



# **2016 Annual Report of the Multi-Year Accessibility Plan**

---

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

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

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**TABLE OF CONTENTS**

Executive Summary/Background ..... 2

General Initiatives ..... 4

    Accessible Customer Service Initiatives ..... 19

    Accessible Information and Communications Initiatives ..... 21

    Accessible Employment Initiatives ..... 23

    Accessible Transportation Initiatives ..... 25

    Accessible Built Environment Initiatives ..... 28

Additional Accessibility Successes ..... 41

    Customer Service ..... 41

    Employment ..... 42

    Transportation ..... 43

    Built Environment ..... 44

    Other Successes ..... 45

Conclusion ..... 46

Appendix 2: MiWay 2016 Annual Accessibility Report

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

## Executive Summary/Background

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City's 14<sup>th</sup> Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2016, in reference to the projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

The [Multi-Year Accessibility Plan \(2012-2017 Initiatives, dated January 26, 2012\)](#), was approved by Council in March, 2012. The Plan lists projects that are associated with accessibility standards under the AODA.

[MiWay's Annual Report](#) outlines improvements made to transit. The report is included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.

### Legislation:

In 2012, amendments were made to the Integrated Accessibility Standards Regulation (IASR), under the AODA. The amendments included new standards governing the design of public spaces in the built environment. The standards outline requirements for both the public and private sector to incorporate into the design of the following public spaces beginning in 2016.

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)
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).

To review details of the Design of Public Spaces Standards go to the provincial government [e-laws site](#).

In 2016, the Accessible Customer Service Regulation was amalgamated into the Integrated Accessibility Standards Regulation (IASR). Therefore, the IASR now covers the general, information and communication, employment, transportation, built environment, and customer service standards.

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

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's Staff Accessibility Resource Team (StART), other related staff groups and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

The City of Mississauga has complied with the AODA requirements.

This Annual Report 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, and recreation services.

