



# City of Mississauga

## Annual Accessibility Plan

### 2006

This publication will also be available in alternate formats upon request.

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Appendix A: Priorities for 2006

## **1. INTRODUCTION**

### **1.1. Key Contact**

The key contact for inquiries regarding the City of Mississauga Annual Accessibility Plan is the Accessibility Coordinator who acts as the staff liaison between the Accessibility Advisory Committee (AAC) and the Accessibility Staff Working Group (SWG).

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### **1.2. Executive Summary**

The workplace and the marketplace are changing. With an aging population, 20 percent of Ontarians are likely to have a disability in 20 years, up from about 13.5 per cent today. In the City of Mississauga, that represents 139,000 people.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by unanimous vote by the Ontario Legislature on May 10, 2005 and received Royal Assent on June 13, 2005. Since revocation was not included in the Act now in force, the previous legislation, the Ontarians with Disabilities Act, 2001 (ODA) remains active until repealed. The planning requirements of the ODA, 2001 will not be repealed until they have been replaced by standards under the new act.

The purpose of the new act is to benefit all Ontarians by achieving accessibility for people with disabilities. This will be done by developing, implementing and enforcing accessibility standards concerning goods, services, accommodation, facilities, buildings and employment.

The ODA mandates that municipalities prepare annual accessibility plans.

This is our third year plan (2006) prepared by the Staff Working Group (SWG) in collaboration with the City of Mississauga Accessibility Advisory Committee (AAC).

This Plan includes 1) a list of our accomplishments over the past year and 2) the measures that the City will take during 2006 with respect to the removal and prevention of barriers. The initiatives developed over the past 2 years will be reviewed. We have been investing resources to remove barriers, and will continue to build on this momentum to improve accessibility.

Each Department is involved in implementing initiatives in relation to improving accessibility and the removal/prevention of barriers within our by-laws, facilities, policies, programs, practices and services.

The Accessibility Plan outlines initiatives which include the following:

- **implementation of a communication campaign to increase awareness of accessibility issues and the public about issues related to persons with disabilities**
- **development of accessibility design guidelines**
- **implementation of disability/sensitivity awareness training**
- **review of departmental plans and policies in relation to accessibility**
- **implementation and evaluation of Mississauga Transit's Accessibility Plan**
- **evaluation and review of Information Technology with respect to improved accessibility**

**The AAC and Staff Working Group recommend that we continue to focus on the initiatives as listed above and continue to review our by-laws, facilities, programs, policies, practices and services to remove barriers to persons with disabilities.**

### **1.3. Aim**

This report describes 1) the progress that the City of Mississauga has made during the past year, and 2) the progress that the City of Mississauga will continue to make next year to improve accessibility and remove and prevent barriers to persons with disabilities.

### **1.4. Description of the City of Mississauga**

Formed in 1974, Mississauga is now recognized as Canada's 6<sup>th</sup> largest and fastest growing major city with a population of more than 695,000 residents. Mississauga is a known major focal point for commercial activity, rich in arts, cultural facilities, parks, entertainment, and world class sport and recreational facilities for all interests that attract residents and visitors alike.

Mississauga is home to more than 18,000 businesses and is a major employment centre within the GTA. We have over 481 parks and woodlands.

The Corporation of the City of Mississauga consists of 5 Departments with approximately 6,280 full time and part time employees. The Departments are City Manager's Office, Community Services, Corporate Services, Planning & Building, and Transportation & Works. The Divisions within each Department are:

City Manager's Office: Economic Development Office, Internal Audit, Management Consulting

Community Services: Fire & Emergency Services, Library, Planning & Administration, Recreation & Parks

Corporate Services: Communications, Facilities & Property Management, Finance, Human Resources, Information Technology, Legal Services, Materiel Management & Admin, Office of the City Clerk, Revenue

Planning & Building: Administration & Technology, Building, Development & Design, Policy Planning

Transportation & Works: Administration, Enforcement, Engineering & Works, Mississauga Transit, Transportation & Engineering, Planning

## **1.5. City of Mississauga Vision**

The City of Mississauga has 10 vision statements that comprise the *Strategic Plan for the New Millennium*. These statements will serve as the guiding principles for the City's Corporate decision making process.

