required provincial Accessibility legislation in the renovation of the Mississauga's Central Library. Where possible, furniture and fixtures will provide universal access to all customers through the use of FADS principals.

10.4 Employment Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga is committed to provide accessibility to their employees across all stages of their employment life cycle through:

- Review of all Corporate Policies & Procedures at least every 3 years to ensure that the City of Mississauga remains current with legislative standards and presents no barriers to persons with disabilities.
- The introduction of The Working Mind. A new mental health awareness program created by the [Mental Health Commission of Canada](#), which aims to remove the stigma associated with mental health issues, the promotion of good mental health.

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- Working Mind Training to all leaders with direct reports and eventually all employees.
- Ongoing face-to-face training and E-Learning into April 2018 to assist in providing employees more insight and understanding about the City of Mississauga's new WDI strategy and important updates to various policies and work process.

10.5 Transportation Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga is committed to provide accessibility transportation services to persons with disabilities in being able to live, work and participate in their communities through:

- Accessible Taxi Cab “On Demand Solutions” Study as recommended by Public Vehicle Advisory Committee.
- Hurontario Light Rail Transit (LRT)
- Parking Matters Master Plan
- MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA
- Cycling Master Plan
- Dundas Connects
- Continued installation of Accessible Pedestrian Signals on an as needed basis
- Continued Tactile Plate installations to approximately 400 intersections.

10.6 Built Environment Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga's is committed to ensure that the Built Environment continues to be viewed through an accessibility lens with the commencement or continuation of the following projects:

- Sidewalks for Transit Routes
- Implementation of the Affordable Housing Strategy.
- Establish a plan to increase the number of accessible picnic tables at parks
- Increase the number of fully accessible / inclusive play site: Elm Creek Park, Jaycee Park, River Grove.
- Installation of Accessible Pedestrian Signals on an as needed basis.
- Installation of 2 operators for the public washroom at BraeBen on the ground floor.
- 24 proposed operators to be installed to corridor doors leading to rinks and rink change rooms at Hershey Arena
- 3 proposed operators to passage ways at the Dixie Bloor Neighbourhood Centre (Burnhamthorpe Library site) in 2018.
- New sliding doors at the terminal platform, elevator upgrades and escalator replacement at City Centre Transit Terminal.

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- Elevator/Lift Replacement at Burnhamthorpe Community Centre and Huron Park Recreation Centre
- Installation of 400 tactile plates in high pedestrian locations throughout the City.
- Consultation for playground replacement program is presented every 4-6 years
- Continued program for the installation of accessible picnic tables in parks.
- Continue to implement Park Bench Arm Rest Addition Program

Section 11: Going Beyond Compliance

The Beyond Compliance Self-Assessment Tool developed by York Region was utilized by the City of Mississauga not to measure compliance with AODA, but rather to determine the measures that the City of Mississauga can do to go beyond compliance to create a more accessible organization.

This tool provided an opportunity to identify future goals and projects that will move the City of Mississauga beyond compliance, towards a more accessible and inclusive environment.

The tool focuses on six key areas of an organization, including:

- Leadership
- Communications
- Training and Professional Development
- Employment Practices
- Goods and Services
- Physical Spaces

Results of the Beyond Compliance Tool indicated that the City of Mississauga scored the following with regards to accessibility best practices:

- Leadership – 71%
- Communications – 41%
- Training and Professional Development – 58%
- Employment Practices – 46%
- Goods and Services – 42%
- Physical Spaces – 70%
- **Overall Assessment – 54%**

Note: a score above 0 is indicative of beyond compliance.

11.1 Leadership

Leadership: “In an accessible organization, organizational leaders take ownership for accessibility activities that go beyond compliance with legislation”.

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The City of Mississauga scored 71% regarding accessibility best practices when assessed about leadership of its organization.

As noted in the “Belong”, Strategic Pillar, Mississauga is a city that thrives on its social and cultural diversity. The Strategic goal of “Ensuring Affordability and Accessibility” is supported by the Accessibility Policy.

Furthermore the “Connect” and “Move” pillars, further strengthens accessibility through their strategic goals to “Build a Reliable and Convenient System”, “Develop Walkable, Connected Neighborhoods”, “Provide Mobility Choices” as well as to “Develop Environmental Responsibility”.

In addition, the Accessibility Planning team (sees Section 4.3) works diligently to uphold the City’s Accessibility Vision Statement. “Mississauga: A Great Place to live, work, travel and play for everyone!”

In 2017, the Facility Accessibility Audit was completed to support the City’s continued commitment to removing accessibility barriers within its facilities as well to foster capital budget renovation plans for accessibility upgrades. A strategic plan to prioritize the audit findings, determine how the priorities will align with other departments within the city and implementation of these recommendations will be discussed throughout the next 5 years.

Lastly, Human Resources department continues to utilize the Accessibility Policy, and develop new strategies for with the implementation the Protective Measures Policy & Workplace Diversity and Inclusion Strategy.

11.2 Communication

Communication – *“In an accessible organization the organization uses information and communication processes that are accessible to people with a wide range of abilities”.*

Scoring 41% on the Beyond Compliance Tool, the City of Mississauga continues to be a two-way communication organization committed to engaging its citizens. Through the standard 3-1-1 messaging, provision of accessible document reference guides and accessibility tip sheets, as well as having an online accessible feedback process too acquiring a new web content management system with the goal for WCAG 2.0 Level AA compliance by 2021, the above communication vision statement depicts not only how the City of Mississauga meets AODA compliance but goes beyond to have communication processes in place to ensure information is accessible to internal and external users with a wide range of abilities.

11.3 Training & Professional Development

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Training and Professional Development – *“Accessibility training and professional development for all personnel helps to achieve and maintain an accessible organization”.*

From providing an annual accessible customer service award, having IASR mandatory E-learning sessions, too Face-to-face training for HR consultants and hiring managers, the City of Mississauga scored 58% on the Beyond Compliance Tool. Training and Professional development to all staff included information regarding recruitment, emergency response process. In addition, with the implementation Workforce Diversity and Inclusion Strategy, the City of Mississauga ensures that all staff, including decision makers, are provided professional development opportunities to understand the value of an accessible organization and their role in creating a culture of accessibility to not only meet compliance but go beyond.

11.4 Employment Practices

Employment Practices – *“An accessible organization encourages employment practices across the life cycle of employment to include people with a wide range of abilities”.*

As noted in the “2015-2017 People Strategy”, through the strategic pillar’s, of “Talent Management” and “Healthy Workplace”, the Human Resources Department recognize and incorporates accessibility objectives into their business planning practices.