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**General Initiatives**

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Multi-year Accessibility Plan (IASR, 4)	<p>An outline of the City's strategy to prevent and remove barriers and meet requirements under the <i>Accessibility for Ontarians with Disabilities Act</i>, (AODA) and our obligations under the Accessibility Standards</p> <p>This will include an annual status report on the progress with the initiatives in the Plan.</p>	2012 Annual	<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2016 Annual Report of the Accessibility Plan is the 5<sup>th</sup> report under, under the 2012-2017 Multi-Year Accessibility Plan. The City of Mississauga has been preparing annual reports since 2003.</p> <p>Past Annual Accessibility Plans can be found on the City's <a href="#">"Accessibility - Removing Barriers" website</a>.</p>
Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> <li>• <a href="#">The City's Strategic Plan: Our Future Mississauga</a></li> <li>• <a href="#">Older Adult Plan</a></li> <li>• <a href="#">Youth Plan</a></li> <li>• <a href="#">Mississauga Transitway Project</a></li> <li>• <a href="#">Hurontario Light Rapid Transit (LRT)</a></li> <li>• <a href="#">Inspiration Lakeview</a></li> <li>• <a href="#">Inspiration Port Credit</a></li> <li>• <a href="#">Downtown 21 Master Plan</a></li> <li>• <a href="#">Vision Cooksville</a></li> <li>• <a href="#">Dundas Connects - The Dundas Corridor Master Plan</a></li> <li>• <a href="#">Lakeshore Connecting Communities</a></li> <li>• <a href="#">Credit River Parks Strategy</a></li> <li>• <a href="#">Cycling Master Plan</a></li> <li>• <a href="#">Future Directions</a>: Master Plan for Recreation, Library, and Parks and Natural Areas</li> <li>• Information Technology Strategic</li> </ul>	Ongoing	<p>Corporate Services, Facilities and Property Management</p> <p>All Departments in collaboration with Accessibility Planning</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>The Report on the Strategic Plan states that "in 2015, we progressed on 25 major City projects, each relating to an action of the Strategic Plan. These projects include Mississauga's first city-wide transportation summit, the introduction of an Age-friendly Action Plan, development of a long-term vision for the booming Cooksville neighbourhood and more. These projects are making Mississauga a place where people choose to be.</p> <p>Progress in 2015 reflects the work being done to create a vibrant, global city where people of all ages and abilities can thrive."</p> <p>One of the highlights under the Belong Strategic Pillar is the development of the Diversity and Inclusion Advisory Committee (a Committee of Council). The creation of the Diversity and Inclusion Advisory Committee (DIAC) speaks to the City's commitment to inclusion for all residents of our community and awareness of diversity matters.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<p>Plan</p> <ul style="list-style-type: none"> <li>• <a href="#">Mississauga Official Plan</a></li> <li>• <a href="#">Economic Development Strategy</a></li> <li>• <a href="#">Living Green Master Plan</a></li> <li>• <a href="#">Communications Master Plan 2012</a></li> <li>• <a href="#">Waterfront Parks Strategy</a></li> <li>• <a href="#">Natural Heritage &amp; Urban Forestry Strategy (NHUFS)</a></li> <li>• <a href="#">Sport Plan</a></li> <li>• Mississauga Celebration Square Strategic Plan</li> <li>• People Strategy (Human Resources)</li> <li>• Heritage and Museums Strategic Plan</li> <li>• Customer Service Strategy</li> <li>• Transportation Master Plan</li> <li>• <a href="#">Culture Master Plan</a></li> <li>• Etc...</li> </ul>			<p>Here are some achievements and plans stemming out of the City's <a href="#">Older Adult Plan</a>:</p> <ul style="list-style-type: none"> <li>• The inaugural Older Adult Advisory Panel (OAAP) completed their first term. The Panel welcomed two new members in August and provided consultation regarding; Region of Peel, Age Friendly Policy; Older Adult Recreation Space &amp; Services Action Plan; and Age Friendly Communities priorities. This year the panel focused their work on guiding the Age Friendly Mississauga project. The Supervisor of Accessibility Planning is a member of the OAAP.</li> <li>• The Community Centre Older Adult Committees (CCOAC) have expanded to include aquatics, therapeutics and fitness participants and additional recreation staff members.</li> <li>• The City received 8 Elderly Persons Centre base funding grants from the Ontario Senior Secretariat in the amount of \$219,300. The grants are allocated to support the delivery of quality, age friendly activities. The grants are distributed to six community centres, the Mississauga Seniors' Centre and Square One Older Adult Centre. In 2016, the city received \$69,348 in special grants for purchases of equipment and older adult activities.</li> <li>• The Age Friendly Designation, Mississauga Project plan includes; conducting a city wide self-assessment, Age Friendly Mississauga Forum (held October 3, 2016), establishing Action Task Groups for each of the eight AFC dimensions, creating a three year Age Friendly Action Plan and applying for designation in November 2017.</li> <li>• Seniors Month Events were held throughout the city at</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>community centres and libraries. The key event was the Older Adult Expo 2016, held at the Mississauga SportZone on June 1 and was attended by 2600 people. A new venue and a larger scope of events included, info trade fair, sports and fitness demos, informative lectures, lunch and older adult talent show. A Transportation Shuttle service from Community Centres was provided to older adults who required transportation. Plans are well under way for the Older Adult Expo 2017. The event is set for June 6, 2017 at the Hershey Community Rinks.</p> <p>The <a href="#">Youth Plan</a> includes the Youth Friendly Application.</p> <ul style="list-style-type: none"> <li>• In 2008, Mississauga met 8 out of the 16 criteria.</li> <li>• In 2012, Mississauga met 14 out of the 16 criteria.</li> <li>• In 2016, an application for the Jan 4, 2017 deadline was submitted with expectations that the City achieves Platinum (top) rating by meeting all 16 criteria.</li> <li>• “Play is Inclusive” is one of the criteria that is measured.</li> </ul> <p>The submission included:</p> <ul style="list-style-type: none"> <li>• Reference to the City of Mississauga’s Accessibility Policy, Accessibility Planning Staff and Accessibility Advisory Committee.</li> <li>• The Snoezelen Multi-Sensory Environment Program at Malton warm water therapeutic pool</li> <li>• The High School Try-it Event which provided an opportunity for 8 High Schools to participate in wheelchair rugby, sledge hockey, and sitting volleyball.</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> <li>• Accessibility partnerships include: Mississauga Cruisers (sports for youth with disabilities), Mississauga Crusaders (hockey for youth with developmental disabilities) and other sport organizations</li> </ul> <p>Urban design for the <a href="#">Hurontario Light Rapid Transit (LRT)</a> incorporates universal design principles through the provision of:</p> <ul style="list-style-type: none"> <li>• Wide sidewalks (min. 1.8m to 2.0m) with curb ramps at all intersections and minimal slopes to match roadway design</li> <li>• Pedestrian signals</li> <li>• Step free access</li> <li>• The installation of elevators at the Cooksville Station to facilitate transfers for the LRT to GO system</li> <li>• Level boarding meeting accessibility standards</li> <li>• Wayfinding systems for people with visual disabilities</li> <li>• Easy access for strollers and mobility devices</li> </ul> <p>“LRT stop design will be paramount to ensure a seamless, accessible, and attractive customer environment and experience.”</p> <p><a href="#">Lakeshore Connecting Communities Project</a> is looking at how to best connect Clarkson, Port Credit and Lakeview. One of the strategic objectives is to “Design for all ages and abilities”. Two Accessibility Advisory Committee members sit on the Technical Advisory Committee for this project.</p> <p>The <a href="#">Cycling Master Plan</a> will be undergoing a refresh. Accessible cycling will be included as a discussion item.</p> <p>Recommendation #42 in the <a href="#">Future Directions Master Plan for Recreation (2014)</a> states “Expand partnerships with groups that provide services to persons with disabilities to enable a seamless</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>system and barrier free access to recreation and sport pursuits.</p> <p>In 2015, the Recreation Division launched a new pilot project in collaboration with Community Living Mississauga that enhances outreach and support to adults with intellectual disabilities in municipal recreation with funding from the Ministry of Community and Social Services. Recreation is asking the Ministry to extend funding for this program to March 2018.</p> <p>The program provides support to individuals (i.e. 1:1, 2:1 or 3:1 support). Support worker support and outreach has been provided to 120 individuals through this program.</p> <p>On-site staff training has taken place which includes developing strategies, support, and programming. Inclusion and accessibility training was also provided to all summer staff.</p> <p>In 2017, Recreation would like to expand the service into adult registered programs.</p> <p>Regarding therapeutic recreation programs, the Trillium Health Partners Agreement was signed in April 2016 that allows the City to design and implement programs for those with various health issues/chronic conditions. The City added programs to the 3 that were in place, now offering 6 partnership programs:</p> <ul style="list-style-type: none"> <li>• 2 Falls prevention programs</li> <li>• 2 Chronic Respiratory Conditions programs</li> <li>• 1 Sweet Success Program for individuals living with Diabetes</li> <li>• 1 Kid Fit program designed for families whose children/youth have a BMI of over 95%</li> </ul> <p>Mississauga City Council endorsed the City's first <a href="#">Sport Plan</a> in July,</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 inclusive and targeted programs, services and funding that address barriers to participation in sport.</p> <p>The City hosted a Para Sport Try-it Day:</p> <ul style="list-style-type: none"> <li>• 8 High Schools and 100 students participated in a tournament style day</li> <li>• Sports included sledge hockey, wheelchair basketball, wheelchair rugby and sitting volleyball</li> <li>• Each sport had a para athlete representative</li> </ul> <p>The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 – 14, 2016. One of the sports was sledge hockey.</p> <p>The <b>People Strategy</b> 2010-2014 was developed to facilitate and support the City's Strategic Plan. It was designed to provide the HR division with a framework to guide Human Resources plans and programs. The People Strategy 2015 - 2017 updates the plan and builds on the successes of the existing strategy. The strategy has three strategic priorities: Talent Management, Healthy Workplace and HR Business Partnership. One of the 7 key drivers behind the People Strategy is "Fostering a diverse workforce".</p> <p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>planned Workforce Diversity and Inclusion Strategy.</p> <p>The Workforce Diversity &amp; Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p> <p>The City of Mississauga is undergoing the creation of a new and refreshed <a href="#">Culture Master Plan</a>. The Culture Master Plan will be a leading strategy document that will highlight Mississauga’s vision and goals for the arts, as well as recommendations for how we can collectively elevate arts and culture in Mississauga. There are a series of focus groups being held in January, February and March of 2017, along with an on line survey and a “Host Your Own Toolkit” being made available in 2017.</p>
<p>Inclusion of Persons with Disabilities into existing Committees</p>	<p>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.</p>	<p>Ongoing</p>	<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>Since up to 20% of the population consists of persons with disabilities, it is to be expected 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> <li>• The Older Adult Advisory Panel has two members with disabilities.</li> <li>• Two AAC members participate in the Lakeshore Connecting</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Communities Technical Advisory Committee.</p> <ul style="list-style-type: none"> <li>The AAC Chairperson represents accessibility planning on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Garden Committee (Enabling Garden, Sensory Garden Committee).</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>
<p>Policy Review and development of a statement of commitment to accessibility. (IASR, 3)</p>	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR).</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>Corporate Services, Corporate Performance and Innovation, Corporate Policy Analyst</p>	<p><b>June 17, 2013</b> - Council approval of the updated Accessibility policy to include the Built Environment. The policy describes the framework for how the City will comply with the AODA requirements.</p> <p><b>December 11, 2013</b> - The Short Term and Long Term Accommodation policy was approved by Council. The revised policy expanded on information on the return to work process and documented individual accommodation plans.</p> <p><b>July 2, 2014</b> - Council approved a new Employee Recruitment policy that ensures each individual's accessibility needs are considered in all aspects of the recruitment process.</p> <p><b>June 24, 2015</b> – Council approved the Open Data Program policy, which includes the Guiding Principles that Datasets are to be posted in a format that is accessible, whenever possible. The AODA is also referenced in the Legislative Requirements section.</p> <p><b>September 16, 2015</b> – Council approved a new <a href="#">Culture Policy</a> that</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>includes the guiding principle “Ensure Accessibility”.</p> <p><b>2015</b> - Policies related to the built environment/design of public spaces were reviewed to ensure they meet the requirements of the IASR. (Community Garden Site Selection; Employee Paid Parking; Corporate Reports; Documentation Standards)</p> <p><b>February 2, 2016</b> – Council approved a new Corporate Policy – Traffic Calming, which ensures that accessibility needs are considered prior to proceeding with installation of Traffic Calming devices.</p> <p><b>March 2016</b> – the revised Allowable Business Expenses – Employees policy includes this statement “additional transportation expenses incurred as a result of reasonable accommodation for accessibility needs of employees with disabilities (e.g. accessible taxi service)” are allowed.</p> <p><b>November 9, 2016</b> – Council approved a revision to the Stormwater Charge Subsidy policy. The subsidy is now extended to eligible low-income seniors and low-income persons with disabilities.</p> <p><b>December 2016:</b> Revisions to the Accessibility policy to include changes to the Accessible Customer Service Standard have been completed.</p> <p>Construction of Walkways and Sidewalks Requirements: These policies will be revised to ensure they meet the Built Environment standard.</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</p>	Ongoing	All Departments in conjunction	<p>In 2015 and 2016, by-laws were reviewed to ensure compliance with the AODA.</p> <p>Comments were documented along with the most recent amendment</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	incorporate compliance with the accessibility standards under the Integrated Accessibility Standards Regulation, AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc...		with Accessibility Planning	<p>date. When a by-law is updated, compliance with accessibility standards needs to be incorporated. For some by-laws, amendments regarding proper terminology and compliance with transgender issues need to be incorporated.</p> <p>The Accessible Parking By Law #10-2016 was amended and approved by Council in January 2016. It was effective March 1, 2016</p> <p>In 2016, the Transit By-law was amended to include the change to the customer service standards under the IASR, AODA, regarding service animals and documentation from a regulated health professional.</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 with 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>When initiating a procurement process with a value more than \$10,000, a Procurement Request Form (PRF) must be completed. This form includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p> <p>Work with Legal Services is ongoing to ensure procurement agreements incorporate language related to accessibility requirements.</p> <p><a href="#">The City's Tenders and Bids webpage</a> 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. This provides valuable information about the AODA requirements to</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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>Note: Accessible Customer Service Training was initiated in 2008, and is tracked below under the Accessible Customer Service initiatives.</p>	<p>2013 - 2014 and beyond</p>	<p>Corporate Services, Human Resources, Manager, Learning and Organizational Development</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>Continue to design and develop 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>Trained 55 Planning &amp; Building Staff (Development and Design Section) on Universal Design, how to guide someone who is blind and did experiential learning (using wheelchairs and white canes with blind folds) to experience having a disability in the built environment.</p>
<p>Communication Strategy</p>	<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, highlight International Day of Persons with Disabilities, website information.</p>	<p>Ongoing</p>	<p>Corporate Services, Communications</p>	<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>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 2016 include:</b></p> <ul style="list-style-type: none"> <li>• Hosted the 2016 Ontario Summer Games with sport of sledge hockey</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> <li>○ Highlighted Mississauga sledge hockey athlete on social media and assisted with getting her featured on InSauga TV segment</li> <li>○ Kick-off event provided try it activities for students such as sitting volleyball</li> <li>● Promotion of World Mental Health Day with #BellLetsTalk</li> <li>● Meadowvale Community Centre and Library officially opens with improved accessibility features               <ul style="list-style-type: none"> <li>○ Supporting communications with official opening, news release and social media messaging</li> </ul> </li> <li>● Meadowvale Community Centre and Library wins March of Dimes Canada Award of Merit for Barrier-Free Design               <ul style="list-style-type: none"> <li>○ Supporting communications with news release and social media messaging</li> </ul> </li> <li>● Various media features on Meadowvale Community Centre and Library and its accessibility features, including media tours</li> <li>● CBC's Our Toronto filmed a segment featuring Meadowvale Community Centre and Library's accessibility features with interviews of Councillor Saito and Director of Recreation, Shari Lichterman</li> <li>● Social media messaging for International Day of Persons with Disabilities</li> <li>● Continuous 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> <li>● Continue to promote City accessibility initiatives (e.g. Windrow Snow Clearing)</li> <li>● Promotion of Older Adult initiatives in the City, including Older Adult Expo, community member positions for the Older Adult Advisory Panel, Older Adult open house at Fire Station 112, Mississauga Senior's Centre Technology &amp; Healthy Living Fair and Senior's Month</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> <li>• Supporting communications for the 2016 Exceptional Accessible Customer Service Awards</li> <li>• Supporting communications for the 2016 Mississauga Urban Design Awards. Awards incorporates accessibility into the judging criteria               <ul style="list-style-type: none"> <li>○ Supporting communications with news release and social media messaging (including People’s Choice Awards voting on Facebook)</li> </ul> </li> <li>• Partnered with Crohn’s and Colitis Canada to supply all facility washroom locations for its GoHere Washroom Finder App</li> <li>• Supported Mississauga Fire and Emergency Services’ Road to Mental Health (R2MH) training through traditional and social media efforts</li> <li>• The topic for the City Manager’s emessage to staff was “An Accessible City for All”. This highlighted the City’s accessibility milestones.</li> <li>• The Civic Centre Clock Tower was lit at various times throughout the year to highlight various causes. Some of these causes are related to accessibility. For example:               <ul style="list-style-type: none"> <li>○ March 26, 2016 - Purple Day - Epilepsy</li> <li>○ April 4, 2016 - “Raise the Flag for Autism” day</li> <li>○ May 12, 2016 - Fibromyalgia Day</li> <li>○ June 2, 2016 - World Eating Disorder Day</li> <li>○ May 19, 2016 - World IBD Day</li> <li>○ September 18, 2016 - Mitochondrial Awareness Week</li> <li>○ October 10, 2016 - Mental Health Day</li> <li>○ October 7, 2016 - Trigeminal Neuralgia Day</li> </ul> </li> <li>• Accessibility Planning Displays:               <ul style="list-style-type: none"> <li>○ City Leadership Conference for Managers/Supervisors</li> <li>○ Resources Fair for Persons with Disabilities</li> <li>○ Councillor Pat Saito’s Seniors Fair</li> </ul> </li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> <li>○ Bring Your Kid to Work Day</li> <li>○ Ontario Summer Games</li> </ul> <p><b>Next Steps for 2017:</b></p> <ul style="list-style-type: none"> <li>• Continue to 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, including accessibility of City venues and programs</li> <li>• Continue to support and promote National Access Awareness Week, International Day of Persons with Disabilities and World Mental Health Day</li> <li>• Continue to support Older Adult initiatives and events in the City</li> <li>• Continue to promote opportunities for engagement on accessibility</li> <li>• Continue to communicate opportunities for job-specific training as required</li> <li>• Work towards implementing Wi-Fi signage at City facilities</li> <li>• Work towards placing signage/wayfinding for C Banquets</li> <li>• Work towards enhancing communications with disability groups during an emergency (e.g. fire)</li> </ul>
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>	2013/ Ongoing  2015	Corporate Services, Facilities and Property Management  Accessibility Planning	<p>The 2016 Exceptional Accessible Customer Service Awards (an internal award program) were given out at the July 6, 2016 Council meeting. These three award winners went above and beyond to provide accessible customer service:</p> <ul style="list-style-type: none"> <li>• Emily Pattenick, Recreation Program Leader who runs a gym and swim program for students with disabilities, provided individual assistance to participants of the program.</li> <li>• Linda Northcott, Aquatics Supervisor, made accommodations for participants in an aquatics program by booking the</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>therapeutic pool for them and ensuring a specific instructor would be available to provide consistency.</p> <ul style="list-style-type: none"> <li>• Nelly Youkakin, Fitness Instructor, provides visual and verbal prompts and other individual accommodations while teaching fitness classes.</li> </ul> <p>The <a href="#">Mississauga Urban Design Awards</a> are held every 2 years. These awards incorporate accessibility into the judging criteria. In 2016, the following City facilities received an Urban Design Award:</p> <ul style="list-style-type: none"> <li>• Streetsville Village Square – Award of Excellence</li> <li>• Fire Station 119 and Peel Regional Paramedic Satellite Station – Award of Merit for Quality and Green Initiatives</li> </ul> <p>Check out the website for photos and nominations from the <a href="#">2016 Urban Design Awards</a>.</p>
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.  Next event will be in 2017	Corporate Services, Facilities and Property Management  Accessibility Planning	<p>A City of Mississauga National Access Awareness Week Event has been held every year from 2009 to 2013. In 2013, it was decided to host the event every two years.</p> <p>On June 5, 2017 from 11 am – 3 pm, in the Great Hall, City Hall, the Mississauga Accessibility Advisory Committee and City Staff will be hosting the National Access Awareness Event: Promoting Inclusion for All. Canada’s 150<sup>th</sup> Anniversary theme will be woven into the event by showing staff and the public the City’s past and future plans regarding improving accessibility for everyone.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**Accessible Customer Service Initiatives**