1. Mississauga will be a distinct major Canadian city.
2. The City Centre will be downtown Mississauga.
3. Mississauga will have distinct recognizable communities.
4. Mississauga will have a dynamic and diverse economic base.
5. Mississauga will have a transportation system which allows for safe and efficient movement within and beyond the city.
6. Mississauga will provide the right services, delivered in a superior way, at a reasonable cost.
7. Mississauga will be an environmentally responsible community.
8. Mississauga will be governed in an open and responsive manner.
9. Mississauga will achieve excellence in public administration.
10. Mississauga will offer a diversity of cultural opportunities.

There are connections with accessibility planning in all of the above listed Vision Statements. The City's success can be attributed to the Corporation's ability to anticipate, initiate, and manage change effectively. This is an ongoing process that involves: continuously monitoring our progress; identifying and evaluating emerging trends and issues; and, focussing on specific priorities that address our biggest challenges.

One of the City's priorities is to improve accessibility by removing and preventing barriers in our by-laws, facilities, policies, programs, practices and services. The City's Strategic Plan regarding Accessibility states that: "There will be a heightened awareness of accessibility issues for our customers and co-workers. Accessibility will be a way of thinking. Instead of being an after thought, accessibility planning will be an integral part of our regular planning processes and will be reflected in our departmental plans, business plans and budget plans. Our planning processes will reflect the intent of the ODA."

## **1.6. Our Accessibility Vision**

Our Accessibility Vision Statement as developed by the AAC and Staff Working Group is:

**“To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full inclusion.”**

This Vision still applies to where we want to be in the future.

## **1.7. Accessibility Advisory Committee (AAC)**

The Ontario with Disabilities Act, 2001 (ODA) specifies that municipalities must consult with people with disabilities. Municipalities of 10,000 or more residents are to continue to work with their established AAC's as required by the AODA, 2005. A majority of the members must be people with disabilities. In 2004, City Council appointed the following individuals to the AAC:

Carol MacEachern, Citizen, (Chair)  
France Tolhurst, (Vice-Chair), Coalition for Persons with Disabilities  
Hans Bueschleb, Citizen  
Brian Howie, Citizen  
Rabia Khedr, Citizen  
Clement Lowe, Citizen  
Peter Martini, Citizen  
Ian Pearson, Parkinson's Society of Canada  
Nazira Remtulla, Citizen  
Tony Silli, Citizen  
Councillor Katie Mahoney  
Councillor Pat Saito

The following subcommittees continue to exist to assist with the implementation of the Accessibility Plan:

1. Accessibility Design Guidelines Subcommittee
2. Motorized Wheelchairs & Scooters on City Streets and Sidewalks Subcommittee
3. Corporate Policy and Procedures Subcommittee

4. Accessibility to the E-city web site to accommodate Citizens with Disabilities Task Group (Note: this is not a formal subcommittee of AAC)

The Public Vehicle Advisory Special Accessible Taxicab Subcommittee was disbanded in 2004 as its mandate had been fulfilled – to provide advice on the new Public Vehicle Licensing By-Law.

These subcommittees consist of both Staff and AAC Members. Throughout the year we will be monitoring the effectiveness of these committees and determining whether or not new subcommittees need to be created or existing ones replaced.

Four AAC members along with the Accessibility Coordinator attended the Access Ontario II Conference held in Burlington which covered topics such as: housing, site plan reviews, standard design guidelines, transportation, employment, finances and sports/recreation.

AAC members and the Accessibility Coordinator attended a focus group hosted by the Credit Valley Hospital. Feedback was provided on how to enhance accessibility and accommodation for persons with disabilities within hospital settings.

### **1.8. Staff Working Group**

The Staff Working Group currently consists of 19 members. This group works closely with the AAC. Group members attend AAC meetings as required and respond to requests for information from the AAC, Accessibility Coordinator and Committee Coordinator. Listed below are the members of this Group:



