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2013 Report on the Accessibility Plan

Mississauga is becoming a more accessible city.

An accessible city ensures everyone feels they belong.

The City marked the 11th Annual Accessibility Plan this year.

That's important, because currently, one in seven people in Ontario have a disability. In Mississauga, that means that right now, about 150,000 people could have a disability of some kind. By 2036, as the population ages, the number will rise to one in five.

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

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 obstacles and realize our vision:

- 1 give accessibility a voice everywhere
- 2 do what we know is right through our practices and policies
- 3 partner with other jurisdictions (i.e. government) for synergies and efficiency
- 4 outreach and partner to improve education and awareness
- 5 encourage private sector contributions to accessibility

Legislation

The Ontario Human Rights Code recognizes the dignity and worth of every person in Ontario and provides for equal rights and opportunities, and freedom from discrimination.

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

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



The Ontarians with Disabilities Act (ODA, 2001) laid the foundation of accessibility legislation in Ontario. The ODA requires municipalities to prepare annual accessibility plans. Mississauga's first plan was adopted under this legislation in 2003.

The Accessibility for Ontarians with Disabilities Act (AODA, 2005) further defines accessibility requirements and outlines the path the government will take to achieve an accessible Ontario by 2025. The purpose of the AODA is to:

- A** Develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025 and
- B** Provide for the involvement of persons with disabilities, the government of Ontario and representatives of industries and of various sectors of the economy in the development of accessibility standards.

Customer Service, Information & Communication, Employment, Transportation, and Built Environment Standards

A number of accessibility standards are laid out in regulations made under the AODA. They set out the measures, policies, practices and other steps needed to improve and prevent barriers for people with disabilities.

The standards apply to both the public and private sector. The Accessibility Standard for Customer Service was the first standard to become law as a regulation.

The next three standards — information and communications, employment, and transportation — have been combined under one regulation, the Integrated Accessibility Standards Regulation (IASR). The regulation also includes additional 'general requirements'. It is now law and the requirements are being phased in between 2011 and 2025.

In December 2012, the provincial government amended the IASR to include new standards governing the design of public spaces in the built environment. The standards outline new requirements for municipalities.

On December 27, 2013, the new 2012 Building Code was amended to substantially enhance accessibility requirements for newly constructed buildings and existing buildings undergoing major renovations. The requirements focus mainly on indoor elements, and is effective Jan. 1, 2015.



Mississauga's Multi-Year Accessibility Plan

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

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



Achievements

The achievements identified in the 2013 Annual Report presented to Council include:



Customer Service

- ✓ The 2013 Exceptional Accessible Customer Service Awards were presented to:
 - Hassan Wadi, Personal Trainer at Malton Community Centre, for going 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 for partnering with a group of adults with intellectual disabilities from Community Living Mississauga to plant a garden at the front of the building.
 - The Lakefront Parks Depot Maintenance Team for working to make some of the picnic tables at Lakefront Promenade Park more accessible.
- ✓ Museums Mississauga developed an Accessible Exhibit Plan that will assist City staff in creating accessible exhibits for persons of all abilities to enjoy.
- ✓ The summer Recreation inclusion team created a pilot program that enables children with disabilities to participate in City summer camp programs through volunteer supports, program modifications and accommodations.
- ✓ A Snoezelen Recreational Swim is now available at Malton Pool. The specialized swim offers gentle stimulation to persons with disabilities through light, sounds, textures and warm water.



Information & Communications

- ✓ Accessible document training was implemented in 2013. The training highlights how to create accessible documents for screen readers and print.
- ✓ Residents can engage with the City and provide feedback through a number of accessible channels including email, phone, TTY and in-person.
- ✓ The Mississauga Library enhanced their collection of materials available in accessible formats (large print, downloadable and audio books, closed captioned DVD's, digital magazines, specialized magnifier, delivery of materials to homebound residents).
- ✓ Digital signage was added at all Recreation and Library facilities displaying facility and programming information.



