

2013-2017

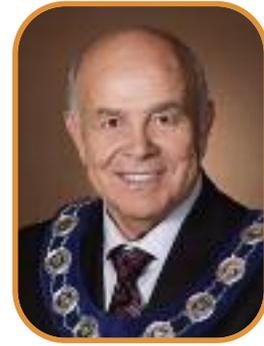
Multi-Year ACCESSIBILITY PLAN





Message from

Regional Chair



On behalf of Peel Regional Council, I am pleased to present the 2013-2017 Multi-Year Accessibility Plan. The Region of Peel is committed to providing high-quality, accessible programs and services to our residents and visitors with disabilities. Our community's accessibility needs are at the core of every decision we make. Our focus is to ensure that every member of our community has a positive experience every time they access a Regional service.

The Accessibility Advisory Committee and Regional employees have been diligently working on a visioning exercise to strengthen the process and direction for accessibility initiatives. This process has focused the Region of Peel Accessibility Planning vision and strategy. Our current vision for Accessibility Planning at the Region of Peel is that:

“The Region of Peel will be a place of universal understanding and acceptance of all by all; where people of all abilities can access what they need in the way they need it.”

I thank all members of the Accessibility Advisory Committee, the Regional Accessibility Planning team, and Regional employees that continue to improve accessibility of customer service, programs and facilities.

A handwritten signature in black ink that reads "Emil Kolb". The signature is written in a cursive style.

Emil Kolb

Regional Chair and CEO

Message from the

Region of Peel Accessibility Advisory Committee (AAC)

I am proud to lead the Region's AAC. The AAC members are committed to applying the principles of inclusiveness and integration in reviewing Regional projects and supporting various initiatives. We continue to work as strong advocates to improve accessibility in Regional services, programs and facilities.

The AAC has supported several accessibility initiatives aimed at creating a welcoming and accessible community that allows all members to engage and participate, and also assist the Region in meeting its legislative requirements.

We envision and strive to build a just and accessible society that allows meaningful opportunities for people of all abilities. In order to achieve this vision, it is important for us to support the Region in its effort to become compliant with accessibility legislation.

We have enjoyed providing leadership and expertise on accessibility issues. The Committee has made great strides in addressing accessibility in Peel and we look forward to working with the community and stakeholders in the future.

On behalf of the AAC, I would like to extend our appreciation to the Accessibility Planning Program team for supporting our work and collaborating with us to address the areas that impact Peel residents with disabilities and their families.



William Goursky

Region of Peel AAC Chair

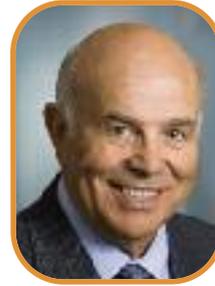
Accessibility Advisory Committee



William Goursky
Committee Chair



Naz Husain
Vice-Chair



Emil Kolb
Regional Chair



Harvinder Bajwa
Citizen Member



Glenn Barnes
Citizen Member



Raj Chopra
Citizen Member



Dely Farrace
Citizen Member



Chris Fonseca
Councillor (2012-2014)



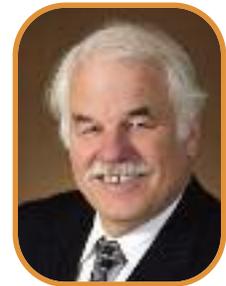
Sandra Hames
Councillor



Nando Iannicca
Councillor (2010-2012)



Maria Parker
Citizen Member



Richard Paterak
Councillor



Maureen Tymkow
Citizen Member

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2013-2017 Multi-Year Accessibility Plan (the Plan)

Introduction

This is the first Region of Peel Multi-Year Accessibility Plan. The Plan was developed to comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*. The Plan is endorsed by the AAC and approved by Regional Council and will be submitted to the Province of Ontario in accordance with the municipal reporting requirements of the AODA.

Currently there are two accessibility legislations in Ontario. The *Accessibility for Ontarians with Disability Act, 2005 (AODA)* and the *Ontarians with Disability Act, 2001 (ODA)*. Both legislations aim to improve accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities. The AODA applies to all public and private sector organizations in Ontario.

The Integrated Accessibility Standards Regulation (IASR) also known as Ontario Regulation 191/11 which is an amendment to the AODA creates a shift from preparing annual accessibility plans to the creation of a multi-year accessibility plan.

Under the AODA, the Region is required to establish, maintain and document a Multi-Year Plan that outlines the Region's strategies to identify, remove and prevent accessibility barriers. The Plan must also document how the Region has met or intends to meet the requirements of the IASR. The Region must prepare its first Multi-Year Accessibility Plan by January 1, 2013. Going forward the Region of Peel will be required review and update this plan once every five years and prepare an annual status report on the progress of measures taken to implement the strategies outlined in the Plan.

Multi-Year Accessibility Plan (the Plan) Development

The 2013-2017 Multi-Year Accessibility Plan reflects the continued dedication of the Region of Peel in meeting its commitment to create accessible Regional programs, services, and a workplace that ensures full participation of individuals with disabilities.

The Plan includes a compilation of departmental accessibility plans which highlight the services Regional departments provide and outline the department's commitment to accessibility. The departmental plans also outline the department's accessibility accomplishments to-date and future accessibility initiatives in two sections titled "Looking Back" and "Going Forward". The "Looking Back" section outlines the accessibility barriers that have been identified and the methods that have been utilized to remove these barriers for persons with disabilities. The "Going Forward" section outlines the activities that departments will undertake to remove barriers for persons with disabilities going forward and improve the accessibility of their programs and services.

The information reported by the departments are divided into six themes. These themes were developed in consultation with the Accessibility Advisory Committee. The purpose of these six themes was to provide an accessibility framework for departments to report their accessibility accomplishments and planned initiatives.

1. **Helping People Live Independently:** the activities reported under this theme illustrate how various Regional departments are creating barrier-free communities in Peel to assist people with disabilities to live independently in safe and accessible neighbourhoods of their choice.

2. **Making Regional Services More Accessible:** All activities reported under this theme illustrate how various Regional departments are providing services, programs and facilities that are accessible for people with a full range of disabilities so that Region services are welcoming and inclusive.
3. **Changing Attitudes and Raising Awareness:** The activities reported under this theme illustrate how various Regional departments are working on changing attitudes and raising awareness by breaking down the invisible barriers people with disabilities face.
4. **Making it Easier to Move Around the Region:** The activities reported under this theme illustrate how various Regional departments are providing services that will allow people in the community to participate in typical everyday activities. For example, providing accessible travel choices, improvements to accessibility to the transportation system and pedestrian networks and roadways.
5. **Making it Easier to Participate in Regional Government:** The activities reported under this theme illustrate how Regional departments are making it easier for people with disabilities to participate in Regional government.
6. **Helping/Assisting Regional Staff Work Independently:** The activities reported under this theme illustrate how various Regional divisions are providing necessary resources and work accommodations for Regional staff with disabilities to work independently.

The departmental plans are located in Appendix I of this plan.

Accessibility Vision

For many years, the Region of Peel's vision has been committed to building an inclusive community for all including those with a disability. The Region continues to be a leader in developing accessible programs and services with the advice of the Accessibility Advisory Committee and the expertise of the Regional Accessibility Planning Program (APP) staff.

Accessibility means much more than people getting through the front door or receiving special disability services. In the Region of Peel we remain committed to providing inclusive and integrated services. We want to ensure that all our customers have a positive customer service experience. We continue to improve accessibility of facilities, programs and services. We firmly believe that navigating easily in to and around buildings and offices, accessing services and information in an appropriate format, and working in an accommodating environment are important parts of accessibility and they benefit everyone not just people with disabilities.

Accessibility Planning Program (APP)

The Region of Peel Accessibility Planning Program (APP) co-ordinated by the Accessibility Planning Specialist currently forms part of the Clerk's division within the Corporate Services department.

The program's primary objective is to ensure that Regional services, programs and facilities continue to become more inclusive and accessible for persons with disabilities. The Accessibility Planning program works actively and collaboratively with all Regional departments and the AAC to accomplish this objective.

The APP staff delivers several services including, but not limited to:

- Supporting the AAC;
- Preparing and Implementing Accessibility Plans to meet the AODA requirements and monitoring the progress of the Plans in collaboration with the AAC and Regional departments;

- Developing policies and strategies to ensure the Region's compliance with the requirements of the AODA and the ODA;
- Assisting departmental staff to identify and address accessibility barriers within the Region of Peel's facilities, programs, and services;

Accessibility Advisory Committee (AAC)

The AAC is a Council-appointed statutory Committee. Its mandate is to advise Council to make Regional programs, services and facilities inclusive and more accessible.

The AAC plays an important role in the Region's continued efforts to remove barriers for people with disabilities. In December 2010, the current membership of the AAC started its four year term parallel to the four year term of Regional Council. The Committee membership includes Regional Council members as well as citizen volunteers from Caledon, Brampton and Mississauga. The AAC has been an integral part of the accessibility planning process in Peel. Since their appointment, members of the AAC remain very engaged in accessibility planning and participated in a number of public education and awareness activities. For example, members of the AAC:

- Participated in a facilitated Visioning Exercise to develop a refreshed accessibility vision for the Region and the AAC;
- Advised the Region in the development of the Region of Peel's 2013-2017 Multi-Year Accessibility Plan;
- Delivered educational training sessions to Regional staff in collaboration with APP staff;
- Hosted staff educational activities during the National Access Awareness Week (2011 and 2012) and distributed annual Accessibility Awards to acknowledge exemplary efforts of Regional staff in providing customer service or considering accessibility within their programs, projects and/or service delivery;
- Hosted an all day public outreach and education initiative by reaching out to the private sector in Peel to assist them with their

efforts to comply with the AODA and to commemorate the UN International Day of Persons with Disabilities (IDPD) in Peel;

- Presented a leadership award to Ontario's Lt. Governor Hon. David Onley to recognize his life long commitment to accessibility;
- Participated in the annual Peel Children's Water Festival (PCWF);
- Audited the Peel Children's Water Festival and the Peel United Way Walk, Run and Roll event to ensure both events were inclusive and accessible for participants with disabilities;
- Reviewed Regional site plans and drawings to ensure site plans complied with AODA regulations;
- Promoted accessibility by reviewing programs delivered by the Region and audited Regional facilities;
- Assisted Accessibility Planning Program in educating Regional departments and stakeholder groups through accessibility presentations aimed at improving Regional staff AODA knowledge;
- Disseminated accessibility information at various resource fairs and community events.

Statement of Organizational Commitment to Accessibility

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

- respects their dignity and independence and is sensitive to their individual needs;
- ensures reasonable efforts are made to ensure that service outcome is the same for persons with disabilities as well as those without disabilities; and
- allows persons with disabilities to benefit from the same services as those without disabilities, in the same location and in a timely and similar manner considering the nature of the service and accommodations required.

Region of Peel AODA Compliance Report

The goal of the AODA which is to make Ontario fully accessible by 2025 will be achieved through the implementation of mandatory accessibility standards in customer service, employment, information and communication and transportation.

The first AODA standard, the Customer Service Standard came into effect on January 1, 2008. The second standard, the Integrated Accessibility Standards Regulation (IASR), also known as Ontario Regulation 191/11, came into effect on July 1, 2011 and consolidated standards for information and communication, employment and transportation into one regulation.

Timelines for compliance with the IASR standards under the AODA legislation are staggered between 2012 and 2021 to allow organizations to integrate accessibility requirements into their regular business processes.

The Region of Peel has implemented several of the accessibility standards required by the AODA. These accomplishments are outlined in the “**Looking back**” section of this report. The Region has also developed strategies to ensure future implementation of the future AODA standards and these are outlined in the “**Going Forward**” section of this report. The future strategies will also assist the Regional departments in planning and forecasting resources needed to remove accessibility barriers for Ontarians with disabilities by 2025.

Customer Service Standards

The customer service standards sets out obligations requiring that the Region of Peel provide goods or services in a way that is accessible to people with disabilities. As a public sector entity, the Region of Peel had to comply with this regulation by January 1, 2010. Private and non-profit sector organizations were required to comply by January 1, 2012

Looking Back

- An accessibility standard for the customer service corporate project was commenced to ensure the Region's compliance with the customer service regulation.
- The Region created a Corporate Accessible Customer Service policy to define the principles of delivering accessible customer service. Procedures were also created to notify Regional employees and customers about the existence of the policy and the availability of the policy in alternative formats.
- A feedback and notification form was created and posted on the Regional website to seek customer feedback concerning services provided by the Region and also to notify the public of any service disruptions.
- An Accessible Customer Service Training module was developed and the training was made mandatory for all Regional employees.
- A compliance report was completed and submitted to the province on March 2010 outlining the Region's compliance with all of the requirements of the regulation.
- The customer service training is included on the new-hire checklist to ensure that all new employees in the Region including full time, part time, and contract staff, summer students and co-op interns complete this mandatory training.

Employment Standard

The Employment Standard requires the Region of Peel to integrate accessibility into existing employment processes by ensuring that the needs of employees with disabilities are considered throughout all stages of an employment life cycle. The standards also require the Region to assess its existing employment and recruitment processes and remove accessibility barriers to create a workplace that allows employees to reach their full potential. This standard further required that the Region ensure that all employees who require assistance in an emergency due to a disability can access existing workplace emergency response procedures without any barriers. The Employment Standards only apply to paid employees.

Looking Back

- Information regarding evacuation procedures are posted throughout Region of Peel buildings.
- Information regarding the building's fire and life safety systems, evacuation procedures, evacuation teams and persons requiring assistance protocol is available in the RPAM Department website.
- Staff are informed (via e-mail) annually of their building's evacuation procedures and persons requiring assistance notification protocol.
- The building's Evacuation Team (Wardens, Security and Maintenance staff) are trained annually on their duties and procedures which includes identifying and assisting persons requiring assistance.
- Floor Evacuation Teams meet semi annually and/or quarterly to review their duties and procedures and search pattern.
- Evacuation drills are conducted annually so the Evacuation Team and staff are aware of the evacuation procedures.
- The Region's Facility Service's Fire and Life Safety Specialist conducts training for new Wardens and staff as required.