### ACCESSIBILITY STAFF WORKING GROUP

Department and Divisions	Area of concern	Current Staff Representative
<b>COMMUNITY SERVICES</b>		
Library	access to services/programs	Betty Mansfield, Area Manager
Planning and Admin	sports facilities, pathways, play areas, signage, benches	Lorenzo Ruffini, Manager, Park Development Michael Gusche, Project Coordinator
Rec and Parks	access to services/programs	Denise Mahoney, Supervisor Karen Morden, Manager, Youth Services
<b>CORPORATE SERVICES</b>		
Office of the City Clerk	-access to Council and committee mtgs/agendas/minutes-committee administration	Brenda Luckhurst, Committee Coordinator
Communications	e-city, events, public notices, news releases	Sonja Banic, Manager, Public Affairs Catherine Monast, Public Affairs Consultant
Facilities and Property Management	access to facilities  overall responsibility for accessibility	Ken Owen, Director Diana Simpson, Accessibility Coordinator

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<b>Department and Divisions</b>	<b>Area of concern</b>	<b>Current Staff Representative</b>
Human Resources	employee accommodation, recruitment, training	Mary Lynn Vesey, Organizational Effectiveness Consultant
Information Technology	web site accessibility	Shawn Slack, e-City Project Director Sven Tretop, eCity Project Leader
Legal Services	issues relating to ODA and compliance	Wendy Law, Legal Counsel
Materiel Management	-accessibility of equipment, supplies or services -procurement of facilities, equipment, supplies and services	Lydia Kowalyk, Senior Buyer, Materiel Management
<b>PLANNING AND BUILDING</b>		
Development and Design	site plans, ramps, curb cuts, parking, entrances...	Wayne Nishihama, Manager, Design Team
Building	By-laws, OBC, building inspections...	Frank Spagnolo, Manager, Bldg, Engineering and Inspections

# City of Mississauga - 2006 Accessibility Plan - Annual Review

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<b>TRANSPORTATION AND WORKS</b>		
Enforcement	By-laws/licenses	Elaine Buckstein, Director
Mississauga Transit	Low floor buses, driver training, Transit Access. Plan	Evie Przybyla, Transit Planning Technologist
Transportation and Infrastructure Planning	traffic signals, sidewalks, curb cuts	Steve Barrett, Project Manager, Transportation Asset Mgmt.
<b>CITY MANAGER'S OFFICE</b>		
Management Consulting	policies	Rosemary Goslin, Corporate Policies Analyst

## **2. UPDATE OF PLAN INITIATIVES**

### **2.1. Communication Strategy**

#### *2003 Initiative:*

*Communications Division to design and implement a broad-based communication campaign to promote the Accessibility Plan and to increase the community's awareness of accessibility issues.*

#### **UPDATE:**

The Communication Strategy was approved by the AAC on February 23, 2004, and subsequently adopted by Council on March 10, 2004. A number of external and internal tactics as identified in the strategy have been implemented. Some examples of implemented tactics over the past year include:

- An article about the City's Accessibility Plan is outlined in "Active Mississauga" ("Your Guide Mississauga Inside and Out") in the City Guide.
- Created Accessibility Advisory Committee letterhead.
- Created information on the City's Accessibility Plan for use by the Mayor on "Politically Speaking" (May 5/05) with VoicePrint.
- Four issues of the Accessibility e-Newsletter have been developed and posted internally for staff on "Inside Mississauga." The topics of these e-Newsletters focused on one of the key messages of the Communication Strategy: "Accessibility is a right, not a privilege". These are the titles of these e-Newsletters: a) TTY's and American Sign Language, b) Overcoming physical barriers means more than just ramps, c) How City Employees Communicate and interact with persons with disabilities, d) Identifying Invisible Disabilities.
- A general brochure and fact sheet for both internal and external use was created and distributed.

- The Accessibility Plan was circulated throughout the community.
- AAC members, City Staff (including Mississauga Transit) participated in the Community Resources Fair for Persons with Disabilities
- An accessibility poster featuring a Braille strip and the Accessibility Coordinator's contact information was printed and distributed to City facilities.
- Accessibility signage for use at City facilities is currently being designed. Rooms that have assistive listening devices available will also have an accessibility sign.
- Communications is involved on the Multiple Formats Working Group that is developing an approach/policy on providing City information in multiple formats.
- Accessibility Tip of the Month has been added to the Accessibility Coordinator's e-mail signature.
- Janice Baker's (City Manager), March '05 presentation to staff regarding the City's vision and values included Accessibility as a priority for municipal planning.