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<p>Accessible Customer Service Training (IASR, 80.49)</p>	<p>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 Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation, Customer Service Standards.</p>	<p>Ongoing</p>	<p>Corporate Services, Facilities and Property Management  Accessibility Planning and Human Resources, Talent Management</p>	<p>On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.</p> <p>The eLearning module was updated to reflect the new Accessible Customer Service Standard changes.</p> <p>Next Steps for 2017 include a full refresh of the eLearning module which will include improved accessibility of the module for staff and volunteers with vision disabilities.</p> <p>Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.</p> <p>500 Ontario Summer Games Volunteers were trained face to face on accessible customer service.</p> <p>Inclusion and accessibility training was provided to all summer recreation staff.</p> <p>Two separate training sessions were delivered to MiWay Customer Service staff regarding accessible customer Service. This training included experiential learning.</p> <p>Accessibility Planning, Transit Enforcement, Transit Planning and MiWay Customer Service delivered outreach training to MiWay Operators at the Central Parkway and Malton Garages to reinforce accessible customer service requirements.</p>
<p>Accessible Elections</p>	<p>Review of elections manuals, training, technology and software in preparation for Municipal Elections.</p>	<p>Ongoing  Next General</p>	<p>Corporate Services, Office of the City Clerk,</p>	<p>A Report titled "Accessible Municipal Elections" was attached to the 2014 Annual Report of the Multi - Year Accessibility Plan.</p> <p>In a Corporate Report dated August 25, 2015, provided to the</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<p>Implementation of the work plan for next Municipal Election.</p>	<p>Municipal Election will be in 2018.</p>	<p>Director, Legislative Services and Clerk</p>	<p>Governance Committee (Item 6), titled: <a href="#">“2014 City of Mississauga Municipal Election, 2015 City of Mississauga Municipal By-Election review and technology options for future Municipal Elections”</a>, these comments were included in relation to accessibility:</p> <p>The Elections Office is committed to the accessibility of Elections in the City of Mississauga. During the 2014 General Election and 2015 By-election 3 key areas were focused on to ensure accessibility including customer service, communication of information and physical barriers. A variety of tools were used to mitigate these barriers including accessible customer service training for election workers, accessible voting machines, and the examination of all polling locations to ensure that each location met with accessibility standards.</p> <p>At its meeting on January 14, 2015, General Committee considered a Corporate Report dated December 8, 2014 from the Commissioner of Corporate Services and Chief Financial Officer entitled <i>Accessible Municipal Elections</i> regarding the accessibility of the 2014 General Election (Appendix 2 of the August 25, 2015 Corporate Report). Measures used to mitigate barriers to accessibility during the 2014 General Election were also utilized during the 2015 By-election.</p> <p>Accessibility improvements for future elections include:</p> <ul style="list-style-type: none"> <li>- An online application process for election workers</li> <li>- Internet based training modules</li> <li>- Internet voting</li> <li>- Investigate the possibility of “Vote Anywhere” and/or “Vote Anywhere in your Ward” for the 2018 General Election.</li> </ul>
--	---	--	---	---