Going Forward

- The Region will determine whether applicants require accommodations when attending interviews and will provide accommodations suited to the needs of the individual.
- The Region is currently revising their disability accommodation policy to ensure that Regional employees are able to participate in their work without accessibility barriers.
- A communication strategy will be launched in early 2013, to communicate the revised policy and guidelines for Disability Accommodation to employees.
- Human Resources staff are currently updating other policies and guidelines to address staff accessibility needs.
- New employees who may require assistance will be identified upon hiring or through new hire orientation.

- Employees requiring accommodations will be identified upon their return to work from sick leave or other medical leave of absence.
- Workplace Emergency Response Information will be posted in Health and Safety bulletins throughout Regional buildings.
- Information regarding evacuation procedures and person requiring assistance protocols will be distributed more frequently to Regional employees.
- The Region of Peel will continue to assess its existing employment systems and address any gaps in meeting the compliance requirements of this standard.

Information and Communication Standard

The Information and Communications Standard outlines requirements for organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities. This standard also requires that the Region ensure that its emergency preparedness plans and public safety information is accessible and provided in alternate format or with communications supports upon request.

Looking Back

The Region of Peel Emergency Management Program conducted an assessment of its all processes and promotional materials to ensure compliance with the section 13 of the standard which came into effect on January 1, 2012. Some of the actions taken are listed below:

- An accessibility audit was conducted of program web pages and materials in collaboration with the Region of Peel AAC.
- All animated ad scrolling web based information was stopped by the January 1, 2012 deadline. A reformat of the website was conducted and the website now meets the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA well before its deadline requirement.

- All Word documents are prepared in Verdana 12 pt font and can be converted into a variety of formats to accommodate user preferences for different font styles and sizes and different background and font colours.
- If requested, materials can be read out loud to individuals or provided by e-mail, hard-copy, or CD.

The following materials were prepared in the Adobe Read Out Loud and Word Document formats:

- The Region of Peel Emergency Plan
- 12 month calendar
- The *Be Prepared to Assist in an Emergency – Assisting People with Disabilities* pamphlets
- Emergency Food Plan
- Your Personal and Family Emergency Preparedness Guide
- Infection and Prevention Control Tips
- Master Supply Checklist
- Shelter in Place Safety Tips
- Vehicle Emergency Kit (includes all 4 seasons)
- Winter Weather Safety Tips

Going Forward

- The Region will review its websites to ensure that it provides access to information and services from a user perspective and are accessible to users with different disabilities.
- The Region of Peel Emergency Plan, only available as a Word Document will be available in an Adobe Read Out Loud format.
- The Region will create a process to ensure that all publicly available materials and documents are available in alternate formats for persons with disabilities.
- The Region will continue to assess and plan initiatives that will allow us to meet user requests for information faster.

Transportation Standard

The Transportation Standard requires that the Region of Peel make its transportation services and vehicles accessible to people with disabilities. Accessible transportation services assist people with disabilities to live, work and participate in their communities. The Region provides accessible transportation and conventional transportation is delivered by the local municipalities. The Region is in compliance with all sections of the regulation that have come into effect.

Looking Back

- Developed emergency preparedness and response policies for all Region of Peel buses.
- Emergency plans for the Transhelp vehicles have been in existence since Transhelp began delivering service, over 30 years ago.
- Emergency plans were included as a critical component of the Transhelp Operator training program and manual.
- Staff can access documents through their Operator manual and standard operating procedures database. The manual is reviewed annually and as required.
- Transhelp's maintenance policies are in place to handle unforeseen problems regarding specialized transportation services. Operator manuals are provided in accessible formats upon request.
- Policies relating to transportation for visitors have been created and are available through the Peel website, users' manual and the Region's customer contact centre.
- Coordination of services currently occurs with Regional adjacent services. More reviews are currently being done as part of the Region's transportation master plan update.
- The Region provides training to their employees and contracted service providers.
- Support persons accompanying people with disabilities are not required to pay fares for specialized transportation services.
- Applications can be fast tracked to assist individuals requiring emergency or compassionate transportation.

- No trips are currently denied provided they are booked 24 hours in advance.

Going Forward

- The Region will work with local municipalities who provide conventional transportation services to achieve harmonization of all of the requirements under the legislation.
- Alternative formats will be developed to respond and receive feedback.
- The Region will update their policies and procedures to continue offering same day bookings for Transhelp rides.
- Service demand estimation and reduction of wait times for Transhelp service will continue to be addressed in the Region's transportation master plan.
- Transhelp eligibility criteria and eligibility appeals process will be reviewed as part of the Region's transportation master plan update and will be made available to the public.
- The Region's transportation master plan update will ensure that fares charged by the accessible transportation service are not higher than conventional transportation fares.
- Other requirements under this standard are currently being assessed and gaps in the existing procedures and provincial requirements are being documented to ensure compliance.

General Requirements of IASR Standards

The General requirements are those regulatory requirements under the IASR that apply across all three standards listed above. The Region of Peel is required to meet the following standards:

Multi-Year Accessibility Plans

Looking Back

- The Region of Peel has developed a multiyear plan, which outlines the Region's strategy to prevent and remove

accessibility barriers and to meet the requirements of the AODA.

- The plan will be available to the public, posted on the Region's website and made available in accessible formats upon request.

Going Forward

- The Region of Peel will maintain and implement the accessibility plan.
- An annual status report will be created to measure the progress of the Plan's implementation.
- Every five years the plan will be reviewed and updated.

Accessibility Policies

Going Forward

- The Region of Peel will establish a corporate accessibility policy that outlines how the Region will meet its obligations under the AODA by January 1, 2013.
- The accessibility policy will outline the rules the Region will put in place to support achieving its accessibility goals and will include a statement of organizational commitment to accessibility.
- This policy the Regional Accessible Customer Service Policy G0018 is incorporated within the new policy.

Procuring or Acquiring Goods, Services or Facilities

This requirement provides that the Region of Peel assess its existing procurement processes to ensure that it uses accessibility criteria and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so.

Looking Back

- An accessibility statement has been added to Regional purchasing forms.

Going Forward

- The purchasing training module required for staff with purchasing authority will include be modified to include a section on the AODA requirements for accessibility.

Training

The Region of Peel is required to provide training to employees on the AODA and the Human Rights Code as it pertains to persons with disabilities. The provincial compliance deadline for this section is January 1, 2014.

Going Forward

- The Region will maintain a record of the dates when training is provided and the number of individuals to whom it is provided.
- In 2013, appropriate stakeholders representing various departments will be engaged to develop and deliver the AODA training.

DEPARTMENTAL ACCESSIBILITY PLANS

- **CORPORATE SERVICES**
- **EMPLOYEE AND BUSINESS SERVICES**
- **HEALTH SERVICES**
- **HUMAN SERVICES**
- **PUBLIC WORKS**

Corporate Services Departmental Overview

Department Overview

The Corporate Services Department includes the Office of the Chief Financial Officer (CFO) and Commissioner of Corporate Services, Business Planning and Financial Support, Clerks, Corporate Finance, Internal Audit, Legal and Risk Management, Integrated Planning, and Information Management.

The CFO and Commissioner of Corporate Services oversees the Corporate Services department. The Business Planning and Financial Support division provides services in partnership with all programs by offering tools, guidance and education to help support their business and organizational objectives while protecting the overall organization's value. The Clerks division provides diverse support services including Legislative Services, Peel Regional Emergency Management (PREP) and Regulatory Compliance. These services range from providing effective secretariat and parliamentary services to Council and its Committees, to educating staff and residents on how to prepare and respond to an emergency, or to overseeing compliance with the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

The role of Corporate Finance is to engage in more strategic and long term financial planning. The Finance division is committed in providing high quality information to establish metrics and measures.

The internal Audit division helps to ensure that the organization identifies, reduces and manages risk in the programs and services offered by the Region of Peel.

The Legal and Risk Management Services division provides high quality responsive legal services to the Regional Corporation including Regional Council, its executives and officers and program managers and to related boards and agencies including Peel Living and the Peel Police Services Board.

The Integrated Planning division develops plans and policies to ensure the Region's growth and development is planned and managed to achieve a healthy sustainable Region for current and future generations.

The Information Management division is focused on the business processes and practices that strengthen the creation, use, dissemination and disposal of information.

Our Customers

Corporate Services customers include the local municipalities, residents and employees in the Region of Peel

Accessibility Statement

Corporate Services continues to strive for equality amongst staff, clients and customers. Accessibility standards are achieved and maintained at the facilities, training, and program level.

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently						
Policies pertaining to Housing did not have a clear emphasis on access to housing for persons with disabilities	Policy	All	Increased awareness of housing barriers for policy makers to provide new and inclusive policy direction	Regional Official Plan Amendment 23 was reviewed to identify areas where accessibility can be considered in housing using Peel universal accessibility guidelines	Policies added, adopted and approved	2011
Audio of Council Meetings was not fully accessible	Informational and Communicational	All	Council meetings will become accessible to all member of the public	Council meetings are televised and/or can be seen and/or heard on the 5 th floor or through Peel's internal internet Pathways		Completed

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible						
Emergency Management Program information disseminated through the website was not fully accessible	Informational	Sensory	Regional emergency preparedness plans and public safety information is accessible and upon request is available to public in alternate format or with communication supports	All Word Documents are prepared in Verdana 12 pt font and can be converted into a variety of formats to accommodate user preferences for different font styles, colour or size, upon request	Emergency and public safety information is available to all peel residents and visitors	2012

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Accessibility of online data	Informational	Physical	Reducing the need for residents to travel to Regional offices	Putting data online through the Peel Data Centre and Open Data portal allows residents to easily access data. In addition, data is machine readable with text to speech compatibility	Reduced trips to Regional offices for data requests	Completed

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Emergency Management Program Information disseminated through the website was inaccessible to people with vision disabilities	Informational	Sensory	Regional emergency preparedness plans and public safety information is accessible and upon request is available to public in alternate format or with communication supports	Accessibility audit of program web pages and materials was conducted in collaboration with the Region of Peel AAC. All animated and scrolling web based information was updated to meet the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level AA	Emergency and public safety information is available to all peel residents and visitors	2012

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Emergency Management Program information disseminated through the website was inaccessible to people with vision disabilities	Informational	Sensory	Regional emergency preparedness plans and public safety information is accessible and upon request is available to public in alternate format or with communication supports	Adobe Read Out Loud software is provided on the web pages that can be used with Adobe Reader using the Read Out Loud Function	Positive feedback from AAC members. Recipient of an AAC award	Emergency and public safety information is available to peel residents and visitors

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Making Regional Council reports available on-line to members of the public	Informational	Sensory	Making the reports more accessible to the public, especially those with disabilities	Report documents are downloaded and made accessible to online users	Number of times these reports have been accessed, especially by members of public (i.e., those with disabilities – could be determined via short online user survey	Fall 2010 – Spring 2012

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Promote various accessibility services provided by the Region of Peel	Information	All	Public will become aware of the services provided by the Region	Region of Peel Accessibility Advisory Committee, Accessibility Planning program, Accessible Transportation office and Human Services staff participate in Connections Information Fair annually and the Peel Children Water Festival Family Fun Day	Improved public awareness in regards to accessible services that are available in Peel	2011 and 2012

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Changing Attitudes and Raising Awareness						
Private Sector in Peel lacked knowledge of the AODA requirement -s and economic benefits of improving accessibility of services and products they offer	Attitudinal and Informational	All	Peel residents will benefit from the increased accessibility awareness among peel service providers and business operators	Accessibility Planning Program hosted a "Business Breakfast Symposium" in collaboration with the AAC, Indo-Canada, Mississauga and Brampton Chambers of Commerce, Mississauga Chinese Business Association, Scotia Bank, Hospitality Sector, Ontario government and Economic Development Offices	Peel business will continue to become more accessible and would meet the needs of the Peel residents with disabilities and businesses will benefit by having access to an increased customer base	2010

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Move Around in the Region of Peel						
Counter top at Clerk’s reception was not accessible	Physical	All	Full integration of staff and clients with disabilities	A portion of the countertop can now be lowered to adjust to different heights to accommodate staff and clients using mobility devices requiring access to the Clerk’s reception counter	Ease of access for all approaching Clerk’s reception desk to receive service	Completed 2012

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government						
Publications and maps were not fully accessible	Informational	Visual	All residents in Peel are able to read documents and maps that are produced	Majority of maps and documents issued through IPD and the Peel Data Centre are text to speech compatible	All residents can access Regional information without experiencing any barriers	Completed
Participating in Regional Workshops, Public Consultations, Groups and Committees.	Physical, Informational	All	Increase public participation and therefore awareness of Regional activities.	For all Peel Region Official Plan Review consultations booked meetings at facilities within the Region that have accessible features.	Attendance or greater participation of people with disabilities in Regional meetings	Completed

Looking Back Accessibility Accomplishments – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently						
Staff knowledge to organize accessible team meetings and create accessible information is limited	Informational , Physical	All	Increased staff knowledge and understanding to host inclusive and fully accessible events, invitations and brochures	An e-book was developed and specific training sessions were developed to improve accessibility knowledge of Regional staff by providing them with practical tools and tips	Improved staff accessibility knowledge to deliver accessible customer service and to organize inclusive events in Peel	One module of the e-book was completed and training to staff was delivered in June 2012

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Private Sector and businesses have very little knowledge of its obligations under the AODA	Information	All	Various services offered by the Peel business sector will meet the AODA requirements once the private sector knowledge is improved	AAC and Region to create improved alliance with Peel business sector and organizations serving them and continue to raise their awareness about the AODA and resources available to meet these requirements and acknowledge their accessibility efforts formal	Through the feed back received from the community; addition of accessibility criteria in the awards given out by private sector networks in Peel; Speaking engagements to meet with private sector networks regarding AODA standards	2013 – 2017

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible						
accessibility of documents within regional networks that store regional documents and records for staff need to be improved	Informational and Technological	Physical and sensory (low vision; e-readable; alternative formats)	Greater access to information by staff from the internal network	Support of accessible format and technology -improving access	Adoption of new technologies or upgrades of current technology that increase accessibility of information for staff of records and documents	Ongoing in the selection of records and information management solutions
Access to staff communication and information for people with low vision need to be improved	Informational	Sensory	Increase access to written and digital communication and information	Plans are in place to use recommended font size. Plans are underway to make accessible formatting available for all materials printed. Accessible formats (i.e. verbal, large print) continue to be provided upon request	Decreased requests for further clarification. The public are capable of accessing and utilizing information independently	Ongoing and will be completed by 2013