Through the development of Workplace Diversity and Inclusion Strategy, Respectful Workplace Training, and from the implementation of the Working Minds Training for all people leaders and staff, to the City of Mississauga’s continued work with Career Edge and Community Living Mississauga on specialized recruitment training for persons with disabilities are some of the continued accessibility best practices that resulted in the City of Mississauga obtaining 46% on the beyond compliance tool.

Lastly, from having face-to-face training for HR consultants and hiring managers to include information regarding recruitment, emergency response process, accommodation, and return to work process with an objective of reviewing all policies with an accessibility lens on a 3 year basis as well as through the mandatory E-Learning modules for ACS and IASR the City of Mississauga goes beyond compliance to foster a culture of inclusivity and accessibility.

11.5 Goods & Services

Goods and Services – *“An accessible organization provides goods and services that are accessible and welcoming to a wide range of users and delivered in a manner that reflects inclusionary practices”.*

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From the use of the Contract Manager's Guidebook, Facility Accessibility Design Standards, Procurement Request Form and Customer Service Strategy and in consultation with the Accessibility Advisory Committee, Facility Accessibility Design Committee, Older Adult Committee, Youth Plan Team, and Accessibility Planning, The City of Mississauga ensures that all goods and services are kept within the accessibility lens to bridges the City's Strategic Plan with day-to-day work plans and projects resulting in 42% on the Beyond Compliance Tool.

11.6 Physical Spaces

Physical Spaces – *“An accessible organization provides an accessible indoor and outdoor built environment for people with a wide range of abilities”*

As noted above, Accessibility Planning's vision is “to provide a great place to live, work, travel and play for everyone!” The City of Mississauga is committed to the application and compliance of accessibility legislation and requirements across all city programs, services, policies, practices, by-laws, and facilities (including parks, trails and other outdoor public spaces) resulting in a score of 70% on the Beyond Compliance Tool.

Some examples of accessibility best practices include the initiation of a City Wide Accessibility Audit in 2016, completed in 2017 resulting in 97 City owned public buildings being assessed following the City's Facility Accessibility Design Standards. Recommendations have been put forward and the Facilities Development & Accessibility along with Capital Planning & Assist Management will take the next steps towards implementation.

In addition, the accessibility upgrades project consisted of the installation of 2 accessible door operators for the public washroom at BraeBen on the ground floor. There are 24 proposed operators to be installed to corridor doors leading to rinks and rink change rooms at Hershey Arena, also 3 proposed operators to passage ways at the Dixie Bloor Neighbourhood Centre (Burnhamthorpe Library site) in 2018. Meeting rooms and change rooms were chosen to improve patron accessibility to our City's programs. The City of Mississauga also initiated “Our Future Corporation” (OFC) project to develop a dynamic, modern workplace that gives its employees the choice and control of where and how they work.

As seen above, the City of Mississauga continues to go beyond compliance in increasing awareness of accessibility into the community through their design of public spaces. This process will continue to be supported by the use of an overarching accessibility lens with the use of 2015 Facility Accessibility Design Standards, IASR and AODA and in consultation with the AAC, FADS, EMT, PMAC groups.

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Section 12: Conclusion

The City of Mississauga continues to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises we are obligated to continue our pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

We have been proactive and have accomplished much in relation to accessibility improvements within our by-laws, facilities, policies, programs, practices and services.

Over the next five years, we will continue to move forward in the identification, prevention, and removal of barriers to persons with disabilities.

As the sixth largest city in Canada, the City of Mississauga must continue to create and maintain an accessible community by delivering inclusive and high quality municipal programs, goods, and services to all of our citizens at the same time, location, and method of delivery.

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Section 13: Glossary

Accessibility:

Accessibility is the concept where products, services or environments are designed to provide access to people with disabilities.

Accessible Documents:

An accessible document is one that is usable by all people, regardless of their ability. Accessible web content is legislated under section 14 of the Integrated Accessibility Standards Regulation (IASR) which states that all web content must meet Web Content Accessibility Guidelines (WCAG) 2.0. When referring to an accessible document, the intent is to make that document comply with WCAG 2.0.

Accessibility Advisory Committee (AAC):

The council of every municipality that has a population of 10,000 or more, shall establish an accessibility advisory committee. A majority of the members of the committee shall be people with disabilities. The committee shall:

- (a) advise the council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice under subsection (5);
- (b) review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the committee selects; and
- (c) perform all other functions that are specified in the regulations.

Accessible Policy:

Under the Integrated Accessibility Standards Regulation (IASR) municipalities are required to develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements of the Regulation. Examples of accessibility policies might include – accessible training, accommodations, return to work or accessible feedback.

Accessibility Plan:

An accessibility plan is a requirement under the Integrated Accessibility Standards Regulation (IASR). Municipalities are required to establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers in order to meet requirements under the IASR.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

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In June 2005, the [Accessibility for Ontarians with Disabilities Act 2005](#) (AODA) was enacted into law. As the first of its kind in Canada, the AODA is more comprehensive and prescriptive than the previous Ontarians with Disabilities Act and its requirements apply to the public, private, and not-for-profit sectors. The AODA requires the development of accessibility standards as referenced below, compliance deadlines, and administrative penalties for non-compliance.

The Accessibility Directorate of Ontario:

The Accessibility Directorate of Ontario (ADO) is the Provincial Ministry responsible for creating, reviewing and enforcing accessibility legislation in Ontario.

Accessible Formats:

Accessible formats are formats created to be used by people with disabilities. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, and braille.

Barrier:

Barrier means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

Beyond Compliance Self-Assessment Tool

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations is a free online tool designed to be used by private, public and not-for-profit organizations of all sizes across Ontario who want to create a more accessible organization. Beyond Compliance is not meant to measure an organization's compliance with the Accessibility for Ontarians with Disabilities Act (or AODA) but rather measure how far beyond compliance and organization is going.

Disability:

Disability means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or

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- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

Design of Public Spaces Standards (DOPSS)

The Design of Public Spaces Standard (DOPSS) is a section of the Integrated Accessibility Standards Regulation (IASR) that highlights regulatory requirements for outdoor spaces, such as playgrounds, trails, beach access routes and accessible parking.

Inclusive:

Inclusive Design is the design of an environment so that it can be accessed and used by as many people as possible, regardless of age, gender and disability. An environment that is designed inclusively is not just relevant to buildings; it also applies to surrounding open spaces, wherever people go about everyday activities. These principles can be applied to policies and procedures as well.