## **2.2. Development of Accessibility Design Guidelines**

### *2003 Initiative:*

*Community Services (Facilities and Property Management; Planning and Admin.), Transportation and Works, and Planning and Building to develop design guidelines for City facilities that will be applied to all future capital projects.*

### UPDATE:

The Final Draft of the City of Mississauga Accessibility Design Handbook was supported by the Accessibility Advisory Committee and adopted by Council on October 26, 2005. The Accessibility Advisory Committee

reviewed a previous Draft of the Accessibility Design Handbook in Spring 2005 and provided valuable feedback which resulted in amendments to the Handbook.

The Accessibility Design Handbook includes a section regarding accessible parking spaces and signage. As a result, sections within the Zoning By-Law and Disabled Persons Parking By-Law will need to be amended.

### **2.3. Development of a Disability Awareness/Sensitivity Training Program**

*2003 Initiative:*

*Human Resources Division to research and design training programs for City staff that heighten their sensitivity to accessibility issues for customers and co-workers in the disability community.*

UPDATE:

Human Resources Division, in partnership with an outside vendor, is developing an on-line learning course. This course titled: *“Respectful Workplace Training”* will include training on: workplace harassment, diversity and accessibility. The content of this training program is currently being developed.

The Accessibility Directorate of Ontario is producing a Customer Service Training Manual regarding serving persons with disabilities. It is proposed to be available in the Fall of 2005. We will review and determine if this resource is appropriate to meet our training needs.

A number of staff from Facilities and Property Management, Planning and Development and Information Technology participated in the Universal Design Professional Development Series that was provided by the Ministry of Citizenship and Immigration and the Design Exchange. Topics covered included:

1. Introduction to Universal Design.
2. Universal Design for the Cold
3. Universal Park Design for the 21<sup>st</sup> Century
4. Creating Accessible Communities
5. Inclusive Web Design
6. Universal Homes: Safety and Egressibility.

#### **2.4. Review of Departmental Plans and Corporate Policies in Relation to Accessibility**

##### *2003 Initiative:*

*Individual Departments to review Departmental (Master) Plans as they are being reviewed/updated. Insert language related to improving accessibility for persons with disabilities in the next City Strategic Plan. City Manager's Office to include accessibility issues in annual Corporate Policy review program to ensure removal of barriers to persons with disabilities that may exist.*

##### UPDATE:

##### Mississauga Plan:

The Mississauga Plan (also known as the Official Plan) is a tool to guide development, protect the natural environment and establish a desired built form. In April, 2004, the AAC, and subsequently, Council provided "Recommended Changes to the Mississauga Plan" in order to raise accessibility as an issue within this Plan. A series of public meetings (which included 9 wards and some ratepayers groups) were held in the Spring of 2005 to review both the Zoning By-law and Mississauga Plan amendments. A statutory public Planning and Development meeting will be held on November 17, 2005 in order to review all amendments to both the Zoning By-law and the Mississauga Plan.

##### Corporate Policy Review:

The Corporate Policies and Procedures Subcommittee reviewed the following policies in 2004:

01-01-04	Job Postings and Advertisements, Human Resources
01-01-05	Candidate Selection Process, Human Resources
01-03-07	Standard of Behaviour, Human Resources
01-07-11	Rehabilitation and Placement of Disabled Employee, Human Resources
03-07-01	Provision of Audio-Visual Equipment and Services, Corporate Administration

As a result of our review, a number of changes to the Job Postings and Advertisements Policy and Candidate Selection Process Policy were recommended. For example, within the Job Postings and Advertisements Policy, it was recommended that job postings be made available in multiple formats upon request; for example, Braille, large print, audiotape. It was also recommended that when recruiting potential employees, job advertisements be sent to organizations serving persons with disabilities.

With respect to the Candidate Selection Process Policy, it was recommended that the hiring process be accessible to all candidates.

The Standard of Behaviour Policy makes reference to the Attendance Management Program. We realized that inclusive language needs to be replaced within this document. These changes have been forwarded to HR.

HR will be providing an update to the AAC regarding the HR policies listed above.

The Provision of Audio-Visual Equipment and A.V. Technical Services Policy is in the process of being revised. In the current draft of this policy, the provision of assistive listening devices has been included. These devices are available at a number of City facilities including Council Chambers.