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Limited mobile access for regional networks	Technological (enabling more technology based solutions to access Regional Services)	Physical	Increase the range of mobile options for staff and residents to access information	Select new technologies or upgrades to technologies that provide more mobile access options	Achieve greater mobile access to the Regional network	Ongoing
An increased number of FOI requests are processed using the Regional template letter online which is not fully accessible	Information	sensory	Residents and/or businesses will have a clear understanding of how to initiate an FOI request and alternate formats are available upon requested	Regulatory Compliance will work with the web team to ensure AODA guidelines are met	Regulatory Compliance will be updating the content on the Freedom of Information (FOI) website and will ensure it meets AODA guidelines	December 2013

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
In- person FOI request processes for those who have accessibility needs to be improved	Communication	All	Every individual that has an FOI request will be served by the FOI coordinator to the best of their ability	Regulatory Compliance will develop a guideline on how to process an in-person FOI request for an individual with accessibility requirements that requires translation or communication alternatives	The guideline is referenced if and when needed	December 2013
FOI interim letter doesn't state that the documents can be obtained in alternate formats upon user's request	Information	Sensory	Those that require accessible formats to the document(s) will have access to them	The interim letter will have a statement advising that alternate formats can be available upon request	FOI requesters needing information in alternated format asks us to provide the document(s) in an alternate format	December 2013

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Municipalities have identified accessibility gaps in some sections of the Provincial Policy Statements (PPS)	Policies Informationa l	All	By ensuring that accessibility policies that are part of the Region of Peel Official Plan are also included in the PPS	Reviewing accessibility policies in the Provincial Policy Statement (PPS) and recent initiatives under AODA to ensure there is adequate policy direction for accessibility in the Region of Peel as part of the next 5 year ROP Official Plan review	We will be successful in our efforts if next PPS update will include our proposed amendments	2012 - 2013
Theme: Changing Attitudes and Raising Awareness						
Limited staff knowledge of their obligations under the new Integrated Accessibility Standards Regulation (IASR)	Information	All	Improve staff knowledge and understanding of the implications	Develop and deliver IASR training for Regional staff	Becoming fully compliant with the IASR requirements by various programs and services delivered by all divisions	2014

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Changing Attitudes and Raising Awareness						
Limited staff knowledge to organize accessible meetings and create information brochures and invitations that are inclusive and welcoming	Informational, Attitudinal, Physical	All	Improved customer service to clients, staff and the public with disabilities	Through training sessions continue to promote knowledge of Regional staff. Hold meetings and courses in accessible spaces and upon request, provide materials in alternate formats	Include accessibility question in course evaluation forms to gather response and comments to meetings the needs of the participants	Ongoing
Theme: Making It Easier to Move Around the Region of Peel						
The step behind the Regional Chair's seat in the Council Chamber needs hand rail	Architectural	Mobility	Safety and independence of individuals with limited mobility will be improved when accessing council chambers	Facilities staff is investigating the installation of a hand rail behind the Regional Chair's seat. Architect must review	Greater safety and independence for people with physical disabilities to move when chairing a meeting	Completed by 2013, if possible

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Making it Easier to Participate in Regional Government						
Some individuals with disabilities may be excluded from participating in the Regional official plan review consultations	All	All	Increased opportunities for people with disabilities to participate in Regional meetings and consultations	Implement the Corporate accessible meeting guidelines. Apply these guidelines during Regional Official Plan review sessions and other public consultation engagements to ensure that all future public meetings and consultations are booked in meeting rooms and facilities that are accessible and information distributed is also accessible	Greater participation of people with disabilities in Regional meetings	2013

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Making it Easier to Participate in Regional Government continued...						
Some Council and Committee documents may not be fully accessible and are posted on the Regional website	All	All	Easier access to Council and Committee documents will ensure all residents can participate	Council and Committee documents will be posted to the web as full-text searchable documents. This enables screen readers to read the documents. Website redesign	Greater participation of people with disabilities	A ongoing initiative commencing in the Spring of 2013.
Theme: Helping/Assisting Regional Staff Work Independently						
Lack of training material and resources to educate and allow staff to independently provide accessible services, specifically organizing accessible meetings and events	Policy/ Practice	All	Providing an 'E-Book' for staff to reference will provide them with the tools and information they need to ensure they're meetings and documents are accessible for all	Development and publication of an electronic book (e-book) for staff to reference to learn how to organize accessible meetings and events. This book will continue to grow to include topics such as creating accessible documents using Word and PDF	Will be able to measure success by observing and auditing meeting documents and facilities	First draft of the e-book will be completed early in 2013. The e-book will continue to grow over the years as more chapters are added.

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Staff not fully utilizing the accessibility features available in MS Office or other software used by the Region to create various types of documents, presentation materials etc	Informational and Technological	All	Staff will be able to utilize all accessibility features available in the new technology acquired by the Region	Provide staff technical training regarding accessibility features of new software that Region is acquiring	Accessible Regional information will be available to all staff	2013

Going Forward Accessibility Initiatives – Corporate Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Some employees with a disability and need assistance during a workplace emergency may not have completed an individualized workplace emergency response information form	Policy, Procedure	All	Enhanced communication, support and safety for people with disabilities in the event of a workplace emergency	Review the existing procedures and implement a communication strategy to provide workplace emergency response information to employees who have a disability and feel safe to identify their needs	All employees with visible or invisible disabilities and require assistance during a workplace emergency would have completed an individual workplace emergency forms	Ongoing

Employee and Business Services Departmental Overview

Department Overview

The Employee and Business Services (EBS) Department includes: Communications and Service Delivery, Human Resources, Information, Systems and Technology Services, Peel Art Gallery Museum and Archives (PAMA), Purchasing and Project Management and Real Property Asset Management

EBS as part of the Region's Internal Services Departments (EBS, Corporate Services, Executive Office) is responsible for planning and implementing enterprise wide services (enabling services) that enable the Regional Corporation to meet its strategic and operational objectives while continuing to maintain high trust and confidence in the Region of Peel as a municipal government. Each of the enabling services requires many sub-services and processes to be aligned to create the desired outcomes. This requires a high degree of collaboration among and between departments, divisions and sections across the Region as well as within the Internal Services departments themselves.

In addition, Employee and Business Services is also responsible for the Heritage Program including the operation of the Peel Art Gallery Museum and Archives. These are services provided directly to the public.

The corporate Diversity and Inclusion Strategy which contains several actions to remove barriers for individuals with disabilities resides within the Employee and Business

Services department. This addition will further enable the department to create and sustain change with respect to enhancing inclusion in Peel.

The Vision of the Employee and Business Services department is to provide higher value through:

- An Engaged Workforce
- Collaborative Service Delivery
- Performance Measurement

The EBS mandate is to partner with other Regional departments and our clients to ensure effective delivery of Regional services to best meet the needs of the residents and businesses of Peel.

Our Customers

EBS clients include all Regional departments, Regional Council and the public.

Accessibility Statement

EBS continues to strive for equality for staff, clients and customers. Accessibility standards are achieved and maintained at the facilities, training, and program level

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently						
PAMA: Multiple levels of buildings were previously only accessible by stairs	Architectural	Physical	Full access to all levels of buildings 3 and 5 (court house and art gallery) and 7 & 9 (museum and jail buildings)	Elevator added to expansion project to ensure full accessibility in all 4 buildings	The elevators are used	Completed - 2012
Label content in art gallery and museum exhibitions weren't readily readable by those with low-vision or those who struggled with reading English	Informational, Communicational, Physical	Physical, intellectual	More people will readily be able to read and understand label content	Better contrast, larger point size of fonts, better choice of fonts, alternate forms of content, use of Plain English	Evaluations indicated people who have these issues respond positively about their level of engagement with written texts	Completed 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently continued...						
7120 Hurontario – evacuation assembly area signs could be larger and more visible	Physical	Physical, Sensory	Improved ability to read evacuation assembly area signs for finding during a building evacuation	Larger, high contrast signage to improve readability	Easier ability to view and read signs	2012
10 Peel – Previously limited support for service dogs	Policy/Practice	Various	Better support for service dogs	Facility Services has dog dishes available for providing water to service dogs and a map that outlines suitable dog washroom area near facility	Clients and service dogs are better supported	2009 (not previously reported)

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently continued...						
10 Peel – Cafeteria acoustics can be softened	Physical	Physical, Sensory	Improved acoustical treatments will soften sound in room and improve voice intelligibility	Installation of acoustical wall treatments	Improved audible comfort and vocal clarity	2012
Theme: Making Regional Services More Accessible						
PAMA: Website was not compliant with AODA standards	Informational and Communicational	Visual, intellectual	People with disabilities will have a range of tools to modify PAMA’s web content to be able to more fully engage with the materials	3 rd party vendor provided a robotic filter to test all pages and content for AODA compliance; use of Plain English in 80% of all content posted	Tracking reports indicate features are being utilized; browse time by those users is longer than 2 minutes	Completed - 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Purchasing documents online not available to visually impaired	Technology	Sensory	Making docs available to visually impaired	PDF Documents are all published with Adobe reader functionality	No additional requests have been received	Completed 2011
Access Peel has telephone language interpretation services available	Information and Communication	Language barrier	Improving access to Regional programs and services	Specialized language interpretation telephone in place at the main Access Peel counters	Be able to assist clients and visitors where English is not the first language	Completed - 2012
7120 Hurontario – Elevator lobby and washroom doors had no automatic openers	Physical, Architectural	Mobility	Improved access from elevator lobbies into office space and into washrooms	Installation of automatic openers	Staff and public will have easier access to highly used space	Fall 2010 – Spring 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Project presentations to AAC	Information and Communication	Visual	Improve all AAC members' comprehension of design guidelines intents of construction projects	<p>Increase font size of all power point presentations</p> <p>Increase use of simple graphics to highlight circulation within the site, the facilities' entrances and accessibility provisions</p>	<p>Positive feedback from AAC members</p> <p>Recipient of AAC award</p>	<p>Completed in 2012</p> <p>Practices is adopted as standard for any future presentation</p>
7120 Hurontario Washroom dispensers and accessories positioned too high	Physical, Architectural	Physical	Improved access to washroom dispensers and amenities	Reinstallation of washroom dispensers and accessories at lower levels to improve access	Clear access to all dispensers and accessories for all users	Fall 2010 – Spring 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
7120 Hurontario – Many doors had door knobs rather than lever style hardware	Physical, Architectural	Physical	Improve door hardware to lever style locksets in areas being retrofit to allow for easier use	Include lever style door hardware in doors being retrofit	Improved accessibility through doors with lever style hardware	Fall 2010 – Spring 2012
7120 Hurontario – Fully used accessible parking	Physical, Architecture	Physical, Mobility	Increased accessible parking close to building entrance	Expand the number of accessible stalls once the parking lot expansion was completed. Six stalls added to provide a total of sixteen accessible stalls	Expanded use of accessible parking	Fall 2010 – Spring 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
7120 Hurontario – Signage should include accessible design components	Communication	Visual, Sensory, Cognitive	Improved understanding of access to services and way finding at site	When implementing new signage, include high contrast, low reflectance, large clear fonts, perpendicular wall mounts, to promote readability and clarity	Clear direction at site by users	Fall 2011
7120 Hurontario – Elevator call button and response system	Communication	Visual, Sensory, Cognitive	Easier use and access to support in the event of an elevator mechanical failure	Improve signage/ labelling around elevator call button installed. Call button is directly routed to elevator service vendor to reduce response time	Improved access to support and improved response during elevator entrapment	Summer 2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
7120 Hurontario Access Peel and Employment Resource Center (ERC) counters	Physical, Access to Service	Physical, Architectural	Easier access to services from primary service counters	Design and installation of accessible counters at Access Peel and within the ERC	Ease of access to services at counters	Summer/Fall 2011
10 Peel – Link doors impede access between suites both physically and visually	Physical, Architectural	Physical, Sensory	Improved physical access between Suites A and B and visual continuity of primary corridor	Install special fire rated doors with upper and lower glass. Install magnetic door holders that tie into fire system to automatically release doors in the event of a fire alarm	Improved ease of access for all users while maintaining fire and life safety requirements	2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
10 Peel Suite A – Fire Alarm system single stage, audible only alarm	Informational Communicational, Technological	Sensory, Cognitive	Alignment of Suite A and B to a common, two stage fire alarm system. Addition of fire alarm visual strobes as well as audible horns as part of upgrade to better accommodate those with visual and audible disabilities	Upgrade fire alarm system in 10 Peel Suite A to align with newer system in Suite B. Strategically add strobes as part of system	Improved emergency communication (fire alarm) system will lead to better understanding of fire alarm messaging and improved ability to educate staff on a common system	2011-2012
10 Peel – Suite B Cafeteria paper dispenser positioned too high	Physical, Architectural	Physical	Easier access to building amenity in Cafeteria common area	Lower the dispenser to an accessible level	Easier access to dispenser in Cafeteria	2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When was this completed?
Theme: Making Regional Services More Accessible continued...						
10 Peel – Suite B east cafeteria entrance has no automatic opener	Physical, Architectural	Mobility	Improved access through secondary door to highly used common area space in building	Installation of automatic door opener and coordination with access control system to ensure proper operation	Improved ease of access and mobility support into Cafeteria from east side	2011
10 Peel – Podium previous picnic tables had only basic accessibility	Physical	Mobility	New picnic table design will expand accessible spaces at table. Tables will also include simple, yet effective designs to promote easier access for all	Include specific accessible space at new picnic tables. Incorporate bench cut outs to eliminate leg lift over design and allow for simple seat and spin access	Easier access for all users of picnic tables	2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
10 Peel – 10 Peel Main corridors lacks accessible waste and recycling bins	Physical, Architectural Sensory	Physical	Recycling and waste bins with improved accessibility with design that easily channels recycling and waste products into bin storage. Clearly marked bins identify waste streams with proper blue and black identification, and unique opening shapes to help clearly identify recycling and waste stream and promote separation	Strategic design to incorporate channelling of recycling and waste, strategic use of colours and shapes to promote various sensory cues that promote recycling and waste program	Better compliance with recycling diversion and accessibility to recycling and waste local bins	2010-2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
10 Peel – Suite B Conference Centre entrances do not have automatic openers	Physical, Architectural	Mobility	Improved access to large meeting room space used by many staff	Installation of automatic door openers and coordination with access control system to ensure proper operation	Improved ease of access and mobility support into Peel Conference Center	2011
Greenbriar LPCC – previous main entrance was not accessible	Physical, Architectural	Mobility	Easier access to Community Center LPCC for all and specific accessibility improvements from swing door to automatic sliding door conversion	Landlord (City of Brampton) constructed new barrier-free concrete ramp and renovated vestibule to include new automatic sliding doors rather than swing doors	Ease of access for Community Centre and LPCC users and no longer any need to physically open a door. Automatic sliding doors sense and open for users	Spring 2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Streetsville Learn Play Care Centre (LPCC) – entrance was not accessible. A step was previously incorporated into original entrance design and no automatic openers were available on previous swing doors	Physical, Architectural	Mobility	Easier access to LPCC for all and specific accessibility improvements from step to ramp conversion	Incorporate accessible design of front entrance into renovation of LPCC. Remove step and replace with ramp. Remove swing doors and replace with automatic sliding doors. Integrate security needs into sliding door design	Ease of access and no longer any need to physically open a door. Automatic sliding doors sense and open for users	Summer 2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Brampton West Learn Play Care Center (LPCC) – main entrance previously had double set of swing doors that could be improved	Physical, Architectural	Mobility	Easier access to LPCC for all and specific accessibility improvements from swing door to automatic sliding door conversion	Incorporate barrier free designs with sliding doors into main entrance renovation. Integrate security needs into sliding door design	Ease of access and no longer any need to physically open a door. Automatic sliding doors sense and open for users	2010
Howden LPCC – previous main entrance was not accessible	Physical, Architectural	Mobility	Easier access to Community Center LPCC for all and specific accessibility improvements from swing door to automatic sliding door conversion	Landlord (City of Brampton) constructed new barrier-free concrete ramp and renovated vestibule to include new automatic sliding doors rather than swing doors	Ease of access for Community Centre and LPCC users and no longer any need to physically open a door. Automatic sliding doors sense and open for users	Spring 2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Meadowvale Health Clinic – two highly used interior swing doors were not accessible and did not have automatic openers	Physical, Architectural	Mobility	Accessible patrons will have improved access within the facility and all facility users will benefit from the availability of automatic door openers when transporting vaccines or visitors with strollers through doors	Installation of automatic door openers	Improved access to services for staff and clients within the Clinic	Fall 2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Malton LPCC – entrance with swing door was not accessible	Physical, Architectural	Mobility	Improved accessibility at door	Installation of automatic door opener. Integrate special security needs for clients with specialized raised release operator to accommodate unique client needs	Improved accessibility at entrance and properly adapted security controls to support client program needs	Summer 2005 (not previously captured)
Tomken Reporting Station Peel Region Paramedic Service	Informational, Communicational, Technological	Sensory, Cognitive	Addition of fire alarm visual strobes as well as audible horns as part of new development to better accommodate those with visual and audible disabilities	Design system at new Tomken location to include strategically placed strobes as part of system	Improved emergency communication (fire alarm) system will lead to better understanding of fire alarm messaging	2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Chinguacousy LPCC – main entrance previously did not have accessible design and lacked door opener support, was too narrow and had poorly designed support rails	Physical, Architectural	Mobility	Improved accessibility at main entrance. Improved access support rails. Improved movement through space by expansion	Incorporate barrier free designs into renovation of main entrance. Expand ramp at entrance and add a proper support railing. Include new automatic openers on swing doors due to lack of space for sliding doors. Expand vestibule to better meet program needs and provide more accessible space	Improved accessibility at entrance and properly adapted security controls to support client program needs while working within current space limits	Fall 2006 (not previously captured)

