



# 2014 Annual Report of the Multi-Year Accessibility Plan

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

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# City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

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## **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 12<sup>th</sup> Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2014, 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 Annual Report outlines the improvements made to the transit system and service and can be found by accessing [MiWay's website](#). The current report is also included as an Appendix to the 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, transportation, and built environment 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)

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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 2013, a number of new projects were added under the category: “Accessible Built Environment Initiatives” to reflect the Design of Public Spaces Standard (Accessible Built Environment Standards under the IASR). 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 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.

Appendix A: MiWay 2014 Annual Accessibility Report

Appendix B: City of Mississauga Election Accessibility Report

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<b>General Initiatives</b>				
<p>Multi-year Accessibility Plan (IASR, 4)</p>	<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 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 2014 Annual Report of the Accessibility Plan is the third report under, under the 2012-2017 Multi-Year Accessibility Plan. The City of Mississauga has been providing annual reports since 2003.</p> <p>Past Annual Accessibility Plans and the Multi- Year Accessibility plan can be found on the City's <a href="#">"Accessibility - Removing Barriers" website</a>.</p>
<p>Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.</p>	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> <li>• The City's Strategic Plan: Our Future Mississauga.</li> <li>• Older Adult Plan</li> <li>• Youth Plan</li> <li>• Mississauga Transitway Project</li> <li>• Hurontario/Main Street Master Plan (LRT)</li> <li>• Inspiration Lakeview Project</li> <li>• Inspiration Port Credit</li> <li>• Downtown 21 Master Plan</li> <li>• Dundas Connects</li> <li>• Credit River Parks Strategy</li> <li>• Cycling Master Plan</li> <li>• Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas</li> <li>• Information Technology Strategic Plan</li> <li>• Mississauga Official Plan</li> </ul>	<p>Ongoing</p>	<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 <a href="#">City's Strategic Plan</a>, 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><b>Move:</b></p> <ul style="list-style-type: none"> <li>- MiWay is providing more service and additional routes. All buses and routes are accessible.</li> <li>- On November 17, 2014, select MiWay bus routes transitioned onto the <a href="#">transitway</a> at 4 stations (Central Parkway, Cawthra, Tomken and Dixie). The transitway is a dedicated transit corridor that will stretch from Winston Churchill Blvd. in the west to Renforth Drive in the east. The stations were designed with accessibility in mind and have tactile panels and domes installed to assist people with vision disabilities. Planning for Transitway Phase II is underway.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Economic Development Strategy</li> <li>• Living Green Master Plan</li> <li>• Communications Master Plan 2012</li> <li>• Waterfront Parks Strategy</li> <li>• Sport Plan</li> <li>•</li> <li>• Etc...</li> </ul>			<p>- The <a href="#">Hurontario-Main Light Rail Transit project</a> from the Port Credit GO Station in Mississauga to the GO Station in downtown Brampton is on hold at the time of this report.</p> <p>- The implementation of the <a href="#">Mississauga Cycling Master Plan</a> has resulted in an increase of boulevard multi-use trails, off road trails and on-road bikeways</p> <p>- The City is working to develop a Downtown Movement Plan, a 10 Year Transit Strategy and a 5 Year Transit Service Plan</p> <p>- In December 2014, the City of Mississauga was awarded a Silver Walk Friendly Community designation from the Walk Friendly Ontario Program of Green Communities Canada. The City reported progress on sidewalk policies, connectivity, progressive design standards, campaigns and promotions, training and citizen engagement.</p> <p><b>Belong:</b></p> <p>- The <a href="#">Driveway Windrow Snow Clearing Program</a> is 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 24, 2014 to March 13, 2015. There are 186 residents registered for the 2014-15 season. This represents a 94% increase over last year.</p> <p><b>Connect:</b></p> <p>- With input from the community and landowners <a href="#">Inspiration Port Credit</a> will weave together public and</p>

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				<p>private planning for the future of Port Credit's waterfront. Accessibility Advisory Committee members and other community members are encouraged to continue to provide input at community meetings.</p> <p>- Click on this link for an update on what is happening with the <a href="#">Inspiration Lakeview Project</a> – a development project for the eastern waterfront.</p> <p><b>Prosper:</b></p> <p>- The City's <a href="#">Downtown 21 Master Plan</a> describes an urban centre that is desirable for all Mississauga residents, as well as businesses and their employees. It will be a collection of walkable neighborhoods, each with its own character, and easily accessible by transit.</p> <p><b>Green:</b></p> <p>- The City's <a href="#">Natural Heritage &amp; Urban Forest Strategy</a> was completed in January 2014. Council endorsed the strategy 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.</p> <p>- Council approved the <a href="#">Credit River Parks Strategy</a> 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</p>

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				<p>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"> <li>• Provide for the passing/tandem use of wheelchairs.</li> <li>• Provide clearances beside benches for wheelchairs and strollers.</li> <li>• Major commuter pathways should be maintained for winter use.</li> <li>• Way-finding at entrance points should clearly identify accessible opportunities for both trails and destinations.</li> <li>• Automated/audio signage would assist people with vision disabilities</li> <li>• Scent gardens for people with visual disabilities.</li> </ul> <p>A number of trails have been identified in the recently approved 2015 and 2016-2018 budget (portions of which are accessible and include accessible parking spaces and signage).</p> <p>“<b>Dundas Connects</b>” is the City’s project to deliver a transportation and land-use master plan for the Dundas Corridor. The project is currently moving to procure a consultant to undertake the necessary research and modelling work. The City intends to ensure that accessibility and universal design concerns are incorporated into its vision of Dundas Street as a key</p>

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				<p>higher-order transit corridor in Mississauga and the regional transit network, supported by appropriate transit-supportive land use and built forms.</p> <p>Here are some achievements stemming out of the City's <a href="#">Older Adult Plan</a>:</p> <ul style="list-style-type: none"> <li>• Recruited, selected and implemented the City's first Older Adult Advisory Panel (OAAP). The OAAP provides the opportunity for those aged 55 and older to share ideas on improving older adult services in Mississauga.</li> <li>• The Accessibility Coordinator is a member of this panel and one of community members is a person with a disability.</li> <li>• Four Community Centre Older Adult Committees successful launch events were held at Huron Park, Clarkson, Meadowvale and South Common Community Centres.</li> <li>• \$89,313 received in Elderly Persons Centre Special Grants Funding for capital expenses, equipment and programs for community centre older adult programs</li> <li>• Computer Buddies Programs (Youth and Older Adults) were held in all 18 Libraries</li> <li>• Partnered with the Elder Technology Assistance Group (ETAG) and Peel Senior Link to hold two Senior IT and Technology Fairs (one at Burnhamthorpe Community Centre and the other at the Living Arts Centre).</li> </ul> <p>One of the objectives under the Older Adult Plan for 2015 is to submit an application for the City to be designated as an Age Friendly City from the World Health Organization (WHO).</p>



