

AGENDA



MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

MONDAY, February 3, 2014 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

Members

Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor Katie Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Glenn Barnes, Citizen Member
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Janet Allison, Stakeholder Member
Darrin Ballard, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Angie Melo, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181
angie.melo@mississauga.ca

Mississauga Accessibility Advisory Committee
Staff Working Group Members

- Daryl Bell, Manager, Mobile Licensing
- Lisa Boyce-Gonsalves, Community Child/Youth Consultant
- Frank Buckley, Manager, Parks South District
- Martina Chaloupka, Human Resources Consultant, AODA
- Lawrence Franklin, Urban Designer
- Vedad Hasanovic, Project Manager, Facility & Property Management
- Nigel Roberts, IT Manager, Digital Services & Mobility
- Virginia Kalapaca, Project Coordinator Landscape Architect
- Lydia Kowalyk, Senior Buyer
- Ann Lehman-Allison, Public Affairs Specialist
- Denise Mahoney, Manager, Administration and Cemeteries
- Betty Mansfield, Area Manager, Library Services
- Jacquelyn Hayward Gulati, Manager, Cycling Office
- Pamela Shanks, Corporate Policies Analyst
- Diana Simpson, Accessibility Coordinator
- Lorena Smith, Older Adult Coordinator
- Frank Spagnolo, Manager, Plan Examination Services
- Stefan Szczepanski, Acting Manager, Park Development
- Alana Tyers, Transit Planner
- Graham Walsh, Legal Counsel

CALL TO ORDER

APPROVAL OF AGENDA

Members may request the addition of agenda items under "Other Business".

DECLARATIONS OF CONFLICT OF INTEREST

DEPUTATIONS

- A. Leigh-Anne Marquis, Technical Analyst, Waste Program Planning, at the Region of Peel with respect to Bi-Weekly Garbage and Recycling Cart Collection.

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – November 18, 2013

RECOMMEND APPROVAL

2. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation (IASR)

Daryl Bell, Manager, Mobile Licensing will provide a verbal update regarding accessible taxis.

3. City of Mississauga 2013 Annual Report of the Multi-Year Accessibility Plan

- a. Memorandum and report dated January 27, 2014 from Diana Simpson, Accessibility Coordinator, with respect to the City of Mississauga 2013 Annual Report of the Multi-year Accessibility Plan.
- b. Presentation by Alana Tyers, Transit Planner, with respect to the MiWay 2013 Annual Accessibility Report.

RECOMMEND SUPPORT

4. Our Future Mississauga Progress Report

Memorandum and report dated January 23, 2014 prepared by Diana Simpson, Accessibility Coordinator, with respect to the "Our Future Mississauga Progress Report 2013".

RECOMMEND RECEIPT

5. Accessibility Report Submitted to the Province

Memorandum and report dated January 17, 2014 from Diana Simpson, Accessibility Coordinator, with respect to the AODA Self Certified Accessibility Report.

RECOMMEND RECEIPT

6. Abilities Awards Event

Memorandum dated January 23, 2014 from Diana Simpson, Accessibility Coordinator with respect to the Abilities Awards Event, be received for information.

RECOMMEND RECEIPT

7. Pending Work Plan Items dated November 18, 2013

RECOMMEND RECEIPT

OTHER BUSINESS

DATE OF NEXT MEETING(S)

Monday, April 7, 2014, 2:00 p.m.:

Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre, 1275 Mississauga Valley Boulevard.

Monday, February 24, 2013, 1:30 p.m.:

Facility Accessibility Design Subcommittee meeting, Committee Room A, Mississauga Civic Centre, 300 City Centre Drive, 2nd Floor.

ADJOURNMENT

MINUTES



Accessibility Advisory
Committee

FEB 03 2014

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

MONDAY, NOVEMBER 18, 2013 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE

1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

MEMBERS PRESENT: Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor Katie Mahoney, Ward 8
Glenn Barnes, Citizen Member
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member (departed at 3:15 p.m.)
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Darrin Ballard, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

MEMBERS ABSENT: Councillor Pat Saito, Ward 9
Janet Allison, Stakeholder Member

STAFF PRESENT: Lisa Boyce-Gonsalves, Community Child/Youth Consultant
Martina Chaloupka, Human Resources Consultant
Lawrence Franklin, Urban Designer
Laila Gabiazon, Project Manager, Facilities and Property Management
Virginia Kalapaca, Project Coordinator Landscape Architect
Lydia Kowalyk, Senior Buyer
Ann Lehman-Allison, Public Affairs Specialist
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Plan Examination Services
Alana Tyers, Transit Planner
Edward Leonard, Landscape Architect
Bill Montague, Project Manager, Parks Development
Andy Wickens, Manager, Parks and Forestry/Parks Operation
Jim Kettle, Technical Specialist
Jacquelyn Hayward Gulati, Manager, Cycling Office
Roselyn Brown, Manager, Performing Arts, Meadowvale Theatre

CONTACT PERSON: Angie Melo, Legislative Coordinator

Legislative Services Division, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181

angie.melo@mississauga.ca

CALL TO ORDER – 2:02 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST - Nil

APPROVAL OF AGENDA

Approved (N. Husain)

DEPUTATIONS

- A. John Walmark, resident with respect to leash free zones, safety and accessibility at Orchard Heights Park.

Mr. Walmark expressed his concerns about visitors to the park with dogs off leash and the access for persons with disabilities. Andy Wickens, Manager, Parks Operations advised that in order to level the areas of the park a permit would be required as the area is located in the flood plain. He explained that the Toronto and Region Conservation Authority dictates what work is necessary to these floodplain areas. Councillor Mahoney noted her position on having the park remain open and that all should have access to the park. Rabia Khedr, Chair, suggested that the matter be referred to Parks staff to review what is in the future plans for this park and what, if any, changes could be made. Direction was given to Clerk's staff to contact Mr. Walmark to arrange his attendance at a future meeting when the matter is discussed.

Recommendation

AAC-0024-2013

1. That the deputation made by John Walmark, resident, with respect to leash free zones, safety and accessibility at Orchard Heights Park be received; and
2. That the matter of the accessibility of Orchard Heights Park be referred to Parks Development staff for review, and to report back to the Accessibility Advisory Committee.

Received (C. Chafe)

- B. Hillary Calavitta, Advisor, Healthy By Design, and Project Manager, Accessible Transportation Master Plan, Region of Peel, presented the Region of Peel's Accessible Transportation Master Plan. The Region of Peel has developed new policies as determined by the Accessibility for Ontarians with Disabilities (AODA). New policies include New AODA Eligibility Policy, Passenger Charter, New Pick-Up Window Policy and New Integrated Voice Response (IVR) call-back feature. Policies under review are: Fare transfer with conventional transit and cross border travel. TransHelp will meet AODA compliance timelines by 2017. The Region of Peel's long term objective is to design a new application, which would collect information on physical and environmental barriers, in-person

assessments by appropriate health professional, and new appeals process for disputes. Rabia Khedr expressed concern with the duplication of travel training as they already receive support from their respective disability groups they are affiliated with, and that the word "training" may be confused with the efforts of others and that it is more appropriate to consider orientation and planning of use of transportation. Naz Husain noted that the training provided by Region of Peel is more focused on the navigation of transportation. Amy Wilkinson expressed concern with the training in that there would be challenges for those with several disabilities. Hilary Calavitta advised that the Region of Peel is working with a wide variety of experts and Metrolinx.

Recommendation

AAC-0025-2013

That the PowerPoint presentation by Hilary Calavitta, Advisor, Healthy By Design and Project Manager, with respect to the Region of Peel's Accessible Transportation Master Plan be received for information

Received (M. Taddeo)

- C. Bill Montague, Project Manager, Park Development provided a verbal update on the Playground Replacement Program. Design standards include universal swing, engineered wood surface, transfer platform, spring toy with back rest, turning bar, crawl tube with handholds, play counter, tactile features, paved access route and sand pit. 29 playgrounds will be receiving replacements within the next couple of years using most of the accessible features listed above. Residents can call 311 or contact Diana Simpson to request a universal swing. There will be information on the City's website; as well, Councillors will put out information in their newsletter. Amy Wilkinson suggested there be more room allowance under the play counter to allow a wheelchair or parent to access.

Recommendation

AAC-0026-2013

That the overview from Bill Montague, Project Manager, Park Development with respect to the Playground Replacement Program, be received for information; and that the Accessibility Advisory Committee is satisfied with the Playground Replacement Program.

Received (N. Husain)

MATTERS TO BE CONSIDERED

1. Approval of September 23, 2013 Minutes

Minutes of the Traffic Safety Council meeting held on September 23, 2013.

Approved (C. Chafe)

2. Mississauga Driveway Windrow Snow Clearing Program

Jim Kettle, Technical Specialist provided a verbal update on the Driveway Windrow Snow Clearing Program.

Mr. Kettle advised that the Windrow Snow Clearing Program for seniors is a seasonal program and seniors must make an application annually. He explained the application process, the Program and snow clearing timelines. Rabia Khedr expressed concern that this program can create barriers for some people who need to have their driveway clear in order for health professionals to be able to enter the home. In this case, it would be best to have people contract their own service and be reimbursed. Ms. Khedr asked who the City consulted with in creating this program. Mr. Kettle advised that the City consulted with various municipalities and that the program was presented to Council for approval.

Recommendation

AAC-0027-2013

That the overview of the Mississauga Driveway Windrow Snow Clearing Program as presented by Jim Kettle, Technical Specialist, be received for information.

Received (A. Wilkinson)

3. Accessible Municipal Voting for 2014 Municipal Elections

Pina Mancuso, Manager, Elections, provided a verbal update on the upcoming 2014 Municipal Election. Ms. Mancuso, assured the Committee that the staff, would be trained to address accessibility needs and that the City is committed to ensure all locations are accessible. Ms. Mancuso explained that she would visit each polling location and would address any accessible issues. She further explained that hall monitors have been added to the team to provide assistance with guiding and directing voters. Ms. Mancuso recognized that there were some challenges at the last election with older schools. Ms. Mancuso provided an overview of the progress that has been made since the 2003 Municipal Elections. The Automark will be available at advance polls and City Hall will have the Automark for advance polls and day of election. The website will have more fillable forms. Carol-Ann Chafe asked if there was a statement on the application that asks if you have a disability. Diana Simpson added that the application form

should include a disclosure statement. Ms. Mancuso advised she would review it.

Recommendation

AAC-0028-2013

That the information as provided by Pina Mancuso, Manager, Elections in response to inquiries made by members of the Accessibility Advisory Committee regarding Accessible Municipal Voting for the 2014 Municipal Elections be received as information, and that the Accessibility Advisory Committee is satisfied with the plans for the 2014 Municipal Elections.

Received (C. Lowe)

4. City of Mississauga Accessibility Policy: Fees for Support Persons to Meadowvale Theatre and Mississauga Golf Courses

Memorandum dated October 28, 2013 from Pamela Shanks, Corporate Policy Analyst with respect to the City's Accessibility Policy for fees for support persons to Meadowvale Theatre and Mississauga golf courses.

Concerns were raised about support persons paying a fee at locations of entertainment such as Meadowvale Theatre and Living Arts Centre. Councillor Katie Mahoney, advised that the operations of each of the theatres are run by a Board of Directors. Therefore, this matter should be raised with the Board of Directors of the Meadowvale Theatre and the Board of Directors of the Living Arts Centre.

Recommendation

AAC-0029-2013

1. That the Memorandum dated October 28, 2013 from Pamela Shanks, Corporate Policy Analyst with respect to the City's Accessibility Policy for fees for support persons to Meadowvale Theatre and Mississauga golf courses be received; and
2. That the matter of support persons to be admitted free of charge at theatres be referred to the Living Arts Centre and Meadowvale Theatre Boards to provide feedback to the Accessibility Advisory Committee on their views on the matter.

Received (Councillor K. Mahoney)

5. National Access Awareness Event

Diana Simpson, Accessibility Coordinator, proposed that the annual awards be recognized by Council every other year and the Committee was in agreement.

Recommendation

AAC-0030-2013

1. That the Memorandum dated November 7, 2013 from Diana Simpson, Accessibility Coordinator, with respect to the National Access Awareness event be received for information; and
2. That the National Access Awareness Event be held every other year.
3. That the Accessible Customer Service Awards be recognized by Council every year.

Received (C. Lowe)

6. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation

Alana Tyers, Transit Planner, provided a verbal update with respect to the approach to the MiWay Support Person Policy. Support persons whose presence is essential to provide care and assistance to a passenger with a disability are not required to pay a fee. Other transit service providers require that support persons make an application and have identification cards issued. Mississauga Transit will maintain its status quo and will not require support persons to provide identification nor pay a fee.

Recommendation

AAC-0031-2013

That the verbal update from Alana Tyers, Transit Planner, regarding the approach to the MiWay Support Person Policy, be received for information, and is supported by the Accessibility Advisory Committee.

Received (C. Chafe)

(B) Accessible Built Environment Standard

Darryl Bell, Manager, Mobile Licensing was not in attendance and the matter was deferred to a future AAC meeting.

Recommendation

AAC-0032-2013

That the matter regarding an update from Daryl Bell, Manager, Mobile Licensing regarding accessible taxicabs be deferred to a future Accessibility Advisory Committee meeting

Received (C. Chafe)

SUBCOMMITTEE REPORTS

7. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on September 16, 2013

FADS report from the September 16, 2013 meeting providing recommendations for the Multi-use Trail Project and the Meadowvale Community Centre & Library Project.

RECOMMENDATION (Multi-use Trail Project)

AAC-0033-2013

1. That the Multi-use trail Project, as presented by Stephanie Snow, Consultant (Project Manager), Harrington McAvan Ltd. And Richards Roberts, Project Manager, Parks and Forestry, Community Services Department, to the Facility Accessibility Design Subcommittee on September 16, 2013 be received; and
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated September 16, 2013, the Facility Accessibility Design Subcommittee is satisfied with the Multi-use trail Project, as presented.