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Lack of a tool to help identify visible and invisible barriers	Informational	All	Equitable policies, programs and practices that include and empower all Regional employees and residents of Peel	A Diversity and Inclusion Lens to help Regional staff address barriers. The Lens comprises of a set of questions, definitions and tools organized by program, policy, and employee life cycles. Once a barrier is identified short-, mid-, and long-term solutions will be developed and actioned with support from the Diversity and Inclusion Program Team	A number of process, summative, and outcome based measures will be utilized to determine success. The key indicator will be improvement on the diversity and inclusion section of the BEST and Client Satisfaction surveys	Completed - 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Lack of service standards to guide the Region's response to internal and external clients	Informational and Communicational	All	Equitable and inclusive client service	Service Standards for the Region of Peel (development was supported by the Diversity and Inclusion Program Team as well as the Accessibility Planning Specialist)	Client Satisfaction Survey	Completed - 2012
The Region lacked clear and central guidelines for communicating with residents with disabilities (as well as limited English residents)	Informational and Communicational	All	Regional staff will be more aware of policies and procedures for accessible communication (e.g. ASL, pictorial diagrams)	Guidelines, procedures, services, and tools for providing accessible communication to all residents of Peel	Reduction in complaints from clients and citizens with disabilities stating that information and services are not accessible	Completed - 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Changing Attitudes and Raising Awareness						
PAMA: Staff were unaware of how to become compliant with AODA standards.	Informational	All	Staff received disability sensitivity and awareness training, including overview of architectural standards, visual standards, and training in the use of Plain English in writing for the public in both the museum context and online	Promote educational training/awareness.; ongoing evaluation and feedback mechanisms (testing with volunteers from Peel’s Accessibility committee)	Accessibility Committee sign off, feedback from visitor evaluations	Ongoing

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Changing Attitudes and Raising Awareness continued...						
Vendor training of Accessibility requirements	Informational, Communicational	All	Vendors will be aware of the requirements	Documents updated and training provided on our webpage for vendors	Vendors supply certificate of training completion	Completed 2010
Purchasing staff training of accessibility requirements	Informational, policy/practice	All	Staff training increased awareness of requirements	Promote education and awareness.	All purchasing staff completed Accessibility training	2010
Lack of corporate training to address attitudinal barriers	Attitudinal	All	Staff will be more aware and empathetic towards coworkers and clients with disabilities. Staff will have tools to better engage coworkers and clients with disabilities	Developed a "Fostering Inclusion" module to educate employees on overt and covert forms of exclusion and how to eliminate them.. Promote educational training/ awareness	A survey will be conducted to measure the effectiveness of the training	Completed - 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Changing Attitudes and Raising Awareness continued...						
Lack of a central communication tool for diversity and inclusion to build awareness and share learning resources	Attitudinal	All	Staff will be more aware and empathetic towards coworkers and clients with disabilities. Staff will have tools to better engage coworkers and clients with disabilities	Diversity and Inclusion Pathways site was launched which included a toolkit containing several learning modules, videos and promising practices raising awareness of the barriers to inclusion and providing advice on how to foster an inclusive workplace and provide inclusive client service. Promote educational training/ awareness	A survey was conducted to measure the effectiveness of the Pathways site	Completed - 2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Making It Easier to Move Around the Region of Peel continued...						
PAMA: Signage was not designed to be AODA compliant	Architectural	Physical	Visitors could easily navigate from one area to another in a complex, 4-building campus	Use of universal design standards in all new signage; use of public feedback to signage plan	Reduction in number of people requiring directions	Ongoing
Accessibility requirements not always included in specifications for procurements	Policy/practice	All	Awareness, compliance with legislation	Integrated accessibility requirements into F35-01 Procurement Cycle and F35-32 Specification procedures	Procurement documents reviewed for accessibility requirements	Completed 2010

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently						
Accessibility concerns into the design plans for new office spaces/ergonomically appropriate set-ups identified and installed	Architectural	All	Full integration	Integrating Universal Accessibility Standards into design plans for new office spaces	Staff working independently and comfortably within their office spaces	Completed – 2012
Lack of support rail on ramp connecting Suite A and Suite B at 10 PCD	Architectural	Physical	Improved support system for moving between suites for everyone with various needs	Installation of new floor mounted handrail at prescribed height by OBC provided stability and balance to people with various needs	Everyone can travel safely and independently between suite A and B	2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently continued...						
Accessibility concern for both residents and staff at Peel Family Shelter	Architectural	Physical	All spaces to be available to everyone with various needs	<p>Addition of a new 2 storey elevator for barrier free access to all levels</p> <p>Renovations to add 2 accessible rooms for people with needs.</p> <p>Addition of a new accessible ramp at the main entrance with Barrier free doors and operators</p>	<p>Staff and residents with various needs may work and stay at the facility independently.</p> <p>Received Together We are Better Award (TWBA) accessibility award in 2009</p>	Completed - 2009

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently continued...						
The Peel Art Gallery, Museum and Archive buildings are in multiple levels, disconnected , without a continuous barrier free travel route. Access to the buildings are also challenging for people arriving using public transit	Architectural	All	Provide equal opportunity to people with various needs to access, enjoy and work at the Peel Art Gallery, Museum and Archive complex	Provide new at grade access at Hurontario Street where bus stop is located. Construct a new underground tunnel connecting the buildings to allow for a continuous barrier free route for all users. Integrating accessibility standards into building design and site planning	Everyone can safely enjoy the complex independently	2012

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently continued...						
Accessibility concern for both Staff and visitors at the new Transhelp complex at 2 Copper Road	Architectural	All	Provide equal opportunity to people with various need to visit and work at the new Transhelp facility	Integrating accessibility standards into building design and site planning	Everyone can safely work or visit the facility independently	2012
7120 Hurontario – Accessible washrooms could be expanded to service newly retrofit staff space in lower level	Physical, Architectural	Mobility	Expanded staff accessible washrooms and shower as part of retrofit of wellness space	Construction of increased accessible staff washroom and shower	Accessible washroom and shower to serve new staff wellness space	Fall 2010 – Spring 2012
10 Peel – 5 th Floor Council Chambers/Lounge swing doors do not have automatic openers	Physical, Architectural	Mobility	Easier access between Council Chambers and Lounge for Council and Committee Members	Installation of automatic door openers	Improved access between Council Chambers and Lounge	2011

Looking Back Accessibility Accomplishments – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Helping/Assisting Regional Staff Work Independently continued...						
7120 Hurontario – Installation of new furniture to adopt improved accessibility layout and universal designs	Physical, Architectural, Practice	Physical	Improved furniture space layouts improves access around furniture and new furniture design will improve work conditions for staff and visitors	Planning for accessible corridors and space. Use of glare free work surfaces; lift assist on overhead storage doors; data and electrical outlets available at work surface height; adjustable systems furniture to accommodate a variety of needs	Better, more effective staff workstations to improve productivity and better meet accommodation needs	Summer/Fall 2011

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Symposium on Accessibility Barriers in Peel Region	Physical, architectural, informational, attitudinal, technological and policy/ practice	Physical, sensory, cognitive, mental illness or other	People with disabilities have a forum to discuss the challenges they face; Regional staff and the community can hear, question and comprehend the scope of the challenges and solutions	Moderated conversation and education	Changes made to address issues following the symposium	TBD
7120 Hurontario & PAMA – limited support for service dogs	Policy/ Practice	Various	Better support for service dogs	Facility Services plans to expand support for service animals and have dog dishes available for providing water to service dogs and a map that outlines suitable dog washroom area near facility	Clients and service dogs are better supported	Early 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
7120 Hurontario – No current exterior shade structure	Physical, Architectural	Physical	Better staff and visitor comfort for exterior amenities. Improved exterior site furnishings to better accommodate accessible needs. Improved support for waiting area for service animals	Installation of a permanent shade structure to provide relief from sun. Permanent structure required due to frequent and high wind loading at site. Addition of improved exterior seating and access to area	Better comfort for users of exterior amenities	2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Lack of a coordinated and comprehensive framework for addressing discrimination against people with disabilities in the Regional workforce and Peel community	Attitudinal	All	Reduced disparity in Peel, improved access to community resources for individuals with disabilities, better community awareness of the contributions of individuals with disabilities, reduced incidents of discrimination against individuals with disabilities (e.g. grievances, hate crimes)	The Region has become a signatory member of the Canadian Coalition of Municipalities Against Racism and Discrimination (CCMARD) and has committed to developing a Plan of Action to combat racism and discrimination in Peel and its workforce	Several metrics will be identified as part of a diversity and inclusion report card to measure success	To be completed - 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible						
Access to the Region's external website	Information & Online Services	Sensory	Improve access to digital information	Web Advancement Investigation to understand current accessibility of Region's website and top online tasks and put recommendations in place to improve the experience	Clear understanding of current experience on Region's website and top tasks for persons with physical disabilities	2013
Accessibly wayfinding	Information	Sensory, Physical	Improved signage and wayfinding technology to ensure visitors with a range of disabilities can readily manoeuvre from one area to another with ease	Ensure designs are current/relevant to standards, verify designs with Accessibility Committee for input/feedback	Decreased number of inquiries for directions	In progress

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
10 Peel – Acoustics around Suite B Access Peel are bouncy and this leads to difficulty hearing and understanding what people are saying	Physical	Physical, Sensory	Improved acoustical treatments will soften sound in around Access Peel and improve voice intelligibility	Technical consultant review of current acoustical condition of space and recommendations to soften space and reduce reverberation time. Installation of acoustical treatments to reduce reverberation time	Improved audible comfort and vocal clarity	2013
10 Peel Suite A – No existing workstation labels	Informational, Communicational	Cognitive	Improved way finding and identification of staff locations in Suite A	Implement workstation way finding system with high contrast simple numbering system supported with education about how system works on website	Easier way finding in building and ability to locate staff desks	Early 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be complete d?
Theme: Making Regional Services More Accessible continued...						
Procurement documents are not available for access by persons with low vision and other disabilities	Technology Information	Sensory	Increase access to documents for all persons	Post notice on external webpage that documents in alternate formats will be available upon request. (i.e. larger font, Braille, adobe reader, audio versions). Establish contracts for translation services	Increased number of vendors downloading documents	2013
Access to content re: audio visual exhibition elements for those with hearing impairment or loss	Information	Sensory, Physical	Anyone with limited hearing (physical or environmental due to higher than normal ambient/environmental noise) can follow the narration on a video clip	Ensure all AV content is captioned	Longer engagement with AV content in loud conditions or by those with a hearing impairment limited requests for transcripts of video	TBD

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Access to purchasing staff is not available to the hearing impaired	Technology	Sensory	Increased access to staff	TTY device	Number of calls	2013
Various Locations – ongoing evaluation & installation of automatic door openers in high use areas to improve access to space where doors required	Physical	Physical, Mobility	Increased ease of access to high use space contained by doors	Installation of automatic openers and coordination of various security and program needs to ensure opener functions well with programs	Improved ease of access.	As evaluated.