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**Accessible Information and Communications Initiatives**

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<p>Accessible Formats and Communication Supports (IASR, 12)</p>	<p>Review relevant policies. Reinforce Accessible Customer Service and Integrated Accessibility Standards Regulation Training Develop Vendor list. Develop guidelines for accessible public information materials.</p>	<p>2014/ Ongoing</p>	<p>Corporate Services, Communications and Information Technology</p>	<p>Ensure 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>The City of Mississauga’s <a href="#">Emergency Plan</a> was updated in 2016. In reference to “Public Accessibility of the Plan”, it references the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards Regulation, 191/11 by stating that: “individuals may request a copy of the plan in alternate formats or languages. This will be completed on an as-needed basis and may require a minimum of 10 working days.”</p> <p>A new accessible document training program is in the process of being developed by a vendor which has been hired by IT. Accessibility Planning will be reviewing this training. It will be available to new and existing staff in the spring of 2017.</p> <p>An Accessible Documents Reference Guide including a list of available vendors is also available on the staff intranet site.</p> <p>Production of City information materials follows accessible design standards outlined in the handbook developed by the Registered Graphic Designers of Ontario (RGD).</p>
<p>Accessible Feedback Processes (IASR, 11)</p>	<p>Develop accessible on line feedback processes in addition to other methods.</p>	<p>2013/ Ongoing</p>	<p>Corporate Services, Communications,</p>	<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.</p> <p>Awareness activities on accessible forms will continue in 2017.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

<p>Accessible Website and Web Content (IASR, 14)</p>	<p>Include website accessibility in upgrades.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p> <p>Ensure new 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>	<p>Corporate Services, Information Technology, Manager Digital Services &amp; Mobility</p>	<p>New web content management system has been acquired; implementation goal is for WCAG 2.0 Level AA starting in 2017 as new content/features are implemented (currently at WCAG 2.0 Level A).</p> <p>We have created a Digital Citizen Advisory group to help improve the usability of the city's web site. Accessibility Planning staff are members of the Digital Citizen Advisory Group and have been providing feedback regarding the organization of items on the web site.</p> <p>The City has renewed with SiteImprove for 2017 to run accessibility checks on our websites.</p> <p>Website accessibility improvements will coincide with the new web content management system.</p> <p>A re-design of the Library website will be taking place in 2017, which will improve accessibility for people with disabilities.</p> <p>Accessible Document Training implementation will continue to be provided to staff in 2017, 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.</p> <p>Accessibility Tip Sheets are available on the internal accessibility website.</p>
--	--	---	--	---

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**Accessible Employment Initiatives**

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<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</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/ Ongoing</p>	<p>Corporate Services, Human Resources, Manager, Learning and Organization al Development 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. The City reviews and updates each position's Physical and Cognitive Assessments as required as part of the recruitment process.</li> <li>2. Ergonomic assessments are performed as required to support both employee wellness and short term &amp; long term accommodations.</li> <li>3. With each accommodation coaching is provided, as required, to ensure a successful placement.</li> <li>4. Education is provided on the importance of employee accommodation as required.</li> <li>5. Incorporating the elements of successful short and long term accommodation continues to be part of labour/management discussions including at bargaining tables.</li> </ol> <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> <li>• Performance Management Information included in the IASR Manager training</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

<p>take into consideration the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)</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> <p>A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)</p>
<p>Workplace Diversity and Inclusion Strategy</p>	<p>Council adopted 2 Accessibility Advisory Committee Recommendations in 2015:</p> <ol style="list-style-type: none"> <li>1. That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process.</li> <li>2. That in 2016 Human Resources Staff consults with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy which is to include discussing the feasibility of employment related programs for persons with disabilities.</li> </ol>	<p>2016</p>	<p>Human Resources</p>	<p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the planned Workforce Diversity and Inclusion Strategy. The consultants on the project also interviewed Accessibility Planning staff.</p> <p>The Workforce Diversity &amp; Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

**Accessible Transportation Initiatives**

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Information about accessible transit. (IASR, 34)	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure this information is made available in an accessible format.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planning	<p>MiWay became accessible in 2012. The City's fleet of buses includes only accessible buses, and transit stops are accessible.</p> <p><a href="#">MiWay's Accessible Services Guide</a> contains information on MiWay's accessible services, policies and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessible services is available in an alternate accessible format, upon request.</p>
Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design 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>	2012, Annual	Transportation and Works, MiWay, Transit Planning	<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 Annual Accessibility Plans documents the planning and implementation activities undertaken by MiWay to make all its services and facilities accessible</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>
Announcements on the bus.	Pre-boarding and on-board announcements (visual and auditory) have been implemented on	2011-2014	Transportation and	Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