Supported (C. Chafe)

RECOMMENDATION (Meadowvale Community Centre & Library Project)

AAC-0034-2013

1. That the Meadowvale Community Centre & Library Project as presented by Aimee Drmic, Architect Perkins + Will Architects and Lalita Goray, Project Manager, Community Services Department, to the Facility Accessibility Design Subcommittee on September 16, 2013 be received; and
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated September 16, 2013, the Facility Accessibility Design Subcommittee is satisfied with the Meadowvale Community Centre & Library Project, as presented; and
3. That the Facility Accessibility Design Subcommittee members conduct a site visit at the Meadowvale Community Centre and Library after the proposed renovations is complete.

Supported (C. Lowe)

8. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on October 10, 2013

FADS report from the October 10, 2013 meeting providing recommendations with respect to the Park Washroom – Pre-Design Report.

RECOMMENDATION

AAC-0035-2013

1. That the Pre-Design Report, as presented by Constantine Radeff, Consultant, Radeff Architect Ltd., Janet Lack, Project Manager, Parks and Forestry, Community Services Department, and Wojciech Gurak, Project Manager, Facilities & Property Manager, Corporate Services Division, to the Facility Accessibility Design Subcommittee on October 10, 2013 be received; and
2. That consideration be given to parks with fully accessible/inclusive children's playgrounds be provided with accessible washrooms be received.

Supported (A. Wilkinson)

9. REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Naz Husain, Mississauga Accessibility Advisory Committee Citizen Member, will provide a brief verbal update, if required. No update required.

PENDING WORK PLAN ITEMS

10. Pending Work Plan Items dated November 18, 2013

AAC-0036-2013

That the pending work plan items dated November 18, 2013 be received for information.

Received (C. Chafe)

ITEMS FOR INFORMATION

11. Accessible Transportation Master Plan - Open House #2

Flyer from the Region of Peel advising of open house dates for the Accessible Transportation Master Plan. Please note that there will be an open house in Mississauga on Tuesday, November 19, 2013, 9 am to 4 pm at the Mississauga Valley Community Centre.

Recommendation

AAC-0037-2013

That the flyer from the Region of Peel regarding the Accessible Transportation Master Plan advising of open house dates be received for information.

Received (A. Wilkinson)

OTHER BUSINESS

1. Redesign of Accessibility Symbol

On November 1, 2013, Lieutenant Governor of Ontario who launched an international design challenge in September 2011 along with the help of Ontario College of Arts & Design (OCAD) president. The challenge was open to post-secondary students worldwide in search of a new International Symbol of Access (ISA). Two entries received honourable mention; however, a final redesign has not been selected. Glenn Barnes, AAC member and Rabia Khedr, Chairperson of the AAC were part of the panel to choose the new symbol.

2. Muslim Deaf Conference

Rabia Khedr advised that she attended the 1st International Forum of Deaf Muslims in Qatar earlier this month.

DATE OF NEXT MEETING(S)

Monday, February 3, 2014, 2 p.m.:

Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre, 1275 Mississauga Valley Boulevard.

Monday, February 24, 2013, 1:30 p.m.:

Facility Accessibility Design Subcommittee meeting, Committee Room A, Mississauga Civic Centre, 300 City Centre Drive, 2nd Floor.

ADJOURNMENT – 4:15 p.m.

Memorandum



3
Accessibility Advisory
Committee

FEB 03 2014

TO: Chair and Members of the Accessibility Advisory Committee
FROM: Diana Simpson, Accessibility Coordinator
DATE: January 22, 2014
SUBJECT: City of Mississauga 2013 Annual Report of the Multi-Year Accessibility Plan (2012-2017 Initiatives)

The Draft City of Mississauga 2013 Annual Report of the Multi-Year Accessibility Plan (2012-2017 Initiatives) has been sent electronically to the Accessibility Advisory Committee (AAC) on January 20, 2014.

As well, MiWay's 2013 Annual Accessibility Report was sent electronically to the AAC on January 21, 2014. Attached are the most up-to-date versions of these reports for your review and discussion at the February 3, 2014 AAC meeting.

Please review these documents and come prepared to discuss and support the Annual Reports.

Thank you

Diana Simpson
Accessibility Coordinator
905-615-3608, TTY: 905-615-3411
diana.simpson@mississauga.ca

2 Attachments

CITY OF MISSISSAUGA

DRAFT 2013 Annual Report of the Multi-Year Accessibility Plan

**Contact: Diana Simpson, Accessibility Coordinator at 905-615-3608, TTY: 905-615-3411,
diana.simpson@mississauga.ca**

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

City of Mississauga 2013 Annual Report of the Multi-Year Accessibility Plan

Jan. 22, 2014

Executive Summary:

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

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

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

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

MiWay's 2013 Annual Report outlines the improvements made to the system in 2013 and can be found by accessing MiWay's website. This report is also included as an Appendix to this 2013 Annual Report of the Multi-Year Accessibility Plan.

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

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

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

1. Recreational Trails and Beach Access Routes
2. Outdoor Public-Use Eating Areas (e.g. rest stops or picnic areas)
3. Outdoor Play Spaces (e.g. playgrounds)

30

City of Mississauga 2013 Annual Report of the Multi-Year Accessibility Plan

Jan. 22, 2014

4. Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps, accessible/audible pedestrian signals)
5. Accessible parking (on and off-street)
6. Obtaining Services (e.g. services counters, waiting areas)
7. Maintenance (of accessibility-related equipment and features in public spaces).

In this 2013 annual report a number of new projects have been added under the category: "Accessible Built Environment Initiatives" (starting on p 30) to reflect these new (mainly outdoor elements) built environment requirements. On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated (mainly indoor elements). For further details go to the Ministry of Municipal Affairs and Housing website.

To review details of the Design of Public Spaces Standards go to the provincial government e-laws site.

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

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

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

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

City of Mississauga
2013 Annual Report of the Multi-Year Accessibility Plan

Jan. 22, 2014

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
General Initiatives				
Multi-year Accessibility Plan (IASR, 4)	<p>An outline of the City's strategy to prevent and remove barriers and meet requirements under the <i>Accessibility for Ontarians with Disabilities Act</i>, (AODA) and our obligations under the Accessibility Standards</p> <p>This will include an annual status report on the progress with the initiatives in the Plan.</p>	<p>2012</p> <p>Annual</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2013 Annual Report of the Accessibility Plan is the second report under, under the 2012-2017 Multi-Year Accessibility Plan.</p> <p>Past Annual Accessibility Plans (since 2003) and the Multi- Year Accessibility plan can be found on the City's "Accessibility - Removing Barriers" website.</p>
Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> • The City's Strategic Plan: Our Future Mississauga. • Older Adult Plan • Youth Plan • Mississauga Transitway Project • Hurontario/Main Street Master Plan (LRT) • Inspiration Lakeview Project • Inspiration Port Credit • Downtown 21 Master Plan • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • Information Technology Strategic Plan • Mississauga Official Plan • Economic Development Strategy • Living Green Master Plan • Communications Master Plan 2012 	Ongoing	<p>Corporate Services, Facilities and Property Management, All Departments in collaboration with Accessibility Coordinator</p>	<p>Many city-wide planning projects are reviewed annually in conjunction with the City's Strategic Plan, under these pillars: Move, Belong, Connect, Prosper and Green.</p> <p>These are some of the highlights that are related to accessibility under each Pillar:</p> <p>Move:</p> <p>-The first Transportation Committee (consisting of all members of Council) was held on Sept. 3, 2013. A presentation was made at their first meeting with the following highlights that relate to accessibility for persons with disabilities:</p> <ul style="list-style-type: none"> • New initiatives such as traffic calming and complete streets are examples of ways to improve road network capacity and efficiency without necessarily increasing road widths • The major projects planned over the next 25 years include: Mississauga Transitway (a dedicated east-west transitway across Mississauga), the Hurontario-Main LRT, the Union Pearson Express and in the longer term, enhanced two way GO rail service and the Dundas Street BRT. • Preliminary design for the <u>Hurontario-Main LRT</u> is underway. • <u>Mississauga Transitway</u> is underway. Phase 1 from the City Centre to Dixie Station is expected to be open in spring 2014.

City of Mississauga
2013 Annual Report of the Multi-Year Accessibility Plan

Jan. 22, 2014

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> • Waterfront Parks Strategy • Sport Plan • 			<ul style="list-style-type: none"> • Transit technological improvements such as Next Stop announcements improves the quality of service for all passengers • The sidewalk network is being expanded to increase pedestrian accessibility to the transit system • The implementation of the <u>Mississauga Cycling Master Plan</u> has resulted in an increase of boulevard multi-use trails, off road trails and on-road bikeways • The City is working to develop a Downtown Movement Plan, a 10 Year Transit Strategy and a 5 Year Transit Service Plan • Putting pedestrians first is one of the key objectives in these plans. <p>Belong: -<u>Housing Choices: Mississauga's Affordable Housing Strategy</u> and Action Plan is underway. For further information, see update below on p. 29 of this document. -the <u>Driveway Windrow Snow Clearing Program</u> is now a permanent program for older adults 65+ and people with disabilities. For some eligible residents, the service is free, for others there is a \$200 fee. The Program is in effect from November 25, 2013 to March 7, 2014. There are 108 residents registered for this season's program</p> <p>Connect: -With input from the community and landowners <u>Inspiration Port Credit</u> will weave together public and private planning for the future of Port Credit's waterfront. Accessibility Planning and participation of Accessibility Advisory Committee members into the discussion is welcomed. -Click on this link for an update on what is happening with the <u>Inspiration Lakeview Project</u> – a development project for the eastern waterfront. -In February, 2013, Council voted to approve a new planning framework for the City's <u>Downtown 21 Master Plan</u>. Downtown 21 describes an urban centre that is desirable for all Mississauga residents, as well as businesses</p>

City of Mississauga
2013 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>and their employees. It will be a collection of walkable neighborhoods, each with its own character, and easily accessible by transit.</p> <p>Prosper: -Planning is well underway for Phase II of <u>Sheridan College's Hazel McCallion</u> campus. The project is currently under RFP process with clear requirements for universal access. This project is being funded by Infrastructure Ontario. -Through the 2011-2020 business planning process, a capital budget was established for repairs and adaptive reuse of existing and new cultural facilities.</p> <p>Green: -The City's <u>Natural Heritage & Urban Forest Strategy</u> was completed in January 2014. The strategy is scheduled to go to General Committee for Council approval in February 2014. The primary objectives of this project are to identify opportunities for building on existing initiatives for protecting, enhancing, restoring and expanding the City's Natural Heritage System and Urban Forest; and to provide the City guidance and tools to pursue recommended opportunities. -Council approved the <u>Credit River Parks Strategy</u> on September 18, 2013. As a 25 year master plan for the City's owned and managed parkland and natural areas along the Credit River, the strategy sought to recognize opportunities for universal accessibility throughout the document and concept plans including, but not limited to the following:</p> <p>The importance of "Universal Accessibility" was featured prominently within the Principles of the Plan. Although it was recognized that the extent of the proposed park system and the complexity of topography cannot provide for continuous accessibility throughout the system, the following design considerations have been recommended for incorporation as appropriate:</p> <ul style="list-style-type: none"> • Provide for the passing/tandem use of wheelchairs.

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				<ul style="list-style-type: none"> • Provide clearances beside benches for wheelchairs and strollers. • Major commuter pathways should be maintained for winter use. • Way-finding at entrance points should clearly identify accessible opportunities for both trails and destinations. • Automated/audio signage would assist visually impaired. • Scent gardens for the visually impaired. <p>The Economic Development Strategy represents the overall vision and desired outcomes from a strategic planning process and presents a view of the type of community that Mississauga could become – where the development and attraction of talent is central to success, where the City is recognized for its innovation and leadership in an emerging economy, and where the City itself is promoted nationally and internationally for its capabilities and success. Click on the link for more information about Mississauga's Economic Development Strategy.</p> <p>Here are a couple of achievements stemming out of the City's Older Adult Plan:</p> <p>-Council approved the formation of an Older Adult Advisory Panel. This panel will provide advice and support in these areas:</p> <ul style="list-style-type: none"> • Co-ordinate the annual Older Adult Educational Symposium • Assist in planning Senior Month activities in June 2014 • Provide input to Future Directions (refresh of Master Plans for services including Recreation, Fire and Emergency Services, Parks and Forestry and Library) focussing on a community physical space review for current and future needs • Help the City pursue designation as an Age Friendly City from the World Health Organization (WHO)

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				<p>- Two full days of training was held for 150 key community centre staff and Older Adult group leaders in November and December 2013. Some of the training objectives included:</p> <ul style="list-style-type: none"> • To learn about the aging process, through an aging experiential workshop, which included experiencing various disabilities • Leadership training • Learning about community resources available for seniors in Mississauga and Peel <p>The Youth Plan Vision states: "Mississauga is a youth and young adult friendly city that is respectful, inclusive and forward thinking; a city where youth are meaningfully engaged and thrive as equal members of the community. The Youth Plan includes a list of social service organizations that assist youth when needing to talk to someone or just need more information.</p> <p>Below is a summary of some key achievements under the <u>Future Directions Master Plan</u> for Recreation, Library, and Parks & Natural Areas:</p> <p>In general, over the last year we continue to implement the 2009 recommendations contained in the master plans. For Recreation, we continue to enhance our service delivery model to include more diverse and accessible programs (with supporting equipment and amenities). We have elevated our therapeutic recreation programs to become its own line of business where we endeavour to grow this area to provide more therapeutic services and programs to residents. We have further enhanced our marketing efforts to better promote our wellness and therapeutic programs making it easier for individuals to access information online through our therapeutic website and in our special edition therapeutic active life brochure.</p> <p>Our inventory has expanded to include a new program at Malton Pool – a Snoezelen Recreational Swim program for persons with disabilities. The</p>