Mississauga Facility Accessibility Design Standards:

The Mississauga Facility Accessibility Design Standards (FADS) address accessibility requirements for the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities, owned, leased or operated by the City of Mississauga.

Ontario Building Code

The Ontario Building Code is the legislative framework governing the construction, renovation and change-of-use of a building. The Ontario Building Code establishes detailed technical and administrative requirements as well as minimum standards for building construction. The Ministry of Municipal Affairs and Housing is responsible for the development of, and the amendments to the Building Code Act and the Code.

Ontario Human Rights Code:

The Ontario Human Rights Code is a [law](#) that gives all people [equal rights](#) and opportunities without [discrimination](#) in specific areas such as housing and services.

The Code’s goal is to prevent discrimination and harassment because of race, colour, gender identity or expression, sex, sexual orientation, disability, creed, age and other grounds.

Ontario Network of Accessibility Professionals (ONAP):

ONAP is a network of broader public sector accessibility professionals in Ontario. The broader public sector includes municipalities, hospitals, school boards, colleges and universities.

Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation):

The Integrated Accessibility Standards Regulation (IASR) is the one regulation under

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the Accessibility for Ontarians with Disabilities Act (AODA). The IASR provides legislative requirements for organizations in Ontario in the following areas:

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

Staff Accessibility Resource Team (StART)

The City of Mississauga established a Staff Accessibility Resource Accessibility Resource Team in order to support the work of the Accessibility Advisory Committee and Accessibility Planning. The team consists of staff from key Divisions that are impacted by accessibility.

TTY

TTY stands for Text Telephone. A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

Web Content Accessibility Guidelines (WCAG):

The Web Content Accessibility Guidelines are a series of guidelines for improving web accessibility. Produced by the World Wide Web Consortium (W3C), the WCAG are the best means of making your website useful to all of your users. WCAG is not an inclusive list of issues facing web users with disabilities. The guidelines are internationally recognized and adopted standards. The guidelines explain how to solve many of the problems that users with disabilities face.

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Section 14: **Appendix A**

A1. City of Mississauga 2017 Accessibility Compliance Report

Instructions

 All information you provide is subject to the *Freedom of Information and Protection of Privacy Act*.

Fields marked with an asterisk (*) are mandatory.

A. Organization information

| | | |
|--------------------------|-----------------------------|----------------|
| Organization category * | Number of employees range * | Reporting year |
| Designated Public Sector | 50+ employees | 2017 |

Business details

| | |
|--|---|
| Organization legal name * | Number of employees in Ontario * Help |
| The Corporation of the City of Mississauga | 7000 |

| | |
|--|---|
| Business number (BN9) * Help | <input type="checkbox"/> Check this box if you have received an AODA identifier from the Accessibility Directorate of Ontario |
| 121414106 | |

| | |
|---|--|
| <input type="checkbox"/> Check if operating/business name is same as legal name | |
| Organization operating/business name | Language preference for communications * |
| City of Mississauga | English |

| | |
|--|----------------------|
| Sector that best describes your organization's principal business activity * | Help |
| 91 - Public administration | |

| | |
|---|---|
| Subsector (if possible) | Industry group (if possible) |
| 913 - Local, municipal and regional public administration | 9139 - Other local, municipal and regional public administr |

Mailing address

Address where letters can be sent to the person responsible for coordinating the organization's AODA compliance activities.

| | | | |
|-----------|---|---------------------------|-------------------------------------|
| Country * | <input checked="" type="radio"/> Canada | <input type="radio"/> USA | <input type="radio"/> International |
|-----------|---|---------------------------|-------------------------------------|

| | | | |
|-------------------|---|--|-----------------------------|
| Type of address * | <input checked="" type="radio"/> Street address | <input type="radio"/> Street address served by route | <input type="radio"/> Other |
|-------------------|---|--|-----------------------------|

| | | |
|-------------|-----------------|---------------|
| Unit number | Street number * | Street name * |
| | 300 | City Centre |

| | | | |
|-------------|------------------|-------------|--------------|
| Street type | Street direction | City * | Province * |
| Drive | | Mississauga | ON (Ontario) |

| |
|---------------|
| Postal code * |
| L5B 3C1 |

Business address

(Address at which letters can be sent to the company director/officer accountable for the organization's compliance with the AODA.)

| |
|--|
| <input checked="" type="checkbox"/> Check if business address is same as mailing address |
|--|

| | | | |
|-----------|---|---------------------------|-------------------------------------|
| Country * | <input checked="" type="radio"/> Canada | <input type="radio"/> USA | <input type="radio"/> International |
|-----------|---|---------------------------|-------------------------------------|

| | | | |
|-------------------|---|--|-----------------------------|
| Type of address * | <input checked="" type="radio"/> Street address | <input type="radio"/> Street address served by route | <input type="radio"/> Other |
|-------------------|---|--|-----------------------------|

| | | |
|-------------|-----------------|---------------|
| Unit number | Street number * | Street name * |
| | 300 | City Centre |

| | | | |
|-------------|------------------|-------------|--------------|
| Street type | Street direction | City * | Province * |
| Drive | | Mississauga | ON (Ontario) |

| |
|---------------|
| Postal code * |
| L5B 3C1 |

Use the "Add new organization" button to add additional organizations to which this accessibility report is to be applied (maximum 20).

Note: All organizations must have the same organization category, number of employees range, compliance answers and certifier, and have different business numbers, in order to file under the same form.

| | | | |
|---|--|---------------------------|-----|
| Organization category | Designated Public Sector | Number of employees range | 50+ |
| Filing organization legal name | The Corporation of the City of Mississauga | | |
| Filing organization business number (BN9) | 121414106 | | |

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility.

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Make your employment practices accessible

1. Does your organization notify its employees and the public about the availability of accommodations during the recruitment process? * Yes No

[Read O. Reg. 191/11 s.22 - 24: Recruitment](#)

[Learn more about your requirements for question 1](#)

Comments for question 1 • All job postings include mandatory language informing applicants about available accommodations.
• AODA Employment - Recruitment Guide developed for all persons conducting recruitment.

2. Does your organization provide employees with updated information about its policies to support employees with disabilities? * Yes No

[Read O. Reg. 191/11 s.25: Informing employees of supports](#)

[Learn more about your requirements for question 2](#)

Comments for question 2 Offer letter indicates policies to review and do mandatory e- learning modules for: Respectful Workplace Employee Training; Accessible Customer Services, Breaking Down Barriers; IASR.