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				<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 <a href="#">Youth web page</a> includes a list of social service organizations that assist youth when needing to talk to someone or just need more information.</p> <p>In June 2014, Council approved <a href="#">Future Directions 2014</a> - the Community Services Department's updated master plans for Library Services, Parks &amp; Forestry, Recreation and Fire &amp; Emergency Services.</p> <p>There are a number of key recommendations in the <a href="#">Mississauga Library System's (MLS) Future Directions 2014 Final Report</a> related to accessibility. These recommendations are prefaced with the forward looking statement regarding the future of the library: “Despite the uncertainty about the precise services and formats that the library of the future will provide, the key principles of accessibility, flexibility and universality will remain.” The recommendations in the Library Services Final Report related to accessibility are:</p> <ul style="list-style-type: none"> <li>• Recommendation # 4: Prioritize the provision of library spaces that are accessible, adaptable and strengthen the role of the MLS as a community hub. <ul style="list-style-type: none"> <li>○ More specifically the description of this recommendation emphasizes that barrier-free requirements such as washrooms, shorter stacks and wider aisles all need to be met. (p.48)</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>○ Additionally, the description acknowledges that all library facilities are accessible and most have excellent access to public transportation. (p. 36)</li> <li>• Recommendation # 8: Implement the Mississauga Central Library Feasibility Study.               <ul style="list-style-type: none"> <li>○ Included in the description of this recommendation is the comment that the renovation should include improved accessibility. (p. 54)</li> </ul> </li> <li>• Recommendation #9: Continue the facility revitalization project to ensure that Mississauga's libraries remain accessible, modern, and responsive to changing needs.</li> <li>• Recommendation #12: Continue the steady expansion of electronic products and services, as supported by user interest, trends and funding availability.               <ul style="list-style-type: none"> <li>○ Expanding e-products aligns well with the provision of accessible library services as physically visiting a library facility is not required. E-products currently include e-books, e-magazines and downloadable music. In the near future the size of these collections will increase, and the range of the e-products available will be expanded to include e-products such as downloadable video, and language learning (MANGO).</li> </ul> </li> <li>• Recommendation # 13: Fast-track the</li> </ul>

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				<p>development and implementation of a mobile strategy to enhance user access and service delivery.</p> <ul style="list-style-type: none"> <li>○ A mobile strategy that enhances user access will increase accessibility and convenience for all users.</li> </ul> <ul style="list-style-type: none"> <li>● Recommendation #14: Overhaul the library's website. <ul style="list-style-type: none"> <li>○ The description indicates that: "Improvements to the Library's website should be a priority." It describes the website as needing to be easily accessible / barrier free. (p. 61)</li> </ul> </li> </ul> <p><a href="#">2014 Future Directions for Recreation</a> recommendations identified tools, training, policy, programs, and quality assurance standards that are necessary to ensure services are responsive, high quality, relevant and well utilized by the broadest audience in the city.</p> <p>The recommendations identified a number of policies, programs, services that we should be considering particularly as it relates to the topics of inclusion, diversity, aging population, maximizing utilization, and facilitating greater access to sport and physical activity.</p> <p>Recommendations centered around the following key findings:</p> <ul style="list-style-type: none"> <li>● Growth and intensification will continue to drive need for additional facilities (indoor &amp; outdoor);</li> <li>● Changing demographics and leisure preferences are impacting the service area;</li> </ul>

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				<p>Capital and service delivery partners should be explored, where appropriate.</p> <p>Below are a few goals and recommendations related to accessibility:</p> <ul style="list-style-type: none"> <li>• Goal: To offer high quality, flexible outdoor recreational experiences that continually responds to changing needs, preferences and expectations of Mississauga's residents</li> <li>• Recommendation #28: Provide at least one fully accessible play site in each Service Area, suggesting that Service Areas 2, 3 and 5 should be the priority areas for new barrier-free play sites.</li> <li>• Recommendation #29: Through the City's play site replacement program, rejuvenated play sites should integrate accessible/barrier-free features.</li> <li>• Goal: To increase participation in recreation activities and maximize the benefits to all residents by including under-represented populations.</li> <li>• Recommendation #42: Expand partnerships with groups that provide services to persons with disabilities to enable a seamless system and barrier free access to recreation and sport pursuits.</li> <li>• Recommendation #43: Continue to develop partnerships in reaching more residents with</li> </ul>

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				<p>disabilities, quantify participation numbers on an annual basis, and monitor the effectiveness of inclusion policies, practices and program offerings.</p> <p><a href="#">The 2014 Future Directions for Parks and Forestry Master Plan</a> is a guide for the City's decision making regarding the sustainable planning and management of parks and natural areas assets for the continued enjoyment by residents and visitors. The guiding principles of the plan are linked to the City's Strategic Plan. The principles related to accessibility that support the Strategic Plan and the vision for Parks and Forestry include:</p> <ul style="list-style-type: none"> <li>• Developing walkable, connected neighbourhoods</li> <li>• Building vibrant communities</li> <li>• Creating great public spaces</li> <li>• Providing mobility</li> </ul> <p>The following recommendations identify policies, programs and services that the City should be considering such as a move towards a hierarchy of trails, design standards, information technology and a city wide pedestrian study. Recommendations that are related to accessibility include:</p> <ul style="list-style-type: none"> <li>• Recommendation # 3: Alignment with Recreation Plan <ul style="list-style-type: none"> <li>○ The identification of new parkland and redevelopment of older parks should consider and be coordinated with the implementation of recommendations in the Future Directions Recreation Master Plan</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>• Recommendation #6: Parkland to Support Growth               <ul style="list-style-type: none"> <li>○ Continue to develop integrated open space and urban design plans for all new areas of redevelopment and intensification.</li> <li>○ Included in the description is the comment that in connecting and extending the function of the open space system, it is important to provide safe and attractive connections for pedestrians and cyclists.</li> </ul> </li>   <li>• Recommendation #17: Designing Parks for All Ages and Abilities               <ul style="list-style-type: none"> <li>○ In the design of new parks and the rejuvenation of older parks, consider use by all ages and abilities, design for safety using Crime Prevention Through Environmental Design (CPTED) principles, and the provision of facilities and amenities that support social interaction and unstructured recreation and leisure activities.</li> <li>○ Suggested improvements include more benches and areas for seating, shade structures, more accessible and looped walking trails.</li> </ul> </li>   <li>• Recommendation #19: Public Engagement               <ul style="list-style-type: none"> <li>○ Continue to engage the public in all park development and redevelopment projects to ensure that community preferences and interests are integrated together with recommended facilities and to fulfill</li> </ul> </li> </ul>

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				<p>Placemaking objectives.</p> <ul style="list-style-type: none"> <li>○ Noted is the need to be inclusive and use creative engagement activities to encourage community participation.</li> </ul> <ul style="list-style-type: none"> <li>• Recommendation #20: Park Redevelopment           <ul style="list-style-type: none"> <li>○ Establish a prioritized list of older parks for redevelopment based on identified priorities and employing additional analytics and assessment. Evaluation criteria should be established and applied.</li> <li>○ Park redevelopment may include changes to facility types and reconfiguration of the park design and layout based on recommendations of various studies including the Older Adult Plan, The Youth Plan and the Cycling Master Plan.</li> </ul> </li> <li>• Recommendation #21: Design Guidelines and Standards for Parks           <ul style="list-style-type: none"> <li>○ Develop guidelines and standards for landscape, urban design elements, facilities and sustainability.</li> </ul> </li> <li>• Recommendation #23: Information Technology           <ul style="list-style-type: none"> <li>○ Develop criteria for and conduct an evaluation of suitable locations for the provision of Wi-Fi @hot spots in selected destination parks.</li> <li>○ Other forms of information technology such as video screens (Mississauga Celebration Square) may be considered in future urban parks.</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>• Recommendation #24: Trails and Pathways               <ul style="list-style-type: none"> <li>○ To continue to build towards a continuous and interconnected trail system which builds off the existing network and new trail routes identified in other supporting studies.</li> <li>○ Considerations will include improvements to enhance the use, enjoyment and safety of the trails.</li> </ul> </li>   <li>• Recommendation #26: Access to Parks               <ul style="list-style-type: none"> <li>○ Through inter-departmental dialogue, consider how best to provide regularly scheduled, affordable and well-promoted transit service to key parks and recreation facilities as a means of increasing public access.</li> </ul> </li>   <li>• Recommendation #32: Winter Use of Parks               <ul style="list-style-type: none"> <li>○ Consider how to best optimize winter use of parks and trail/pathway system in selected locations</li> </ul> </li>   <li>• Recommendation #33: Extended Hours for Parks               <ul style="list-style-type: none"> <li>○ Review the lighting policy to consider lighting beyond pathway lighting and lighting of areas within intensified urban areas where there may be a desire to use parks or public spaces in the evening hours.</li> </ul> </li> </ul> <p>“The City of Mississauga is a two-way communications</p>