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				<p>therapeutic pool in Malton is equipped with ceiling lift tracks, height adjustable change tables, accessible ramps, water wheelchairs and wheelchair to water lifts. The temperature of the therapeutic pool is kept at 33C/92F. This specialized swim program offers gentle stimulation with a multi-sensory experience using lights, sounds and textures combined with the soothing effects of warm water. Snoezelen is widely used in education and care settings for children with disabilities and autism spectrum disorders, for people with mental illness, those in chronic pain, acquired brain injury and dementia. Staff training has been provided by Holland Bloorview Children's Rehabilitation Hospital. In August, 2013, 3 free try-it sessions were offered to the public.</p> <p>The Next Step to Active Living Program (a day program for adults with physical activities which takes place at South Common Community Centre and Huron Park Recreation Centre) received a 3 year Accreditation from CARF (Commission on the Accreditation of Rehabilitation Facilities) International. We also continue to partner with health care providers to deliver therapeutic programs in our facilities.</p> <p>Our playground maintenance is now seeing the gradual removal of the use of sand bases and replacement with wood chips which is more accessible for those individuals with mobility challenges.</p> <p>Please note as well the Future Directions master plans are currently being reviewed with the view to finalize by June, 2014.</p> <p>"The City of Mississauga is a two-way communications organization" is the vision outlined for the City in the Communications Master Plan.</p> <p>Communications and engagement performed as part of the background research for the Plan adhered to this vision. The Accessibility Advisory</p>

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				<p>Committee was one of the many stakeholder groups consulted. Legislated accessibility standards in the area of communications and information are identified as one of the key factors contributing to the need for a communications master plan. The internet is identified in the plan as the most important channel for providing information to residents about City plans, programs and services. The AODA and its regulations outline specific standards the City must meet in the area of website and electronic information.</p> <p>Thinking from the customer's perspective – a key theme of the plan – includes a commitment to 'design and deliver communications that reach residents where, when and how they live'. A commitment to communicating effectively with all citizens, including people with disabilities, is evident throughout the plan. For example, 'accessible' is one of the ten standards and values identified by the plan. Respectful, clear and user-friendly are also important standards and values identified that can enhance accessibility.</p> <p>Plain or clear language training began in 2013 with Communications Division. The Division will be coordinating training with other City staff in 2014.</p> <p>Accessible Communications resources and reference materials developed by the City are now available on the City's Accessibility intranet site for all City staff, with the addition of materials provided by the province in 2013 ('Making Information Accessible').</p> <p>Mississauga City Council endorsed the City's first Sport Plan in July, 2013. The Mississauga Sport Plan is a 5 year strategic plan for the City to work more closely with community sport organizations and with the Mississauga Sport Council to make better use of capacity in existing sport facilities and to encourage lifelong participation in sport and physical activity for residents of all ages, interests and abilities. The Sport Plan has 40 recommendations and focuses on seven areas, including: "Sport for All - Develop programs, services</p>

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				and funding that include everyone and reduce barriers for those who want to participate in sports." Another area of focus in the Sport Plan is Sport Tourism. One of the recommendations under this section is to "Create a community engagement plan to support the Pan Am and Para Pan Am Games."
"Accessibility Impact" Section in Corporate Reports	To prepare a proposal regarding the inclusion of a section called "Accessibility Impacts" in Corporate reports to the Leadership Team, Committees of Council, and Council that would describe actions taken to ensure that staff review proposed projects, for any positive or negative impact on People with Disabilities and seniors.	2014	Corporate Services, Facilities and Property Management, Accessibility Coordinator	Implementation of this "project" has not yet started. The plan is to move forward with research for this proposal, which will entail Corporate Policy amendment if approved.
Inclusion of Persons with Disabilities into existing Committees	To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees. To encourage persons with disabilities to be members of various Committees of Council (next Municipal Election).	Ongoing 2014	Corporate Services, Facilities and Property Management, Accessibility Coordinator	Since up to 20% of the population consists of persons with disabilities, it is inevitable that there will be persons with disabilities on various committees. Here are some examples where persons with disabilities or representatives are involved in Mississauga committees: <ul style="list-style-type: none">• A member of the Public Vehicle Advisory Committee was a past member of the Accessibility Advisory Committee.• A Region of Peel AAC member is a member of the Mississauga Library Board.• The Meadowvale/River Grove Youth Advisory Committee has a member with a physical disability. Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.

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				This item will be implemented more closely during the recruitment process for membership in the various Committees of Council.
Policy Review and development of a statement of commitment to accessibility. (IASR, 3)	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR) and Accessible Customer Service Regulation (ACSR)</p> <p>Review and revise as required, policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development and employee redeployment.</p> <p>This includes the regular three year review of existing Corporate policies with an accessibility lens.</p>	<p>2012/2013</p> <p>2013</p> <p>On-going</p>	<p>City Manager's Office, City Strategy and Innovations, Corporate Policy Analyst</p>	<p>Mississauga City Council approved an update to the Accessibility policy on June 17, 2013, to include the Built Environment. The policy includes the City's statement of commitment and outlines the requirements developed under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, specifically Ontario Regulation 429/07; the Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR). The policy also describes the framework for how the City will comply with the requirements. All City Corporate Policies and Procedures, by-laws, standards and guidelines must comply with the standards developed under the AODA.</p> <p>The Rehabilitation and Return to Work Policy has been revised to include expanded information on the return to work process and documented individual accommodation plans. The policy has also been renamed Short Term and Long Term Accommodation. The policy revision was adopted by Council on December 11, 2013.</p> <p>The City's recruitment policies are currently under review to ensure that each individual's accessibility needs are considered in all aspects of the recruitment process. These policies include: Position Authorization; Temporary Transfers; Job Postings and Advertisements; Candidate Selection Process; and Handling Applications.</p> <p>Policies related to the built environment/design of public spaces are being reviewed to ensure they meet the requirements of the IASR. The following policies have been revised to date: Community Garden Site Selection and Employee Paid Parking. Other policies under review are: Construction of Walkways; Pedestrian Crosswalks; and Sidewalk Requirements.</p>

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By-Law Review	Review and revise City by-laws with an accessibility lens. Existing and new City by-laws need to incorporate the Regulations under the AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc...	Ongoing	All Departments	A plan to monitor by law review will be developed.
Procurement Process ensures the acquisition of accessible goods, services or facilities. (IASR, 5,6)	Develop a process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks.	2013	Corporate Services, Materiel Management, Senior Buyer	<p>The Contract Managers Guidebook was developed at a high level to provide Contract Managers advice on what accessibility means to procurement. The Guidebook includes a checklist to be followed when planning and conducting procurements. This Guidebook is posted on the Materiel Management and the Accessibility intranet sites.</p> <p>The Procurement Request Form (PRF) includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p> <p>An additional resource titled: Accessibility, Moving the Obligations in Procurement is available on the Materiel Management intranet site for staff to understand how to incorporate accessibility design, criteria and features into procurement.</p> <p>Work with Legal Services is ongoing to ensure procurement agreements incorporate accessibility requirements language.</p> <p>The Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR) booklet is being sent out to key vendors who are service providers to the public on the City's behalf.</p> <p>2013/2014 IASR Staff Training further reinforces this requirement.</p>

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Training on the IASR and Human Rights Code. (IASR, 7)	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p> <p>Team 300 and functional areas responsible for delivering on the standards will need to receive more in-depth training appropriate to the duties of the employee group.</p>	2013 - 2014	Corporate Services, Human Resources, Manager, People Planning/Organizational Development Consultant	<p>Formed a cross-functional Training Resource Team to provide input into the development of the training and to assist in the delivery of the training including: Transit Training; Health & Safety; Recreation Standards and Training; Fire and Emergency Services Training; F&PM Corporate Security.</p> <p>Developed, delivered and coordinated City customized mandatory accessibility training applicable to all employees (i.e. face-to-face, e-learning, job-aids) and communication tactics to support the implementation of training.</p> <p>Developed additional Manager/Supervisor training to support the successful implementation of IASR standards, in particular elements of the Employment standard.</p> <p>Functional areas such as procurement, information and technology, library services, communications, transit and enforcement have provided training appropriate to the duties of the specific employee group participating in these service areas.</p> <p>Volunteers and 3rd Parties vendors receive communication and the AODA IASR training booklet to complete the mandatory accessibility training.</p> <p>Mayor, Members of Council and Committees of Council receive communication and the AODA IASR training booklet to complete the mandatory accessibility training</p>
Communication Strategy	<p>Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.</p> <p>Ongoing tactics to be implemented such as: news</p>	On-going	Corporate Services, Communications, Public Affairs Specialist	<p>The City's Accessibility Communications Strategy supports the City's Accessibility Plan.</p> <p>As the Plan is largely focussed on planning for and implementing the standards outlined in the AODA's regulations, the communications plan outlines a strategy and tactics designed to ensure that residents understand</p>

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	<p>releases, articles in Councillors' newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.</p> <p>Development and implementation of a communication plan regarding the Integrated Accessibility Standard.</p>	2011 - 2015		<p>accessibility improvements the City has made (including those required by legislation) and that staff are aware of their responsibilities, associated training opportunities and resources available to ensure the City complies with requirements.</p> <p>Communications will be bundled into general accessibility information to be rolled out twice per year for staff and the public: in late May/early June during National Access Awareness Week, and in early December on International Day of Persons with Disabilities.</p> <p>Achievements in 2013 include:</p> <ul style="list-style-type: none"> -Awareness activities for the annual Accessibility Plan, and the Integrated Accessibility Standards Regulation (January and February 2013) - Accessibility Awareness Week in June 2013 encouraged continued Exceptional Accessible Customer Service by City staff by highlighting the City's award winners. -Updates to both the external website and internal intranet site for International Day of Persons with Disabilities (December 2013) to ensure staff and the public have easy access to the information they need about accessibility in the City. -Public information activities focussed on encouraging public input into accessible taxi services in the City. -Staff communications focussed on ensuring all staff completed training on the IASR, and had access to new information on the City intranet website about IASR standards that became effective on January 1, 2014. <p>Next Steps for 2014:</p> <ul style="list-style-type: none"> Continue and expand plain language training. Communicate opportunities for job-specific training as required

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Accessibility Awards	<p>The integration of accessibility criteria into existing City of Mississauga internal awards programs.</p> <p>Investigate partnering with a community based organization for the implementation of an accessibility awards program.</p>	<p>2013/ Ongoing</p> <p>2015</p>	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>The 2013 Exceptional Accessible Customer Service Awards were given out at the National Access Awareness Event held in June 2013. These awards were given out:</p> <ul style="list-style-type: none"> -Hassan Wadi, Personal Trainer at Malton Community Centre, who went beyond the call of duty in training a client who uses a wheelchair. -Jann Bower, an Operations staff person and Concession Supervisor at Mississauga Valley Community Centre worked with a group of adults with intellectual disabilities from Community Living Mississauga to plant a garden at the front of the building. -Lakefront Parks Depot Maintenance Team (Brent Lake, Brian Dickie, Tony Giannone, Robert Tramsek, Paul Schlatman, Lisa Ricciardi) implemented a plan and to make some of the picnic tables at Lakefront Promenade Park more accessible. <p>Holcim Waterfront Estate was awarded "The Credits" an Award of Excellence for Adaptive Reuse of a Heritage property by Heritage Mississauga and Mississauga Heritage Advisory Committee – an award that recognizes excellence in the preservation, restoration and enhancement of a cultural heritage property. This project was also nominated for a Heritage Universal Accessibility Design Award.</p> <p>Mississauga Fire Station 106 and Peel Regional Paramedic Satellite Station received the Award of Excellence for 2013 <u>Mississauga Urban Design Awards</u>. These awards incorporate accessibility into the judging criteria.</p> <p>These facilities were built following accessibility design guidelines.</p>
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Annual	Corporate Services, Facilities and Property	The 2013 National Access Awareness Event was held on June 17, 2013. The event featured the NFB film: "Shameless The Art of Disability" – a film about living with a disability by Bonne Sherr Klein. After the screening, members of

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			Management, Accessibility Coordinator	the City's Accessibility Advisory Committee shared some personal experiences. Displays with information to show what the City has been doing to improve accessibility in Mississauga were available as well. The Exceptional Accessible Customer Service Awards were given out at the 2013 Event – see details above.
Accessible Customer Service Initiatives				
Accessible Customer Service Training Regulation (Regulation: Accessibility Standards for Customer Service, 6)	Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA).	Ongoing	Corporate Services, Facilities and Property Management, Accessibility Coordinator and Human Resources, Talent Management	On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training. Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.
Accessible Elections	Review of elections manuals, training, technology and software in preparation of the October 2014 Municipal Election. Implementation of the work plan for the 2014 Municipal Election.	2012-2014	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk	Elections manuals, training, technology and software will be finalized by summer 2014 in preparation for the October 2014 Municipal Election. Voting locations will be audited for accessibility. There will be hall monitors and accessible voting equipment available.
Accessible Information and Communication Initiatives				
Accessible Formats and Communication Supports (IASR, 12)	Review relevant policies. Reinforce Accessible Customer Service Training Develop Vendor list. Develop guidelines for accessible public information materials.	2014	Corporate Services, Communications, Public Affairs Specialist	Public information materials include the standard message: If you require this information in an alternate format, please call 3-1-1 (905-615-4311 if outside city limits). Accessible Document Training will continue to be provided to staff in 2014, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to

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				<p>accompany the in-class training, and is also available on the staff intranet site.</p> <p>At the annual City Manager's Leadership Conference, an exhibit was put together to educate all staff about how to create accessible electronic and print documents.</p>
Accessible Feedback Processes (IASR, 11)	Develop accessible on line feedback processes in addition to other methods.	2013	Corporate Services, Communications, Public Affairs Specialist	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>The City provides accessible online feedback mechanisms as well as alternate communication supports. Awareness activities on accessible forms will continue in 2014.</p>
Accessible Website and Web Content (IASR, 14)	<p>Include accessibility in upgrades. Review online applications such as Connect2Rec/Click n' Ride/Library Catalogue, intranet. Review the provision of a user friendly selectable font size icon on the City's website.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p> <p>Ensure website conforms to WCAG 2.0 Level AA, excluding live captioning and audio description</p>	<p>2013 WCAG 2.0 Level A,</p> <p>2012 web content</p> <p>2021 WCAG 2.0 Level AA</p>	Corporate Services, Information Technology, Manager Departmental Systems, IT	<p>Budget has been approved for an accessibility analysis and review of the City's website.</p> <p>Conducting ongoing accessibility evaluation of the City's website. Website accessibility improvements will coincide with the City re-branding project.</p> <p>Accessible Document Training will continue to be provided to staff in 2014, this includes how to create accessible PDFs. Initial training sessions began in February 2013.</p> <p>At the annual City Manager's Leadership Conference, an exhibit was put together to educate all staff about how to create accessible electronic documents.</p> <p>Office 2010 Corporate wide training incorporated brief information about accessible document creation. MS Word 2010 and other Office applications have a built in Accessibility Checker feature. Accessibility Tip Sheets are available on the internal accessibility website. Other tip sheets are in process.</p>