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Accessible pdf documents	Information	Sensory	Increase access to digital communication	Staff have recently been trained in the development of accessible pdf documents	Pdf documents are accessible for persons with physical disabilities	Ongoing
Lack of a corporate recruitment strategy to better engage individuals with disabilities	Systemic Information	All	Ensure the most qualified person for the job is hired by casting a wider net and including the contributions of individuals with disabilities	A recruitment strategy and tactics will be developed to better engage candidates with disabilities (e.g. info sessions for individuals with disabilities, advertising open positions on JOIN, etc,). This will involve revisions to HR programs, policies and practices at all stages of the employee life-cycle	Analytics on diversity demographic of applications and successful hires	To be completed - 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Changing Attitudes and Raising Awareness						
Lack of awareness of how capable people with disabilities can be	All	All	Increased public awareness of the level of functionality many people with disabilities have	Development of travelling exhibition(s) that showcase the means by which disabled individuals participate more fully in day-to-day life.	Greater awareness of visitors to exhibition re: how the disabled function and what is appropriate in interact with them	TBD
Lack of how common disability is in the general population	informational, communicational, attitudinal	All	Increased awareness of how common disabilities are	Better resource of images of people with disabilities participating in all aspects of Regional activities; use of said images in regional publications	Higher levels of people identifying as having a disability participating in PAMA programs	Ongoing

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Changing Attitudes and Raising Awareness continued...						
Provide awareness and training to purchasing staff	Policy/Practice Information	All	Staff are aware of the sensitivity and requirements of dealing with all types of disabilities	Provide staff training on the new requirements and promote awareness of the requirements	Increased staff awareness off dealing with people with disabilities	January 2013
Need for staff (procurement & clients) to understand the new requirements surrounding procurement documents	Policy/Practice Information	All	Staff will be aware of the accessibility requirements for procurement documents including language and specifications	Provide staff training of the requirements for procurement documents. Develop templates for use when reviewing documents in consultation with clients	Ensure procurement documents issued after January 2013 meet all requirements of the legislation	January 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Making It Easier to Move Around the Region of Peel						
Purchasing door and reception counter are not wheelchair accessible	Physical	Mobility	Easier access to Purchasing services for persons in wheelchairs	Install accessible door opener Lower reception counter	It will be easier for persons with mobility issues to access the office	Early 2013
Wayfinding at PAMA	Information/Communication	Sensory	Greater independence for low vision guests to PAMA	Signage being prepared keeping accessibility standards in mind regarding font size, contrast of colours, materials and height of signage (based on the accessible guidelines provided by the RGD and also using some web tools as a reference regarding contrasts of colours)	Low vision guests will be able to manoeuvre around PAMA with little assistance	Early 2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing When will this be completed?
Theme: Making it Easier to Participate in Regional Government						
PAMA: Washrooms are not AODA compliant	Architectural	Physical	Public can readily have ease of access to all washrooms	Door openers for doors throughout the PAMA campus; washroom design compliant with AODA standards	Patrons would no longer have to cross the campus to use the one compliant washroom in the entire 4 building complex	2013
PAMA: Doors cannot be readily opened to access public space	Architectural	Physical	Public can readily have ease of access to all public spaces	Door openers for doors throughout the PAMA campus	Ability of anyone to actually open doors to public spaces	2013

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making it Easier to Participate in Regional Government						
Make all documents available electronically	Technology	Mobility	Easier access provided online and via email	Remove document charges. Increase capacity on server for publishing large documents	Number of documents issued electronically	TBA
Theme: Helping/Assisting Regional Staff Work Independently						
Allow staff with various needs to work at Transhelp facility at Wofdale	Architectural	All	Provide equal opportunity to people with different needs to work at the Transhelp facility at Wofdale	Site planning, design and construction of Transhelp new facility at Wofdale following accessibility guidelines	Transhelp facility at Wofdale is constructed following accessibility guidelines	2014

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Allow staff with various needs to work at various paramedic stations	Architectural	All	Provide equal opportunity to people with different needs to work at paramedic stations independently	Site planning, design and construction of all new paramedic stations following accessibility guidelines	All new paramedic stations are constructed following accessibility guidelines	2017
Staff unaware of availability of ergonomic assessments and adaptations to their work space/need established	Policy/ Practice	All	Enhanced communication, and support for people with disabilities and better collaboration on policy and procedural implementation	Multiple streams of communication including optional orientation to opportunities for adaptations (one on one)	BEST question/score	TBD

Going Forward Accessibility Initiatives – Employee Business Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Training videos and forms purchased are not all available to staff with hearing or visual impairments	Sensory, Technology	All	Access to training material and forms for all staff	Provide alternate formats for videos and forms (audio, large fonts, Braille)	Materials issued in alternate formats	TBA
Provide individuals and employees with a disability to be able to print, scan, fax and copy to a Multifunctional Printer	Policy/ Practice	All	To be able to independently perform day to day print, fax, copy, scan tasks	Mandatory requirement in Document 2012-578P that all vendors must comply with the provisions of the AODA, 2005 ISTS will work with the vendor and the individual(s) with a disability to ensure these devices can be accessible	Users with disabilities are able to print, fax, scan and copy independent-ly using the Multifunction-al Printer	March 31, 2013

Health Services Departmental Overview

Department Overview

Health Services has an overall responsibility to deliver programs for Public Health, five Long Term Care homes, Adult Day Services, and Paramedic Services. The department also works in partnership with other health service providers, agencies, and organizations to improve the health of Peel's community.

The Long Term Care division operates five long term care homes providing residential services for 703 frail individuals. Peel Long Term Care also offers community services through adult day programs for seniors living in the community and respite care services.

Paramedic Services provides the Region of Peel with emergency medical services on a 24 hour basis 365 days a year.

The Public Health divisions protect and promote health, prevent disease, and reduce health disparities through a population health approach. The divisions are the Office of the Medical Officer of Health (OMOH), Chronic Disease and Injury Prevention, Communicable Diseases, Environmental Health and Family Health.

The Internal Client Services division provides support to all programs in the Health Services department through eight main functions: quality and process improvement, program and service evaluation, web/internet/intranet content management, emergency management, facilities planning

and coordination, volunteer services (for Public Health), performance measurement/management, and information management.

The Strategic Policy, Planning and Initiatives division oversees department wide policy, research and projects for key strategic issues, in addition to managing community health initiatives outside of Public Health's mandated programs such as youth violence prevention and mental health.

Our Customers

Health Services provides programs and services to external clients across the entire Region of Peel as well as to internal clients.

Accessibility Statement

Health Services is committed to providing services and programs that meet the needs of the community.

The Long Term Care division includes a section in their Diversity and Accessibility handbook for staff which outlines their commitment to accessibility.

In Addition, Peel Public Health's Strategic Plan includes a key priority entitled "Serving Diverse Community" – we will be sensitive to the differences in our community and will provide services which are accessible and have been adapted to diverse needs and cultures.

Looking Back Accessibility Accomplishments – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently						
Manual doors restricting ease of access for clients between waiting rooms and counselling/ examination rooms – Communicable Diseases	Physical	Physical	People with disabilities will have more independence and access to the counselling / examination rooms	Automatic door openers were added to the doors between the clinic waiting rooms and the counselling/ exam rooms at the Meadowvale clinic location	Greater safety and independence for people with physical disabilities to move throughout the facility	Completed
Theme: Changing Attitudes and Raising Awareness						
Need to work with municipalities to make communities more workable for able bodied and people with disabilities (Chronic Disease and Injury Prevention)	Physical	Physical sensory cognitive	Improvements to Caledon East's community spaces	Support for the work plan on the Caledon Community Improvement Plan (staff)	Physical changes in the public space (actual & planned)	2012

Looking Back Accessibility Accomplishments – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making It Easier to Move Around the Region of Peel						
Providing services such as home visits to clients who have mobility concerns. (Family Health)	Physical, Policy/ practice	All	Full integration	Provide breastfeeding home visits for clients who have mobility issues or postpartum symptoms	Improved knowledge to provide accessible customer service	Completed – 2010
Theme: Helping/Assisting Regional Staff Work Independently						
Return to work process flawed (Long Term Care)	Attitudinal	Physical, sensory	Staff will receive the support, including one on one coaching sessions necessary to return to work and may receive assistive devices or equipment	Hired dedicated Ergonomics Specialist for Long Term Care	Monitoring trends in long term disability claims as well as successful re-integration in the workforce	December 2011

Looking Back Accessibility Accomplishments – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Accessibility concerns into the design plans for new office spaces	Architectural	All	Full integration	Integrating Universal Accessibility Standards into design plans for new office spaces	Staff working independently within their office spaces	Completed – 2012

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Difficulty in reading documents, brochures or informational pamphlets that may not be written in a simple language.	Communication barrier	Language skills	Increased understanding of services offered to the community by Communicable Diseases	Continued printing of reading material in a variety of languages as per the identified community needs as well as in an engaging style and mode for each demographic group (e.g. youth)	Greater contact with the various ethnic and demographic groups in the community	Ongoing
Huxley Hall exterior, Peel Manor - Long Term Care	Architectural	Physical, sensory	Clients, families and volunteers will gain easier access to Huxley Hall in Peel Manor	Add curb breaker, additional barrier-free parking spots and lighting upgrades as well as barrier-free access to the exterior of Huxley Hall	Safer, barrier-free access for all clients and visiting family members and volunteers	2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Emergency exit ramp in Tall Pines -Long Term Care need to be upgraded	Architectural	Physical	Compliance with building code and accessibility requirements and safer evacuation	Built a new ramp to code	Compliance and ease of evacuation during emergency exercise	2013
Access to butterfly garden was not accessible to bariatric wheelchairs – Long Term Care	Architectural	Physical	All residents and clients can now access the interior courtyard including the Butterfly Garden	Creation of a sidewalk from the front of the building to the courtyard was installed	Safer, barrier-free access for all residents and clients and increased use and participation in programs in the courtyard	2013
Sheridan Villa - Long Term Care exterior need upgrading	Architectural	Physical, sensory	Clients, families and volunteers will gain easier access to Sheridan Villa	Depressed curbing and lighting upgrades	Safer, barrier-free access for clients and visiting family members and volunteers	2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Communication tools and entertainment devices (Family Health)	Sensory	Deafness	Communication	Requested that television sets in clinic sites be replaced with ones with closed captioning capability	Increased viewing of television sets	2013
Theme: Making Regional Services More Accessible						
Communication tools and entertainment devices (Family Health)	Physical	Deafness	Communication	Reviewed our DVD resources used in prenatal classes to determine which have closed captioning capability and will ensure to purchase new video resources with closed captioning	Increased inventory of closed captioned DVDs	2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Inaccessible prenatal program resources (Family Health)	Sensory	Deafness	Communication	Created tip sheets for our Prenatal Educators on working effectively with ASL interpreters		2013
Lack of adequate access to prenatal classes (Family Health)	Sensory	Deafness	Communication	Continued to provide American Sign Language (ASL) interpretation for deaf clients attending our prenatal classes. So far in 2012 approx \$3,000 has been spent in on the American Sign Language interpretation to accommodate clients in the prenatal classes	Participation in prenatal classes	2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Inaccessible prenatal program resources (Family Health)	Physical	Deafness	Communication	Developed plans for all new video components of revised eLearning Prenatal Program to have closed captioning capability		2013
Inaccessible resources (Family Health)	Physical	Deafness	Communication	Healthy Babies Healthy Children utilizes CNIB resources and communicates through text messaging for hearing impaired		2013
Inability to access Breastfeeding Clinics due to a disability (Family Health)	Physical	All of the above	Clients have equal access to breastfeeding services	Provide a home visit by a Public Health Nurse specializing in breastfeeding	Fulfillment of home visit requests	Part of Breastfeeding Program services-ongoing

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Inability to speak with nurse in person or over the phone (Family Health)	Physical, Technological	All	Access to Public Health Nurses, Dietician, other health professionals	Establishment of Face book page to provide education and an opportunity for clients to ask questions and discuss topics related to preconception, pregnancy, breastfeeding and parenting up to age six	Increasing and ongoing engagement of clients on the social media platform	Ongoing service of Family Health division
Shower/Tub room redesign at Vera Davis Centre and Peel Manor – Long Term Care	Architectural	Physical, sensory	Safer access to bathing/ showering services for residents and clients	Redesign and retrofit complete with tubs and ceiling lifts	Measure the fall/injury rate attributed to design flaws in these areas	2012/2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Restrooms at Huxley Hall are not completely barrier-free – Long Term Care	Architectural	Physical	Unrestricted access to restroom facilities	Modify the mounting heights of all fixtures to barrier free standard and install additional nurse call provisions	Greater safety and independence for people with physical disabilities to access the restrooms at Huxley Hall	2013
Adult Day Program Servery surfaces are not wheelchair accessible – Long Term Care	Architectural	Physical	Servery surfaces can be accessed from a wheelchair for program participation	Retrofit counter surfaces to be accessible	Clients in a wheelchair will be able to access servery surfaces	2013
Inaccessible prenatal program resources	Sensory	Deafness	Communication	Continued to provide clients with eLearning Prenatal Program content that includes voice over audio function for all text		2013

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Changing Attitudes and Raising Awareness						
Need to work with municipalities to make communities more walkable for all citizens. (Family Health)	Physical	Physical	More walk able “accessible” communities	Adoption of the first health and sustainability guidelines for the city of Brampton	Council report on guidelines approved	March 2013
The face-to-face prenatal class registration questionnaire did not identify if the client required special accommodations	All	All	The applicants needs will be identified and accommodated before the face-to-face prenatal class is scheduled	Drafted a question during registration to include “ <i>Do you or your partner /support person require accommodation for a disability or limitation?</i> i.e: mobility restrictions, deaf, hard of hearing, vision impairment, language needs	Applicants indicate to the Customer Service Representatives during the registration questionnaire that special accommodations are required	On-going

Going Forward Accessibility Initiatives – Health Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently						
Advance accommodation for possible eye strain (Long Term Care)	Physical	Sensory	Adjustments to the positioning of the Point of Care monitors will be made to ensure ease of use and minimal risk of strains or muscle injury	The Point of Care monitor terminals have been installed with an adjustable height, positioning as per the recommendations given by the Long Term Care Workplace Ergonomics Specialist (WES)	Staff will be able to use the monitors without stress or strains	2013

Human Services Departmental Overview

Department Overview

Human Services has a mandate to plan, manage and deliver quality, integrated human services and resources that invest in people to enable participation in the changing community and the economy. The Region of Peel has a role of service system manager, direct delivery agent, funder, contract manager and community investor. Human Services is committed to ensuring the client is at the centre of everything we do. We help the community create self-sufficiency and build mutual capacity.