(IASR, 52)	all MiWay buses. The Standard Practice Instruction (SPI) will be revised.		Works, MiWay, Transit Planning	<p>name, number and direction. This is the same service information that is displayed on the destination sign.</p> <p>MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
Service Disruptions (IASR, 35, 47, 50)	<p>Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planning	<p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p> <p>MiWay issues alerts on route detours when they are known in advance. Information is made available at <a href="http://miway.ca">miway.ca</a>, as well at affected terminals and stops.</p> <p>MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff has launched a Twitter account @MiWayHelps through which some communication updates are posted.</p>
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	<p>Two Reports were received by the Public Vehicle Advisory Committee (a Committee of Council);</p> <ul style="list-style-type: none"> <li>• <a href="#">Taxi Issuance Model Review</a> , by Hara Associates Inc. (received by PVAC on Nov. 19, 2015)</li> <li>• <a href="#">Study of Regulations for Transportation Network Companies (TNC's)</a> by Windels Marx Lane and Mittendorf LLP (received by PVAC on Dec. 7, 2015)</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

		Enforcement	<p>The Taxi Issuance Model Review addressed 3 requirements:</p> <ul style="list-style-type: none"> <li>• To recommend an approach to predict demand for taxicab and accessible taxicab service in Mississauga</li> <li>• To recommend a licence supply approach for taxicab and accessible taxicab services</li> <li>• To recommend a fare model/strategy for taxicabs and accessible taxicabs</li> </ul> <p>There were 3 Recommendations from the Hara Report in relation to accessible taxis:</p> <p><b>Recommendation 5.1: Percent Accessible Taxis.</b> Hara Associates recommends that Mississauga set a target of 21% of taxis being mobility device accessible. The percentage of less than 100% allows for a diversity of other types of vehicles to meet other disability needs. This percentage is in addition to accessible taxi licences issued to fulfil TransHelp contracts.</p> <p><b>Recommendation 5.2: Accessible Plate Issuance.</b> All new issues of plates should be accessible taxi plates until the 21% is met.</p> <p><b>Recommendation 5.3: Accessible Plate Plan.</b></p> <ul style="list-style-type: none"> <li>• 30 accessible plates should be released in each of the next 2 years.</li> <li>• These plates should be put into service at least 40 hours per week.</li> </ul> <p>The Study of Regulations for TNC's stated through the City's Public Vehicle Licensing By-Law, that the City currently allots 2 accessible taxi licences for every brokerage that has a minimum of 25 licensed Mississauga Taxicab Owner's affiliate with the brokerage. Currently, there are 40 licensed accessible taxicabs for Mississauga.</p> <p>The Hara Report through consultations with stakeholders and the</p>
--	--	-------------	--

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<p>Accessibility Advisory Committee found that the current accessible taxi service in Mississauga is failing to meet the needs of the public.</p> <p>As stated in the TNC Report, wheelchair accessible vehicles are currently not available on the Uber app in Mississauga.</p> <p>PVAC and Council are referring to these 2 Reports in making decisions regarding future Mississauga taxicab service.</p>
--	--	--	--	---

### Accessible Built Environment Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Continued implementation of the City of Mississauga Facility Accessibility Design Standards	<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 Mississauga Facility Accessibility Design Standards.</p> <p>The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.</p> <p>Review of development applications to address external access to the building on the basis of universal design principles.</p> <p>The Provincial Accessible Built Environment Standard will be monitored regarding implications for future city building projects and revisions to the Mississauga Facility</p>	Ongoing	<p>Corporate Services, Facilities and Property Management Project Manager</p> <p>Planning &amp; Building, Development and Design, Urban Designer</p> <p>Community Services, Project Manager, Park Development</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 Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advice regarding the following projects in 2016:</p> <ul style="list-style-type: none"> <li>• April 25, 2016 – Ogden Bridge Project</li> <li>• May 30, 2016 – Ridgeway Community Courts</li> <li>• June 27, 2016 – Hurontario Light Rail Transit (HLRT) - Boulevard Details, Matheson Pond Landscape – Park 317</li> <li>• November 28, 2016 – Mississauga Legends Row Project, Scholar’s Green Park Phase II</li> <li>• December 19, 2016 – Mavis Road Environmental Assessment Study, Square One Drive Extension Environmental Study, Credit River Active Transportation Crossings Project, Sheridan Park Drive Extension</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<p>Accessibility Design Standards.</p>		<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>Environmental Assessment, Upcoming Environmental Assessment Studies</p> <p><b>These facility and park projects were completed in 2016:</b></p> <p>Union Park– New Park Development</p> <ul style="list-style-type: none"> <li>• Neighbourhood park playground with accessible features</li> <li>• Accessible fitness equipment including engineered wood fibre surfacing</li> <li>• Park bench fitness station</li> <li>• Water cooling station</li> <li>• Paved access route</li> <li>• Shelter</li> <li>• Benches with shade options</li> <li>• Accessible Picnic/Game Table</li> <li>• Temporary leash-free area</li> <li>• Temporary outdoor ice rink</li> </ul> <p>Ridgeway Community Courts– Sports Court And Outdoor Community Space (in partnership with Region of Peel, Peel Living and Erin Mills Youth Centre and funding from Maple Leaf Sports and Entertainment, the Rotary Club of Mississauga West, and Canadian Tire Jump Start)</p> <ul style="list-style-type: none"> <li>• Benches and seating</li> <li>• Paved access routes, including flush curbs and access to courts</li> <li>• Engineered wood fibre natural play area</li> </ul> <p>Lisgar Fields Park Washroom</p> <ul style="list-style-type: none"> <li>• Includes two accessible washrooms and one universal washroom</li> </ul> <p>Dr. Martin Dobkin Martin Park Washroom</p> <ul style="list-style-type: none"> <li>• Includes two accessible washrooms and one universal</li> </ul>
--	--	--	---	--

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<p>washroom</p> <p>Huron Park – Picnic Shelter Installation</p> <ul style="list-style-type: none"> <li>• Accessible picnic tables</li> <li>• Paved access route</li> <li>• Accessible water station</li> </ul> <p>Lake Aquitaine Spraypad Redevelopment</p> <ul style="list-style-type: none"> <li>• Ground features and accessible activators</li> <li>• Benches</li> <li>• Multiple entry points</li> <li>• Level paved surfaces</li> </ul> <p>Paul Coffey Arena</p> <ul style="list-style-type: none"> <li>• Renovated washrooms for accessibility</li> </ul> <p>Paul Coffey Park</p> <ul style="list-style-type: none"> <li>• Two additional accessible parking spaces were installed, including a painted access route, pedestrian crossing sign and traffic calming measures</li> <li>• A new sidewalk connection was installed as part of the park pathway system</li> </ul> <p>Living Arts Centre - Elevator modernization</p> <ul style="list-style-type: none"> <li>• colour contrast for buttons</li> <li>• tactile numbers and symbols</li> <li>• Braille</li> </ul> <p>Hershey Community Rinks</p> <ul style="list-style-type: none"> <li>• The stairs were painted in a contrasting yellow colour.</li> </ul> <p>Meadowvale Community Centre and Library</p> <ul style="list-style-type: none"> <li>• Accessible Therapy Pool</li> <li>• Accessible ramp into the main pool</li> </ul>
--	--	--	--	--

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<ul style="list-style-type: none"> <li>• Universal Change Room</li> <li>• Barrier-free washrooms in all public spaces</li> <li>• Walking track in fitness area</li> <li>• Accessible parking spaces</li> <li>• Barrier-free access to the facility</li> <li>• Accessible game tables (exterior)</li> <li>• Etc....</li> </ul> <p>The new Meadowvale Community and Library opened in September, 2016. The facility received a 2016 March of Dimes Award of Merit for Barrier Free Design and was noted in the Novae Res Urbis GTA December 14, 2016 Edition. This is a newsletter that is published weekly to interested subscribers. The article included a section about AODA deadlines.</p> <p><b>These projects will be completed in 2017 and subsequent years:</b></p> <p>City Wide Accessibility Audit</p> <ul style="list-style-type: none"> <li>• The audit was initiated in 2016 and will continue into 2017. 97 City owned public buildings are being assessed following the City's Facility Accessibility Design Standards.</li> </ul> <p>Riverwood Park and Chappell Estate</p> <ul style="list-style-type: none"> <li>• Exterior and interior accessibility improvements</li> </ul> <p>Small Arms Building Renovation</p> <p>Our Future Corporation (OFC)</p> <ul style="list-style-type: none"> <li>• The development of a dynamic, modern workplace that gives employees choice and control of where and how they work</li> </ul> <p>Erindale Park Washroom Building</p> <ul style="list-style-type: none"> <li>• Includes 2 accessible washrooms and one universal washroom</li> </ul>
--	--	--	--	---