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Library Services (IASR, 19)	Information about the availability of accessible materials is publicly available in accessible formats or with communications supports upon request	2012	Community Services, Library Services, Area Manager Library Services	<p>Information regarding library collections and services for people with disabilities is available on the City's Library website</p> <p>Materials and services include: large print books, closed captioned DVD's, downloadable books and audio books, an Optelec magnifier, and Homebound Services.</p> <p>A new on-line Library Catalog was made available in December 2012 with the contract requirement to conform to IASR requirements as part of the procurement of the Library system.</p>
Accessible Employment Initiatives				
Employee Accommodations Recruitment planning, screening and selection process provides accommodations. Accommodations are provided to employees. Return to work process with related applicable	Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment. Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards. Communicate employment policies and processes to all staff.	2013	Corporate Services, Human Resources, Manager, People Planning, and Manager, Employee Health Services	Recruitment, assessment or selection process: <ul style="list-style-type: none"> All job postings include mandatory language informing applicants about available accommodation. AODA Employment - Recruitment Guide developed for all persons conducting recruitment. Developed Essential Duties Worksheet Scripts developed for invite to interview (email & telephone) to inform applicants about available accommodation. Scripts developed for invite to testing (email & telephone) to inform applicants about available accommodation. Process developed for discussing accommodation with candidate who requests it. Outlined in recruitment guide. Compiled tools & resources to support accommodations in recruitment process

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<p>accommodations is in place.</p> <p>Performance management, career development and redeployment take into consideration the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)</p>				<ul style="list-style-type: none"> • AODA interview etiquette guidelines developed for use by all persons conducting recruitment. • Accessibility policy includes all elements of the Employment standard regulations. • Revised recruitment policies, as part of the recruitment review. • City IASR mandatory e-learning and face-to-face training includes information regarding recruitment. <p>Notice to successful applicants:</p> <ul style="list-style-type: none"> • Language added to offer letter and offer e-mail templates. <p>Informing employees of supports:</p> <ul style="list-style-type: none"> • Revised Corporate/Dept./Divisional Orientation materials to include information on informing employees of policies on job accommodation. • Policies web page includes the policies related to job accommodation • City IASR mandatory training includes information regarding informing employees of supports. • City Policy update communications process will be used to inform employees of changes to policies. • Information regarding supports are available on the internal Accessibility web page. • Informing employees of supports will be an element of the City IASR Manager training. • All employees will be notified through the Employment Standard Communication plan tactics. <p>Accessible formats and communication supports for employees:</p>

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A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)				<ul style="list-style-type: none"> City IASR mandatory training includes information regarding informing employees of supports. IASR FAQ information sheet available through the internal Accessibility web site outlines the process for requesting accessible formats and communication supports. City Accessibility Tip sheet on providing alternative formats is available on internal Accessibility web site. City Tip sheet for the design of Accessible documents & Guide book is available on internal Accessibility web site. City Tip sheet for Budgeting for Communication supports is available on the internal Accessibility web site. City Guide to TTY telephone relay communication support is available on the internal Accessibility web site. City information on booking a sign language interpreter is available on internal Accessibility web site. Information on resources and responses to frequently asked management questions will be provided to Managers as part of the IASR Manager training. <p>Workplace emergency response information:</p> <ul style="list-style-type: none"> Process developed to ensure all employees with disabilities can request individual Workplace Emergency Response Information Workplace Emergency Response Information posters have been distributed and posted in all workplaces. Workplace Emergency Response Information Communication was sent to all staff with information on process to request an accommodation and what to do in an emergency. F&PM, Corporate Security is responsible for on-going Fire Warden training including the process to assist an employee with a disability in

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				<p>the event of an emergency.</p> <ul style="list-style-type: none"> On-going communication is included in the twice a year Accessibility events <p>Accommodation Plans and Return to Work Process (RTW):</p> <ol style="list-style-type: none"> Revised Permanent Placement of Disabled Employee Policy to Short and Long Term Accommodation Policy. Revised current Employee Health and Recovery Program (EH&RP) including: <ol style="list-style-type: none"> Short Term Disability Business processes, Disability forms, Return to Work (RTW) Plans- level 1 and 2 FAQ- supervisor and employee Functional Abilities forms and website. Integrated WSIB within EH&RP by: <ol style="list-style-type: none"> Revising and documenting business processes, Creating employee and supervisor FAQ, Updating website. All employees will be notified through the Employment Standard Communication plan tactics. Physical and Cognitive Demands analysis to be completed by December 2013. Incorporated communication into AODA on-line training. Creating workshop for Managers on disability management including changes to EH&RP and attendance management.

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				<p>8. Notify union groups on changes to process and provide training where appropriate.</p> <p>9. Incorporated individual workplace emergency response information into RTW plans.</p> <p>:Performance management Process (PMP):</p> <ul style="list-style-type: none"> • Partnered with Compensation & Benefits, Employee Health Services • Process established to incorporate changes as a result of accommodation plans into the PMP agreement in the RTW form for modified work greater than 3 months. • Information related to incorporating individual accommodation plans in the PMP process to be incorporated into PMP manager's guide. • Language regarding the incorporation of accommodation plans into the performance management process has been added to the current Salary Administration Policy. • Performance Management Information will be an element of the IASR Manager training <p>Career development and advancement:</p> <ul style="list-style-type: none"> • Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management) • Accommodation plans will be considered when developing career development plans as part of the City's Succession Planning process. • Language regarding the incorporation of accommodation plans into career development and advancement has been added to the current Salary Administration Policy.

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				<p>Redeployment:</p> <ul style="list-style-type: none"> Language regarding the incorporation of accommodation plans into the redeployment process has been added to the current Salary Administration Policy. The consideration of individual accommodation plans is incorporated into the medical redeployment process.
Accessible Transportation Initiatives				
Information about accessible transit. (IASR, 34)	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure this information is made available in an accessible format.</p>	2011/ Early 2012	Transportation and Works, MiWay, Transit Planner	<p>MiWay updated the Accessible Services Guide which contains information on MiWay accessible services, policies and procedures.</p> <p>With all MiWay routes becoming accessible in October 2012, MiWay updated the Guide once again to reflect this information.</p> <p>In December 2012, MiWay also re-designed its <u>Accessible Services webpage</u> to be consistent with the new Accessible Services Guide. The new webpage ensures information is well organized and easily retrievable.</p>
Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design</p>	2012	Transportation and Works, MiWay, Transit Planner	<p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>MiWay's Multi-Year Accessibility Plan was adopted by Council on March 7, 2012. The 2011 Annual Report was completed at the same time.</p> <p>MiWay's 2013 Annual Report outlines the improvements made to the system in 2013 and can be found by accessing MiWay's website. This report is also included as an Appendix to the 2013 Annual Report of the Multi-Year Accessibility Plan.</p>

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	<p>criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.</p> <p>The procedure for dealing with accessibility equipment failures on buses will be described in the Plan.</p>			The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.
Courtesy Seating on buses. (IASR, 49)	The Courtesy seating policy will be revised and a communication plan will be prepared and delivered, along with the new revised Priority Seating decals.	2011/ 2012	Transportation and Works, MiWay, Transit Planner	<p>MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers with disabilities. New 'Priority Seating' decals were produced and installed on all MiWay buses.</p> <p>A Communication Plan was prepared and delivered through website, event, media releases and print.</p>
Announcements on the bus. (IASR, 52)	Pre-boarding and on-board announcements (visual and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised.	2011/ 2012	Transportation and Works, MiWay, Transit Planner	<p>Automated Announcements were installed on all MiWay buses in 2010.</p> <p>The SPI was revised in 2012.</p>
Service Disruptions (IASR, 35, 47, 50)	<p>Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.</p> <p>The SPI regarding "Passenger drop off/pick up after snowfall" will be revised.</p>	2011/ 2012	Transportation and Works, MiWay, Transit Planner	<p>SPI's on service disruptions and boarding at a safe location have been revised.</p> <p>Currently MiWay issues alerts on route detours when they are known in advance. Information is posted online at miway.ca, as well at affected terminals and stops.</p> <p>MiWay staff are working towards improving communication of alerts with customers via social media, i.e. Twitter.</p>
Taxicabs (IASR, 79)	Include information in the City's Accessibility Plan about consulting with the Accessibility Advisory Committee regarding the proportion of accessible	2013/ 2014	Transportation and Works, Enforcement	<p>Currently, there are 36 accessible taxicabs for Mississauga.</p> <p>On March 18, 2013 an Accessible Transportation Subcommittee (of the AAC)</p>

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	taxicabs in Mississauga.		Division, Manager Mobile Licensing Enforcement	<p>meeting was held. The Manager, Mobile Licensing described the current situation with respect to accessible taxicab service in Mississauga</p> <p>A public meeting with AAC and the Public Vehicle Advisory Committee was held in June, 2013.</p> <p>A quick review of how other municipalities are implementing the IASR requirement: "to consult with persons with disabilities regarding the proportion of on-demand accessible taxicabs in the community" was conducted.</p> <p>A communication strategy was developed and implemented in December, 2013 to notify residents and visitors to Mississauga to let us know about their concerns regarding accessible taxi service in Mississauga. Feedback can be provided by calling the Customer Call Centre 3-1-1, or if calling outside City limits, call 905-615-4311. Other ways to provide feedback include: public.info@mississauga.ca, TTY: 905-896-5151, Fax: 905-615-4081.</p> <p>We are in the process of preparing the procurement for the consultant for a taxicab and accessible plate review. The plan is to hire a consultant and have a report completed by June of 2014.</p> <p>Another public meeting is scheduled for February 4, 2014 to discuss how taxi licences are issued, including accessible taxi licences, to ensure public needs and taxi service requirements are balanced.</p>
Accessible Built Environment Initiatives				
Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook.	<p>To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p> <p>City office space and accommodation renovations will</p>	On-going	Corporate Services, Facilities and Property Management, Project Manager	<p>The Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advise regarding the following projects in 2013:</p> <ul style="list-style-type: none"> • Don McLean Westacres Outdoor Pool • 12th floor Multipurpose Space, Civic Centre (C Banquets) • Streetsville Main Street Square Redevelopment • Lakeshore-Royal Windsor Hydro Corridor Trail

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<p>continue to follow the guidelines in the Mississauga Accessibility Design Handbook.</p> <p>The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.</p> <p>Review of development applications to address external access to the building on the basis of universal design principles.</p> <p>The Provincial Accessible Built Environment Standard will be monitored regarding implications for future city building projects and revisions to the Mississauga Accessibility Design Handbook.</p>		<p>Planning & Building, Development and Design, Urban Designer</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<ul style="list-style-type: none"> • Meadowvale Community Centre and Library (renovation) • River Grove Community Centre (renovation) • Park Washroom – Pre-design Report <p>Accessibility design is integrated into Facilities & Property Management's capital projects, using the <u>Mississauga Accessibility Design Handbook (MADH)</u>.</p> <p>These projects were completed in 2013</p> <p><u>Holcim Waterfront Estate</u> Provision of accessible parking. Sun/shade alternatives. Main house accessible features include: fully accessible entranceway including provision of door operator, washrooms (2 on each level), lever-type handles for all doors and equipped with an elevator. Access ramp had also been built for the south patio. Coach house also has accessible washrooms.</p> <p><u>Civic Centre</u> Installation of accessible door operators throughout: 17 doors total including P1 & P2 levels. Accessibility upgrades to Committee Room Male & Female washrooms: lower urinals, provision of grab bars, door operators. C Banquets (12th floor multi-purpose space was renovated with colour contrasting, and a portable ramp for the outdoor patio). Completed construction of C Café in the Civic Centre (which included an automatic door operator).</p> <p><u>Frank McKechnie Community Centre</u> Accessibility improvements included lowered counter, new hand held shower devices, extra grab bars in an accessible washroom (in family changeroom).</p> <p><u>South Common Community Centre</u></p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Accessible improvements on change rooms achieved through colour contrast of finishes, provision of grab bars, improved lighting and fresh acoustic panels for better on-deck sound quality.</p> <p><u>Carmen Corbasson Community Centre</u> Colour contrast achieved by provision of highly visible nosing to main stairs and the stairs leading to Fitness room.</p> <p><u>Tomken Arena</u> Provision of door operators, as well as airport –style washroom access.</p> <p><u>Fire Station 106</u> Completed construction of Fire Station 106 in partnership with the Region of Peel.</p> <p><u>Fire Station 107</u> Replaced all existing door hardware with lever-types and panic push bars where applicable.</p> <p><u>Chappell estate</u> Elimination of step at main vestibule entrance by adjusting entrance slope.</p> <p><u>Hershey Centre</u> Provision of accessible parking spaces.</p> <p><u>Meadowvale Sand Shack building</u> (an office that administers Winter snow operations) was built with accessibility features (accessible washroom, door operators and lowered counter).</p> <p>These projects will be completed in 2014:</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p><u>Don McLean Westacres Outdoor</u> (on-going construction with target completion date Mar 2014) The building is dimensioned and laid out in accordance with recommendations from the MADH. Accessible staff and public areas includes the Aquatics staff area and Change Rooms. Accessible washrooms and shower areas included in change rooms. Millwork at the Reception area dimensioned to be accessible. Other accessible features include: provision of accessible parking, and accessible pool area with the addition of ramp.</p> <p><u>River Grove Community Centre</u> (on-going construction with target completion date July 2014) Upgrades to provide accessible approach to building. Provision of universal washrooms at second level and accessible washroom/change room at ground floor that includes benches, lockers, lowered mirrors. Lever-type handles were specified throughout as well as colour contrast on finishes.</p> <p><u>Meadowvale Community Centre</u> (construction will begin in 2014)</p> <p><u>Traffic Management Centre</u> (on-going construction with target completion date May 2014) Provision of interior ramp access to the traffic control centre, upgrade to lever type handles for all new and replaced doors and colour contrast for all new finishes.</p> <p><u>Parks Washrooms</u> (for construction & completion date for 1 to 6 washrooms: 2014) Setting design parameters for future park washrooms incorporating accessible designs: signage featuring Universal Symbol of Accessibility, braille signage. Exterior design included for accessible parking, pedestrian linkages, accessible routes and surface treatment e.g. detectable warning surfaces, and accessible entrance. Interior circulation included for accessible door and</p>

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				<p>corridors, while the interior areas have incorporated restrooms equipped with accessible stalls, urinals, sinks and baby changing stations.</p> <p><u>Streetsville Branch Library</u> (for completion early 2014) Installation of passenger elevator capable of accommodating persons in wheelchair and scooter. As well, accessible elevator vestibule.</p> <p>Woodlands Library (for completion Spring 2014) Adhering to guidelines in the Mississauga Accessibility Design Handbook.</p> <p>Further plans for 2014 include: -renovation of City Centre Transit Terminal washrooms and wayfinding -accessible information desk at Civic Centre -other facility accessibility projects have been identified for 2014 i.e. various door operators.</p> <p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. For further details go to the <u>Ministry of Municipal Affairs and Housing website</u></p> <p>The next step is to revise the Mississauga Accessibility Design Handbook to reflect these changes. A staff team will be developed to work on this project which may include the services of a consultant.</p>
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2014	Planning & Building, Development and Design, Landscape	Accessibility planning has been included in the Committee Scope. This committee is on hold for now.