In reviewing the Human Resources Policies listed above we realized that we needed to look at other corporate policies in relation to providing accessible/alternate formats. Hence, a Staff Review Team from Communications, City Manager's Office, Human Resources, Information Technology and Client Services chaired by the Accessibility Coordinator was formed. This team has been meeting since March, 2005 and has reviewed three policies: a) Documentation Standards, b) Provision of Audio-Visual Equipment and A.V. Technical Services and c) Internet Access and Acceptable Use. A Report summarizing our findings will be shared with the AAC this Fall, 2005. Basically, the approach being recommended is that City documents be provided in an alternate format based upon request. Accessible information is applicable to printed material, notices (for example, job postings, and tenders), internet and public meetings.

## **2.5. Examination of Accessibility Issues in Future Directions**

### *2003 Initiative:*

*Recreation and Parks and Mississauga Library System (MLS) to make special provision for the examination of accessibility issues in their Strategic Planning project (Future Directions).*

### UPDATE:

Recreation and Parks and the Mississauga Library System (MLS) includes special provisions regarding accessibility issues in the 2004 strategic master plan for recreation, parks and library services, referred to as the 2004 Future Directions.

Although the 2004 Future Directions Report sets direction to the year 2031, the Plan is designed to be a living document that is updated every five years to reflect changes within the social, cultural, informational and educational environments of the City and the Province. A Work Plan to implement the priorities identified in Future Directions has been established and is contained within the Implementation Plan for the 2004 Future Directions document. The Implementation Plan itself will be updated annually, so as to track progress on the planned facilities and studies to be undertaken.

Specific examples of priorities identified through Future Directions includes the establishment of a provision level for four additional accessible play sites City-wide, in addition to the fully accessible play site located at Zonta Meadows Park and the partially accessible site at Jack Darling Park. Locations for two accessible play sites have been established (Port Credit Memorial Park which is under construction, and P-450 in Churchill Meadows), while the specific locations for the two remaining facilities are yet to be confirmed. The provision level of a total of five accessible play sites is designed to ensure an equitable geographic distribution across the City.

A second important priority identified through Future Directions was the increasing demand for multi-use trails throughout the City. Trails offer an important recreational facility for many people experiencing accessibility challenges, given that they are located close to residential communities, and offer unstructured recreation opportunities.

## **2.6. Implementation and Evaluation of Mississauga Transit's Accessibility Plan**

### *2003 Initiative:*

*Mississauga Transit to continue the implementation of its Accessibility Plan. This includes a partnership with Peel TransHelp services and the operation of designated accessible routes/buses.*

### **UPDATE:**

Mississauga Transit continues to work towards a more accessible transit system. Each year Mississauga Transit produces an annual plan called Transplan where the goals and objectives for the year are outlined. This year accessibility played a big part in Transplan with the introduction of four new fully accessible routes.

In 2004, 987 customers required deployment of the ramp on accessible buses. This represented an increase of 302 customers from the 685 customers who required the ramp in 2003. These numbers include customers who use wheelchairs, scooters, and walkers. We do not track the total number of customers who are disabled that Mississauga Transit

serves; for example, people with mental illness, hearing loss or with a visual impairment. Mississauga Transit is committed to planning its service to accommodate all customers.

Other transportation accessibility improvements are listed below:

- As of October 2005, we will have a total of 12 fully accessible routes, Routes 3, 4, 12, 13, 16, 18, 19, 23, 28, 30, 34, and 48. These routes are identified in the updated Route Map released in September 2005.
- Four routes (12, 16, 22, & 30) in the Malton area have been designated fully accessible routes this year. The changes came into effect on October 10, 2005.
- Mississauga Transit had a display and did a community bus service demonstration at the Community Resources Fair for Persons with Disabilities.
- Will continue to work with the Region of Peel's new Transportation Accessibility Specialist on special initiatives to increase the usage of conventional transit by persons with disabilities.

### Buses:

By the end of September of 2005, Mississauga Transit will have 229 accessible buses out of a total of 371 buses. This represents 62% of the fleet. Mississauga is committed to replace old buses with accessible buses.

### Shelters:

Over the past 4 years, bus shelters have been replaced with newly designed, accessible shelters. The City has 847 bus shelters. Of this total, only 5 locations are not fully accessible due to limited city property lines or ongoing construction.