3. When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? * Yes No

[Read O. Reg. 191/11 s.26: Accessible formats and communication supports for employees](#) [Learn more about your requirements for question 3](#)

Comments for question 3 Reflected in several policies besides the Accessibility Policy (e.g. Documentation Standards 03-02-02; Forms Management 03-02-01; Open Data 03-10-02). City complies when a request for an alternate format is requested.

4. Does your organization prepare individualized workplace emergency response information for employees with disabilities? * Yes No

[Read O. Reg. 191/11 s.27: Workplace emergency response information](#)

[Learn more about your requirements for question 4](#)

Comments for question 4 **Reflected by the Short & Long Term Accommodation Policy, Emergency Evacuation Form**

Make new or redeveloped public spaces accessible

5. Since January 1, 2016, has your organization constructed new or redeveloped existing recreational trails that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 5](#)

5.a. Did your organization consult with the public and persons with disabilities prior to constructing new or redeveloping existing recreational trails as outlined in the s.80(8) of the Integrated Accessibility Standards Regulation (IASR)? * Yes No

[Read O. Reg. 191/11 s.80\(8\): Consultation, recreational trails](#)

[Learn more about your requirements for question 5.a](#)

Comments for question 5.a **Consultation with Accessibility Planning, AAC, FADS and StART teams.**

5.b. Does your organization ensure that its new or redeveloped recreational trails meet the technical requirements as outlined s.80(9) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(9\): Technical requirements for trails](#)

[Learn more about your requirements for question 5.b](#)

Comments for question 5.b **Yes, through the use of FADS manual for technical requirements and presented to FADS committee. 23 Park Trail reconstructions since 2016 and 5 New Trail constructions.(eg. Derry Greenway; Huron Park; Avonlea Park; Willowvale Fields; Deer Run Park)**

6. Since January 1, 2016, has your organization constructed new or redeveloped existing beach access routes that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV.1: Design of Public Spaces Standards - Definitions](#)

[Learn more about your requirements for question 6](#)

6.a. Does your organization ensure that its new or redeveloped beach access routes meet the technical requirements as outlined in IASR s.80(10)? * Yes No

[Read O. Reg. 191/11 s.80\(10\): Technical requirements for beach access routes](#)

[Learn more about your requirements for question 6.a](#)

Comments for question 6.a

7. Do your new or redeveloped recreational trail and/or beach access routes include boardwalks? * Yes No
(if Yes, you will be required to answer additional questions)

7.a. Where new or redeveloped recreational trails and/or beach access routes have a boardwalk, does the boardwalk meet the technical requirements as outlined in s.80(12) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(12\): Boardwalks](#)

[Learn more about your requirements for question 7.a](#)

Comments for question 7.a **Yes, through the use of FADS manual for technical requirements and presented to FADS committee. (eg: Lake Aquitaine redevelopment).**

8. Do your new or redeveloped recreational trails and/or beach access routes include ramps? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8](#)

8.a. Where new or redeveloped recreational trails and/or beach access routes have a ramp, does the ramp meet the technical requirements as outlined in s.80(13) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(13\): Ramps](#)

[Learn more about your requirements for question 8.a](#)

Comments for question 8.a Yes, through the use of FADS manual for technical requirements and presented to FADS committee

9. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor public use eating areas that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#)

[Learn more about your requirements for question 9](#)

9.a. Does your organization ensure that where they construct or redevelop outdoor public use eating areas that they meet the requirements as outlined in s.80(17) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(17\): Outdoor public use eating areas, general requirements](#) [Learn more about your requirements for question 9.a](#)

Comments for question 9.a Yes, through the use of FADS. (eg. Huron Park)

10. Since January 1, 2016, has your organization constructed new or redeveloped existing outdoor play spaces that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

10.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the accessibility advisory committee where one was established as outlined in s.80(19) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(19\): Outdoor play spaces, consultation requirements](#)

[Learn more about your requirements for question 10.a](#)

Comments for question 10.a Yes, through the use of FADS manual for technical requirements and presented to FADS committee. 39 Playground Redevelopment (eg: Castlegreen Meadows; Frank Dowling Park) and 2 barrier free playgrounds (Jaycee Park; Paul Coffey)

10.b. Did your organization incorporate accessibility features when constructing a new or redeveloping an existing play space as outlined in s.80(20a) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(20a\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.b](#)

Comments for question 10.b Community Park Playgrounds With Improved Accessibility (EWF, ramp and accessible swing)
• Westacres Park; Aquinas Park; Lake Wabukayne Park; Churchill Meadows Community Common (north playground)

10.c. Does your organization's new or redeveloped play spaces have a firm ground surface as outlined in s.80(20b) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(20b\): Outdoor play spaces, accessibility in design](#)

[Learn more about your requirements for question 10.c](#)

Comments for question 10.c All playground development or redevelopment incorporates safety surfacing that meets the CSA standard

11. Since January 1, 2016, has your organization constructed new or redeveloped existing exterior paths of travel that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

11.a. Where applicable, do your newly constructed or redeveloped exterior paths of travel meet the technical and general requirements as outlined in s.80(21) – 80(31) of the IASR? * Yes No

[Read O. Reg. 191/11 s. 80\(21\) - 80\(31\): Exterior Paths of Travel](#)

[Learn more about your requirements for question 11.a](#)

yes.
Comments for question 11.a
• Streetsville Cadet Community Centre –stairs
• Paul Coffey Park new sidewalk connection

12. Since January 1, 2016, has your organization constructed new or redeveloped existing off-street parking facilities that you intend to maintain? * Yes No
(if Yes, you will be required to answer additional questions)

12.a. When constructing new or redeveloping off-street parking facilities that you intend to maintain, do you ensure that the off-street parking facilities meet the accessibility requirements as outlined in s.80(32) – 80(37) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(32\) - 80\(37\): Accessible Parking](#)

[Learn more about your requirements for question 12.a](#)

Yes
Comments for question 12.a
• Hancock Woodlands
• Danville Park

13. Since January 1, 2016, has your organization constructed a new or replaced an existing service counter? * Yes No
(if Yes, you will be required to answer additional questions)

13.a. Does your organization ensure that new or redeveloped service counters meet the technical requirements as outlined in s.80(41) of the IASR? * Yes No

[Read O. Reg. 191/11 s. 80\(41\): Service counters](#)

[Learn more about your requirements for question 13.a](#)