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				<p>organization” is the vision outlined for the City in the <b>Communications Master Plan</b>.</p> <p>Communications and engagement performed as part of the background research for the Plan adhered to this vision. The Accessibility Advisory Committee was one of the many stakeholder groups consulted.</p> <p>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 began coordinating training with other City staff in 2014 and will continue this in 2015.</p>

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				<p>Accessible Communications resources and reference materials developed by the City are available on the City's Accessibility intranet site for all City staff, with the addition of materials provided by the province in ('Making Information Accessible').</p> <p>Mississauga City Council endorsed the City's first <a href="#">Sport Plan</a> 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 and funding that include everyone and reduce barriers for those who want to participate in sports."</p> <p>The recommendations housed in "Sport for All" were prioritized as medium (2017-2018) actions. That being said, Sport and Community Development Units worked diligently in 2014 to establish relationships and partnerships with key Para Sport organizations to identify sport participation collaboration opportunities to provide for people with disabilities in Mississauga. Six key actions have been recommended by the Para Pan legacy committee and in 2015 our goal is to put forward grant applications, in collaboration with community partners, to implement the key recommendations.</p>
"Accessibility Impact" Section in Corporate	To prepare a proposal regarding the inclusion of a section called "Accessibility Impacts" in Corporate reports to the Leadership Team, Committees of	2015	Corporate Services, Facilities and	The Corporate Policy regarding Corporate Reports is being reviewed in 2015. At this time, a recommendation to include a section titled: "Accessibility Impact" will be

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Reports	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.		Property Management, Accessibility Coordinator	pursued.
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, including Committees of Council; and to participate in public meetings.	Ongoing	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>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.</p> <p>Here are some examples where persons with disabilities or representatives are involved in Mississauga committees:</p> <ul style="list-style-type: none"> <li>• A member of the Public Vehicle Advisory Committee was a past member of the Accessibility Advisory Committee.</li> <li>• A Region of Peel AAC member is a member of the Mississauga Library Board.</li> <li>• The Meadowvale/River Grove Youth Advisory Committee has two members with disabilities.</li> </ul> <p>Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.</p> <p>AAC members are invited to spread the word through their own networks and encourage persons with disabilities to apply for committee membership.</p>
Policy Review and development of	Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated	2012/2013	City Manager's Office, City Strategy and	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

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<p>a statement of commitment to accessibility. (IASR, 3)</p>	<p>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>2013/ Ongoing</p>	<p>Innovations, Corporate Policy Analyst</p>	<p>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 been renamed Short Term and Long Term Accommodation. The policy revision was adopted by Council on December 11, 2013.</p> <p>Council approved a new Health and Safety Management System policy to replace the Occupational Health &amp; Safety policy. The new policy specifically cites the AODA under the Legislative Requirements section, which the previous policy did not.</p> <p>Council approved a new Employee Recruitment policy on July 2, 2014. The City's existing recruitment policies Position Authorization; Temporary Transfers; Job Postings and Advertisements; Candidate Selection Process; and Handling Applications had been reviewed to ensure that each individual's accessibility needs are considered in all aspects of the recruitment process. The decision was made to create one overarching policy and a separate, detailed Guideline.</p>

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				<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.</p> <p>Construction of Walkways and Sidewalks: Transportation &amp; Works (T&amp;W) are creating new standards. The related policies will be revised once they are complete.</p>
By-Law Review	<p>Review and revise City by-laws with an accessibility lens.</p> <p>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...</p>	Ongoing	All Departments in conjunction with the Accessibility Coordinator	<p>A plan to monitor by law reviews will be developed.</p> <p>As an example, the Parks By-Law was amended in 2014. A subsection was added to exempt service animals from various restrictions in the By-law on where animals may go. This brings the by-law in compliance with the AODA, Accessible Customer Service Regulation.</p>
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</p>

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				<p>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 City's Tenders and Bids webpage and Biddingo.com site has links to the Accessible Customer Service and Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR) booklets under the related policies section: <a href="http://www.mississauga.ca/portal/business/tendersandbids">http://www.mississauga.ca/portal/business/tendersandbids</a> This provides valuable information about the AODA requirements to vendors who do work on behalf of the City.</p> <p>IASR Staff Training further reinforces this requirement.</p>
<p>Training on the IASR and Human Rights Code. (IASR, 7)</p>	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3<sup>rd</sup> 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>	<p>2013 -2014 and beyond</p>	<p>Corporate Services, Human Resources, Manager, People Planning/ Organizational Development Consultant</p>	<p>Continue to deliver 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 including accommodation and return to work requirements.</p> <p>Functional areas such as procurement, information and technology, library services, communications, transit and enforcement continue to provide training appropriate to the duties of the specific employee group participating in these service areas.</p>

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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 releases, articles in Councillors' newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.</p>	Ongoing	Corporate Services, Communications, Public Affairs Specialist	<p>The City's Accessibility Communications Strategy supports the City's Accessibility Plan.</p> <p>The communications plan outlines a strategy and tactics designed to ensure that residents understand 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>The Communications strategy for City accessibility initiatives will ensure related communications reflect the principles of the Communications Master Plan, specifically the need for communications to be timely and relevant to citizens. Where possible, general accessibility information will 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><b>Achievements in 2014 include:</b></p> <ul style="list-style-type: none"> <li>- Awareness and promotion of engagement opportunities for the annual Accessibility Plan, and MiWay's Accessibility Plan.</li> <li>- Promotion of a financial assistance program that included persons with disabilities needing assistance dealing with ice storm debris.</li> <li>- Encouraging public input into accessible taxi services in the City.</li> <li>- Highlighting the development of a new accessible Information Desk in the Civic Centre.</li> </ul>

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				<ul style="list-style-type: none"> <li>- Promotion of World Mental Health Day.</li> <li>- Supporting communications for the Exceptional Accessible Customer Service Awards</li> <li>- Development of information materials and promotion of accessible voting in the 2014 Municipal Election.</li> <li>- Awareness and promotion of citizen committee appointment opportunities for the 2014-2018 term, which includes the Accessibility Advisory Committee.</li> <li>- Coordinating communications and promotion for the 2014 Abilities Awards.</li> <li>- Updates to both the external website and internal intranet site to ensure staff and the public have easy access to the information they need about accessibility in the City.</li> </ul> <p><b>Next Steps for 2015:</b></p> <ul style="list-style-type: none"> <li>-Promote new accessibility design handbook</li> <li>-Continue and expand plain language training.</li> <li>-Continue to promote development of accessible online and hard copy documents and other informational materials.</li> <li>-Continue to promote City accessibility initiatives, and the accessibility of City venues and programs.</li> <li>-Continue to promote and support National Access Awareness Week and International Day of Persons with Disabilities events and programs.</li> <li>-Continue to promote opportunities for engagement on accessibility.</li> <li>-Communicate opportunities for job-specific training as required.</li> <li>-Develop an accessible video that highlights City of Mississauga accessibility successes</li> </ul>