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Architect Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works	<p>The programming of sidewalks is led by Transportation Asset Management in the Transportation & Infrastructure Planning Division, with input from MiWay Service Development in support of transit accessibility. In 2013, approximately 8.5 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. As part of this construction, new curb ramps with directional guide lines / grooves were installed at 20 corners.</p> <p>In 2014, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 6 kilometres of new sidewalk construction is being programmed.</p>
Mississauga's Affordable Housing Strategy and Action Plan	Work is underway on Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan. In addition to a Summary of Housing Needs and a Vision and Framework which were received by Council in June, 2011 the City of Mississauga has approved a Second Unit Implementation Strategy. An Official Plan amendment permitting second units was approved in July 2013 along with a Zoning By-law with regulations to permit second units across the City, where appropriate. A Licensing By-law requiring second units to obtain a licence was approved in September 2013. Licensing of second units will begin in January 2014 along with an education campaign on establishing a second unit, legalizing an existing unit and tenant information. Mississauga is also partnering with key stakeholders like the Region of Peel regarding matters such as financial assistance and linking potential tenants with legal units.	2011-2013	Planning & Building, Policy Planning Division, Planner	<p>Housing Choices will focus on a Second Unit Education Campaign, Partnerships with Key Stakeholders and Licensing of Second units.</p> <p>The result will be an increase in safe, affordable housing in Mississauga. Second units can offer accommodation to youth, older adults, and new immigrants while providing additional income for homeowners, or older adults wanting to stay in their neighbourhood.</p> <p>In addition, work will begin on protecting rental housing as the next component of Mississauga's Affordable Housing Strategy and Action Plan. For more information and updates visit the City's website: Housing Choices: Mississauga's Affordable Housing Strategy.</p>
Recreational Trails	Recreational trails are pedestrian trails that are	2016	Park Development,	A review of the Mississauga Accessibility Design Handbook in comparison to

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(IASR, 80.8-80.13)	<p>intended for recreational and leisure purposes (wilderness trails are not included in this definition).</p> <p>Future recreational trails and beach access routes are to follow specific legislated requirements.</p> <p>Trails need to be designed with various accessibility requirements along with consultation with the AAC.</p> <p>The City's Parks Signage Study will incorporate these new requirements.</p>		<p>Parks and Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>the new requirements has been completed.</p> <p>The next draft of the Parks Signage Study (which focuses on design standards) will be completed early in 2014. There will be an opportunity to review with an accessibility lens at that time.</p>
<p>Accessible Tables at outdoor public use eating areas. (IASR, 80.17)</p>	<p>Establish an inventory of existing tables at 20 permitted picnic parks with 41 picnic areas.</p> <p>Review options regarding types of accessible tables.</p> <p>Establish a plan to increase the number of accessible picnic tables at parks.</p>	2016	Parks Operations, Parks and Forestry, Community Services	<p>At Lakefront Promenade, Shelter A (R. K. MacMillan Headlands), there is enough seating for 24 people in wheelchairs. Accessible ½ bench tables were installed temporarily for a special event in July 2013. Several new accessible picnic tables were manufactured to accommodate different types of wheelchairs allowing clear space under the table at 28", 30" and 32". Shelter B has also incorporated accessible seating.</p> <p>The Lakefront District is able to bring in 6 mobile, removable, accessible tables for specific events.</p> <p>Accessible picnic tables are also available at these parks: Celebration Square, Lake Wabukayne, Lisgar Fields, Lake Aquitaine, Meadowvale North Sports area, Jack Darling Memorial, Port Credit Memorial, J.C. Saddington, Wildwood and at several sites along the water's edge.</p> <p>Picnic tables have been re-arranged at Erindale Park Picnic Shelter to improve accessibility.</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Integrated play experiences/ playgrounds for children and caregivers. (IASR, 80.18-80.20)	<p>Consult with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces.</p> <p>Review Playground Replacement Program's (PRP) outline of equipment selected (5 year program). Park improvements to adopt PRP as a minimum standard (therefore, minimum public consultation required). A percentage of accessibility will be incorporated into PRP.</p> <p>Consult with AAC on inclusive playgrounds</p>	2016	Park Development, Parks and Forestry, Community Services	<p>Accessible play sites have been developed and planned for. Currently, there are 3 "fully" accessible/inclusive play sites:</p> <ul style="list-style-type: none"> • Port Credit Memorial Park • Zonta Meadows • O'Connor Park <p>There are 3 more "fully" accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> • Elmcreek Park • Jaycee Park • River Grove <p>Currently, many play sites have accessible features i.e.: an accessible swing, accessible surfaces, an accessible path of travel.</p> <p>Lakefront Promenade Splash Pad Redevelopment and Playground Retrofit Project was completed in 2013. This project provides accessible water play. Accessible features at the playground included a wood fibre chip surface and ramp to the play structure.</p> <p>On November 18, 2013, a presentation by Parks Development was made to the Accessibility Advisory Committee regarding the Playground Replacement Program. The City of Mississauga has over 240 neighbourhood playgrounds. Within the next couple of years, 29 playgrounds will be receiving replacements. Examples of accessible play equipment that will be incorporated include: transfer platforms to assist with transferring to a variety of ground-level play experiences, spring toys with backrests, crawl tubes with handholds, slides with tactile features and sand pits. A paved access route will be included in neighbourhood parks in conjunction with the existing park pathway.</p> <p>Five (5) Playground redevelopments installed and reopened in 2013 with a</p>

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				<p>higher level of accessibility (features listed above):</p> <ul style="list-style-type: none"> o King's Masting Park o Trelawny Woods o Forest Hill Park o John "Bud" Cleary Park o Stonewood Park <p>Six (6) additional playgrounds had accessibility features built into them</p> <ul style="list-style-type: none"> • Aquinas Park accessible swing seat installed • Highland View Park accessible swing seat (public installed) • Garcia Park replacement of sand with engineered wood fibre and the installation of a ramp into the playground • Heatherleigh Park replacement of sand with engineered wood fibre • Jim Murray Park replacement of sand with engineered wood fibre and the installation of a ramp into the playground • Clover Meadow Park pathway construction connecting parking lot with school and playground <p>Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Coordinator.</p>
Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)	<p>The IASR defines exterior path of travel as: "outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience".</p> <p>Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.</p>	2016	Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works	<p>A review of updates required to standard drawings for sidewalks, multi-use trails and curb ramps is currently underway.</p> <p>In 2014, the annual sidewalk program will include curb ramp locations where tactile walking surface indicators will be installed as a demonstration pilot, prior to incorporating these as a construction standard for new locations.</p> <p>A review of corporate policies to reflect exterior paths of travel, IASR requirements has been initiated.</p>

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	<p>The Mississauga Accessibility Design Handbook will need to be revised to reflect these new requirements.</p> <p>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p> <p>Research and determine best practice for tactile walking surface indicators.</p> <p>Corporate policies will need to be revised to reflect these new exterior paths of travel, IASR requirements.</p> <p>Consult with the AAC re: design and placement of rest areas along exterior paths of travel for new and redeveloped locations.</p>			
Install Accessible/Audible Traffic Signals according to Design of Public Spaces Standard. (IASR, 80.28)	<p>Review plan for the installation of Accessible/Audible Traffic Signals.</p> <p>Will continue to use TAC (Transportation Association Canada) Standards: Guidelines for understanding use and implementation of accessible pedestrian signals.</p> <p>Review existing and future traffic signal equipment.</p>	2016	Engineering and Works Division, Traffic Engineering and Operations, Transportation and Works	<p>In 2013, the City installed two Audible Pedestrian Signals at Eglinton Avenue at Albina Way/Forum Drive as well as at Hurontario Street at Matthews Gate. This brings the total number of City of Mississauga Audible Pedestrian Signals to 22. Note: the Region of Peel has been installing audible pedestrian signals as well.</p> <p>Towards the end of 2013, we received four requests for audible pedestrian signals by the CNIB. These are being planned for installation in early 2014. As well, in 2014, audible pedestrian signals will be installed in conjunction with the bus transitway project.</p> <p>The Hurontario/Main Street Light Rapid Transit project will also incorporate audible pedestrian signals where applicable.</p>

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Implement requirements for Accessible parking . (IASR, 80.32-80.39)	<p>Review accessible parking requirements provided by the Province (including requirement for van accessible signage).</p> <p>Revise Zoning By-Law and Accessible Parking By-law to match new legislation and enforce accessible parking for residential areas i.e. apartments/condos.</p> <p>Consult with the Accessibility Advisory Committee regarding the need, location and design of accessible-on-street parking spaces, when constructing or re-developing existing on-street parking spaces</p>	2016	<p>Development and Design, Planning Services, Planning & Building</p> <p>Enforcement Division, Transportation & Works</p> <p>Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works</p>	<p>Set up an action plan to revise by laws.</p> <p>Develop a system to ensure new or redeveloped on street parking adheres to the new accessible parking requirements under the IASR.</p>
Implement requirements for accessible service counters , fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40)	Ensure compliance in new construction and renovations	2016	Space Planning, Facilities and Property Management, Corporate Services	<p>The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.</p> <p>Plans are in process to build a lowered information desk at the Civic Centre in 2014.</p>
Ensure accessibility related equipment	Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan.	2016		Procedures for dealing with temporary disruptions are in place as per the Accessibility Standard for Customer Service, and have been outlined in the Accessibility Policy.

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and features are maintained. (IASR, 80.44)				Traffic signal maintenance is described on p. 56 of the <u>Mississauga Road Safety Handbook</u> .

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

Built Environment

1. The Riverwood Conservancy Enabling Garden and MacEwan Terrace Garden was officially opened in June 2013. The Riverwood Conservancy Enabling Garden allows persons with different disabilities to be able to garden independently or with assistance. It consists of four raised wooden planters, including an A frame with adjustable tray positions. Umbrellas for shade and adaptive equipment such as long handled tools are available. An accessible picnic table was placed in the MacEwan Barn for garden programs, and a portable ramp was constructed to allow persons using mobility devices to be able to enter and exit the barn easily. "The colours of the flowers – reds and whites, not blues and purples - have been chosen to be more eye catching for those with low vision... the greenery includes thyme, lavender and curry plants that smell good and feel interesting to touch (Mississauga News, June 26, 2013)
2. Cooksville Four Corners parkette (Southeast corner of Dundas and Hurontario) was officially opened. This site includes a shelter, seating and resting areas, and an accessible surface.
3. Scholars' Green – an accessible park located West of Sheridan's College's Mississauga campus was officially opened in 2013.
4. Lake Wabukayne Trail has been redeveloped with a new accessible seating area overlooking the lake. Other accessible seating around the lake was completed in spring, 2013.
5. At Lakeside Park 8 benches were installed. Five of those benches will be connected to the asphalt pathway.
6. Meadow Green Park – bench pad installed.
7. Park/trail bridges in these locations were renovated resulting in accessibility improvements: Erindale Park over the Credit River; Thornlodge Park; Malton Greenway Trail, Applewood Trail. These improvements were done: fixing the thresholds, improved grading and replacement of deck boards.
8. Port Credit Library, Lorne Park Library and Lakeview Library received the Governor-General's Medal for architecture. In an article in the Globe and Mail it is stated: "All three libraries had to get in line with the city accessibility guidelines to accommodate patrons in wheelchairs."
9. Clarkson Community Centre Pool won the Facility of Merit Award from Athletic Business Magazine.

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10. Several parks are receiving double plowing of their pathways (twice the width) in the Lakefront district in order to better accommodate residents who use mobility devices so that they have a place to walk their dog in winter (e.g. Ron Searle Park and Serson Park).
11. Two new high end benches with extra pad space have been installed along the Waterfront Trail (within the Imperial Oil Lands).
12. Accessible parking was improved for clients visiting the CNIB Halton/Peel office (50 Burnhamthorpe Rd. W.), by extending the parking time limit from 15 minutes to 2 hours and adding additional accessible parking spaces.
13. The family washroom at Iceland Arena received accessibility upgrades (i.e. sign indicating washroom is in use, grab bars, sign with universal accessibility symbol).
14. Colour contrast painting was done for the P1 and P2 hallways from the Civic Centre parking garage into the building.
15. Improved acoustics in the Civic Centre Great Hall was the result of a project conducted by Facilities and Property Management in 2012 (this project was not cited in last year's report). Acoustics are most important for individuals with low/no vision or hearing loss. It helps to separate essential sounds from general background noise.
16. Improved wayfinding signage was incorporated into the existing signage at the Civic Centre directing people who may need to use an elevator, to use the Council elevators, as opposed to the parking elevators, to get to Council chambers
17. As per a specific request, the Streetsville Kinsmen Centre worked with Facilities and Property Management staff to install an additional fold down grab bar in the accessible washroom.
18. The Erindale GO Transit parking structure was opened in 2013. This structure incorporated accessible features such as elevators, a ramp, and benches to name a few.
19. Mississauga ranked fourth amongst large Canadian Cities for "Walkability" and seventh across Canada. Mississauga follows Vancouver, Toronto and Montreal according to 'Walk Score' which uses an algorithm to measure walkability of individual addresses based on proximity to nearby amenities. Trails, having a Cycling Master Plan and Public Art are all taken into consideration. Walk Score measures how easy it is to live a car-lite lifestyle.
20. The Mississauga Road Safety Handbook was revised, printed and posted on the City's website. The Handbook makes reference to the Mississauga Accessibility Advisory Committee and covers these topics: accessible parking, curb cuts, and audible pedestrian signals.
21. The 2014 Building Re-assessment Project will capture accessibility; therefore, the facility accessibility audits that were done a few years ago will be updated using the new Accessible Built Environment Standards (Design of Public Spaces Standards for outdoor elements and Ontario Building Code changes for indoor elements).