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<ul style="list-style-type: none"> <li>• Water bottle filling station</li> </ul> <p>Civic Centre</p> <ul style="list-style-type: none"> <li>• Accessibility entrance upgrades including doors</li> </ul> <p>Rivergrove Community Centre</p> <ul style="list-style-type: none"> <li>• New automatic doors</li> </ul> <p>City Centre Transit Terminal</p> <ul style="list-style-type: none"> <li>• New sliding doors at the terminal platform</li> <li>• Elevator upgrades</li> <li>• Escalator replacement</li> </ul> <p>Burnhamthorpe Community Centre</p> <ul style="list-style-type: none"> <li>• Elevator/Lift Replacement</li> </ul> <p>Huron Park Recreation Centre</p> <ul style="list-style-type: none"> <li>• Elevator/Lift Replacement</li> </ul> <p>Hershey Centre – Main Arena</p> <ul style="list-style-type: none"> <li>• Dashboard replacement to accommodate sledge hockey</li> </ul> <p>Churchill Meadows Community Centre and Park at Ninth Line (North of Erin Centre Dr.)</p> <ul style="list-style-type: none"> <li>• An all season sports park, community centre and pool will start construction in Fall 2017 with completion in 2020.</li> </ul> <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 44.</p>
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Transportation and Infrastructure Planning	The programming of sidewalks is led by the City of Mississauga’s Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay’s Service Development Team in support of transit accessibility. The timing of this work is

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

			<p>Division, Active Transporta- tion</p> <p>Transporta- tion and Works</p>	<p>subject to the priority schedules set by the Transportation &amp; Infrastructure Planning division, budget availability and the City of Mississauga Council approval.</p> <p>In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.</p>
<p>Affordable Housing Program</p>	<p>Work on the Affordable Housing Program (AHP) was completed in 2016 and includes:</p> <ul style="list-style-type: none"> <li>• <b>Strategic Framework and Work Plan:</b> set the parameters, identified the studies to be undertaken and established the timelines for the AHP</li> <li>• <b>Housing Affordability Advisory Panel:</b> panel of experts to provide advice on the research and directions for the AHP</li> <li>• <b>Housing Gap Assessment:</b> The goal of this study was to present a high level analysis to better understand the current gap between housing demand and housing supply. This analysis shows that there are about 30,000 households in Mississauga who are facing a housing supply or affordability gap.</li> </ul>	<p>2011-2017</p>	<p>Planning &amp; Building, Policy Planning Division, Planner</p>	<p>The Affordable Housing Strategy will be completed by Spring 2017.</p> <p>Once approved staff will continue to implement the actions for the Affordable Housing Strategy.</p> <p>Click on the link for more information on the <a href="#">affordable housing program</a>.</p> <p>Click on the link for more information on <a href="#">registration of second units</a>.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<ul style="list-style-type: none"> <li>• <b>Municipal Best Practices:</b> The Municipal Best Practices Report is an environmental scan of a range of regulatory, land-based and financial tools available to municipalities to encourage the development of affordable housing. It presented a list of 30 tools that are widely used and the most applicable in a municipal context in Ontario.</li>   <li>• <b>Public Land for Housing First:</b> Examines best practices with respect to the use of public land for affordable housing and concludes with recommendation to amend the City's Corporate policies for the City's surplus lands</li>   <li>• <b>Preservation of Rental Housing:</b> Examines the market context and challenges in relation to rental housing in Mississauga and concludes with a recommendation to establish strong policies to protect rental housing and a by-law for the conversion and demolition of rental units in the City.</li>   <li>• <b>Understanding the Cost of Incentives:</b> An analysis of residential development for varying levels of affordability, tenure, building types and market locations was used to illustrate the financial gap between an affordable and market development. The study</li> </ul>			
--	---	--	--	--

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<p>found the market is unlikely to create new affordable ownership or rental housing without external financial assistance</p> <p>Second units are required to be registered as of June 2016. Mississauga repealed the Second Unit Licensing By-law and replaced it with the Second Units Registration By-law.</p>			
<p>Recreational Trails (IASR, 80.8-80.13)</p>	<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 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>New trails must include trail head signage with the following information:</p> <ul style="list-style-type: none"> <li>• Length of the trail</li> <li>• Type of surface</li> <li>• Average and minimum trail width</li> <li>• Average and maximum running slope and cross slope</li> <li>• Location of amenities</li> </ul>	<p>2016</p>	<p>Park Development Parks and Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>In 2016, the following trails received paving and reconstruction (approx. total length – 4,430m):</p> <ul style="list-style-type: none"> <li>○ Derry Greenway – 240m</li> <li>○ Huron Park – 100m</li> <li>○ Avonlea Park – 90m</li> <li>○ Willowvale Fields – 760m</li> <li>○ Deer Run Park – 150m</li> <li>○ Deer Wood Park – 650m</li> <li>○ Allison’s Park – 440m</li> <li>○ Churchill Meadows – 1,510m</li> <li>○ Osprey Marsh – 490m</li> </ul> <p>New Trail Construction for 2016 (approx. length 1,140m):</p> <ul style="list-style-type: none"> <li>○ Danville Park – 750m</li> <li>○ Union Park – 300m</li> <li>○ Huron Park – 90m</li> </ul> <p>Credit Valley Conservation Authority has been conducting Trail Assessments covering:</p> <ul style="list-style-type: none"> <li>• Length of the trail</li> <li>• Type of surface</li> <li>• Average and minimum trail width</li> <li>• Average and maximum running slope and cross slope</li> </ul> <p>Signage requirements for CVC Trails will be implemented in 2017.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<p>The City of Mississauga's Parks Signage Standards Manual includes reference to accessibility standards.</p> <p>In 2016 Parks Development and Parks Operations commenced development of a sign implementation plan to install new signs and replace all existing signs within our parks.</p> <p>Several locations were used as pilot sites including:</p> <ul style="list-style-type: none"> <li>• Union Park (newly developed park)</li> <li>• Paul Coffey Park (formally Wildwood Park)</li> <li>• Malton Village Park</li> </ul> <p>Additional work will continue with the plan being finalized in 2017.</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 2017. Extended picnic table tops were the first phase of the program. Parks Operations will be converting more tables with a higher level of accessibility, as Phase 2 of the program.</p> <p>The City's Picnic Parks <a href="#">City's Picnic Parks 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>Integrated play experiences/ <b>playgrounds</b> for children and caregivers. (IASR, 80.18-80.20)</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) 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>	2016 Ongoing	<p>Park Development Parks and Forestry, Community Services</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 2017)</li> <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 - 2021</li> <li>• Jaycee Park (in development, Canada 150 Funding) - 2017</li> <li>• River Grove (in design) – 2017</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<p>Consult with AAC on inclusive playgrounds.</p>		<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:</p> <ul style="list-style-type: none"> <li>• transfer platforms to assist with transferring to a variety of ground-level play experiences,</li> <li>• spring toys with backrests,</li> <li>• crawl tubes with handholds,</li> <li>• slides with tactile features and</li> <li>• sand pits (where feasible)</li> <li>• accessible swing</li> <li>• ground level play elements</li> <li>• accessible play surfaces</li> <li>• accessible seating and benches</li> <li>• a paved access route will be included in neighbourhood parks in conjunction with the existing park pathway.</li> </ul> <p><b>The following 18 playgrounds received improvements to accessibility in 2016:</b></p> <ul style="list-style-type: none"> <li>• Castlegreen Meadows</li> <li>• Frank Dowling Park</li> <li>• Fallingbrook Community Park</li> <li>• Woodeden Park</li> <li>• Garnetwood Park</li> <li>• Cordingley Park</li> <li>• Johnny Bower Park</li> <li>• Birchwood Park</li> </ul>
--	---	--	---