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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>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<p>The 2014 Exceptional Accessible Customer Service Award (an internal award program) was given out at a Council Meeting on September 10, 2014. Linda Norris, a librarian with 40 years' service with Mississauga Library Services received the 2014 award. Linda coordinates the library's Homebound Services, which delivers books and other materials to people with visual and physical disabilities who have difficulty getting to the library.</p> <p>The theme of the 2014 Mississauga Urban Design Awards was "Healthy by Design". Among the winners were Holcim Waterfront Estate and Cooksville Four Corners. For more information go to the website: <a href="#">Mississauga Urban Design Awards</a>. These awards incorporate accessibility into the judging criteria.</p> <p>The City of Mississauga hosted the 2<sup>nd</sup> Annual Abilities Awards Event at the Mississauga Convention Centre on December 3 (the International Day of Persons with Disabilities) along with the Abilities Ministries, the Accessibility Advisory Committee and other partner organizations such as Able Living, Peel Regional Police, Victorian Order of Nurses, Coalition for Persons with Disabilities, Region of Peel and the Next Step to Active Living Program. Eight awards were given out in the categories of: Citizenship, Advocacy, Arts, Lifestyle, Media, Caregiver and Service Provider. 30 organizations provided exhibits and entertainment was provided by Ontario Heartland Chorus, Ron Baumber and Friends, Justin Hines and Michael Ciufu. Several dignitaries from across the GTA attended the event and presented awards.</p>

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National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Every 2 years.	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>A City of Mississauga National Access Awareness Event has been held every year from 2009 to 2013. The City of Mississauga will now be hosting this event every two years. Therefore, the next National Access Awareness Event will be held in 2015.</p> <p>It is proposed that a Para Sport, "Changing Minds, Changing Lives" presentation be done as a lead in to the Pan/Para Pan Am Games for the 2015 National Access Awareness Event.</p>
<b>Accessible Customer Service Initiatives</b>				
Accessible Customer Service Training (Regulation: Accessibility Standards for Customer Service, 6)	Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 <sup>rd</sup> 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	<p>On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.</p> <p>Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.</p>
Accessible Elections	<p>Review of elections manuals, training, technology and software in preparation of the October 2014 Municipal Election.</p> <p>Implementation of the work plan for the 2014 Municipal Election.</p>	2012-2014	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk	<p>These are some of the key actions that took place to ensure that the 2014 municipal election process was accessible:</p> <ul style="list-style-type: none"> <li>- met with the Accessibility Advisory Committee, Accessibility Staff Working Group and Accessibility Coordinator for feedback</li> <li>- updated voting location site inspection checklist to reflect current standards, and conducted site audits of all voting locations</li> </ul>

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				<ul style="list-style-type: none"> <li>- assessed accessible voting equipment options and provided the Automark (accessible voting equipment) at each advanced polling station (at the Civic Centre for 13 days and at 22 advance poll locations for 5 days). The Automark includes an audio ballot, sip n' puff device and rocker paddles.</li> <li>- provided accessible website material</li> <li>- provided accessible customer service training: (which included an Accessibility Handbook, test, and two booklets (1. "May I Help You? Understanding Accessible Customer Service" Booklet and 2. "Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR)" Booklet.)</li> <li>- provided bedside voting at institutions and retirement homes</li> <li>- promoted advance voting opportunities for electors with disabilities</li> </ul> <p>To view the City of Mississauga Election Accessibility Report go to Appendix B.</p>
<b>Accessible Information and Communication Initiatives</b>				
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/ Ongoing	Corporate Services, Communications, Senior Communications Advisor	<p>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).</p> <p>Accessible Document Training is available for new staff and existing staff as refresher training. An Accessible Documents Reference Guide including a list of available vendors is also available on the staff intranet site.</p>

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				Production of City information materials follows accessible design standards outlined in the handbook developed by Registered Graphic Designers of Ontario (RGD).
Accessible Feedback Processes (IASR, 11)	Develop accessible on line feedback processes in addition to other methods.	2013/ Ongoing	Corporate Services, Communications, Senior Communications Advisor	<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 2015.</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>2021 WCAG 2.0 Level AA</p>	Corporate Services, Information Technology, Manager Digital Services & Mobility	<p>Budget has been approved for an accessibility analysis and review of the City's website. We have renewed with SiteImprove for 2015 to run our accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the City re-branding project.</p> <p>Accessible Document Training will continue to be provided to staff in 2015, this includes how to create accessible PDFs. Initial training sessions began in February 2013.</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.</p>

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<b>Accessible Employment Initiatives</b>				
<p><b>Employee Accommodations</b></p> <p>Recruitment planning, screening and selection process provides accommodations.</p> <p>Accommodations are provided to employees.</p> <p>Return to work process with related applicable accommodations is in place.</p> <p>Performance management, career development and redeployment take into consideration</p>	<p>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.</p> <p>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.</p> <p>Communicate employment policies and processes to all staff.</p>	<p>2013</p>	<p>Corporate Services, Human Resources, Manager, People Planning, and Manager, Employee Health Services</p>	<p>Recruitment, assessment or selection process:</p> <ul style="list-style-type: none"> <li>• Continue to build an inventory of the Essential Duties Worksheet</li> <li>• Employee Recruitment policy approved by Council</li> <li>• City IASR mandatory e-learning and face-to-face training continues and includes information regarding recruitment, emergency response process, accommodation, and return to work</li> </ul> <p>Accommodation Plans and Return to Work Process (RTW):</p> <ol style="list-style-type: none"> <li>1. Revising current Employee Health and Recovery Program (EH&amp;RP) for non-union employees including:               <ol style="list-style-type: none"> <li>a. Short Term Disability Business processes,</li> <li>b. Disability forms,</li> <li>c. Return to Work (RTW) Plans</li> <li>d. FAQ- supervisor and employee</li> <li>e. Functional Abilities forms and website.</li> </ol> </li> <li>2. Physical and Cognitive Demands completed for all multi-incumbent positions</li> <li>3. Notifying union groups on changes to process and provide training where appropriate.</li> </ol> <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> <li>• Performance Management Information included in</li> </ul>

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<p>the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)</p> <p>A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)</p>				<p>the IASR Manager training</p> <p>Career development and advancement:</p> <ul style="list-style-type: none"> <li>Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management)</li> </ul>
<b>Accessible Transportation Initiatives</b>				
<p>Information about accessible transit. (IASR, 34)</p>	<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>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	<p>With all MiWay routes becoming accessible in October 2012, MiWay updated the Accessible Services Guide.</p> <p>In December 2012, MiWay also re-designed its <a href="#">Accessible Services webpage</a> to be consistent with the new Accessible Services Guide. The new webpage ensures information is well organized and easily retrievable.</p>
<p>Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)</p>	<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</p>	2012, Annual	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.</p>