Yes, through the use of FADS manual for technical requirements and presented to FADS question 13.a committee

14. Since January 1, 2016, has your organization constructed new fixed queuing guides? * Yes No
(if Yes, you will be required to answer additional questions)

14.a. Does your organization ensure that new fixed queuing guides for obtaining services meet the technical requirements as outlined in s.80(42) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(42\): Fixed queuing guides](#)

[Learn more about your requirements for question 14.a](#)

Comments for question 14.a

15. Since January 1, 2016, has your organization constructed new or redeveloped existing waiting areas? * Yes No
(if Yes, you will be required to answer additional questions)

15.a. Does your organization ensure that new or developed fixed seating waiting areas meet the technical requirements as outlined in s.80(43) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(43\): Waiting areas](#)

[Learn more about your requirements for question 15.a](#)

Comments for question 15.a

16. Does your organization's public spaces have accessible elements in place as required under the Design of Public Spaces Standard of the IASR? * Yes No

(If Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV, 1: Design of public spaces standards](#)

[Learn more about your requirements for question 16](#)

16.a. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements are not in working order as outlined in s.80(44) of the IASR? * Yes No

[Read O. Reg. 191/11 s.80\(44\): Maintenance of accessible elements](#)

[Learn more about your requirements for question 16.a](#)

Comments for Park Bench Arm Rest Addition Program; Spraypad ; Fitness Equipment; Hancock Woodlands; question 16.a Park Washrooms; Etobicoke Creek trail

Provide accessible transportation services

17. Does your organization provide conventional transportation services? * Yes No
(If Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 17](#)

17.a. Does your organization have electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles, and do these announcements satisfy the requirements set out in section 51. O. Reg. 191/11? * Yes No

[Read O. Reg. 191/11 s.51\(2\): Pre-boarding announcements](#)

[Learn more about your requirements for question 17.a](#)

Comments for question 17.a MiWay currently has Voice and Visual Stop Announcement Systems to announce and display next stop announcement, prior to arriving at a stop. Automated announcement of stops, visually over on-board display signs.

17.b. Does your organization ensure that all destination points or available route stops are announced through electronic means and legibly and visually displayed through electronic means? * Yes No

[Read O. Reg. 191/11 s.52\(2\) - 52\(3\): On-board announcements](#)

[Learn more about your requirements for question 17.b](#)

Comments for question 17.b Automated announcement of stops, information is displayed visually over on-board display signs, to see the stop information as it is announced. External announcements are made from all MiWay buses. route name, number and direction.

18. Does your organization provide specialized transportation services? * Yes No
(If Yes, you will be required to answer additional questions)

[Read O. Reg. 191/11 Part IV - Transportation Standards: Definitions](#)

[Learn more about your requirements for question 18](#)

18.a. Does your organization follow the eligibility requirements as outlined in section 63 of the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11 s.63: Categories of eligibility](#)

[Learn more about your requirements for question 18.a](#)

Comments for question 18.a

19. In the jurisdiction where you provide specialized transportation services, does another organization provide conventional transportation services? * Yes No
(if Yes, you will be required to answer additional questions)

19.a. Does your organization ensure that it does not charge more than the highest fare charged for conventional transportation services within the same jurisdiction? * Yes No

[Read O. Reg. 191/11 s.66: Fare parity](#)

[Learn more about your requirements for question 19.a](#)

Comments for question 19.a

19.b. Does your organization ensure that it has, at minimum, the same hours and days of service as any one of the conventional transportation service providers within the same jurisdiction? * Yes No

[Read O. Reg. 191/11 s.70: Hours of service](#)

[Learn more about your requirements for question 19.b](#)

Comments for question 19.b

20. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Integrated Accessibility Standards Regulation? * Yes No

[Read O. Reg. 191/11: Integrated Accessibility Standards](#)

[Learn more about your requirements for question 20](#)

Comments for question 20: 80.21-31 Exterior Paths of Travel and 80.32-39 Accessible Parking of the AODA as related to municipal and privately held lands are addressed by the Planning and Building Department through the Site Plan Review process

| | | | |
|---|--|---------------------------|-----|
| Organization category | Designated Public Sector | Number of employees range | 50+ |
| Filing organization legal name | The Corporation of the City of Mississauga | | |
| Filing organization business number (BN9) | 121414106 | | |

Fields marked with an asterisk (*) are mandatory.

D. Accessibility compliance report summary

Your responses to the questions on your accessibility report indicate that your organization is in compliance with AODA standards.

Your organization may be audited to verify compliance.

E. Accessibility compliance report certification

Section 15 of the *Accessibility for Ontarians with Disabilities Act, 2005* requires that accessibility reports include a statement certifying that all the required information has been provided and is accurate, signed by a person with authority to bind the organization(s).

Note: It is an offence under the Act to provide false or misleading information in an accessibility report filed under the AODA.

The certifier may designate a primary contact for the Accessibility Directorate to contact the organization(s); otherwise the certifier will be the main contact.

Certifier: Someone who can legally bind the organization(s).

Primary Contact: The person who will be the main contact for accessibility issues.

Acknowledgement

I certify that I have the authority to bind all organizations specified in Section A of this form, *

I certify that all the required information has been included in this report, and, *

I certify that the information in this report is accurate. *

Certification date (yyyy-mm-dd) * 2017-11-28

Certifier information

| | | | | |
|--------------------------|------------------------|-------------------------|-----------|--|
| Last name * | | First name * | | |
| Kent | | Gary | | |
| Position title * | Position title other * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Other | Commissioner and CFO | 905 615-3200 | 5395 | |
| Email * | | Alternate phone number | Extension | Fax number |
| gary.kent@mississauga.ca | | | | |

Primary contact for the organization(s)

Check if the primary contact is same as the certifier

| | | | | |
|----------------------------|---------------------------|-------------------------|-----------|--|
| Last name * | | First name * | | |
| Kassam | | Rasul | | |
| Position title * | Position title other * | Business phone number * | Extension | <input type="checkbox"/> Check here if TTY |
| Other | Supervisor, Accessibility | 905 615-3200 | 3608 | |
| Email * | | Alternate phone number | Extension | Fax number |
| rasulkassam@mississauga.ca | | | | |

2017 Annual Accessibility Report &
2018-2022 Multi-Year Accessibility Plan

Section 14: **Appendix A**

A2. Staff Accessibility Resource Team (StART)