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22. Painted handrails a bright yellow colour in contrast to the dark background at Mississauga Valley Arena to assist patrons to locate them.
23. A new facility for treatment for children with disabilities (ErinOak Kids) is being proposed in Mississauga. The project is currently under the RFP process, and will be funded by Infrastructure Ontario (IO).

Customer Service:

1. In December 2013, the Recreation Division submitted a request for advisory support from the Parapan Am Legacy Partners Group. Some of the objectives are:
 - To develop an equipment legacy for Mississauga facilities by having the ability to purchase accessible equipment,
 - To develop and rollout both an instructional and recreational wheelchair basketball league
 - To develop a Para Sport Camp for children with and without disabilities
2. The City matched funds received from the Rick Hansen Foundation and purchased fitness equipment for our facilities. These items were purchased: 4 Recumbent bikes, 10 aqua cycles, 1 piece of equipment for low back extension.
3. The Library's reserve a computer service was upgraded to include:
 - Faster database and web server
 - Full compatibility with 4 major browsers (Internet Explorer, Chrome, Firefox, Opera)
 - Larger font sizes
 - Reservation system in real time
4. Some City of Mississauga Recreation facilities implemented new point of sale devices which included accessibility features such as: customizable font size, adjustable contrast, raised keypad markings and backlight capabilities.
5. Museums Mississauga put together a guide to assist in creating accessible exhibits. The document is adapted from the Smithsonian Accessible Exhibit Design Guidelines. For example it includes items such as: exhibit content, colour contrast, light levels, label design, audio and interactive exhibits, circulation route, furniture, and emergency egress.
6. In the summer of 2013, a pilot program was implemented by our summer Recreation inclusion team. The team supports families and staff by providing accommodations and modifications to programs to allow children with disabilities to participate. The pilot program provided further resources by, where applicable, having volunteers assist children with disabilities in our summer camp programs.

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Jan. 22, 2014

Information & Communication

1. Digital signage was implemented at Recreation and Library facilities - screens were installed behind customer service desks which include community centre information.
2. Implementation of new self-service portal for citizen inquiries (311). For example, registering for recreation programs, tax self-service, reserving computer time at a library, building permits etc...
3. Expanded wireless access to Scholars Green (park west of Sheridan College).
4. The Mississauga Library system includes the Zinio digital magazine service which lets you read full digital copies of selected magazines for free on your computer, smartphone or tablet. Zinio magazines may be read on a wide variety of desktop and mobile apps.

Employment

1. This past summer, Parks Operations teamed up with Community Living Mississauga for their Summer Work Experience Program (SWEP). Three teens that have an intellectual disability were placed in park settings to do gardening maintenance activities. This program gives these teens an opportunity to be included and a chance to develop work related skills.
2. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. As well, presentations were made to various staff groups highlighting services available through the Employee Assistance Program.
3. In addition to several group ergonomic presentations, 149 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
4. EHS facilitated 18 massage clinics in 2013 whereby massages delivered by Everest College massage students were available in EHS to employees by appointment.
5. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 475 participants with 45 booths. The focus of the March 2013 event was on skin care. Some of the booths included: Melanoma Network of Canada, Alzheimer Society Peel, Canadian Anaphylaxis Initiative, Canadian Mental Health Association/Peel Branch, Ontario Optician Association & Partner Essilor, Morneau Shepell, Asthma Society of Canada, and MS Society Mississauga Chapter.

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Transportation

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

Other Successes:

1. City of Mississauga staff raised \$183,000 for the United Way. This will assist those in our community who need it most, from reducing poverty, to providing programs for children and adults. Some of the agencies that benefit from the United Way include: Canadian Hearing Society, Canadian Mental Health Association/ Peel Region, CNIB Halton-Peel, Community Living Mississauga, Distress Centre Peel, Ontario March of Dimes.
2. The Sciences and Business Department of the Library system offered a session to the public titled: "Living with Vision Loss". This session was for those experiencing vision loss or family and friends of people experiencing vision loss. The audience learned about products available which can make life easier as well as hearing about the personal experiences of a CNIB Ambassador.
3. One of the Summer Teen Programs at the Central Library focused on learning about the deaf culture and American Sign Language. A representative from the Canadian Hearing Society came to teach approximately 20 teens about assistive devices, and sign language.
4. Rabia Khedr, Chairperson of the AAC and Diana Simpson, Accessibility Coordinator were interviewed on Dr. Gordon Atherley's Voice America internet talk radio show, "Family Caregivers Unite", with the topic being "Accessibility for Family Caregivers with Special Needs". The episode can be listened to [here](#).
5. Lakeside Park was the location chosen for the inaugural CNIB Night Steps in support of the Canadian National Institute for the Blind – Mississauga. The event brought together family, friends, and community members to walk 5 km. in support of the CNIB. The funds raised will go toward CNIB's vital programs and services for people

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who are blind or partially sighted, including services such as learning independent travel using a white cane, empowering Canadians who are blind or partially sighted with the skills to travel independently with confidence.

6. The Hershey Centre bowl and community rinks will be host to the Pan Am and Para Pan Am Games in the summer of 2015. Judo, karate, taekwondo, and wrestling will be the events hosted as part of the Pan Am Games. Goalball, powerlifting and wheelchair rugby will be part of the Para Pan Am Games.
7. On December 3, 2013 (International Day of Persons with Disabilities), Hershey SportsZone was the location for a Parasport Festival. This event was open to people of all abilities, and was an opportunity to learn about a new sport or volunteer for the multitude of sports for people with disabilities. Participants were given an opportunity to try some of the sports. These are some of the sports that were featured: para-athletics, table tennis, wheelchair rugby, bocce, goalball, wheelchair basketball etc... The Canadian Paralympic Committee organized the event and participants had the opportunity to meet London 2012 Paralympians David Willis and Garett Hickling (wheelchair rugby silver medalists), Whitney Bogart and Amy Kneebone (goalball).
8. Council passed a resolution requesting the Province of Ontario to amend Ontario Regulation 333/07 to allow for the enforcement of accessible parking through an Administrative Penalty System.
9. In February 2013, Mississauga Council allocated \$770,442 in corporate grants, which is coordinated by the City's Recreation Division. 13 groups in total received funding some of those being: Square One Older Adult Centre, Volunteer Mississauga, Brampton, Caledon, Community Living Mississauga, and Nexus Youth Services, as well as Erin Mills Youth Centre.
10. Rabia Khedr, Chairperson of the Mississauga Accessibility Advisory Committee was a guest speaker at the Lifelong Learning Library program – her presentation focused on understanding accessibility issues.
11. Rabia Khedr, Chairperson of the Mississauga Accessibility Advisory Committee provided instruction on understanding how a person with vision loss accesses the environment and staff from the Canadian Hearing Society taught some basic sign language at a staff "Innovation Community of Practice" event.
12. The City of Mississauga is celebrating its 40th Anniversary in 2014. The year-long celebration begins with an interactive exhibit: The City of Mississauga, 1974 to 2014: 40 years, 40 sagas, presented by Museums Mississauga. The Mississauga Accessibility Advisory Committee (AAC) was highlighted for the year 2003. Go to the 40 years, 40 sagas site to find out about the AAC and accessibility planning at the City of Mississauga.

Conclusion:

City of Mississauga
2013 Annual Report of the Multi-Year Accessibility Plan

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The Accessibility Vision for the City of Mississauga is:

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

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

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

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

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

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

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

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



2013 ANNUAL

ACCESSIBILITY REPORT



DECEMBER 2013



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Executive Summary

The 2013 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2013 to make all its services and facilities accessible. The 2013 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's legal obligations for 2013 under the Ontarians with Disabilities Act (ODA), to publish an annual accessibility plan; and also under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

MiWay is fully committed to providing 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.

As demonstrated, MiWay is committed to:

- The continuous improvement of accessible transit services;
- Working toward ensuring its facilities and premises are barrier free;
- Ensuring employment and employment opportunities are barrier free; and
- Implementing communication services that respect the abilities of all customers, employees and the public at large.

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's 2013 Accessibility Plan will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 3rd, 2014.

A final copy of the 2013 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

1.0 MiWay's Accessibility Policy

MiWay is committed to achieving an accessible transit system within the City of Mississauga. To meet the principles and goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA), MiWay will ensure that:

- Its services are provided in a way that maintains and respects the dignity and independence of all customers;
- All infrastructure and services related to transit are developed with accessibility in mind; and
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

2.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. As part of the Greater Toronto Area, MiWay connects to commuter rail and regional bus service provided by GO Transit, and integrates service with neighbouring municipalities. The system connects with Brampton Transit to the north, Oakville Transit to the west, and the Toronto Transit Commission (TTC) to the east, with direct connections to the Islington and Kipling Subway Stations.

MiWay has made substantial progress in achieving its goal of providing accessible service. Currently all MiWay terminals/transit hubs within the City of Mississauga are accessible, along with all of its routes. MiWay's entire fleet now consists of accessible buses – that is, all MiWay buses are low floor, kneeling buses equipped with ramps that allow passengers to board/exit with ease. MiWay buses are equipped with automated stop announcements and visual display.

Conventional Services – 2013 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 3:53 AM to 3:11 AM Saturday: 4:38 AM to 2:50 AM Sunday: 6:52 AM to 2:04 AM Statutory Holidays: 6:52 AM to 2:04 AM
Annual Revenue Ridership	36 Million
Annual Service Hours	1.3 Million
Annual Revenue Kilometres	27.5 Million
Number of Routes	97 Routes (as of Dec. 2013): 6 Express Routes; 63 Regular Routes; 27 School Routes; & 1 Seasonal Route
Fleet Composition	Approximately 461 accessible buses

3.0 2013 Initiatives and Achievements

3.1 Integrated Accessibility Standards Regulation (IASR):

With the Integrated Accessibility Standards Regulation (IASR) being passed in 2011, MiWay's main focus for accessibility planning for the next few years will be on the implementation of the requirements of the legislation. MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

3.2 IASR Transportation Compliance Initiatives (effective January 1, 2014)

Section 7 & 36 – Accessibility Training: *requires every obligated organization to ensure training is provided on the requirements of the accessibility standards, and that training be appropriate to the duties of the employee.*

In addition, conventional transportation service providers shall conduct training on:

- (a) the safe use of accessibility equipment and features;*
- (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and*
- (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.*

MiWay Compliance Status: A detailed review of Section 7 & 36 indicated that current MiWay practices are consistent and compliant with the requirements therein.

The Integrated Accessible Standards Regulation (IASR) requires that the City of Mississauga and MiWay, develop, deliver and coordinate mandatory accessibility training to all employees (i.e. face-to-face, e-learning, job-aids) on the requirements of the IASR.

The City of Mississauga conducted a training needs assessment which identified employee target audiences and the applicable training delivery methods. A cross-functional Training Resource Team was formed to provide input into the development of the training and to assist in the delivery of the training. The City of Mississauga's Human Resources division developed a training design that outlined the learning objectives, and training content for the staff e-learning and in-class workshops. The training titled '*Breaking Down Barriers – Understanding the Integrated Accessibility Standards Regulation*', was delivered to staff through an online training module or a face-to-face workshop. The IASR training was launched for all employees in June 2013.

An additional Manager/Supervisor training was also developed to support the successful implementation of IASR standards, in particular elements of the Employment standard. Functional areas such as procurement, information and technology, library services, communications, transit and enforcement were provided training appropriate to the duties of the specific employee group participating in these service areas. Volunteers and 3rd Parties vendors received communication and the AODA IASR training booklet to complete the mandatory accessibility training.

In addition to the IASR Training, MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 429-07, to all transit operators, route & operations supervisors, and other front-line staff. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.

In addition, MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.

Section 38 – Fares, Support Persons: *requires that conventional transportation service providers shall not charge a fare to a support person who is accompanying a person with a disability.*

It is the responsibility of a person with a disability to demonstrate to a transportation service provider their need for a support person to accompany them on the conventional transportation service and to ensure that the appropriate designation for a support person is in place.

MiWay Compliance Status: A detailed review of Section 38 indicated that current MiWay practices are consistent and compliant with the requirements therein.

MiWay currently has a Support Person Policy in place whereby customers who need assistance to board, pay their fare, access the seating area or exit, can be accompanied by a Support Person.

MiWay defines a Support Person as a person whose presence is essential to provide care and assistance to a passenger with a disability, regardless of the nature of their disability. A Support Person secures the mobility aid and assists the customer in boarding and exiting the bus. Either the passenger with a disability or the Support Person, must inform the Operator upon boarding that the passenger boarding requires a Support Person.

Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB card holders). One passenger pays a fare, the other passenger rides at no cost.

Other Related Accessibility Improvements:

3.3 Transit Infrastructure:

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections. In 2013 alone, MiWay installed approximately 50 new bus pads throughout the City to make access to transit more convenient and accessible. In order for a route to be considered accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop (if feasible) and connect with the existing sidewalk network where possible. Currently only 3% (approximately 100 of 3,650) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

The programming of sidewalks is led by the City of Mississauga's Transportation Asset Management in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team in support of transit accessibility. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval. In 2013, approximately 8.5 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2014, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 6 kilometres of new sidewalk construction is being programmed.

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services. As progress is made, and sidewalks are constructed to improve pedestrian linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system.