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	<p>for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design 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>			<p>MiWay's Annual Report outlines the improvements made to the transit system and service and can be found by accessing <a href="#">MiWay's website</a>. The current report is also included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.</p> <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.</p>
<p>Announcements on the bus. (IASR, 52)</p>	<p>Pre-boarding and on-board announcements (visual and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised.</p>	<p>2011-2014</p>	<p>Transportation and Works, MiWay, Transit Planner</p>	<p>Automated Announcements were installed on all MiWay buses in 2010.</p> <p>The SPI was revised in 2012. In January 2014, MiWay introduced electronic pre-boarding announcements that include the route name, number and direction. The information announced is consistent with the information displayed on the vehicle destination sign. This is one of many technology improvements that MiWay has launched as part of its commitment to providing accessible, customer-driven, quality transit services in a safe, reliable and cost-effective manner.</p>
<p>Service Disruptions (IASR, 35, 47, 50)</p>	<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>	<p>2012/ Ongoing</p>	<p>Transportation and Works, MiWay, Transit Planner</p>	<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 <a href="http://miway.ca">miway.ca</a>, as well as at affected terminals and stops.</p>

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				MiWay staff are working towards improving communication of alerts with customers via social media, i.e. Twitter.
Taxicabs (IASR, 79)	Include information in the City's Accessibility Plan about consulting with the Accessibility Advisory Committee regarding the proportion of accessible taxicabs in Mississauga.	2013/ 2014	Transportation and Works, Enforcement Division, Manager Mobile Licensing Enforcement	<p>Currently, there are 40 licensed accessible taxicabs for Mississauga.</p> <p>The City of Mississauga is reviewing the likely future number of taxicabs and accessible taxicabs required to meet demand within the city. Future meter rates, methods of rate setting, and their economic impact on stakeholders, are also being reviewed. The review is being conducted by Hara Associates, in association with BMA Management Consulting.</p> <p>The Consultants have met with AAC members to receive feedback.</p>
<b>Accessible Built Environment Initiatives</b>				
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 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</p>	On-going	<p>Corporate Services, Facilities and Property Management, Project Manager</p> <p>Planning &amp; Building, Development and Design, Urban Designer</p> <p>Community Services, Project</p>	<p>The Facility Accessibility Design Subcommittee (FADS) of the AAC and the AAC provided feedback and advice regarding the following projects in 2013:</p> <ul style="list-style-type: none"> <li>• Fire Station 119 and Peel Regional Paramedic Services Satellite Station</li> <li>• Civic Centre New Information and Cashiers Desk</li> <li>• River Grove Community Centre Accessible Play Space</li> <li>• Lake Wabukayne Adult Fitness Area</li> <li>• Dr. Dobkin and Lisgar Fields Park Washrooms</li> <li>• New Park Development of Park 508</li> <li>• New Park Development of Park 302</li> <li>• Malton Village Park Redevelopment</li> <li>• Lakeshore – Royal Windsor Hydro Corridor Multi Use Trail</li> </ul>



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	<p>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>Manager, Park Development</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<ul style="list-style-type: none"> <li>• Orchard Heights Park planning review</li> <li>• Revision of the Mississauga Accessibility Design Handbook</li> </ul> <p><b>These projects were completed in 2014:</b></p> <p><u>Woodlands Library</u> Building is designed to meet the current Ontario Building Code and MADH requirements. Some of the accessibility features include contrasting colour finishes, visual and audible alarms, automated door operators, wide aisles and lower counters to accommodate staff and patrons in wheelchairs and scooters.</p> <p><u>Civic Centre</u> New Information Desk at Civic Centre offers in-person assistance and incorporates contrasting colour finishes and lower counters to accommodate staff and patrons in wheelchairs and scooters.</p> <p>Civic Centre office space renovations included upgrades of door knobs to lever-type handles, automated door operators, visual and audible alarms, wide aisles and lower counters to accommodate staff and patrons in wheelchairs and scooters, including colour contrasting of all new finishes. In 2014 the Cashiers space was renovated.</p> <p>The 3<sup>rd</sup> floor Façade and Council doors were widened and automatic door operators installed.</p> <p>157 fire alarm pull stations were lowered.</p> <p><u>Don McLean Westacres Outdoor Pool</u> Building is dimensioned and laid out in accordance with</p>

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				<p>recommendations from the 2007 Mississauga Accessibility Design Handbook (MADH). Spaces consist of fully accessible staff and public areas which include the Aquatics staff area and Change Rooms. Barrier-free washrooms and shower areas included in change rooms. Millwork at the Reception areas are dimensioned to suit OBC requirements and guidelines included in MADH. Other accessible features include: provision of barrier-free parking spaces, fully accessible pool area with the addition of a ramp.</p> <p><u>River Grove Community Centre</u> Major building renovation with upgrades implementing full accessibility in public spaces. Upgrades include provision of universal washrooms at second level and barrier-free designed washroom at ground floor complete with benches, lockers, lowered down mirrors. Lever-type handles were specified throughout, as well as colour contrast on finishes.</p> <p><u>Traffic Management Centre</u> Renovations include an area of approximately 750 square meters. Upgrades that were implemented consisted of installing lever-type handles on all new and replaced doors, provision of interior ramp complete with railing for access to the Traffic Management Centre Room, including colour contrasting of all new finishes.</p> <p><u>Streetsville Branch Library</u> Installation of a passenger elevator capable of accommodating a person seated in wheelchair or scooter, including a fully accessible elevator vestibule.</p> <p><u>Streetsville Village Square</u></p>

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				<ul style="list-style-type: none"> <li>• Main Street was redeveloped and is now a barrier free environment</li> <li>• The improved village square has the following accessible elements:               <ul style="list-style-type: none"> <li>○ Rolled curb and warning strip</li> <li>○ Dramatically improved lighting within the square</li> <li>○ Lowered the elevation of the cenotaph</li> <li>○ Multiple forms of seating including tables</li> </ul> </li> </ul> <p><b>These projects will be completed in 2015 and subsequent years:</b></p> <p><u>City Centre Transit Terminal Washrooms (to be completed in 2015)</u> Accessibility upgrades to include use of contrasting floor and wall tiles, automatic flush valves, grab bars, new signage and improved lighting.</p> <p><u>South Common Parks Depot (to be completed in 2015)</u> Addition of approximately 100 square meters to be constructed on the rear west side of the South Common Community Centre. The space will be used as a Parks Depot for City of Mississauga Parks staff. The design incorporates accessible kitchen cabinetry, a barrier-free washroom, accessible signage, automatic door opener at the facility entrance, height adjustable computer walk up station, lever-type and/or D-pull handles specified throughout, as well as colour contrast on finishes.</p> <p><u>Various Parks Washrooms (6) (to be completed in 2015 and 2016)</u> Exterior design includes for accessible parking, pedestrian linkages, accessible routes and surface treatment e.g.</p>