Programs and Services

The Region of Peel is the Service System Manager (SSM) for the Early Learning and Child Care sector as designated by the Province of Ontario and in accordance with the Day Nurseries Act. As the SSM, the Region of Peel is responsible for:

- system needs planning for children 0 to 12 years
- distribution of child care fee subsidy to qualifying families
- management of the fee subsidy waitlist
- distribution of wage subsidy and wage improvement to enhance salaries
- funding support to special needs agencies
- program quality assurance reviews

The Region of Peel is the SSM for Peel's housing system as designated by the Province of Ontario. As a SSM, its responsibilities include:

- managing the eligibility process for affordable housing
- planning for homelessness prevention and housing
- new affordable housing development
- creating strategies to meet local need and desired outcomes

- managing the Centralized Wait List (CWL) for subsidized housing
- contributing to and coordinate housing funding from all orders of government
- administering the Housing Services Act and local programs

The Region of Peel is also the consolidated municipal service manager for Social assistance. This program has two components as prescribed in the Ontario Works Act (1997), financial assistance and employment assistance.

Financial assistance provides for basic needs such as food and housing costs. Employment assistance includes working with clients to determine the factors needed to become employed, and helping clients to develop a plan based on their skills, experience and circumstances.

The Human Services department strengthens the capacity of Peel's community by fostering partnerships to build resilient, effective and sustainable neighbourhoods, communities and non-profit sector.

Our Customers

Our clients include thousands of the residents of the Region of Peel, including those who are most vulnerable.

Accessibility Statement

The Human Services department will work together to ensure programs and services are accessible to all people.

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Ensures the Accessibility Committee is involved in and approves full barrier-free and modifiable unit design plans for new builds	Physical, Architectural, Policy/ Practice	Physical and Sensory	Opportunity for residents to live independently	Follow Accessibility Act requirements and Design Guidelines	Residents can age in place – less moving around to find appropriate accommodations	Practice commenced in 2010 and is on-going
Residential Property Management-responds to requests from households that identify accessibility enhancements and will facilitate based on budget and extent of request	All	Physical	Provide facilities that offer greater independence for tenants within their homes and facility	Property Managers will provide and/or accommodate the tenant's request(s)	Greater safety and independence for people with physical limitations/ disabilities to move throughout their homes	Completed – (Has been ongoing for years)

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
All Peel Living seniors' properties have washers and dryers that have been elevated onto plate forms	Physical	Physical	The ability to provide laundry facilities that offer greater independence for seniors	Residential Property Management- has completed this initiative		Completed Summer 2012
Peel Living - completed a number of bathtub cut outs to assist seniors in and out of tubs. Also installed grab bars for additional support	Architectural	Physical	The ability for seniors to manoeuvre and live independently within their homes	Property Managers will provide and/or accommodate the candidates' request(s)	Greater safety and independence for people with physical limitations to move throughout their homes	Completed

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified / AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Snelgrove Place did not have a storage room to store scooters	Physical/ architectural	Physical	Allows for safe and convenient storage of mobility device which facilitates people's mobility	Access to storage space will be provided by property management staff	Number of scooters stored in room	Completed – 2012
Lack of sufficient accessible parking	Architectural	Physical	Increased accessibility to building	Addition of three additional accessible parking spaces at the Wilkinson Shelter	Decrease in concerns from users regarding parking	2013
Doors to Wilkinson Shelter were not accessible to all users	Architectural	Physical	Increased accessibility to building	Installation of automatic door openers at the accessible entrance at the Wilkinson Shelter	Decrease in concerns from users of building	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Washrooms at Wilkinson Shelter were not accessible to all users	Architectural	Physical	Increased knowledge of supports and services available, including how to access supports	Installation of automatic door openers on the outside of the barrier free washroom at Wilkinson Shelter	Decrease in concerns from users of the shelter	2013
Taps in the washrooms were not accessible to all users	Architectural	Physical	Increased accessibility to facilities	Installation of hands free taps in the barrier free washroom at Wilkinson Shelter	Decrease in concerns from users of the shelter	2013
Washrooms at Wilkinson Shelter were not accessible to all users	Architectural	Physical	Increased access to facilities and promotes independence	Installation of a new sink with a "wheelchair" opening to better accommodate wheelchairs, allowing resident to move closer to the sink at the Wilkinson Shelter	Decrease in the number of concerns brought to the attention of the shelter staff	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Washrooms at Wilkinson Shelter were not accessible to all users	Architectural	Physical	Increased access to facilities	Standard Code turning radius in barrier free washroom to accommodate scooters and wheelchairs	Decrease in concerns from users of facility	2013
Applications for Housing, Child Care Subsidy, and Ontario Works were only available via telephone or written applications	Technological; Policy/Practice	Physical; other	Increased flexibility in the means to apply for services	Introduction of online applications for Ontario Works, Children’s Services, and Peel Access to Housing applicants; Option to apply via telephone and written forms also available	Maintain service levels with a decrease in wait times	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified / AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Language Interpreter Services	Policy/Practice; Communication	Other	Increased accessibility for people with language barriers; ease of use for applicants; better customer service	Introduction of video conferencing interpretation services	Decrease in number of cancelled or rebooked appointments due to lack of interpreter availability	2013
Legislation around housing wait lists/placements	Policy/Practice	Other	Increased number of housing placements for people with disabilities	Through funding received from the Region of Peel to reduce the centralized Housing waiting list, housing placements have been made available to residents with disabilities	Increased number of persons with disabilities receiving housing subsidy and decrease in wait times for housing	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible						
Immigration Web Portal	Informational and Communicational	All	Transferring resource information from a web site to make it more accessible for the public and transient community	Promotional and Resource Material about the Immigration Web Portal and Services was provided in the form of posters and flyers and ads were placed on buses	More newcomers will have access to the resource information on the Immigration Web Portal	Completed - 2012
For parents/families from the deaf or hard of hearing community to access (take part in) workshops for parents, coordinated by the Parenting Specialist	Communicational – information provided verbally	Sensory – hearing	Increase access of information for families on best practices, recent and relevant parenting information	Conversations have taken place with a representative from the Canadian hearing society, to engage in working collaboratively to offer the workshops to the deaf community	By attendance and feedback of the parenting workshops	Follow up conversations to take place in late Fall of 2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed ?
Theme: Making Regional Services More Accessible continued...						
Facilities were not accessible by all users	Architectural	physical	Increased accessibility for users	Installation of two fully accessible outdoor open shelters at the Wilkinson Shelter	Easier use of shelters; increased independence for users	2013
Facilities were not accessible by all users	Architectural	physical	Increased accessibility to building	Installation of an accessible ramp on the exterior gazebo at the Cawthra Road Shelter	Easier use of building for residents/users less concerns around limited access to building from users	2013
Lack of understanding about the Ontario Disability Support Program by the community members and agencies	Informational	physical, mental illness, cognitive	Increased knowledge of supports and services available, including how to access supports	Presentation in the community to residents and service providers regarding the Ontario Disability Support Program (ODSP)	Increase in successful applicants for ODSP; decrease in community inquiries regarding ODSP	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified / AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Home Visit Policy	Policy/Practice	physical, mental illness	Services will be more readily available to those OW applicants who cannot physically come to one of our offices to complete their application	Revisions to the Home Visit Policy/Procedure for Ontario Works program, which has opened up more available appointments for clients/applicants. Ontario Works will also continue to accommodate home visits when needed, such as when clients are in hospital or institutions, or for nursing mothers	Decrease in wait times for out of office appointments (home visits)	2013

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
The Results Based Accountability reports were not fully accessible	Informational and Communicational	All	Making the Results Based Accountability report more accessible for the public, especially those with disabilities	Region of Peel and United of Peel Region released Peel's first Results Based Accountability report: Peel Counts 2011. This report was also released in an accessible format to the Peel community. In consultation with Peel Accessibility Committee a report was developed that ensured accessible standards were met	No further requests are received to make the documents more accessible	Completed – 2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Improvements to the distribution of the Housing Options for Seniors Booklet were needed	Informational and Communicational	Seniors with Disabilities	Making the booklet more accessible in public locations as a form to assist in outreach with seniors	The booklet is made available and accessible to all Seniors with disabilities and provides them information of available housing options	Seniors with disabilities will be aware of housing options	Completed -2012
Engaged community partners (i.e. SHIP) to provide supportive services to residents on-site	Informational, Communicational, Attitudinal and Policy/Practice	ALL	Persons with disabilities will have access to on-site supports	Partnerships with Agencies to provide the necessary supports	Less strain on the disabled individual, the transit system and personal support persons to obtain these services in the community	Process started in affordable housing in the past with gradual increase in services as more affordable housing units were built. This practice will continue on an on-going basis.

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible continued...						
Clients who are deaf required assistance to navigate a subsidy interview	Communication	Sensory	The client was able to access services	An interpreter was provided	The client received assistance needed.	Completed – 2012
Access to office area from the lobby on each floor at 10 PCD Suite B. The swipe and the automatic door button are on opposite sides of each other. Timing of the swipe is not enough for the person to move to the other side and press the automatic door button	Architectural	Physical	Any person requiring an assistive device can enter the office areas safely	Worked with RPAM/Security to program security system to extend the time for the doors to remain unlocked long enough so that the person can access the office area safely	Levels of productivity and satisfaction improved	Completed - 2011

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Access to office area from the lobby on each floor at 10 PCD Suite B. The swipe and the automatic door button are on opposite sides of each other. Timing of the swipe is not enough for the person to move to the other side and press the automatic door button	Architectural	Physical	Any person requiring an assistive device can enter the office areas safely	Worked with RPAM/Security to program security system to extend the time for the doors to remain unlocked, enough so that the person can access the office area safely	Levels of productivity and satisfaction improved	Completed - 2011

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Changing Attitudes and Raising Awareness						
Paired disabled individuals with supportive agencies or Regional supports to assist them with building relationships and belonging to the community	Attitudinal	All	Persons with disabilities have the supports required to assist them with everyday tasks, being a contributing member of society, and feel a sense of belonging in the community	Educate and engage supportive agencies and Regional departments on ways to support disabled individuals beyond physical/ architectural supports	A greater number of disabled individuals being paired with support agencies/Regional departments and participating in community consultations and building relationships with the greater community	Process started and ongoing/increasing annually
Children and families with special needs require day care options	Attitudinal	All	Children and families will be able to access early learning and child care options	Advocacy – The Early Learning and Child Care Task Force highlighted the critical need to ensure continued high quality child care for children with special needs	Anticipated changes in the Early Learning and Child Care programs will not result in a reduction in the number of spaces or quality of service for children with special needs	2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Changing Attitudes and Raising Awareness continued...						
Health staff have repeatedly advocated to and updated Regional Council on Federal and Provincial initiatives, funding and available supports in the area of mental health (in particular youth mental health)	Attitudinal and Informational	Mental illness	Residents will have improved access to supports and services and thus better health outcomes and Council will be well informed to make decisions	Advocacy and informational reports	Residents in Peel will have improved access to supports and services and thus better health outcomes	Completed – 2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed ?
Theme: Changing Attitudes and Raising Awareness continued...						
Delivery of SAIL (Supportive Approaches through Innovative Learning) Training to all Human Services Staff	Attitudinal	All	Staff will be equipped with skills and resource materials ranging from mental health issues to diversity, self care and problem solving with a focus towards enhancing client relationships	SAIL training made available to all Human Services Staff	Levels of productivity and satisfaction. Improved client satisfaction	Ongoing
Need to increase awareness of the needs of the community	Informational Attitudinal	physical, mental illness, cognitive, sensory	Increased awareness of the needs of community members	Providing training to all staff at the Cawthra Road and Peel Shelter Salvation Army staff	Fewer concerns about stereotypes from community members/shelter residents	2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed ?
Theme: Making It Easier to Move Around the Region of Peel						
Ensure affordable housing locations are easily accessible to public transit	Physical, Architectural	ALL	Access to transit will allow for easier access to support services, social interaction and the greater community	Research current transit and planned transit routes when planning for affordable housing locations	More individuals utilizing public transit and less individuals relying on taxi services, Transhelp, etc	Ongoing
Advocacy in Priority Communities in making public transportation more accessible	Physical, Policy/ practice	All	Staff in the Community Partnerships Unit advocated to the City of Brampton to implement services that would assist seniors and people with disabilities in a priority neighbourhood to make using public services more accessible (crossing signs, bus services, transit shelter)	Promote education/ awareness and increase mobility and travel for residents in the community	Improved knowledge to provide accessible customer service	Ongoing

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making It Easier to Move Around the Region of Peel continued...						
Accessible transportation	Attitudinal Information or Communications, Technology, Organizational, Architectural and physical	All	Full integration	Provide breastfeeding home visits for clients who have mobility issues or postpartum symptoms	Improved knowledge to provide accessible customer service	Completed – 2010

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government						
Allowing written submissions on Council discussion items	Informational, communicational	Physical	Increased opportunities for people with disabilities to participate in Regional Council meetings	The action increases options, for people with disabilities, to express their views and concerns on regional matters that affect Peel residents	Number of written submissions from population that is facing challenges due to physical disabilities	Completed (date unknown)
Project Lifesaver Project	Informational, Attitudinal	Residents in Peel Region with Alzheimer's, Dementia and Autism	Equal opportunity for clients to not wander and into danger and their families will feel more at ease	One staff member is assigned to going into residents homes to set up the monitoring bracelet on the disabled client and returns when needed to change batteries	Response times by OPP and Peel Region Police will be shorter, to rescue clients who wander	Completed – 2012

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government continued...						
Communication barriers for individuals wanting to participate in Early Learning and Child Care Task Force	Communication	Sensory	People able to participate and advocate for themselves and their families	Interpretation services provided as needed	None of those who wanted to speak to the Task Force was unable to speak due to barriers	Completed 2012
Accessibility of printed materials and physical meeting space	Communication, physical, architectural	Physical, sensory	Increased input from persons living with disabilities	Ensuring that those organizing community consultations and meetings consider needs of all participants	Greater participation of people with disabilities in Regional meetings	Ongoing