3.4 Information & Communication:

With the recent improvements to MiWay's Accessible Services, MiWay undertook a complete review of the web content and print material pertaining to accessibility.

In an effort to enhance usability, improvements were made to MiWay's new Accessible Services webpage (www.miway.ca/accessibility), which can now be easily accessed

through miway.ca. Web accessibility was improved with an accessible pdf. document added as an alternative to the service changes web page. Web content was made more accessible by creating consistent styles among headers/titles, links and lists to ensure they are visually distinct from paragraph copy. The number of PDF documents were reduced on MiWay.ca and many PDF documents were made into accessible web pages. The font size and styles were enhanced on various MiWay.ca pages such as the Service Changes, MiWay Student Ambassador Program and Mississauga Transitway pages.

To improve accessibility in MiWay's print material, all print material produced has been reviewed and revisions made to font type, colour sizes, spacing, line height and contrast.

Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus.

MiWay's "Accessible Bus Services" brochure, which contains the same information on policies and procedures was also updated and is now available at all City Terminals and Facilities. MiWay's 'Accessible Bus Services' brochure is made available on MiWay's website as well as in alternate accessible formats, upon request

3.5 Customer Feedback - Customer Contact System (CCS):

MiWay utilizes a Customer Contact System (CCS) database that allows customers to provide feedback with regards to our service. Customers can call the MiWay call centre (refer to Section 10 for information), visit the information booth at the City Centre Transit Terminal, or electronically send an e-mail to MiWay's Customer Service Representatives directly to forward their comments and/or questions.

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet their individual needs. In addition, the staff working in the Customer Service group will answer any general inquiries about all MiWay services. Inquiries about specific requests or complaints are logged and forwarded to the appropriate department for comment and follow up. Issues related to accessibility or accessible services are forwarded to the Transit Service Development Department for action.

4.0 Mississauga's Transitway

The Mississauga Transitway is a dedicated transit corridor that will provide east-west travel across Mississauga. When fully operational in 2016, the Transitway will service thousands of riders daily from Winston Churchill Boulevard to Renforth Drive and will allow transit commuters to travel within and through Mississauga more efficiently.

When complete, the 18-kilometre Transitway will have twelve stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east. The City of Mississauga is responsible for the construction of the Transitway east segment and includes eight new stations: Central Parkway, Cawthra, Tomken, Dixie, Tahoe, Etobicoke Creek, Spectrum, and Orbitor. GO Transit (a division of Metrolinx) is responsible for the construction of one station in the east at Renforth and two stations in the west at Winston Churchill and Erin Mills.

The construction of the Transitway is well underway with phase one from the City Centre Transit Terminal to Dixie Station scheduled to open in 2014.

Design and construction of the Transitway stations and facilities have incorporated the Universal Design Principles and the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook. Commuters will be able to access the platform level using the accessible entrances and elevators at various stations.

When the Mississauga Transitway is fully operational it will support extensive bus service for thousands of riders per day, making it faster and easier for commuters to travel to, from, and through Mississauga and the GTA.

4.1 Project Status:

Transitway construction is well underway with the construction of phase one stations at Central Parkway, Cawthra Road, Tomken Road and Dixie Road is scheduled for completion in 2014. When these stations are operational MiWay's MiExpress routes 107 and 109 and MiLocal route 21 will transition onto the Transitway. The remaining stations are currently under construction and are scheduled for completion in 2016.

5.0 Consultation of the Plan

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 3rd, 2014); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

6.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Plan at its January 14th, 2014 meeting. The required communication of the plan will include the following:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's Accessibility Plan;
- Inclusion of the approved report on MiWay's website (www.miway.ca/accessibleservice); and
- Notification of the availability of the approved report in the 'Accessible Bus Services' brochure.

7.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all City of Mississauga residents.

MiWay's Accessibility Plan provides an update on activities MiWay has undertaken to improve accessibility to all of its services and facilities. This Plan summarises the results, to date, of the extensive planning and implementation activities MiWay has undertaken over the years to make the system more accessible.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these Principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

8.0 For more Information . . .

Questions or comments about MiWay's Accessibility Plan or general inquiries on our Accessible Services are always welcome.

For Travel Times & Route Planning Assistance, Information Representatives are available:

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm
E-mail:	<u>miway.info@mississauga.ca</u>

To Provide Customer Feedback, Customer Service Representatives are available:

Weekdays:	8:30 am to 4:25 pm
Weekends/Holidays:	Closed
E-mail:	<u>miway.customerservice@mississauga.ca</u>

TTY Phone: 905-615-3886

Teletypewriter phone for persons who are deaf, deafened or hard of hearing.

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm

MiWay – Website:

www.miway.ca

MiWay – Mailing Address:

MiWay
3484 Semenyk Court
Mississauga, Ontario L5C 4R1

If you require this document in an alternate format, please contact
MiWay at miway.info@mississauga.ca
or call (905) 615-4636 (INFO)

Memorandum



4

Accessibility Advisory
Committee

FEB 03 2014

TO: Chair and Members of the Accessibility Advisory Committee

FROM: Diana Simpson, Accessibility Coordinator

DATE: January 23, 2014

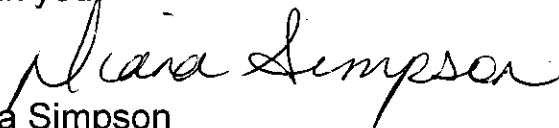
SUBJECT: Our Future Mississauga Progress Report

As part of the Report on the City's Strategic Plan, the fact that Council approved the 10th Annual Accessibility Plan in 2013 is being highlighted as one of the key accomplishments under the Belong Pillar that has advanced the City's Strategic Plan. We want to share this with our community.

In preparation for this Report, I was asked to complete a number of questions. I thought you would want to see this information which responds to these questions:

1. Describe the initiative (when it was started, why it was started, who was/is involved, what was/is the expected outcome?).
2. How does this initiative advance the Strategic Plan? What actions and goals does it align with or fulfill?
3. What milestones were reached in 2013? (Please provide dates)
4. What are the innovative or exciting aspects of this project?
5. How does this initiative impact residents, businesses or visitors?
6. What is left to accomplish? When?

Thank you,


Diana Simpson
Accessibility Coordinator
905-615-3608, TTY: 905-615-3411
diana.simpson@mississauga.ca

Attachment

Our Future Mississauga Progress Report | 2013

Initiative Name:

10th Annual Accessibility Plan

Start Date:

March 2003

Completion Date:

Actual/Anticipated

Ongoing - 2025

Why was the initiative started?

- The Ontarians with Disabilities Act, 2001 stated that all municipalities with a population over 10,000 had to create an annual accessibility plan to systematically remove barriers to persons with disabilities. The Accessibility for Ontarians with Disabilities Act, (AODA, 2005) and the creation of the Integrated Accessibility Standards Regulation (IASR, 2011) further stated that municipalities had to develop a multi-year Accessibility Plan with an annual status report.

Who/what is involved?

- We set up an Accessibility Staff Working Group consisting of 20 staff members from various departments across the organization with more direct responsibility regarding accessibility planning and removing barriers to persons with disabilities. As well, in order to implement the requirements under the IASR, we set up an IASR Project Team. IASR Team Members are also members of the Accessibility Staff Working Group. See attached for a list of the members of the Accessibility Staff Working Group.
- Basic description of work is to implement a strategy to prevent and remove barriers and meet requirements under the AODA and our obligations under the Accessibility Standards (Customer Service, Information & Communication, Employment, Transportation, Built Environment)

What was/is the expected outcome?

- Systematically removing barriers for persons with disabilities, ultimately benefitting everyone that lives, works, travels and plays in Mississauga. Thereby creating a universally accessible community for all.
- That accessibility planning is built into all business and budget plans. That it becomes a "way of work".
- That staff are aware of their responsibilities associated training opportunities and resources available to ensure the City complies with AODA requirements.

How does this initiative advance the Strategic Plan?

- Accessibility planning is captured under all of the pillars of the City's Strategic Plan; however, it is mostly captured under the Belong pillar, where the strategic goals of: 1. Ensuring affordability and accessibility, 2. Supporting aging in plan, are listed.
- Accessibility planning is also incorporated into the Move pillar. The city has been successful in implementing accessible buses and routes.

What Goal(s) and/or Action(s) are aligned or fulfilled by this initiative?

Strategic Goal/Action	Aligns	Fulfills
-----------------------	--------	----------

Belong Goal: ensuring affordability and accessibility	x	
Belong Goal: Support aging in place	X	
Move Action: Provide sidewalks to all transit stops	X	
Move Action: Shorten travel time to a transit stop	X	
Move Action: Improve the transportation network for pedestrians, cyclists and automobiles	X	
Move Action: Establish transit stops within a 10 minute walk	X	
Belong Action: Attract and keep people in Mississauga through an affordable housing strategy	X	
Belong Action: Introduce an affordable service card		X
Belong Action: Introduce an affordable transit card	X	
Belong Action: Expand inclusionary zoning to permit more housing types and social services	X	
Belong Action: Legalize accessory units	X	
Belong Action: Enable older adults to age in place	X	
Connect Action: Complete neighbourhoods with accessible public spaces	X	
Connect Action: Establish a library or community facility within a 10-15 min walk for all Mississauga residents	X	
Connect Action: Make streets safer	X	

What milestones were reached in 2013?

Milestone	Date
Complied with all legislated requirements (i.e. Accessibility Standards for Customer Service, 2009). Most recently, complied with the IASR requirements that were due in 2011, 2012, 2013 (some specific IASR projects are listed below).	2013
Driveway Windrow Snow Clearing Program is now a permanent program	2013
Snoezelen Recreational Swim program implemented at Malton Pool	2013
The Next Step to Active Living Program (a day program for adults with physical disabilities at Huron Park and South Common Community Centres) received a 3 year Accreditation from CARF (Commission on the Accreditation of Rehabilitation Facilities) International.	2013
IASR: Council approved the Accessibility Policy which includes the City's statement of commitment to accessibility. This policy outlines the City's statement of commitment and outlines the requirements developed under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> ,	December 2012

specifically Ontario Regulation 429/07; the Accessibility Standards for Customer Service and Ontario Regulation 191/11, and the Integrated Accessibility Standards (IASR). The policy also describes the framework for how the City will comply with the requirements.	
This Accessibility policy was amended in 2013 to include the Design of Public Spaces Standard (built environment requirements for outdoor elements, 2012).	2013
IASR: Accessibility for Ontarians with Disability Act (AODA) legislative compliance achieved with the development and delivery of training to over 5000 staff, volunteers and vendors, including the creation of a customized on line e-learning module, as well as, amendments made to recruitment and selection processes.	2013 (continuing into 2014)
Training is titled: "Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation." This training reinforces the Accessible Customer Service Training that was implemented in 2009.	2009
In 2009, we delivered and coordinated City customized mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids). Training is titled: "May I Help You: Understanding Accessible Customer Service". To assist with understanding how to serve customers with different disabilities.	
Exceptional Accessible Customer Service Award program implemented for the past 4 years, recognizing staff who have gone above and beyond to deliver accessible customer service to persons with disabilities	2010-2013
National Access Awareness Event held for the past 5 years (early June) to increase awareness about disability and the importance of accessibility planning.	2009-2013
In 2010, the Honourable David C. Onley, Ontario's Lieutenant Governor was a guest speaker at our 2 nd annual National Access Awareness Event.	
IASR: Accessible Document Training designed and delivered (for staff) – to learn how to create accessible electronic and print documents	2013 (continuing into 2014)
The Facility Accessibility Design Subcommittee (FADS) - a subcommittee of the Mississauga Accessibility Advisory Committee was formed in 2006 to review City facility projects (new construction and major renovations) with an accessibility lens. This subcommittee has been influential in directing design and ensuring that these projects follow universal design principles.	2006 – ongoing

The role of FADS has expanded to include parks, trails, other exterior paths of travel, playgrounds and accessible on street parking. (IASR)	2013
The Mississauga Accessibility Advisory Committee consisting of 2 Councillors, citizens with disabilities and stakeholders has been meeting for 10 years. Their role is to advise, recommend and assist the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities.	2003 - ongoing
The Mississauga Accessibility Design Handbook (MADH) was originally approved by Council in 2005. It was updated in 2007 to reflect changes in the Ontario Building Code. The MADH covers interior and exterior facility design elements.	2005
Every year, accessibility design is integrated into Facility and Property Management's capital projects using the MADH. Examples of completed projects in 2013 includes: Holcim Waterfront Estate, Fire Station 106, Streetsville Main Street Square Redevelopment, and Cooksville Four Corners. For other facility projects that incorporated accessibility improvements see DRAFT 2013 Annual Accessibility Plan (or call me).	2013
The MADH will be reviewed in 2014 due to the new accessible built environment standards: Design of Public Spaces Standard, under the IASR (outdoor elements); and Ontario Building Code amendments (interior elements).	2014
IASR: 12 park sites now have accessible picnic tables – this has been implemented in 2013, 3 years ahead of the IASR compliance schedule (2016)!	2013
Five (5) playground redevelopments installed and reopened in 2013 with a higher level of accessibility.	2013
Six (6) additional playgrounds had accessibility features built into them (i.e. accessible swings, connecting pathway, wood fibre surfaces).	
Fully inclusive playgrounds (where all elements are accessible) are listed below: O'Connor Park - 2011 Port Credit Memorial Park - 2006 Zonta Meadows - 2001	
The Riverwood Conservancy Enabling Garden and MacEwan Terrace	

<p>Garden was officially opened in June 2013. The Riverwood Conservancy Enabling Garden allows persons with different disabilities to be able to garden independently or with assistance. It consists of four raised wooden planters, including an A frame with adjustable tray positions. Umbrellas for shade and adaptive equipment such as long handled tools are available. An accessible picnic table was placed in the MacEwan Barn for garden programs, and a portable ramp was constructed to allow persons using mobility devices to be able to enter and exit the barn easily. "The colours of the flowers – reds and whites, not blues and purples – have been chosen to be more eye catching for those with low vision... the greenery includes thyme, lavender and curry plants that smell good and feel interesting to touch." (Jane New, Enabling Garden Coordinator, Mississauga News, June 26, 2013)</p>	
<p>MiWay installed 50 new bus pads throughout the City to make access to transit more convenient and accessible.</p> <p><u>MiWay became accessible in 2012.</u> The City's fleet of buses includes only accessible buses, and transit stops are accessible.</p> <p>Automated announcements were installed on all buses in 2010.</p>	2013
<p>Every year, we install and replace more audible pedestrian signals.</p> <p>In 2013, the City installed two Audible Pedestrian Signals at Eglinton Avenue at Albina Way/Forum Drive as well as at Hurontario Street at Matthews Gate. This brings the total number of City of Mississauga Audible Pedestrian Signals to 22. Note: the Region of Peel has been installing audible pedestrian signals as well.</p> <p>Towards the end of 2013, we received four requests for audible pedestrian signals by the CNIB. These are being planned for installation in early 2014. As well, in 2014, audible pedestrian signals will be installed in conjunction with the bus transitway project.</p> <p>The Hurontario/Main Street Light Rapid Transit project will also incorporate audible pedestrian signals where applicable.</p>	

What are the innovative or exciting aspects of this project?