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				<p>detectable warning surfaces, and barrier-free entrance. Interior design includes for accessible door and corridors, while the interior areas have incorporated restrooms equipped with accessible stalls, urinals, sinks and baby changing stations. Design of Dr. Martin L. Dobkin and Lisgar Fields park washroom buildings is completed and these projects will be tendered in February 2015. These washrooms will be in operation year round, and will include 2 barrier free washrooms and a universal washroom including an adult change table.</p> <p>Design of Fallingbrook and Garnetwood park washroom buildings is to start in February 2015. All four washroom buildings are planned to be constructed in 2015. Design and construction of Erindale and Iceland park washroom buildings is to be done in subsequent years.</p> <p><u>Malton Village Park Redevelopment (construction scheduled for 2015)</u></p> <p>The park has the following accessible elements:</p> <ul style="list-style-type: none"> <li>○ Accessible 3.0 m wide Pathways and Walking Loop with distance markers</li> <li>○ Rest stops have concrete pad with single bench with one arm</li> <li>○ Picnic pad with accessible picnic table</li> <li>○ Accessible Parking has: <ul style="list-style-type: none"> <li>▪ One (1) van accessible stall</li> <li>▪ One (1) accessible stall</li> <li>▪ Shared aisle with tactile surface indicator</li> </ul> </li> </ul> <p>Playground</p> <ul style="list-style-type: none"> <li>○ Two areas for independent play</li> </ul>

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				<ul style="list-style-type: none"> <li>○ Accessible playground access</li> <li>○ One (1) accessible swing</li> <li>○ Tactile features and ground level panel</li> <li>○ Engineered Wood Fiber Play Surface</li> </ul> <p><u>Upgrades of Automatic Door Operators at Various Locations (to be completed in 2015)</u> Installation of automatic door operators at various community centres, including Burnhamthorpe Community Centre, Clarkson Community Centre, Huron Park Community Centre, Mississauga Valley Community Centre, as well as Civic Centre Executive Parking Garage and Central Library P2 Level.</p> <p><u>Meadowvale Community Centre &amp; Library (on-going construction with target completion date in 2016)</u> Demolition of existing and re-construction of new Community Centre &amp; Library, with the exception of the existing 25 meter pool. Existing pool is upgraded by addition of an accessible ramp into the pool. Building will be designed to be fully accessible and in accordance with the 2007 Mississauga Accessibility Design Handbook (MADH). Improvements include an accessible Therapy Pool, a Universal Change Room, barrier-free washrooms in all public spaces, walking track in fitness area, barrier-free parking spaces and barrier-free access to the facility.</p> <p><u>City Wide Accessibility Audit (to be completed in 2015 and 2016)</u> City wide accessibility audit is planned to review the condition of our facilities in accordance with the new Accessibility for Ontarians with Disabilities Act (AODA) legislation.</p>

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				<p>Accessibility design is integrated into Facilities &amp; Property Management's capital projects, using the <a href="#">Mississauga Accessibility Design Handbook</a> (MADH).</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 <a href="#">Ministry of Municipal Affairs and Housing website</a></p> <p>The Mississauga Accessibility Design Handbook is in the process of being revised to reflect these changes. A staff team has been developed to work on this project which includes the services of a consultant.</p> <p>A Notice to Development Applicants has been prepared by the Planning and Building Department to inform applicants of the new Building Code and Design of Public Spaces Standard.</p> <p>For further achievements associated with creating a more accessible built environment in the City of Mississauga go to the "Additional Accessibility Successes" section (Built Environment) of this Report, page 45.</p>
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2015	Planning & Building, Development and Design, Manager Urban Design	Accessibility planning has been included in the Committee Scope. No further update about this committee is available at this time.

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Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>The programming of sidewalks is led by the Active Transportation office in the Transportation &amp; Infrastructure Planning Division, with input from MiWay Service Development in support of transit accessibility. In 2014, approximately 5.0 kilometers of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services.</p> <p>In 2015, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 5.1 kilometers of new sidewalk construction is being programmed.</p>
Mississauga's Affordable Housing Strategy and Action Plan	<p>Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan completed work to-date includes:</p> <ul style="list-style-type: none"> <li>• Summary of Housing Needs (2011)</li> <li>• Vision and Framework (2011)</li> <li>• Second Unit Implementation Strategy (2013) – which included an Official Plan Amendment, Zoning By-law Amendment, Licensing By-law and Education Campaign and Partnerships</li> </ul> <p>Licensing of second units began in January 2014 along with an education campaign and work that builds upon Partnerships</p>	2011-2013	Planning & Building, Policy Planning Division, Planner	<p>The Education Campaign for Second Units will continue in 2015 as will Partnerships with Key Stakeholders and Licensing of Second units. 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 the final components of the affordable housing strategy including protecting rental housing.</p> <p>For more information and updates visit the City's website: <a href="http://www.mississauga.ca/portal/residents/housingchoices">http://www.mississauga.ca/portal/residents/housingchoices</a></p>
Recreational Trails (IASR, 80.8-80.13)	<p>Recreational trails are pedestrian trails that are intended for recreational and leisure purposes (wilderness trails are not included in this definition).</p> <p>Future recreational trails and beach access routes</p>	2016	Park Development, Parks and Forestry, Community	<p>Two Burnhamthorpe Trail pedestrian bridges were renovated which resulted in accessibility improvements and a continuous trail link across the valley lands.</p> <p>Construction of a Garnetwood Bridge was completed in</p>

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	<p>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>Services</p>  <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>2014, and is part of the Etobicoke Creek Trail spine along the western border of Mississauga. It was designed with walkability and accessibility in mind.</p> <p>A portion of the Lisgar Meadowbrook Trail was re-graded and repaved.</p> <p>The next draft of the Parks Signage Study (which focuses on design standards) will be completed in the Spring of 2015. 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	<p>Parks Operations, Parks and Forestry, Community Services</p>	<p>Accessible picnic tables are available at most picnic park locations especially at permitted parks; as well as at other park locations.</p> <p>Additional accessible picnic tables will be installed in 2015 at program locations.</p> <p>The City's Picnic Parks <a href="#">webpage</a> states: Accessible seating is available at our permitted picnic sites. Arrangements can be made for additional accessible seating if required with ample notice, by contacting the Recreation Customer Service Centre at 905-615-4100.</p> <p>An accessible games table was installed at Harold E. Kennedy Park.</p>
<p>Integrated play experiences/ <b>playgrounds</b> for children and caregivers.</p>	<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)</p>	2016	<p>Park Development, Parks and Forestry, Community</p>	<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"> <li>• Port Credit Memorial Park</li> <li>• Zonta Meadows (redevelopment in 2015)</li> </ul>



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(IASR, 80.18-80.20)	<p>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>		Services	<ul style="list-style-type: none"> <li>• O'Connor Park</li> </ul> <p>There are 3 more “fully” accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> <li>• Elmcreek Park</li> <li>• Jaycee Park</li> <li>• River Grove (in design)</li> </ul> <p><u>Playground Redevelopment Program:</u></p> <p>Currently, many play sites have accessible features i.e.: an accessible swing, accessible surfaces, an accessible path of travel.</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 263 neighbourhood playgrounds. Examples of accessible play equipment that are incorporated into existing playgrounds 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> <ul style="list-style-type: none"> <li>• 26 community park playgrounds were replaced under the Playground Replacement Program and features highlighted the increased level of accessibility</li> <li>• The following parks received replacement playgrounds in 2014: <ul style="list-style-type: none"> <li>○ Lake Aquitaine P-102</li> </ul> </li> </ul>