Staff Accessibility Resource Team (StART)

| Name | Position | Contact |
|------------------------|--|---------------------------------------|
| Alana Tyers | Team Leader Transit Planning, T&W/MT Planning | Alana.Tyers@mississauga.ca |
| Amr Merdan | Urban Designer, P&B/Urban Design | amr.merdan@mississauga.ca |
| Anthony Frigo | Bldg Plans Examiner, P&B/Building & Mechanical Plan Exam | Anthony.Frigo@mississauga.ca |
| Christine Gabany | Mgr Talent Acquisition, CPS/Talent Acquisition | Christine.Gabany@mississauga.ca |
| Christopher Tham | Communications Advisor CPS/P&B, CPS/Corporate Communications | christopher.tham@mississauga.ca |
| Ihor Witowych | Mgr Transit Operations - Employees, T&W/MTOP Operations A | ihor.witowych@mississauga.ca |
| Jennifer Cowie Bonne | Mgr Community & Neighbourhood Dev, CMS/Community & Neighbourhood Development | jennifer.cowiebonne@mississauga.ca |
| Jennifer Cowan | Accessibility Specialist, CPS/F&PM/FDA | Jennifer.cowan@mississauga.ca |
| Lorena Smith | Community Dev Coord Older Adults, CMS/Community & Neighbourhood Development | lorena.smith@mississauga.ca |
| Lydia Kowalyk | Mgr Materiel Mgt - Internal Services, CPS/Materiel Management- Internal | Lydia.Kowalyk@mississauga.ca |
| Marie-France Chartrand | Legal Counsel, CMO/Legal Services | marie-france.chartrand@mississauga.ca |
| Megan Palmateer | Digital Coord (NC), CPS/Corporate Marketing | megan.palmateer@mississauga.ca |
| Michael Foley | Mgr Mobile Licensing Enforcement, T&W/Mobile Licensing Enforce | Michael.Foley@mississauga.ca |
| Mojan Jianfar | Planner, Culture Planning, CMS/Culture Planning | mojan.jianfar@mississauga.ca |
| Pamela Shanks | Corporate Policies Analyst, CPS/Corporate Performance & Innovation | Pamela.Shanks@mississauga.ca |
| Rasul Kassam | Accessibility Supervisor, CPS/F&PM/Facilities Dev. & Accessibility | RasulKassam@mississauga.ca |
| Shaesta Hussen | Planner, P&B/Development Services | shaesta.hussen@mississauga.ca |
| Stefan Szczepanski | Mgr Parks Development, CMS/Park Development | Stefan.Szczepanski@mississauga.ca |
| Stuart Young | Mgr Parks Operations - North, CMS/Parks Operations North | Stuart.Young@mississauga.ca |
| Trish Sarnicki | Legislative Coord, CPS/Legislative Services | trish.sarnicki@mississauga.ca |
| Virginia Kalapaca | Project Leader Landscape Architect, CMS/Parks Program Delivery A | virginia.kalapaca@mississauga.ca |

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Section 14: **Appendix A**

A3. Accessibility Policy

Policy Title: Accessibility

Policy Number: 03-08-05

| | | | |
|--------------------------------|--|-------------------|-----------------------------------|
| Section: | Corporate Administration | Subsection: | Provision Of City Services |
| Effective Date: | January 5, 2017 | Last Review Date: | December, 2016 |
| Approved by: Council | Owner Division/Contact: Facilities Development and Accessibility, Facilities and Property Management, Corporate Services | | |

Policy Statement – Statement of Commitment

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

- Respects their dignity and independence
- Ensures reasonable efforts are made to provide an opportunity equal to that given to others, and
- Allows persons with disabilities to benefit from the same services, in the same place and in a similar way to others, to the greatest extent possible

Purpose

The purpose of this policy is to outline the requirements developed under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), specifically Ontario Regulation 191/11, the Integrated Accessibility Standards ([IASR](#)), which establishes the accessibility standards pertaining to information and communications, employment, transportation, the built environment (design of public spaces) and customer service, as well as additional general requirements that the City must comply with.

This policy will provide the framework for compliance with the requirements. All City Corporate Policies and Procedures, by-laws standards and guidelines must comply with the standards developed under the AODA.

Legislative Requirements

The *Accessibility for Ontarians with Disabilities Act, 2005* requires organizations to establish policies, practices and procedures governing how the organization will achieve accessibility through meeting its requirements and compliance dates under the Regulations, e.g. Ontario Regulation 191/11, the Integrated Accessibility Standards ([IASR](#)).

The requirements set out in the AODA Regulations are not a replacement or a substitution for those established under the Ontario *Human Rights Code*, nor do the standards limit any obligations owed to persons with disabilities under any other legislation.

Scope

This policy applies to the employment life cycle and the provision of goods, services or facilities to employees and members of the public or other third parties by, or on behalf of, the City of Mississauga.

This policy and its related procedures apply to all staff, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga or third parties who are responsible for delivering services to employees, members of the public or other third parties, unless otherwise stated.

Definitions

The definitions used in this policy are based on the definitions provided in the AODA.

“Accessible Formats” may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

“Assistive Devices” means technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive Devices may accompany the customer or already be on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga.

“Bus” means a motor vehicle designed for carrying 10 or more passengers and used for the transportation of persons.

“Career Development and Advancement” means the provision of additional responsibility within an employee’s current position or movement from one job to another within the organization that may be higher in pay, provide greater responsibility, or be at a higher level in the organization.

“Communication Supports” may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, assistive listening devices (ALD), American Sign Language (ASL) interpreters and other supports that facilitate effective communications.

“Conventional Transportation Services” means any public passenger transportation services on transit buses, motor coaches or rail-based transportation that operate solely within the Province of Ontario and that are provided by a designated public sector transportation organization.

“Disability” is defined by the Ontario *Human Rights Code* and the AODA as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- A condition of mental impairment or a developmental disability
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the workplace safety and insurance act, 1997

“Performance Management” means a program that defines and assesses employee performance, productivity and effectiveness, with the goal of facilitating employee success.

“Public Spaces” means outdoor recreational trails, beach access routes, boardwalks, ramps, outdoor public use eating areas, outdoor play spaces, outdoor paths of travel (including ramps, stairs and curbs, accessible pedestrian signals and rest areas), accessible parking, service counters and includes maintenance and restoration of these public spaces.

“Redeployment” means assignment of an employee to another job or department within the organization as an alternative to layoff, when a particular job or department within the organization has been down-sized or eliminated.

A “Service Animal” is any animal that provides essential assistance to a person with a visible or invisible disability.