### Training:

All bus drivers have received Accessibility Training. It is proposed that refresher training take place every 3 years. All new bus drivers are required to take part in this training.

A review of the Transit Operator Manual included a review of accessible service operations, customer service and emergency procedures in relation to serving persons with disabilities.

Information:

Mississauga Transit will be launching a trip planner on their website called "Click and Ride". This tool will make conventional transit more user friendly for all customers. The trip planner allows customers to limit search results to accessible routes only. This technology also makes taking conventional transit more user-friendly.

An "Accessible Transit Rider's Guide" outlining how to use the accessible buses is available. This Guide will be updated to include this year's changes before January 2006.

Terminal:

The City Centre Bus Terminal will be expanded and updated to meet with rising demands. One of the changes to be made to the terminal is the installation of lower, more accessible counters at the customer service desk.

**2.7. Evaluation and Review of Information Technology Services with respect to improved accessibility.**

*2004 Initiative:*

*In 2004, we added this initiative, and established an Information Technology task group to work on e-city web site accessibility.*

The following update addresses Accessibility Assessment and Improvement, Accessibility Statement and Accessibility Information and Resources.

UPDATE:

**1) Accessibility Assessment and Improvements:**

The task group continues to research best practices, and has been involved in assessing eCity. This group will develop recommendations through the eCity Steering Committee and Leadership Team in consultation with the AAC. The following are tasks completed or in progress:

- Accessibility Statement approved and posted on City Website
- Initial review of eCity for Accessibility: HTML, PDF, Alt Tags are compatible with W3C standards.
- Review of specific Ministry approved software under review for screen zooming and screen reading. Initial results show screen zooming or font resizing is achieved. Task team members will be working with the CNIB and U of T to assess screen reader software effectiveness on eCity.
- City staff participated in Universal Design focus groups.

**2) Accessibility Statement**

The Accessibility Statement was prepared and posted on the City's website providing several tips for improving accessibility while using the City's website as well as contact information should a user require further assistance or information in an alternate format. The following is the Accessibility Statement as approved by the eCity Steering Committee, with input from the AAC:

**CITY OF MISSISSAUGA WEB SITE ACCESSIBILITY STATEMENT**

The City of Mississauga (the City) is committed to making its web site accessible to the largest possible audience, including individuals with disabilities.

If you use assistive technology and the format of any content on this web site interferes with your ability to access the information, please contact the City's Accessibility Coordinator:

Diana Simpson, Accessibility Coordinator  
City of Mississauga  
Facilities & Property Management Division  
300 City Centre Drive  
Mississauga, Ontario  
L5B 3C1

**Tel:** 905.615.3608

**TTY:** 905-615-3411

**Email:** [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)

Please indicate the nature of your accessibility issue or suggested changes, the web address (URL), the preferred format in which to receive any information you could not access, and your contact information. The City will work towards making the web page or feature accessible or to provide the information to you in a format that is accessible.

### 3) **Accessibility Information and Resources**

The following information and resources is provided on the City's website (eCity) to assist users in improving access and their experience on eCity:

#### **ACCESSIBILITY INFORMATION & RESOURCES**

The World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI) contains an extensive list of accessibility resources. For more information see:

<http://www.w3.org/WAI/Resources>

#### **Microsoft Accessibility Information**

Descriptions of accessibility features in Microsoft operating systems and applications, product documentation in accessible formats, a catalogue of assistive technology designed for Windows operating systems, as well as articles, stories, and a calendar of events can be found at:

<http://www.microsoft.com/enable>

### **Adobe Acrobat (.PDF Documents) Accessibility**

Free tools from the Adobe Corporation are available to assist visually impaired users in accessing the .pdf files on this site:

<http://www.adobe.com/products/acrobat/alternate.html>

Additionally, Adobe has a .pdf conversion tool that will convert .pdf files to HTML pages. You will find this resource at:

[http://www.adobe.com/products/acrobat/access\\_onlinetools.html](http://www.adobe.com/products/acrobat/access_onlinetools.html)

### **TIPS ON ADJUSTING YOUR BROWSER**

The City of Mississauga's web site uses fixed text (font) sizes, font styles, and colours. If any of these settings interferes with your ability to read the City's web site, you can override these settings by using the accessibility settings of your browser. The method for changing these setting varies depending on your browser and version.