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				<ul style="list-style-type: none"> <li>○ Middlebury Green P-325</li> <li>○ Glen Erin Trail (N) P-079</li> <li>○ Glen Erin Woodlands P-095</li> <li>○ Duncairn Downs P-370</li> <li>○ Northwood P-065</li> <li>○ Clarkson Park P-073</li> <li>○ Gatineau Green P-116</li> <li>○ F.B. McFarren</li> <li>○ Memorial P-367</li> <li>○ Rosebush Common P-341</li> <li>○ Thornlodge P-051</li> <li>○ Victory Park P-001</li> <li>○ Quenippenon Meadows P-324</li> <li>○ Hiawatha P-108</li> <li>○ Kogaydiwin P-134</li> <li>○ Ron Searle P-214</li> <li>○ Glen Erin Trail (S) P-079</li> <li>○ Orchard Hill P-145</li> <li>○ Sherwood Green P-147</li> <li>○ Manor Hill P-319</li> <li>○ Castlebridge Common P-344</li> <li>○ Century City P-336</li> <li>○ Huron Heights P-273</li> <li>○ Forestview P-039</li> <li>○ Streetsville Rotary Park P-375</li> </ul> <p><b>Other playgrounds that received accessible equipment in 2014:</b></p> <ul style="list-style-type: none"> <li>• Trapper's Green P-175 – swing addition to existing playground with 2 accessible swing seats</li> <li>• Jon Clipperton P-512 – swing addition</li> <li>• Garthwood Park – swing addition</li> <li>• Crawford Green – P-299 swing addition</li> </ul>

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				Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Coordinator.
<p><b>Exterior Paths of Travel</b> (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)</p>	<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> <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>	2016	Transportation and Infrastructure Planning Division, Active Transportation, 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 2015, 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. This work is underway and tactile walking surface indicators are scheduled to be installed in 2015.</p>

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Install <b>Accessible/Audible Traffic Signals</b> 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>Traffic Signal staff installed APS at 4 new locations in 2014. The intersections are as follow: 1) Dundas St @ The Credit Woodlands 2) Hurontario St @ Fairview Rd 3) Hurontario St @ Pinetree Way 4) Burnhamthorpe @ Kariya Dr. This brings the total to 26 locations.</p> <p>Note: the Region of Peel has been installing audible pedestrian signals as well.</p>
Implement requirements for <b>Accessible parking.</b> (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 &amp; Building</p> <p>Enforcement Division, Transportation &amp; Works</p> <p>Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works</p>	<p>The Zoning By-law was amended to include the new accessible parking space sizes and required number of accessible parking spaces required for non-residential sites (By-law 0190-2014).</p> <p>Review, confirm, amend (if necessary) the requirement for accessible parking for residential uses.</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	Ensure compliance in new construction and renovations	2016	Space Planning, Facilities and Property	The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.

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<b>service counters</b> , fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40)			Management, Corporate Services	For example, a lowered information desk was installed at the Civic Centre in 2014.
Ensure <b>accessibility related equipment and features are maintained</b> . (IASR, 80.44)	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.  Traffic signal maintenance is described on p. 56 of the <a href="#">Mississauga Road Safety Handbook</a> .

**Additional Accessibility Successes:**

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 2014 to assist not only persons with disabilities but everyone!

**Built Environment**

1. Staff from the Active Transportation office worked with Metrolinx to create sidewalk and curb depressions to provide accessible access to the Dixie GO Station.

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2. A Supervisor in Building Inspections, Planning and Building Department was a member of the Building Code Technical Advisory Committee on Barrier-Free Design on behalf of the Association of Municipalities of Ontario.
3. Improved pedestrian crossings at 3 pre-existing accessible pedestrian signal (APS) intersections by re-aligning crosswalks, adding tactile markings and adjusting curb depressions.
4. Arena accessibility information has been added to the City's website: <http://www.mississauga.ca/portal/residents/Arenas>
5. Accessible port-a-potties were provided at the 2014 Play in the Park locations.
6. These parks and facilities have increased accessibility:
  - Streetsville Rotary Park Beautification and Playground Replacement
  - Lake Wabukayne Dock Replacement
  - Clarkson Village Streetscape Improvements
  - Clarkson Village Gateway Feature
  - McCracken Park
  - Burnhamthorpe Road Pedestrian Improvements
  - McEwan Terrace Garden
  - R.K. McMillan Park, Watersedge Park and Jack Darling Park Shoreline Improvements
7. Park Development and Parks Operations designed arm rest additions to standard park benches. Arm rests will be installed city wide in 2015 to our existing bench inventory.
8. The Development and Design Division has implemented a new standard comment reminding applicants of changes to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

*"Please note: On January 1, 2015 Ontario Regulation (O. Reg.) 368/13 amending the 2012 Ontario Building Code (OBC) to substantially enhance access in newly constructed and substantially renovated buildings comes into effect. Major changes include:*

- *the number of accessible units in apartment buildings*
- *the design, size and number of accessible washrooms and bathrooms*
- *the design and placement of interior and exterior barrier free paths of travel*
- *access to barrier free parking areas*
- *the design and number of barrier free entrances*

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*These amendments to the OBC, together with the Design of Public Spaces Standard (O. Reg. 191/11, Section 80) introduced in 2012 to address exterior paths of travel, outdoor play spaces, and accessible parking, among other standards, may have a significant impact upon site planning and landscape design. Applicants are urged to have a complete understanding of the amendments to the OBC (O. Reg. 368/13) and the Design of Public Spaces Standard (O. Reg. 191/11, Section 80) prior to the resubmission of any development application.*

*For information on changes to the OBC please see "Overview of Updated Accessibility Requirements" (<http://www.mah.gov.on.ca/Page10547.aspx>). For information on accessibility standards please visit [www.AccessON.ca](http://www.AccessON.ca). The City of Mississauga Zoning By-law 0225-2007, which incorporates the Province's new accessible parking requirements, is available on line at [www.mississauga.ca/portal/residents/zoningbylaw](http://www.mississauga.ca/portal/residents/zoningbylaw).*

*The City of Mississauga is committed to improving accessibility by ensuring compliance with standards and legislation which expand programs and services for people with disabilities. An accessible Mississauga serves everyone better."*

9. Through the Site Plan Development Application Review Process the Development and Design Division continues to encourage builders of low rise multiple unit residential developments to include accessible townhouse units in their proposals, with the provision of a suitable barrier free path of travel for these dwellings. To this end, among other initiatives, applicants are asked to consider offering an accessibility package as a unit upgrade and to align framing and closet locations to facilitate the future installation of residential elevators. Proposals for buildings requiring barrier free access are to conform to the standards for accessibility outlined in the city of Mississauga Accessibility Design Handbook (available on line at [www.mississauga.ca/accessibility](http://www.mississauga.ca/accessibility)).
10. The consultation contract for the "Malton Community Review – Visioning and Community Consultation Phase" has been awarded to Urban Strategies Inc. Under "Preliminary Issues and Opportunities" the consultants are asked to consider "ways to support the newly created BIA (Business Improvement Area) by fostering a healthy, accessible, and attractive business environment ..."
11. The Development and Design Division is actively implementing the new Design of Public Spaces Standards included in the revised Accessibility for Ontarians with Disabilities Act, 2005 (AODA), with particular emphasis on barrier free parking and accessible walkways and paths of travel, through the Site Plan Development Application Review Process.

#### Customer Service:

1. An Accessibility Plan was created for the Canada Day celebration which included: a designated accessible viewing area, accessible parking at 201 City Centre Drive, and paper based surveys with volunteers available to assist in their completion.
2. The Active Assist (Recreation Fee Assistance Program) increased the maximum number of clients from 8,000 in 2013 to 10,000 in 2014.