Employment

- ✓ Delivered training to over 5,000 employees, volunteers and vendors on the legislative requirements of the Integrated Accessible Standards Regulation under the Accessibility for Ontarians with Disability Act.
- ✓ The City's Employee Health Services delivered a variety of wellness presentations for staff helping to raise awareness about maintaining a healthy mind and body.

Achievements

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Transportation

- ✓ A total of 50 new bus pads were added making access to transit more accessible for all.
- ✓ MiWay's accessible services webpage was updated with information about accessible policies and procedures including step-by-step instructions on boarding/exiting the bus.
- ✓ Residents and visitors are encouraged to provide feedback on Mississauga's 36 accessible taxicabs by calling 311 (905-615-4311 if calling outside City limits) or TTY: 905-615-4311, emailing public.info@mississauga.ca, or fax: 905-615-4081.



Built Environment

- ✓ Facilities with improved accessibility in 2013 include:
 - Holcim Waterfront Estate
 - Civic Centre
 - Frank McKechnie Community Centre
 - South Common Community Centre
 - Carmen Corbasson Community Centre
 - Tomken Twin Arena
 - Fire Station 106; Fire Station 107
 - Chappell Estate
 - Hershey Centre
 - Meadowvale Sand Shack building



Outdoor Spaces

- ✓ Accessible picnic tables were added at 11 park sites across the City.
- ✓ A total of 12 playgrounds received accessibility equipment or other improved accessibility features.
- ✓ An enabling garden at Riverwood with raised planters was officially opened to allow visitors of all abilities to delight in the sight, smell and texture of the plants.

Other Successes

- ✓ Accessibility and universal design principles are being included in master plan processes such as the Older Adult Plan, Credit River Parks Strategy, Mississauga Transitway, Mississauga Official Plan and Sports Plan.
- ✓ Accessibility awareness was promoted at an event during National Access Awareness Week on June 17 and International Day of Persons with Disabilities on December 3 in partnership with the Canadian Paralympic Committee. The events provided the opportunity to learn more about living with a disability and sport opportunities for people with disabilities.
- ✓ The Next Step to Active Living Program, a day program for adults with physical disabilities, received a 3-year accreditation from the Commission on the Accreditation of Rehabilitation Facilities International.

The Accessibility Advisory Committee and the Accessibility Policy

Mississauga's Accessibility Advisory Committee (AAC) 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.

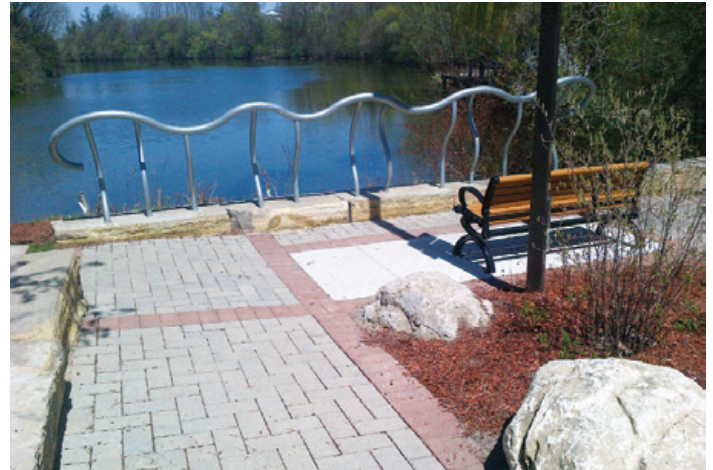
The committee reviews municipal policies, programs, services and facilities, assists with the identification, removal and prevention of barriers faced by persons with disabilities. It also consults with the City in yearly reviews and updates to the City's Accessibility Plan, as required by the AODA.

The City's Accessibility Policy ensures that the City continues its progress towards an accessible Mississauga. The policy requires all City corporate policies and procedures, bylaws, standards and guidelines comply with the AODA's accessibility standards.

The policy also outlines the City's statement of commitment:

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

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





For more information:

To find out more about the City's Accessibility Advisory Committee or Accessibility Plan, visit **mississauga.ca/accessibility** or contact Diana Simpson, Accessibility Coordinator at 905-615-3608, TTY: 905-615-3411, or accessibility.info@mississauga.ca