See highlights above for the milestones that are innovative or exciting.

How does this initiative impact residents, businesses or visitors?

Stakeholder	Impact
Residents	Improved accessibility not only benefits persons with disabilities, it benefits everyone! (universal accessibility)
Businesses	Employers are able to hire persons with disabilities if our transit and taxi system is accessible. As well, if our recreation and parks facilities are accessible, it is a bonus for the City to attract businesses to locate to Mississauga.
Visitors	For large events i.e. at Celebration Square or any of our parks, providing accessibility allows families to invite guests with disabilities. Having recreation facilities that are accessible opens the doors for families and athletes to fully participate in what the City has to offer. Accessibility makes our City inclusive!
	According to David Onley, Ontario Lieutenant Governor, "Accessibility enables people to achieve their full potential". The Accessibility vision for the City of Mississauga is: Mississauga: "A Great Place to live, work, travel and play for everyone!"

What is left to accomplish?

Milestone	Date
3 more fully inclusive playgrounds	? (waiting for information from Parks Development)
Continuing to implement legislated requirements	2021 (IASR)
The MADH is to be reviewed and updated to incorporate the new accessible built environment standards: Design of Public Spaces Standard, under the IASR (outdoor elements); and Ontario Building Code amendments (interior elements).	2014

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Will continue to create an accessible City by systematically removing barriers and implementing accessibility improvements in all of our services, facilities, programs, practices, policies, and by-laws.
--

2025 (AODA)

Are there any other interesting facts or aspects of the project that we should know about?

The City's Accessibility Plan, and the objectives of the plan has grown from a "nice thing to do" to a "must thing" to do (mostly due to stronger provincial legislation).

Accessibility planning is the right thing to do.

According to David Onley, "As the population ages, the reality of accessibility becomes more and more real to an increasing number of people." (Mississauga News, 2010)

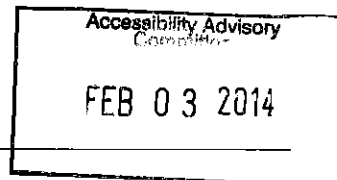
We are no longer asking "**why** do we need to make our services accessible, but **how** can we make our services accessible.

It takes a "village" (partnerships, every City business unit) to create a universally accessible community.

Contact for further information:

Diana Simpson

Memorandum



TO: Chairperson and Members of the Accessibility Advisory Committee

FROM: Diana Simpson, Accessibility Coordinator

DATE: January 17, 2014

SUBJECT: **Accessibility Report Submitted to the Province**

On December 17, 2013, the City of Mississauga submitted the attached provincial Accessibility Report to the Accessibility Directorate of Ontario.

In order to meet legislated requirements, this Report is being provided for you and the public to view.

Regards,

A handwritten signature in cursive script that reads "Diana Simpson".

Diana Simpson
Accessibility Coordinator
Corporate Services, Facilities and Property Management
Ph. 905-615-3608, TTY: 905-615-3411, diana.simpson@mississauga.ca

Attach.

5a

City of Mississauga

AODA Self-Certified Accessibility Report

	Question	Answer
1	Do you meet all of the consultation and taxi requirements under the Integrated Accessibility Standards Regulation?	YES
2	Is your organization complying with the requirements of the Customer Service Standard that came into effect prior to this report and are you implementing the Customer Service training policy by continuing to train staff on an ongoing basis?	YES
3	Does your organization have written accessibility policies and a statement of commitment?	YES
4	Has your organization established, implemented, maintained and posted a multi-year accessibility plan?	YES
5	Does your organization provide its emergency procedures, plans or public safety information that it makes available to public, in an accessible format upon request?	YES
6	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standard?	YES
7	Do you make current information about accessibility equipment available to the public and do you have measures in place to accommodate those who rely on the equipment if it fails to work?	YES
8	Do the operators of your vehicles provide assistance to people with disabilities to board and deboard, and ensure the safe storage of their mobility aids and mobility assistive devices?	YES
9	If a person with a disability cannot use your conventional transportation services because of their disability, do you provide that person with an alternative accessible method of transportation?	YES
10	Does your organization ensure that people with disabilities are not charged more than people without disabilities, and do you provide accessible fare payment options?	YES
11	Do your operators allow people with disabilities to board or deboard vehicles at the nearest safe location if a transit stop is not accessible and do your operators promptly report inaccessible stops or temporary barriers?	YES
12	Do your vehicles provide clearly marked seating for people with disabilities and have you developed a communications strategy to inform the public about the purpose of the seating?	YES
13	Do your conventional transportation vehicles provide pre-boarding verbal (on request) announcements and audible on-board verbal announcements of all destination points or available route stops?	YES
14	Do your new transportation vehicles meet the technical requirements outlined in the IASR that are intended to support the safe boarding, travel, and deboarding of persons with disabilities?	YES
15	Has your organization implemented and documented its emergency preparedness and response policies for the safety of persons with disabilities and are these policies available to the public and provided in an accessible format upon request?	YES
16	Do you include accessibility criteria and features in your procurement process and, if applicable, do you incorporate accessibility features when designing, procuring or acquiring self-service kiosks?	YES

City of Mississauga

Rapport sur l'accessibilité autocertifié pour la LAPHO

	Question	Réponse
1	Respectez-vous toutes les exigences de consultation énoncées dans les Normes d'accessibilité intégrées en ce qui a trait aux taxis?	OUI
2	Votre organisation respecte-t-elle les exigences de la Norme d'accessibilité pour les services à la clientèle qui sont entrées en vigueur avant la parution de ce rapport, et applique-t-elle la politique de formation sur les services à la clientèle en continuant d'offrir une formation continue à son personnel?	OUI
3	Votre organisation a-t-elle des politiques d'accessibilité écrites et une déclaration d'engagement?	OUI
4	Votre organisation a-t-elle élaboré, mis en œuvre, tenu à jour et affiché un plan d'accessibilité pluriannuel?	OUI
5	Votre organisation fournit-elle dans un format accessible, sur demande, les mesures ou plans d'urgence ou de sécurité publique qu'elle met à la disposition du public?	OUI
6	Votre organisation fournit-elle des renseignements individualisés relatifs aux interventions d'urgence aux employés qui en ont besoin, et examine-t-elle ces renseignements conformément aux exigences de la Norme d'accessibilité à l'emploi?	OUI
7	Mettez-vous à la disposition du public des renseignements à jour sur l'équipement et les options d'accessibilité, et avez-vous des mesures en place pour répondre, en cas de panne, aux besoins des personnes qui dépendent de cet équipement?	OUI
8	Les conducteurs de vos véhicules aident-ils les personnes handicapées à y monter et à en descendre, et veillent-ils au rangement sécuritaire de leurs aides à la mobilité et appareils ou accessoires fonctionnels de mobilité?	OUI
9	Si une personne handicapée ne peut pas utiliser vos services de transport classique en raison de son handicap, lui offrez-vous un moyen de transport de remplacement accessible?	OUI
10	Votre organisation veille-t-elle à ce que les personnes handicapées ne paient pas un tarif supérieur à celui que paient les personnes non handicapées, et offre-t-elle des options de paiement accessibles?	OUI
11	Les conducteurs de vos véhicules permettent-ils aux personnes handicapées de monter à bord des véhicules ou d'en descendre à l'endroit sécuritaire le plus proche, si l'arrêt officiel n'est pas accessible, et signalent-ils promptement les arrêts inaccessibles ou obstacles temporaires?	OUI
12	Vos véhicules sont-ils dotés de sièges clairement désignés comme étant réservés aux personnes handicapées, et avez-vous élaboré une stratégie de communication pour renseigner le public sur la raison d'être des sièges réservés?	OUI
13	Des annonces verbales sont-elles faites sur demande avant la montée des passagers, et les points de destination ou arrêts disponibles sont-ils annoncés de manière verbale et audible à bord de vos véhicules de transport classique?	OUI
14	Vos nouveaux véhicules de transport sont-ils conformes aux exigences techniques énoncées dans les NAI et visant à permettre aux personnes handicapées de monter à bord, de se déplacer et de descendre des véhicules de manière sécuritaire?	OUI
15	Votre organisation a-t-elle établi, mis en œuvre, tenu à jour et documenté des politiques de protection civile et d'intervention d'urgence visant à assurer la sécurité des personnes handicapées, a-t-elle mis ces politiques à la disposition du public, et les fournit-elle dans un format accessible sur demande?	OUI
16	Prenez-vous en compte les critères et options d'accessibilité dans votre processus d'approvisionnement, si nécessaire, prenez-vous en compte les options d'accessibilité lors de la conception, de l'obtention ou de l'acquisition de guichets libre-service?	OUI

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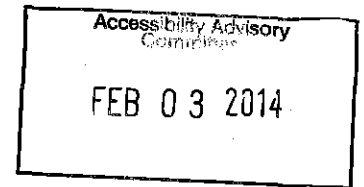
City of Mississauga

AODA Self-Certified Accessibility Report

General Comment/Commentaires généraux:

No comment was entered. Aucun commentaire n'a été saisi.

Memorandum



TO: Chairperson and Members of the Accessibility Advisory Committee
FROM: Diana Simpson, Accessibility Coordinator
DATE: January 23, 2014
SUBJECT: Abilities Awards Event

The inaugural Abilities Awards Event was held in Toronto on December 3, 2013 (the International Day of Persons with Disabilities). Glenn Barnes, AAC Member won the Exceptional Volunteer with a Disability Award. Melanie Taddeo, and Carol-Ann Chafe (AAC Members) attended the event along with Diana Simpson, Accessibility Coordinator.

This event is described as: "North America's only celebrity inspired celebration of the international day of people with disabilities that is leading the way as the largest region-wide and mainstream appreciation event for the whole accessibility sector".

We are currently exploring options to have Mississauga be the host for this event on December 3, 2014 and have scheduled a kick off meeting for January 31, 2014 at Mississauga Civic Centre.

For more information about the event go to: <http://www.abilitiesawards.org/>.

I would like to briefly discuss this event with Accessibility Advisory Committee Members.

Regards,

Diana Simpson
Accessibility Coordinator
Corporate Services, Facilities and Property Management
Ph. 905-615-3608, TTY: 905-615-3411, diana.simpson@mississauga.ca

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Angie Melo, Legislative Coordinator, for the February 3, 2014, Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0006-2011	Installation of Accessibility Devices/Features in Residential Dwellings	<p>That the Mississauga Accessibility Advisory Committee supports that the City of Mississauga's Building Division provides building permit applicants with more information about what is required to install accessibility devices/features (e.g., elevators, ramps) in residential dwellings.</p> <p>UPDATE: Frank Spagnolo, Manager, Plan Examination Services, advised that the City of Mississauga's website is currently under redevelopment to include more information for permit applicants (the expected completion for this matter is December 2012).</p>
AAC-0029-2012	Review of On-Demand Accessible Taxicab service	<ol style="list-style-type: none"> 1. That the deputation by Daryl Bell, Manager, Mobile Licensing Enforcement, with respect to the number of on-demand accessible taxicabs in Mississauga, be received; and 2. That the matter be referred to the Accessibility Advisory Committee's Accessible Transportation Subcommittee to conduct further research; and 3. That the Accessible Transportation Subcommittee work together with Mr. Bell to reach a best practice recommendation; and 4. That the Accessible Transportation Subcommittee work together with Ann Lehman-Allison, Public Affairs Specialist, to create a strategy to raise public awareness with respect to the process for reporting taxicab concerns; and <p>This was implemented in December, 2013.</p>

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

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Prepared by Angie Melo, Legislative Coordinator, for the February 3, 2014, Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0031-2012 AAC-0029-2013	Fee for Support Persons for Meadowvale Theatre and Golf Courses	That staff review the ability for support persons to be admitted free of charge at Meadowvale Theatre and Mississauga Golf Courses and report back to the AAC with their findings. UPDATE: Please refer to Item 4 on the AAC's November 18, 2013 agenda for more information. UPDATE: AAC November 18, 2013 meeting recommendations 1. That the matter of support persons to be admitted free of charge at theatres be referred to the Living Arts Centre and Meadowvale Theatre Boards to provide feedback to the Accessibility Advisory Committee on their views on the matter.
AAC-0032-2012	Civic Centre Information Desk	1. That the accessibility of the independent way-finding devices at the Civic Centre, in absence of the manned Information Desk, be reviewed with respect to accessibility; and 2. That this matter be reported back to the Accessibility Advisory Committee with findings so that the AAC may make a formal recommendation, if necessary. UPDATE: The Budget Committee, at its meeting on December 2, 2013, considered a Corporate Report dated November 18, 2013 regarding the Re-opening of an Information Desk at Civic Centre. The Budget Committee's recommendation was as follows: BC-0018-2013 This recommendation was adopted by City Council on December 11, 2013.
AAC-0018-2013	River Grove Community Centre Renovation Project	3. That Facility Accessibility Design Subcommittee members conduct a site visit at River Grove Community Centre after the proposed renovations at the Centre.

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Angie Melo, Legislative Coordinator, for the February 3, 2014, Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0024-2013	Orchard Heights Park	1. That the matter of the accessibility of Orchard Heights Park be referred to Parks Development staff for review, and to report back to the Accessibility Advisory Committee.