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3. During Speech and Hearing Awareness Month in May, the Canadian Hearing Society set up booths at Clarkson Community Centre and Huron Park Recreation Centre to provide a hearing test demonstration, American Sign Language learning session, information about communication devices, and how to create accessible recreation facilities for people who are deaf and hard of hearing.
4. The Friends of the Library donated the following accessible equipment to be used throughout Mississauga's Library system:
  - 10 Daisy disc players
  - 18 magnifier glasses
  - 18 large print keyboards
  - 18 licences for ZoomText
5. A 3D printer was launched at Central Library last June. In 2015, libraries throughout the city be able to book the 3D Printer for a period of time so customers in communities across Mississauga can gain access to this technology
6. In April 2014, elite hockey players who are deaf competed in the 10<sup>th</sup> annual Roy Hysen Cup at Iceland Arena. Hockey teams representing all regions of Canada participated in the competition organized for players who are deaf or hard of hearing. The tournament is named after Mississauga resident Roy Hysen, founder of the Canadian Deaf Ice Hockey Federation and executive director of the Canadian Deaflympic hockey team. All athletes at the Roy Hysen Cup must have a hearing loss of 55 decibels or worse in both ears and cannot wear hearing aids during the games. A flashing strobe light was installed at Iceland to signal the end of each play instead of a whistle.
7. A water wheelchair was purchased for River Grove Pool.
8. A 2015 Budget Request was submitted by the Recreation Division to implement an Inclusion Program that will provide support staff for persons with disabilities in recreation programs. Support staff will work with program staff to support and facilitate recreational experiences for participants. Individuals with disabilities will be able to register for support services that will allow them to participate in the program of their choice. This program will increase the accessibility and participation of persons with disabilities by providing them with competent, trained and qualified support staff.
9. The City of Mississauga Recreation and Culture Program are now following the National High Five® Quality Assurance Program. This includes training all part time staff who lead programs for children between the ages of 6-12 in the Principles of Healthy Child Development that includes these quality factors: being led by a caring adult, making friends, stimulated by play, being challenged through mastery, and part of the group through active participation. These three Program Design Guidelines are also followed: Developmentally Appropriate, Safe, Welcoming of Diversity and Uniqueness. Program Supervisors are trained in QUEST 2 (Quality Experience Scanning Tool) in the assessment of programs and the child's experience within recreation and culture. Program Managers and Supervisors are also trained in the QUEST 1 (Quality Experience Scanning Tool) on the development of Program Standards to ensure that the programs and procedures are inclusive, accessible and allow for positive interactions amongst children. For more information go to: [www.highfive.org](http://www.highfive.org)



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10. The City has adopted the Region of Peel's collection containers for waste collection (recycling and garbage) in City parks with accessibility features.
11. On Oct. 23, 2014, the Older Adult Representatives from the Mississauga Library branches attended a presentation on brain health and dementia awareness by Danielle Farrell, Public Education Co-ordinator of the Alzheimer Society of Peel. The target audience was library staff.
12. In January 2014, both Lakeview Library and the Sciences and Business Dept. of Central Library organized presentations from the Alzheimer Society of Peel at their respective branches about brain health and dementia awareness. For these events, the target audience was older adults or their caregivers.

## Information & Communication

1. More City services are available [online](#). For example, residents can now go online at their convenience to get a temporary parking permit. Many City services such as tree pruning, recreation, library searches and pet licenses are available online along with plans to implement additional mobile applications for City services in 2015. To date, the City provides 19 online services.
2. The new design of the City e-mail alerts is more accessible for people who use screen reading software. To sign up for e-mail alerts to be alerted whenever there is a change on Mississauga.ca regarding News Releases, Events, Agendas & Minutes, go to: <http://www.mississauga.ca/portal/profile/alerts>

## Employment

1. Parks Operations purchased a Rugged Terrain Vehicle to accommodate Summer Work Experience Program (SWEP) Students and their life coach; thereby improving the functionality of the program. The Summer Work Experience Program is a partnership program with Community Living Mississauga to hire teens with an intellectual disability to do gardening and maintenance activities in various park settings. 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.

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3. In addition to several group ergonomic presentations, over 100 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
4. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 475 participants with approximately 45 booths. The focus of the April 1, 2014 event was on resiliency. Some of the booths included: Alzheimer Society Peel, Canadian Anaphylaxis Initiative, Canadian Mental Health Association/Peel Branch, Ontario Optician Association & Partner Essilor, the City's Employee Assistance Provider -Morneau Shepell, Asthma Society of Canada, and MS Society Mississauga Chapter.
5. The Canadian Hearing Society provided an exhibit at the City's Leadership Conference to educate staff on the services that they provide.
6. The Human Resources Division coordinated an exhibit titled: "What's Changing for Leaders because of the AODA" at the City's Leadership Conference.

## Transportation

1. In 2014 alone, MiWay installed approximately 50 new bus pads throughout the City to make access to transit more convenient and accessible. Currently only 3.4% (approximately 125 of 3,700) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

## Other Successes:

1. City of Mississauga staff raised \$202,276 for the United Way (\$19, 276 over the amount raised in 2013!). 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. On November 4, 2014, Mississauga Accessibility Advisory Committee members were recognized at the Mississauga Civic Award of Recognition Event. By getting involved in local government affairs, these citizen leaders forge a link between the community, municipal policy making and the delivery of City services. The honoured guests demonstrate a commitment to Mississauga and serve as excellent examples to others in the community.
3. The Riverwood Conservancy held a Community Open House on October 15, 2014 to promote the Enabling Garden (an accessible hands-on garden).

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4. The Enabling Garden received a 36 month Ontario Trillium Foundation grant. This included funding for shade elements for the garden's raised planters.
5. The Recreation position Community Child and Youth Consultant has been re-focused into a new position titled: Community Development Coordinator – Inclusion and Accessibility. This new position supports the City's Accessibility Plan, Strategic Plan and the 2014 Future Directions Master Plan for Recreation.
6. The Accessibility Coordinator presented at a Peel Youth Roundtable community consultation session about accessibility planning at the City of Mississauga and the Mississauga Accessibility Advisory Committee.
7. In February 2014, Mississauga Council approved more than \$2.8 million in funding for the Arts and Culture, Cultural Festivals and Celebrations (CFC), Recreation and Sport and Environment Grant Programs. Under the Recreation and Sport Grant Program some of the organizations receiving funding include: Square One Older Adult Centre; Volunteer Mississauga, Brampton; Caledon, Community Living Mississauga; Nexus Youth Services; and Erin Mills Youth Centre.
8. At a special council presentation in February 2014, Glenn Barnes, Mississauga Accessibility Advisory Committee member, received a 2013 Abilities Award for his volunteer advocacy work.
9. In 2014, The City of Mississauga celebrated its 40<sup>th</sup> Anniversary with an interactive exhibit: The City of Mississauga, 1974 to 2014: 40 years, 40 sagas, presented by Museums Mississauga. The exhibit was on display in 2014 at the Mississauga Civic Centre, Great Hall (January and February); Benares Visitor's Centre (May and June); and Meadowvale Theatre (November and December). 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.
10. Promoted the City's Accessibility Plan, Accessibility Advisory Committee and the Abilities Awards Event on the Rogers Cable 10 show: "A Voice for All".
11. Carol Ann Chafe, AAC Member, represents the AAC/accessibility on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Board (on the initial Enabling Garden Committee).

# City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

February 11, 2015

## Conclusion:

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), more specifically in relation to the Accessible Built Environment requirements.

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).