The following instructions apply to Internet Explorer 6.0, Netscape Navigator 7.2, and Mozilla Firefox 1.0 running under Windows XP. Please consult your browser's help file for instructions specific to your browser.

**Note: this setting applies to all web sites that you visit. Remember to reset your browser back to the original settings if required.**

#### **INTERNET EXPLORER 6.0**

Increasing Font Size - Internet Explorer 6.0:

Tools > Internet Options > Accessibility > Ignore font sizes specified on web pages

- View > Text Sizes > Larger

Changing Font Type - Internet Explorer 6.0

- Tools > Internet Options > Accessibility > Ignore font sizes specified on web pages
- Tools > Internet Options > Fonts

Changing Colors - Internet Explorer 6.0

- Tools > Internet Options > Accessibility > Ignore colors specified on web pages

- Tools > Internet Options > Colors

Printing in a Larger Font - Internet Explorer 6.0

- File > Print Preview > 150% > Print > Print

### **NETSCAPE NAVIGATOR 7.2**

Increasing Font Size - Netscape Navigator 7.2

- View > Text Zoom > Larger

Changing Font Type - Netscape Navigator 7.2

- Edit > Preferences > Appearance > Fonts > Minimum Text Size > 12 (or larger)

Changing Colors - Netscape Navigator 7.2

- Edit > Preferences > Appearance > Colors > Use my chosen colours

Printing in a Larger Font - Netscape Navigator 7.2

- File > Print Preview > Scale > 125%

### **MOZILLA FIREFOX 1.0**

Increasing Font Size - Mozilla Firefox 1.0

- View > Text Zoom > Increase

Changing Font Type - Mozilla Firefox 1.0

- Tools > Options > Fonts & Colors > Minimum Font Size > 12 (or larger)

Changing Colors - Mozilla Firefox 1.0

- Tools > Options > Fonts & Colors > Always use my > Colors

Printing in a Larger Font - Mozilla Firefox 1.0

- File > Print Preview > Scale > 125%



### **3. REVIEW OF ADDITIONAL ACCESSIBILITY IMPROVEMENTS**

For the City's initial Accessibility Plan (Sept. 2003), a corporate review of past initiatives with respect to accessibility was undertaken. This review listed 70 accessibility items. Last year's review of the Accessibility Plan listed 30 accessibility improvement items. These items are over and above the progress with the 7 Plan initiatives as listed above in Section 2; although, some of these items are linked with those initiatives. For example, staff and AAC members have participated in various training programs throughout the year.

The following items have resulted in barriers being removed within our programs, policies, practices, services, facilities and by-laws. These items are sorted by Department, although some items are interdepartmental.

#### Community Services Department:

- 1) The Facilities and Property Management Division continues to implement the Accessibility Retrofit Program which includes the development of a Multi Year Accessibility Retrofit Plan. The following projects have been done or are slated to be done prior to year end (2005):
  - a) Upgrade to ball park washrooms, main washrooms, entrance, and seating at Port Credit Arena
  - b) Accessibility signage and renovation of seniors washrooms at South Common Community Centre
  - c) Renovation of washrooms at Mississauga Seniors' Centre
  - d) Installation of sliding doors at entrance of Port Credit Arena
  - e) Lift installation and accessible viewing at Clarkson Arena
  - f) A ramp was installed at Benares House
  - g) Improved ramp installation at the North entrance to the Civic Centre
  - h) Improved entrance to Meadowvale Community Centre with smooth concrete and an additional curb cut