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government continued...						
Regional Council's approval of the Housing Investment Plan (HIP), which provides four strategic directions to address housing needs, including providing housing stability and options to priority populations	Policy/ practice	All	Through the HIP, the Region will increase the supply of rental housing, the provision of housing subsidies and the efforts to prevent homelessness. HIP, services will be provided to vulnerable populations such as chronically homeless, individuals with complex mental health issues who are unable to access or maintain required mental health services, seniors, and persons with disabilities	Council approved annualized funding to address various housing needs, including those of vulnerable population groups	Number of households served through many programs funded under the HIP	The HIP was approved by Regional Council in fall 2011

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping/Assisting Regional Staff Work Independently						
Flexible Working Arrangements and Off-site Work Arrangements	Policy/ practice	All	Reduced physical and mental tension that may result from the need to address out of work issues during regular work hours; Better work life balance; Increased productivity; and Healthy workforce; and staff satisfaction	Policy enabling staff to negotiate with their supervisor for flexible hours to meet demands outside of work on either a temporary or ongoing basis	Levels of productivity and staff satisfaction	Completed – 2012
Assistive device to support staff with hearing impairment	Physical/ practice	Hearing Impairment	Allow staff to perform full duties of their job	Purchased technology 'Ubi Duo' eliminating communication barriers for people with hearing impairment	Levels of productivity and staff satisfaction	Completed 2010

Looking Back Accessibility Accomplishments – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Technical enhancements to support mobility challenges	Physical/ practice	Mobility limitations with staff person's hands	Allow staff to perform full duties of their job	Purchased 'Dragon Naturally Speaking' voice recognition device	Levels of productivity and staff satisfaction	Completed 2010
Staff not able to fully participate in training available to all Human Services Staff due to physical disabilities (hearing and vision impairments)	Physical	Physical	Staff will be able to fully access and participate in the training & development available to all Human Services Staff.	Offer various options to accommodate individual needs (ex. larger print, technology for hearing impairment)	Staff fully engaged meeting requirements for training and development	Completed 2011
Different options available to staff for learning and development	Practice/ attitudinal	Practice/ attitudinal	Alternate options are available to all staff to accommodate different learning styles for training (i.e. working at your own pace, at your own desk)	Allows accessibility, flexibility for all staff to learn based on their preferred learning style and knowledge base	Measure employee engagement and satisfaction through surveys and post training support	ongoing

Going Forward Accessibility Initiatives – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Non-compliance of AODA regulation 429/07 and 191/11 in community based social housing building	Architectural, policy and planning, staff training, etc	All	Improved safety and independence of people with disability in the building	During operational reviews each building will be assess based on the 429/07 & 191/11 regulation and Housing Providers will be advised accordingly	Improvement in accessibility and safety for people with disability in community based social housing buildings	Ongoing

Going Forward Accessibility Initiatives – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently continued...						
Applicants and residents are referred to community supportive agencies and to the Human Services Outreach Team to assist with their needs whether they are short term or permanent	Architectural , policy and planning, staff training, etc	All	Allow residents to live independently. Meet the legislative requirements for RGI	Private landlords rely on supportive agencies and rent supplement to assist residents with supports where necessary	Sustaining a successful tenancy	Ongoing
Peel Living - As capital improvements or upgrades are completed accessibility features are incorporated in the design	Architectural	Physical	The ability to provide facilities that offer greater independence for tenants within their homes and facility	Residential Property Management will ensure through the capital planning review process	Greater safety and independence for people with physical disabilities to move throughout the facility	Ongoing

Going Forward Accessibility Initiatives – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible						
Inadequate equipment to support inclusion for children with individual physical needs	Accessibility, limited/lack or equipment	Physical	Children will be able to be fully inclusive in all parts of their childcare experience	Purchased a special tomato chair. Purchased a learning tower	The children are fully included in all aspects of the program. Promotes independence with self help tasks and allows the child a chance to play with various sized equipment	Purchased in 2012. Ongoing/future purchases will be made based on individual needs
Online application form for health and safety, transformation and minor capital funding for child care operator	Policy/ Procedural	All	Allow child care operators to submit applications to retrofit sites for younger age groups	Renovations	Increased number of children enrolled from 0-3.8 years old	Ongoing

Going Forward Accessibility Initiatives – Human Services

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Changing Attitudes and Raising Awareness						
Community based housing providers Improving awareness about the AODA act (2005) and its associated regulation	Raising awareness about this regulation and requirements	All	Understanding of compliance requirements for AODA, increasing awareness and sensitivity towards people with disabilities	Share information with community-based housing providers, including the ROP accessibility standard 2008 for residential buildings	-Attendance of participants at stakeholder sessions - Number of requests for technical assistance pertaining to accessibility - Number of request for more information	2013/2014

Public Works Departmental Overview

Department Overview

Public Works is made up of a number of business units with diverse functions aimed to manage and provide safe, secure, reliable and environmentally responsible services to the public. The Public Works department includes; accessible transportation, water, wastewater, waste management, operations support and development services.

The Transportation division delivers the future long range transportations planning, budgeting, design, construction, operations and maintenance of the Regional road network in Peel. We ensure the safe efficient movement of pedestrian and vehicular traffic through the provision and management of traffic signals and systems. We also provide accessible transportation services for the residents of Peel.

The Water division is responsible for ensuring Peel's water exceeds Ontario Drinking Water Standards. Public Works sustainably delivers high quality drinking water and related support services, in an efficient and reliable manner such that the needs and expectations of Peel's customers are met or exceeded.

The Wastewater division provides industry leading services and solutions in the management, collection and treatment of municipal wastewater and related support services in an effective, efficient and customer focused manner.

The Operations Support division provides a wide array of programs and services to two separate groups; Public Works clients and the community. Operations Support services the community through various environmental education programs, call centres, and water billing.

The Development Services division provides a Regional response to development applications that are submitted to the area municipalities, as well as planning consulting services to Regional departments and agencies. The division also reviews street names for the Regional road system

Our Customers

Together, we strive to deliver services that meet or exceed the growing needs and expectations of residents and businesses of Peel Region.

Accessibility Statement

Public Works supports the Region of Peel's Accessibility Mandate to prevent and remove barriers by providing accessible services to Peel residents.

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping People Live Independently						
TransHelp users who are non-verbal have the option to book their rides using email	communicational, technological, policy/practice	All	Clients who are non-verbal and don't have family members to book trips can do so through email with Peel accessible transportation staff	TransHelp provides a dedicated email for client usage. The email is staffed during business hours by dispatch staff who responds promptly to client requests	Clients who are non verbal are able to book trips with ease by email	Completed - 2012

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making Regional Services More Accessible						
Electronic Application for Accessible Transportation Services was not readily available in accessible pdf format	Communication	Sensory	Making the application available in electronic pdf format allows people with vision problem to access and enlarge application	Accessible PDF version of application prepared for placement on Region of Peel website	Reduction in complaints reported from people not being able to retrieve application online	Completed - 2012

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Changing Attitudes and Raising Awareness						
Accessible Transportation collaborated with various community agencies to present information about transportation services available to residents	Attitudinal, information	All	Agencies who support people with disabilities have better information on available programs to support clients	Promote and educate on services and programs available in the community for those who need transportation	The number of agencies aware of programs and services and the number of new clients applying for services	On Going
Theme: Making It Easier to Move Around the Region of Peel						
230 Advance Interior Signage Program needed improvement for ease of wayfinding	Physical	All	Improved wayfinding inside the building	Expand existing accessible signage to include directory board and additional wayfinding signs		Completed 2011

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making It Easier to Move Around the Region of Peel continued...						
Construction of new TransHelp Building and Copper Road Expansion to make the site more accessible	Physical	All	Ease of access and wayfinding throughout the facility	Incorporate accessibility in building design and finish selections		Nov 2012
Accessible Transportation provides home visits to clients registering for Taxi Scrip and need to have a photo ID card but no means of travel.	Physical, Policy/ practice	All	Full participation in Taxi Scrip program	Providing home visit to new registrants, taking photo for ID card and selling scrip books so they can access program without visiting TransHelp office	Number of home visits completed and increase in use of taxi scrip program	Completed - 2012
Peel Children Water Festival- Wheelchair bus service	Physical	Physical	More children are able to attend the festival	Ensure that the bus company that is contracted out has wheelchair buses available to rent.	Based on how many wheelchair buses were required for that year	May 2012

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government						
Providing transportation to AAC and TransHelp Advisory Committee members to attend public meetings/ events	Physical, policy/ practice	All	More participation of advisory committee members in public meetings/events	Providing a TransHelp bus to transport members to meetings in and outside the Region where conventional transit might not exist	Committee members where able to attend various meetings because of coordinated transportation by Peel	Completed - 2012
Peel Children Water Festival- Informing paramedics of various disabilities/ medical conditions so that adequate supplies are available on site	Information	Physical, sensory, cognitive, mental health disabilities	Prepared emergency response for those who may require it	Acquiring the information during registration and then distributing it to Peel Paramedics	Through paramedic feedback	Completed – May 2012

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government continued...						
Striving to meet the needs of various students with accessibility requirements during the registration process and during the tours of the Peel Integrated Waste Management Facility, Water Treatment Facility and the Water and Wastewater Presentations	Informational	Physical	By asking for medical or accessibility requirements during the registration process the program will be able to provide the services required for those individuals	Including an area on the registration page to indicate any accessibility requirements during the tours/presentations	Through word of mouth feedback, survey results and increased participation with those needing accessibility accommodations	Completed – 2012

Looking Back Accessibility Initiative – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Making it Easier to Participate in Regional Government continued...						
Peel Children Water Festival- AAC Members came to the site for an accessibility inspection	Physical, architectural, informational	Physical, sensory, cognitive	More opportunities for volunteers and for teachers to bring students with disabilities to the site to participate in the program	Having experienced/ informed personnel attend the site for an inspection	Based on the results/feedback from the inspection those initiatives would be a success if we were able to remove barriers to accessibility in 2013	Completed – May 2012
Theme: Helping/Assisting Regional Staff Work Independently						
230 Advance site was renovated to accommodate staff (now fully accessible)	Physical	All	Ease of access into the building and to the basement level	Accessible ramp and door hardware; passenger elevator		Completed 2010
Peel Children Water Festival - Training secondary school	Information and Attitudinal	All	An inclusive event with students that are comfortable presenting in many different styles.	Incorporating an accessibility slide into the in school training presentation and allowing for	Secondary school feedback through surveys	Completed – 2012

Looking Back Accessibility Initiative – Public Works

students				questions and answers		
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Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when was this completed?
Theme: Helping/Assisting Regional Staff Work Independently continued...						
Copper Yard - accessibility barriers existed in original design and construction of facility	Architectural	All	Full integration	Fully accessible addition to the facility for Transhelp staff and clients. Interior renovations to existing facility encompassing fully accessible washrooms, entrances and exits, hallways etc.	Staff working independently within their office spaces.	December, 2012

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping People Live Independently						
Easier access to conventional transit services for people with disabilities to get around	Physical, policy/ practice, attitudinal	All	Greater use of conventional transit services and ability to use without pre-booking; will also allow people with disabilities to have greater ability for cross border travel	Providing travel training to people with disabilities, working with the conventional transit providers to improve fare structure and connections points for riders	Greater independence for people with disabilities to choose from multiple forms of travel, not just TransHelp	Late 2012 to 2014
Theme: Making Regional Services More Accessible						
Web access to account information and trip booking	Communicational, technological	All	TransHelp clients will have ability to book trips online, 24 hours a day and have access to account information including schedules online	Adding a booking software system on the Region of Peel website for use of TransHelp clients	Improved access to services, reduced telephone waiting times	To be piloted in late 2012 with full roll out in 2013

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Some children attending the Peel Children's Water Festival may require a sign language interpreter to participate in the educational activities	Information and Communication	Hearing impaired	Children with a hearing impairment will not be limited to the activities that are geared towards hearing impaired students	Send a survey to the schools either through registration or through a follow up survey to see what the need is to determine how great this barrier actually is. If there is a great need a sign language interpreter will be asked to attend the festival. New activities will also be geared to incorporate the hearing and visually impaired	Teacher and Chaperone feedback collected using surveys distributed during and after the festival	Surveys to be completed for May 2013. If need for a sign language interpreter is found then this will be implemented for 2014

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
With over 50 activities at the Peel Children's Water Festival not all activities are accessible to hearing and visually impaired students	Information and Communication	Sensory	Adding symbols to the festival map and on site signage indicating which activities are accessible for visually and hearing impaired students will create an enhanced learning environment for those students	Update maps and signage on site to indicate which activities are best suited to hearing and visually impaired students	Teacher and Chaperone feedback from surveys	To be completed for May 2013
Accessibility plans for new Community Recycling Centres (CRC) – Heart Lake and Clarkson CRCs	Architectural	Physical	People with disabilities will be able to access the new CRCs	Design plans to adhere to details as outlined in presentation given to the Joint Peel-Caledon Accessibility Advisory Committee (Feb. 26, 2008)	No accessibility issues from public	Heart Lake CRC scheduled for completion in 2014

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Service Notifications	Information	All	Increased accessibility to information	Service notifications are communicated multiple ways: website*, media, call centre via staff and recordings, print material (e.g. Waste Management guide). *Public Works webpages offer language translation via Google Translate. Materials will be updated as necessary when new accessibility standards for communications are established corporately	Customers with various disabilities are able to access Regional information	NA

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making Regional Services More Accessible continued...						
Access to information for people who are hearing impaired or deaf	Information	Sensory	This issue has not presented to be a barrier	No action required from Region. People who are deaf typically utilize a 'relay service' to call in. Hearing impairments have not been an issue	All customers are able to access Regional information	N/A
Theme: Changing Attitudes and Raising Awareness						
The parking lots at the Peel Children's Water Festival can sometimes make finding accessible parking difficult	Informational and Communicational	All	Clear directions on where to park which will eliminate that individual having to move their vehicle afterwards or by being able to park closer to the main event	More signage on site and indicate where the wheelchair parking is prior to the festival by marking it on the festival map	By monitoring current parking lots used for bus parking and ensuring no other vehicles are being parked in bus zones	To be completed by 2013