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

				<ul style="list-style-type: none"> <li>• Birch Glen Park</li> <li>• Iroquois Flats</li> <li>• Stillmeadow Park</li> <li>• Laughton Heights</li> <li>• Westwood Park</li> <li>• Westacres Park</li> <li>• Aquinas Park</li> <li>• Lake Wabukayne Park</li> <li>• Churchill Meadows Community Common (north playground)</li> <li>• Mississauga-Meadowvale Rotary Park – in collaboration with Mississauga-Meadowvale Rotary Club.</li> </ul> <p>The City was successful in receiving funding for some of the above playground projects through the Enabling Accessibility Fund and Canada 150 Community Infrastructure Program.</p> <p>Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Planning. For example, by request, an accessible swing was installed at Hawthorne Valley Park in May 2016.</p>
<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>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p>	<p>2016</p>	<p>Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works</p>	<p>A presentation/update was provided at the November 2016 AAC Meeting regarding the installation of tactile warning plates at intersections.</p> <p>Progress Report:</p> <ul style="list-style-type: none"> <li>• A group of staff has been assigned to lead the program from Active Transportation, Transportation &amp; Works</li> <li>• A Communication Plan for T&amp;W staff has been completed. All staff responsible for construction and maintenance have received the orientation</li> <li>• The Sidewalk and Walkway Policy is being updated</li> <li>• In 2016, the AODA Compliance Program was initiated. All 2016 public realm tenders include requirements for tactile plates.</li> </ul>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

	<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>			<ul style="list-style-type: none"> <li>In 2017, the City will receive \$4 million in Public Transit Infrastructure Fund (PTIF) monies from the Federal Government to install tactile plates in high pedestrian locations throughout the City. 150-200 intersections are targeted for 2017 implementation. The priorities were established along major transit routes and at major transit terminals.</li> </ul> <p>The City of Mississauga's Transportation and Public Works Department has developed new Standard Drawings to provide direction on the installation of tactile plates throughout the City.</p> <p>The Facility Accessibility Design Subcommittee of the AAC reviews City trail/multi-use trail projects.</p>
<p>Install <b>Accessible/Audible Traffic Signals</b> according to Design of Public Spaces Standard. (IASR, 80.28)</p>	<p>Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.</p> <p>Specific requests for accessible pedestrian signals from the Canadian National Institute for the Blind (CNIB) are also considered for installation.</p>	2016	Works Operations and Maintenance Division, Transportation and Works	<p>In 2016, 8 intersections were outfitted with Accessible Pedestrian Signals. This brings the total to 38 intersections under the City of Mississauga's jurisdiction.</p> <p>Note: the Region of Peel has been installing audible pedestrian signals as well. The Region is responsible for crossings on regional roads.</p> <p>The process for making a request for an APS is to contact the CNIB through Harpal kaur, Orientation and Mobility Specialist <a href="mailto:harpal.kaur@cnib.ca">harpal.kaur@cnib.ca</a>. The CNIB will assess whether or not these locations are suitable for an APS and will educate the resident on how to use the crossings, once the signals are installed. The CNIB will recommend to the City which intersection(s) should be done. Then the City (Traffic Signals section) will add it to their list and determine if there is funding available to do this or make a request for funding.</p>
<p>Implement requirements for <b>Accessible parking</b>. (IASR,</p>	<p>Review accessible parking requirements provided by the Province (including requirement for van accessible signage).</p>	2016	Development and Design Division, Planning &	<p>Developed an Action Plan to meet the requirements under the IASR, AODA and to make further improvements with regards to accessible parking.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

80.32-80.39)	<p>Revise Zoning By-Law and Accessible Parking By-law to match new legislation.</p> <p>Amend the Traffic By Law.</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>		<p>Building Enforcement Division; Transportation and Infrastructure Planning Division; Works, Operations and Maintenance Division, Transportation and Works</p> <p>Legal Services</p> <p>Working together with Accessibility Planning, FPM</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>The Accessible Parking By Law #10-2016 was amended and was approved by Council in January 2016. It was effective March 1, 2016.</p> <p>The City's <a href="#">Facility Accessibility Design Standards</a> has incorporated the new accessible parking requirements (p. 68).</p> <p>Planning &amp; Building created an Accessible Parking Sign Detail to guide site plan applicant clients in response to the new Accessible Parking By-law.</p>
Implement requirements for accessible <b>service counters</b> , fixed queuing lines and waiting areas for indoor and outdoor	Ensure compliance in new construction and renovations	2016	Space Planning, Facilities and Property Management Corporate Services	<p>The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.</p> <p>For example, Meadowvale Community Centre and Library installed lowered counters.</p>

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

environments. (IASR, 80.40)				
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 Accessible Customer Service Standards. These procedures are outlined in the Accessibility Policy.  Traffic signal maintenance is described on p. 56 of the <a href="#">Mississauga Road Safety Handbook</a> .  Transportation and Works repaints accessible parking markings as part of scheduled maintenance.

### 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 2016 to assist not only persons with disabilities but everyone!

#### Customer Service

1. With money donated by the Community Foundation of Mississauga, The Riverwood Conservancy has purchased two all-terrain wheelchairs (one small, one large) to be used in their Education and Special Needs programs to allow people of all abilities to access the Riverwood trails and the Enabling Garden.
2. The [Driveway Windrow Snow Clearing Program](#) is for older adults 65+ and people with disabilities. For some eligible residents, the service is free, for others there is a \$200 fee. There are 150 residents registered for the 2016-17 season.
3. Summer Recreation Inclusion Support Program:
  - The Summer Inclusion Team employed 12 facilitators/support workers who supported 29 participants over the course of the summer.
  - 513 camp registrations included a child who identified as having a disability.
  - 157 families were involved and supported by the Inclusion Team.
  - Over 100 recreation plans were created to support children with disabilities in camps to ensure they had a successful experience.

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

## Employment

1. City of Mississauga staff, Karen Stock-MacDonald, Business Innovation Coach and Shawn Matheson, Assistant Chief, Mississauga Fire and Emergency Services received the International Association of Facilitator's 2016 Facilitation Impact Award's Silver Award for the Mental Health Strategy for Mississauga Fire and Emergency Services (MFES). The Shared Vision for a mentally healthy workplace for MFES will help eliminate the stigma of mental health and provide access to resources and support services for workers. The project team consisted of a cross-section of City staff from MFES, Human Resources, health providers and experts. Other project outcomes include
  - making the discussion of mental health a normal part of the work environment
  - achieving compliance with Provincial Psychological Health and Safety Standards, and
  - contributing to the City's goal of fostering a healthy, safe, inclusive and respectful Workplace.
2. Mississauga hosted Ontario's first Road to Mental Readiness Training. Targeted at firefighters, the Road to Mental Readiness (R2MR) training program addresses stigmas and identifies the signs and symptoms of occupational stress injuries. The course gives firefighters the tools they need to recognize a potential issue in themselves and others, with the goal being to improve short-term performance and long-term mental health outcomes. A primary course and Train the Trainer courses were initially offered to firefighters across the province early in the year. Mississauga Fire Fighters have been taking this training throughout 2016. It will take until the end of March 2017 for all Mississauga Fire Fighters to be trained.
3. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. For example sessions titled: "Creating Balance in Your Life", "Living Well With Stress", "Welcoming Change in Your Life" and "Road To Mental Readiness" were some of the sessions held
4. In addition to group ergonomic presentations, over 124 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
5. Through the **SWEP** (Summer Work Experience Program), for adults with developmental disabilities, the City hired 6 volunteers who completed a total of 180 hours during the two, 4 week sessions in July and August. This partnership program with Community Living Mississauga (CLM) and parks had the volunteers providing park maintenance such as plant care, splash pad maintenance), litter collection and other duties.
6. Accessibility Planning assisted a High School Co-op student who uses an electric wheelchair to conduct facility accessibility audits. The student assessed buildings and areas around his home including: Gordon Graydon Memorial Secondary School, Dixie Outlet Mall, Ogden Bridge, and Applewood Plaza Shopper's Drug Mart.