- 2) The following retrofit projects are being proposed for 2006; subject to budget approval:
  - a) Redesign and replace ramp to main entrance of Bradley House
  - b) Install accessible unisex washroom at Cawthra Community Centre/Arena
  - c) Modify two washrooms in main rink and one in the community rink at Hershey Centre
  - d) Renovate washrooms at Lorne Park Library
  - e) Install door openers and modify ramps and doors at South Common C.C.
  - f) Improve accessibility of Cawthra Pool change rooms
- 3) Two portable ramps were made for Council Chambers.
- 4) Wheelchair repaired and a new wheelchair purchased for use at the Civic Centre.
- 5) Facility Accessibility Reviews have been conducted for several facilities (for example: BraeBen Golf Club, Terry Fox Pool, Huron Park Recreation Centre, Courthouse, East Credit Meadowvale Park, Churchill Meadows Library and Community Space, Port Credit Memorial Park, Mississauga Garden Park, Transit Terminal)
- 6) 34 staff from Planning & Admin, Rec. & Parks, Facilities and Property Management and Corporate Services received Disability Awareness/Sensitivity Training through the Coalition for Persons with Disabilities
- 7) Library staff received training regarding: "Creating a facility/service accessible to people who are Deaf and hard of hearing" provided by Can. Hearing Society
- 8) The Canadian Hearing Society provided an Information session to staff about Hearing Loss during Speech and Hearing Awareness Month (May).

- 9) A number of staff from Facilities and Property Management, Planning and Development and Information Technology participated in the Universal Design Professional Development Series that was provided by the Ministry of Citizenship and Immigration and the Design Exchange.
- 10) Four Facilities and Property Management staff attended a full day workshop about "Designing Sidewalks and Trails for Accessibility".
- 11) Staff attended education/awareness sessions about mental illness and learning disabilities.
- 12) Waterfront Parks Survey includes questions related to accessibility
- 13) 600 metres of 'class one' paved trail was completed across the south portion of the Imperial Oil property at the end of Mississauga Road.
- 14) Information about the Trail Rider (a carrying device for someone with a physical and/or visual disability) was included in the Inside and Out Guide (Spring/Summer Edition) in order to give people the opportunity to access trails which are more rugged. It has been recommended that this information be included in the next Fall/Winter Guide as well.
- 15) By-laws for parks, golf courses and marinas included reference to accessible parking.
- 16) Park washroom accessibility review being conducted.
- 17) E-city includes information about the number of accessible parking spaces at our main park destinations.
- 18) In partnership with Square One Older Adult Centre, an additional TransHelp\_stop has been placed close to the Centre.
- 19) Information regarding booking Sign Language Interpreters has been added to the Accessibility web page (both internal and external)

- 20) A TTY phone has been purchased for the Accessibility Coordinator position.
- 21) A resolution was sent to the Standing Committee on Social Policy of the Legislative Assembly of Ontario, and copied to the Ministry of Citizenship and Immigration (Accessibility Directorate of Ontario), all local members of the provincial government and the Association of Municipalities of Ontario. Consistency in standards across sectors, education and training to municipal staff and AAC members, and a public awareness campaign were a few key points covered in this resolution.
- 22) Support was provided for the Rick Hansen Wheels In Motion Fundraising Event.

Corporate Services Department:

- 23) The proposed new Purchasing By-law is expected to be available as of January, 2006. This by-law will include a principle related to accessibility.
- 24) E-recruit – The H.R. Employee Recruitment Strategy for external postings plans to be launched this Fall '05.
- 25) The opportunity to pay Provincial Offence Tickets on-line is made available to the public.
- 26) Direction has been provided to web authors to ensure Alt Text is used for graphics
- 27) A Health and Wellness Fair was held at the Civic Centre in March, 2005. This Fair featured displays from the Canadian Hearing Society, CNIB, Parkinson's Society and Arthritis Society among other displays. Approximately 350 staff attended in addition to members of the public.

Planning and Building Department

- 28) “Implications of an Aging Population for City Services” presentation provided to Staff and the Planning and Development Committee. The Accessibility Coordinator provided feedback to this planning document in reference to accessibility and the ODA.

Transportation and Works Department:

- 29) Sidewalk standards now reflect the need for new markings at ramps.
- 30) Updated Transit Standard Operating Procedures for Accessible Service Operations, Customer Service and Emergency Procedures.

**4. PRIORITIES TO BE ADDRESSED IN 2006:**

Appendix A identifies the barriers that the City of Mississauga will address in the coming year. The Plan initiatives with implementation items listed under each initiative are priorities for 2005/2006.

**5. CONCLUSION**

We continue 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.

A cultural shift regarding accessibility is slowly seeping its way into Departmental short term and long term plans. Accessibility planning is becoming more commonplace in our services, programs, facilities, by-laws practices and policies. In order to be effective in removing barriers, we need to continually consult with persons with disabilities.