“Support Person” means, in relation to a person with a disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

“Taxicab” means a motor vehicle as defined in the *Highway Traffic Act*, other than a car pool vehicle, having a seating capacity of not more than six persons, exclusive of the driver, hired for one specific trip for the transportation exclusively of one person or group of persons, one fare or charge only being collected or made for the trip and that is licensed as a taxicab by a municipality.

Compliance

City staff will comply with the requirements of the AODA in accordance with the requirements outlined below. Staff with direct responsibility for any of the requirements of the Regulations shall receive additional training appropriate to their duties.

Ontario Regulation 191/11 - Integrated Accessibility Standards

1. General Requirements

- 1.1. Establish accessibility policies - develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation
- 1.2. Establish accessibility plans - establish, implement, maintain and document a multi-year accessibility plan and review it every five years. Progress on the plan will be provided annually to the Mississauga Accessibility Advisory Committee (AAC) and Council
- 1.3. Procurement - incorporate accessibility criteria and features, except where it is not practical to do so. If not practical, the City shall provide an explanation, upon request
- 1.4. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks (interactive electronic terminals, including point-of-sale devices), intended for public use that allow users to access services and/or products
- 1.5. Provide training on the requirements of the AODA Regulations and on the Ontario *Human Rights Code* as it pertains to persons with disabilities

2. Information and Communications Standards

- 2.1. Upon request, provide or arrange for the provision of Accessible Formats and Communication Supports for persons with disabilities in a manner that takes into account the person's accessibility needs and at a cost that is no more than the regular cost charged to other persons, including:
 - 2.1.1. The processes for receiving and responding to feedback - forward feedback to the applicable department or section for action (e.g. rectify a physical barrier); respond in a timely manner and copy staff in Accessibility Planning, Facility Development & Accessibility Section, Facilities & Property Management Division, Corporate Services Department ; provide updates if the resolution involves multiple steps or is lengthy
 - 2.1.2. Information (text, audio, digital or images) available to the public regarding emergency procedures, plans or public safety information
 - 2.1.3. Accessible websites and web content - web content must conform to the Worldwide Web Consortium's Web Content Accessibility Guidelines (WCAG), in accordance with the Regulations' timelines
 - 2.1.4. Public libraries - provide access to or arrange for the provision of access to accessible materials where they exist

3. Employment Standards

- 3.1 The Employment Standards requirements do not apply to volunteers and other unpaid individuals
- 3.2 Recruitment process – notify employees and the public about the availability of accommodation for applicants with disabilities during the assessment or selection process
- 3.3 Notify successful applicants of City policies and any other additional supports pertaining to the accommodation of employees with disabilities
- 3.4 Consult with employees, upon request, to provide or arrange for the provision of accessible formats and communication job supports that meet their accessibility needs
- 3.5 Provide individualized workplace emergency response information to employees whose disability is such that it is necessary and the City is aware of the need for accommodation. Provide this information, with the employee's consent, to the person designated to provide assistance. Review this information when the employee moves to a different location, when the employee's overall accommodations needs or plans are reviewed and when the City reviews its general emergency response plans
- 3.6 Develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Include individualized workplace emergency response information, if requested
- 3.7 Develop and have in place a return to work process for employees who have been absent due to a disability and require disability-related accommodations in order to return to work
- 3.8 Performance Management - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans
- 3.9 Career Development and Advancement or Redeployment - take into account the accessibility needs of employees with disabilities, as well as documented individual accommodation plans

4. Transportation Standards - Mississauga is a provider of Conventional Transportation Services and Taxicab licences only.

- 4.1 Make current information on accessibility equipment and features of vehicles, routes and services available to the public
- 4.2 Take reasonable steps to accommodate persons with disabilities if the accessibility equipment on a vehicle is not functioning
- 4.3 Conduct employee and volunteer accessibility training related to the standards' requirements, including any revisions, and keep a record of the training
- 4.4 Hold at least one annual public meeting involving persons with disabilities
- 4.5 Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities
- 4.6 Fares for persons with disabilities cannot exceed normal fares. If a Support Person travels with a person with a disability, only a single fare is required

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- 4.7 Identify the process for managing, evaluating and taking action on customer feedback in accessibility plans. Ensure the feedback is accessible by providing or arranging for accessible formats and communication supports, upon request
 - 4.8 General responsibilities, upon request - deploy accessible devices; allow adequate boarding/deboarding time; assist with safe storage of mobility aids/mobility assistive devices
 - 4.9 Transit stops - ensure that persons with disabilities are able to board/deboard a transportation vehicle at the closest available safe location, if the official stop is not accessible and the safe location is along the same transit route
 - 4.10 Ensure that Assistive Devices are stored in the passenger compartment within reach of the person with the disability who uses the aid or device.
 - 4.11 Priority seating - ensure that there is clearly marked priority seating for persons with disabilities
 - 4.12 Service disruptions - when aware in advance, make alternate accessible arrangements known as soon as possible
 - 4.13 Announcements - pre-boarding announcements (on request) of the route, next stop, etc.; onboard audible verbal announcement of all destination points is required
 - 4.14 Technical requirements – grab bars; safe, non-slip surfaces and steps; storage for Assistive Devices; stop-requests and emergency response controls; suitable lighting and signage; indicators and alarms (refer to Regulation 191/11 for complete details).
 - 4.15 Consult with the AAC in the development of accessible design criteria for bus stops and shelters
 - 4.16 Taxicabs
 - 4.16.1 Consult with the AAC to determine the proportion of on-demand accessible Taxicabs required in the community
 - 4.16.2 Ensure higher fares for persons with disabilities are not charged
 - 4.16.3 Ensure a fair for the storage and transportation of Assistive Devices is not charged
 - 4.16.4 Place vehicle registration and identification information on the rear bumper of the Taxicab and make the information available in alternative formats, upon request.
5. Built Environment – Design of Public Spaces Standards – applies to new construction and major changes to existing features after December 31, 2012. The *Ontario Building Code* (OBC) governs new construction and renovations, mainly for interior design. The Ministry of Municipal Affairs and Housing is responsible for administering the OBC
- 5.1 Recreational trails/beach access routes - meet minimum requirements for trails and beach access routes (i.e. clear width), post signs with specific information at the start of trails
 - 5.2 Outdoor public eating areas like rest stops or picnic areas – provide a minimum number of accessible tables
 - 5.3 Outdoor play spaces (e.g.) playgrounds in parks and local communities – consult with persons with disabilities to assist in incorporating accessibility for children with various disabilities into play spaces

- 5.4 Outdoor paths of travel (e.g.) sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals – meet minimum requirements for sidewalks; install accessible pedestrian signals at intersections
- 5.5 Accessible parking (on and off street) – refer to Accessible Parking requirements in the [IASR](#) for off street parking, which includes Type A (van accessible) and Type B (standard space). Consult with the AAC on the need, location and design of accessible on-street parking spaces.
- 5.6 Service-related elements like service counters, fixed queuing lines and waiting areas – have a minimum of one accessible counter when providing services to the public
- 5.7 Maintenance and restoration of public spaces – ensure accessibility-related equipment and features are maintained.