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

7. The **Volunteer Inclusion Project** had 9 Gordon Graydon Secondary School volunteers with developmental disabilities attend the City Wide Volunteer Training Session on December 5<sup>th</sup>, 2016. 10 volunteers completed a total of 259 volunteer hours during Winter and March Break 2016. Volunteers assisted with cleaning and tidying up areas and other related duties.

Four students with developmental disabilities from St Martins Secondary School volunteered at Huron Park Recreation Centre to assist with cleaning tasks with teacher support. They completed 108.5 hours in 2016.

One group of 5-6 Community Living Mississauga volunteers come in with support staff to perform cleaning tasks every one or two weeks for about an hour at Meadowvale Four Rinks. One volunteer comes with a support staff person to assist at the Civic Fitness Centre.

8. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 430 participants with approximately 45 booths. The focus of the 2016 event was "Connect to Health", encouraging staff to use technology to help them achieve their wellness goals. Some of the booths included: Canadian National Institute for the Blind, Alzheimer Society Peel, Canadian Mental Health Association/Peel Branch, the City's Employee Assistance Provider - Morneau Shepell, Asthma Society of Canada, and Big Brothers, Big Sisters of Peel.

## Transportation

1. A TransHelp pick-up location was added to the west entrance of the Central Library for the Library and Celebration Square.
2. MiWay continues to install new rear concrete bus pads throughout the City to make access to transit more convenient and accessible.
3. In 2016, MiWay installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pads extensions.
4. MiWay's policy is that no new stop is to be installed without a concrete bus pad. Should a bus stop be required and a concrete pad is not feasible (due to timing, weather, etc.), MiWay installs a rubber mat bus pad which acts as a hard surface for customers to board/exit onto. These rubber mats are suitable for a long period of time and is also suitable for the winter months (snow removal). (Note: rubber mats are only installed in an emergency situation where a bus stop is required and the wait time for a concrete pad is unreasonable).
5. MiWay has made improvements to its alert system by issuing real time alerts to customers on service disruptions. Customers are advised of cancellations, detours, and/or delays that are specific to routes. Such details on service disruptions are posted on MiWay's website and mobile app.

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

## Built Environment

1. GoHere Washroom Finder App:  
People with Cohn's and Colitis as well as those with other health concerns may need to locate washrooms in a hurry.

Mississauga is the first city in Ontario to partner on the GoHere washroom finder app. Every public washroom in the city has been added, and can be easily located on the app. Thanks to the City's Accessibility Advisory Committee for recommending that Council find a way to make the washrooms more accessible to find. Download the [GoHere Washroom Finder App](#) today.

2. Approval was provided for Stop Gap portable ramps at businesses in Streetsville and Port Credit.



Stop Gap Portable Ramp

3. The Riverwood Conservancy Enabling Garden won the North America-wide National Garden Bureau Healing Gardens competition and with this grant money is developing a new Sensory Trail adjacent to the Enabling Garden for children with vision loss and sensory processing challenges. It is scheduled to open in the spring of 2017.
4. Lake Aquitaine Outdoor Fitness Equipment And Surfacing Replacement Project resulted in the:
  - Replacement of 2 fitness stations
  - Installation of rubber tile surfacing

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

5. These parks received accessible outdoor fitness equipment with accessible instructions including access using QR Codes.
  - Cordingley P-364 (Ward 10)
  - Johnny Bower P-365 (Ward 10)
  - Birchwood P-137 (Ward 2)
  - Birch Glen P-099 (Ward 2)
  - Iroquois Flats P-133 (Ward 7)
  - Stillmeadow P-082 (Ward 7)
  - Laughton Heights P-047 (Ward 1)
  - Westwood P-052 (Ward 5)
6. Park Development and Park Operations continue to add arm rests to standard park benches. A program is in place to add benches along trails every 90m.

## Other Successes

1. Rabia Khedr, Citizen Member, and past Chairperson of the Mississauga Accessibility Advisory Committee has been appointed as one of the five new Ontario Human Rights Commissioners.
2. Carol-Ann Chafe, Chairperson of the Mississauga Accessibility Advisory Committee received the “Robert Pearson Guiding Star Award” at the 2016 Connect 4 Life Gala Event. This award is given to a company that has mentored Connect 4 Life to develop and enhance their educational programs and services for persons with disabilities.
3. Hired an Accessibility Specialist in 2016, a new position to the City of Mississauga’s Accessibility Planning program.
4. City of Mississauga Council passed a resolution to “stress to the Government of Ontario and the Ministry of Child and Youth Services the immediate need to reinstate adequate funding for children in need of IBI (Intensive behavior Intervention) Therapy regardless of age”, for children who have Autism Spectrum Disorder. This was done following a presentation at Council on May 25, 2016.
5. Mississauga’s Mayor, Bonnie Crombie has signed a declaration for the Rick Hansen Foundation’s vision of a Canada with no barriers.
6. The City’s website provides a [Guide and Requirements for Hosting Festivals and Events](#). This guide includes information about how to make your event accessible.

# City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

7. In February 2016, Mississauga Council approved more than \$3 million in funding for community culture, festivals, recreation, sport and environment programs. Under the Recreation and Sport Grant Program some of the organizations receiving funding include: Square One Older Adult Centre; Volunteer Mississauga Brampton Caledon, Nexus Youth Services and The Riverwood Conservancy. Among the groups receiving annual contributions were: Applewood Centre for Adult Learning and Cruisers Sports for people with physical disabilities.
8. The Community Safety Model (Recreation) resulted in successfully connecting residents to mental health services. In addition, Recreation Services offers a barrier free shower pass program to persons who may be experiencing homelessness and Library Services provides a barrier free library card to individuals who may not have a fixed address and identification.
9. 12 additional sport wheelchairs were purchased in 2016 for use in Recreation sport programs
10. Summer Coordinators & Senior Staff received training on Wheelchair Basketball, Sledge Hockey and Sitting Volleyball
11. Sledges are available for use in the TML (Toronto Maple Leafs Fundamentals program to ensure every child is able to participate. Additional Sledge Hockey protective equipment was purchased.
12. Summer Recreation Camp programs made use of the ParaSport equipment, including:
  - 12 gym sledges, sitting volleyball net and equipment, goal ball equipment, bocce ball and apparatus and 12 sport wheelchairs were circulated to different community centres this summer. This allowed children to be exposed to the sports of wheelchair basketball and sledge hockey and other adapted programming.
  - Over the summer, various sites had access to equipment 81 times.
  - Approximately, 568 children were exposed to the equipment this summer.
  - Children were able to try out the equipment and see the benefits of ensuring that everyone can be included in all activities

## 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 Accessibility Vision will be realized by:

City of Mississauga  
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

- Meeting or exceeding timelines of legislation
- Providing mobility for everyone
- Retrofitting older buildings, parks and trails
- Making accessibility a design priority
- Providing accessible information
- Creating awareness
- Dedicated funding
- Persons with disabilities being well represented

The strategies listed below were developed to 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.

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.