6. Customer Service Standard

6.1 Use of Assistive Devices

- 6.1.1 A person with a disability must be permitted to enter the premises with the device and to utilize the device, unless excluded by law
- 6.1.2 Where excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service
- 6.1.3 Assistive Devices that are available for access to specific services and programs must be kept in good working order and appropriate staff must know how to use the equipment or device
- 6.1.4 The public must be informed of their availability

6.2 Use of Service Animals

- 6.2.1 Care and control of Service Animals are the responsibility of the person using them
- 6.2.2 If it is not readily apparent that the animal is a Service Animal, then documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability is required
- 6.2.3 A person with a disability must be permitted to enter those areas of the premises that are open to the public or third parties with the Service Animal and to keep the animal with them unless otherwise excluded by law from the premises (e.g. animals are not allowed in places where food is manufactured, prepared or processed)
- 6.2.4 Where excluded by law, or where the Service Animal may affect the health and safety of other customers, other arrangements must be explored in order to meet the needs of both customers while providing service to the person with a disability

6.3 Use of Support Persons

- 6.3.1 If assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person

- 6.3.2 If a participant fee is charged (e.g. admission or registration fee) the fee must be waived for the accompanying Support Person
- 6.3.3 A person with a disability may be required to be accompanied by a Support Person if it is the only means available to allow the person to access the provider's goods or services and, at the same time, protect the health and/or safety of the person with a disability or others on the premises. The City will:
- Consult with the person with a disability to understand their needs
 - Consider health or safety reasons based on available evidence
 - Determine if there is no other way to protect the health or safety of the person or others on the premises
- 6.4 Notice of Temporary Disruptions
- 6.4.1 Notice of the disruption must be provided to the public in a timely manner
- 6.4.2 Notice must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available
- 6.4.3 Notice will be given by posting the information at a conspicuous place on the premises (on doors, at service counters, on bulletin boards, etc.); by posting it on the City's website or by such other method as is reasonable in the circumstances
- 6.5 Notice of Availability of Documents
- 6.5.1 The City will provide notice to the public that this policy and any documents that describe practices and procedures with respect to the Regulations are readily available in an alternative format upon request
- 6.5.2 Notice will be posted at a conspicuous place (e.g. the City's external web site)

Framework for Compliance

The City of Mississauga is committed to removing and preventing barriers for persons with disabilities. The City meets the requirements of the Regulations through the following methods, processes and actions:

1. Strategic Plan - The City of Mississauga's Strategic Plan defines the City's priorities, processes and short and long-term plans and prioritizes budget and resource allocations. One of the Plan's key Strategic Goals is to Ensure Affordability and Accessibility "to provide a range of affordable and accessible housing, transit and service options."
2. City of Mississauga's Official Plan - The Official Plan ensures that all changes within the urban environment will be considered for their capacity to create successful places where all people will collectively thrive.

3. City of Mississauga Accessibility Plan – available to the public on the City’s external website and filed annually, the plan identifies barriers to persons with disabilities and the initiatives the municipality will take for the removal of those barriers.
4. MiWay – Mississauga Transit’s Accessibility Plan - This report provides an annual update on activities MiWay has undertaken to meet the goal of improving accessibility in its services and facilities. The Plan is in conformance with the requirements of the AODA and related Regulations and is available to the public on the City’s external website.
5. Mississauga Accessibility Advisory Committee (AAC) - The AAC, an advisory committee to Council, makes recommendations and advises and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. A majority of the members of the AAC are persons with disabilities.
6. The City of Mississauga incorporates accessibility into its By-Laws and Corporate Policies. Examples of By-Laws and Policies with reference to accessibility planning include:

By-Laws

- Accessible Parking By-Law 134-83
- Parks By-Law 186-05
- Public Vehicle Licensing By-Law 420-04
- Purchasing By-Law 374-06
- Traffic By-Law 550-00
- Transit By-Law 425-03

Policies

Human Resources:

- Employee Recruitment
- Health and Safety Management System
- Short and Long Term Accommodation
- Salary Administration

Corporate Administration:

- Access to and Acceptable Use of Information Technology Resources
- Documentation Standards
- Employee Records
- Provision of Audio Visual Equipment

Note: All Corporate Policies, regardless of whether or not they specifically address accessibility, are reviewed with an accessibility lens.

7. Training - The following persons shall receive training on the requirements of the Regulations and on the Ontario *Human Rights Code* as it pertains to persons with disabilities:
- all employees and volunteers
 - all persons who participate in developing the organization's policies, and
 - all other persons who provide goods, services or facilities on behalf of the organization

Training must be provided as soon as practical and on an ongoing basis in connection with changes to the policies, practices and procedures governing the Regulations. The City will maintain records of the training provided, including the dates and the number of individuals to whom it was provided.

8. Transportation and Works Operator Standard Practice Instruction Manual – The Manual, comprised of a series of standard operating procedures for transit employees, outlines the requirements of the AODA and related Regulations and how the requirements will be met.
9. Procurement Request Form (PRF) and Contract Managers Guidebook – The Guidebook includes a checklist to ensure accessibility considerations and requirements are part of the procurement cycle, including the planning and document development stages.
10. City of Mississauga Facility Accessibility Design Standards - In recognition of the diverse needs of employees, residents and visitors to the City, the mandate of the Facility Accessibility Design Standards is to outline design criteria which are intended to generate built environments that are more inclusive. The City recognizes that the application of the criteria is dependent on the ability of the City to apply the criteria in compliance with legislation such as the *Ontario Building Code* and the *Planning Act*.

Revision History

| Reference | Description |
|---------------------------|---|
| GC-0859-2012 – 2012 12 12 | |
| June 17, 2013 | Mayor & Council and LT approval to add Built Environment |
| January, 2017 | Scheduled review – revised to reflect legislated changes to the IASR; other minor housekeeping edits. |