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Changing Attitudes and Raising Awareness continued...						
Need for better training of private transportation providers and taxis	ALL	ALL	Improved customer service and safety for people with disabilities who use taxis	Accessible Transportation will work with the taxi industry to improve training of drivers	Greater sensitivity and safety training by private operators who may also be under contract to TransHelp	2013-2014
Theme: Making It Easier to Move Around the Region of Peel						
Improving real time access to trip information for accessible transportation users	Communication, technological policy and practice	ALL	Access to real time trip information and ability to plan day better	Using an enhance Interactive Voice Response system, users will be able to get automate calls if their trip is delayed	It will reduce waiting time for clients and decrease the chance of missing your ride and being stranded	2013
Mandate to incorporate accessibility in all new building construction	Physical	All	Ease of access and wayfinding throughout the facility	Incorporate accessibility in building design and finish selections	All new construction projects will have improved accessibility	Wolfedale Expansion

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making It Easier to Move Around the Region of Peel continued...						
Build a ramp to access the picnic shelter and a ramp to access new washrooms once they are operating	Physical	Physical	A larger portion of the park will become accessible to those with physical disabilities	The site partner will look at adding a ramp to their property	Seeing wheelchairs access the picnic shelter and the washrooms	May 2013
Theme: Making it Easier to Participate in Regional Government						
Peel Children Water Festival- Activity Lead and Coordinator to meet with the AAC and ask them to review all the new activity scripts from 2012 and the new ones for 2013	Information and technological	Physical, sensory, cognitive	Improving accessibility for new activities	Involving the AAC members to provide knowledgeable feedback	By implementing the suggestions made and monitoring the activity in action	To be completed by May 2013

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Making it Easier to Participate in Regional Government continued...						
PCWF - Started to look at which activities were good for hearing impaired and visually impaired, put onto map and into teacher packages	Informational	Sensory	Students will have more time to spend on activities that benefit their learning experience at the festival	Assess each activity and the results will be posted in the teacher information package and on the site map. The signage on site may also indicate which activity is suitable for hearing/visually impaired students	Through teacher comments and feedback collected through the surveys sent out to them	To be completed by May 2013
Theme: Helping/Assisting Regional Staff Work Independently						
Victoria Yard - accessibility barriers existed in original design and construction of facility	Architectural	All	Full integration	Fully accessible new facility construction	Staff working independently within their office spaces	Tentative - December, 2016

Going Forward Accessibility Initiatives – Public Works

Barrier Identified/ AODA Initiative	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier?	Means to prevent/ remove the barrier	How would you measure the success?	Timing when will this be completed?
Theme: Helping/Assisting Regional Staff Work Independently						
Wolfedale Yard - accessibility barriers existed in original design and construction of facility	Architectural	All	Full integration	Fully accessible interior renovations/additions for staff and clients encompassing fully accessible washrooms, entrances and exits, hallways etc	Staff working independently within their office spaces	Tentative - December, 2015

An Overview of the Regional Government

The Regional Municipality of Peel was incorporated in 1974 on the principle that certain community and infrastructure services are most cost-effectively administered over a larger geographic area. Situated in the heart of southern Ontario, Peel is the second largest municipality in Ontario. The Region of Peel serves more than 1.3 million people and approximately 88,000 businesses in the cities of Brampton and Mississauga and the Town of Caledon. The Region of Peel is projected to grow to 1,571,000 people by the year 2031.

The Region of Peel provides a wide range of municipal services including community health, social assistance, construction and maintenance of arterial roads, waste management, cultural, water and waste water, police services, non-profit housing, and paramedic services.

The Region has the advantage of remaining close to the people and responsive to their needs while providing a region-wide approach to planning, urban development and municipal service delivery. The Region's comprehensive financial management ensures the most efficient allocation of resources and the most cost-effective delivery of municipal services.

Peel Region is governed by the Regional Chair and a 24-member Council, representing its three member municipalities. Key factors in the economic growth and development of the Region of Peel include responsible management, innovative programs, and responsiveness to the needs of the people.

Disability Population Trends

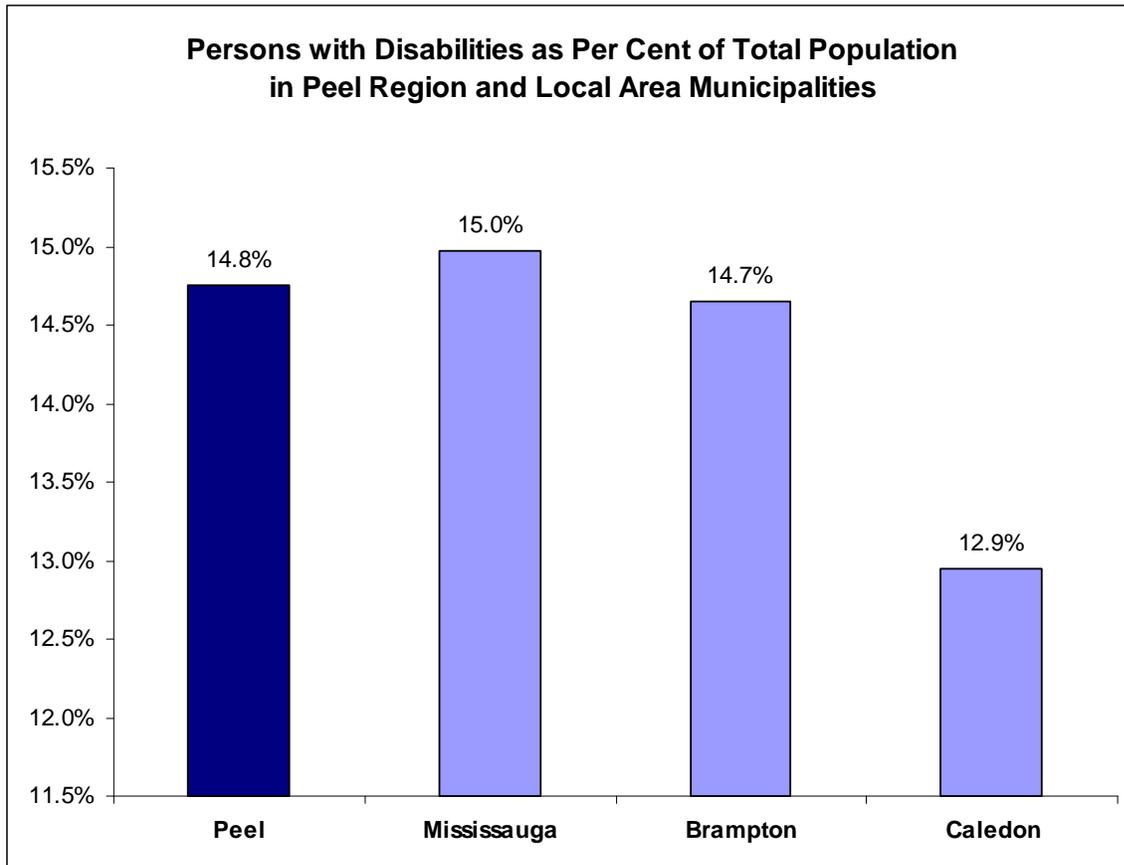
The 2006 Statistics Canada survey summarizes the population trends within Canada for residents living with either a visible or non-visible disability. The 2011 National Household Survey results collected from Statistics Canada will be released in 2013.

- Approximately 4.4 million people living in **Canada** reported having a disability. This number represents 14.3 per cent of the total population of Canada having either a visible or non-visible disability.
- Approximately 1.85 million people living in **Ontario** reported having a disability. This number represents 15.5 per cent of the total population of Ontario having either a visible or non-visible disability.
- Approximately 171,030 people living in **Peel** reported having a disability. This number represents 14.8 per cent of the total population of Peel Region having either a visible or non-visible disability.

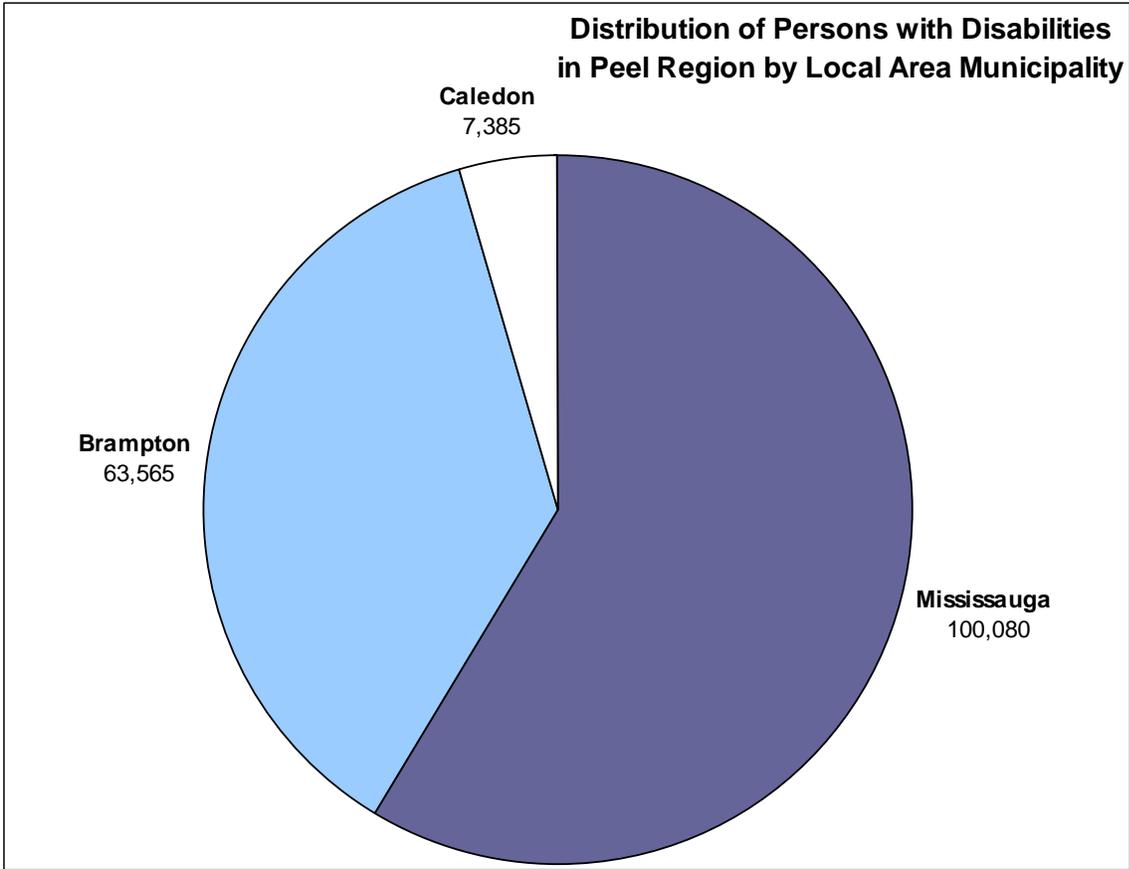
The following illustrates disability statistics for the three municipalities in Peel. According to 2006 statistics:

- 100,080 persons with disabilities currently reside in the City of Mississauga. This number represents 15.0 per cent of the total population of the City of Mississauga having either a visible or non-visible disability.
- 63,565 persons with disabilities currently reside in the City of Brampton. This number represents 14.7 per cent of the total population of the City of Brampton having either a visible or non-visible disability.

- 7,365 persons with disabilities currently reside in the Town of Caledon. This number represents 12.9 per cent of the total population of the Town of Caledon having either a visible or non-visible disability.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006; Region of Peel Environment, Transportation and Planning Services, Peel Data Center.



Source: Statistics Canada, Participation and Activity Limitation Survey, 2006; Region of Peel Environment, Transportation and Planning Services, Peel Data Center.

Peel Accessibility Highlights

1. 2011-2012 AAC Visioning Exercise

Members of the AAC expressed a desire to refresh their original mandate and set a new vision. The Region of Peel and the AAC embarked on a challenge to create a new accessibility vision and to strength the AAC engagement in regional planning processes.

The AAC Visioning Exercise process was divided into two phases:

Phase 1: The AAC and APP staff collaboratively created a broad vision and direction for potential accessibility initiatives at the Region in October 2011. A new vision statement summarizing the Region of Peel’s Accessibility vision was developed:

“The Region of Peel will be a place of universal understanding and acceptance of all by all; where people of all abilities can access what they need in the way they need it.”

Phase 2: The second phase of the Visioning Exercise was held in February 2012. This exercise identified barriers that should be addressed to achieve an accessible and inclusive Region.

This exercise included participants from the Region of Peel’s Executive Management Team, departmental staff and AAC members. This exercise was also intended to develop an actionable work plan that aligned with the AAC vision, departmental strategic plans, and accessibility legislation requirements.

At the end of the visioning exercise the participants committed to a plan called *“Accessibility in Action: An AAC Work Plan”* taking into consideration the following factors:

1. Incorporating accessibility into day to day work;
2. Personally committing to accessibility;
3. Lead accessibility implementation by example;
4. Align AAC and accessibility planning priorities with Council and organizational priorities;
5. Bringing life to our accessibility plan through collaboration;
6. Highlight the benefits of accessibility;
7. Apply accessibility lens to policies and practices; and
8. "Make it happen".

This visioning exercise has unified and strengthened direction for accessibility initiatives at the Region of Peel while providing the freedom for each department to develop accessibility initiatives that are best suited for the department's needs.

Public education remains a priority for the AAC. To support the AAC with its efforts to change biases and attitudes towards disability, the Region collaborated with the AAC to host and participate in public events and to engage various stakeholders in the accessibility dialogue. Some of these events are highlighted below:

2. 2011 Business Symposium –“Customers are Your Business”

Annually, the Region of Peel hosts an event to commemorate the United Nations International Day of Persons with Disabilities (IDPD). Residents, businesses, accessibility advocates, special dignitaries, local media and Regional staff attend these events, which highlight a different accessibility-related theme each year.

Through presentations, vendors displays and roundtable and panel discussions, IDPD events educate and raise awareness about accessibility issues.

On November 23, 2011 the Region of Peel's Accessibility Advisory Committee hosted *the International Day of Persons with Disabilities Business Symposium titled "Customers are Your Business"*. Over 130 business leaders and stakeholders congregated to learn about the

Accessible Customer Service Standards required by the AODA. The symposium included a keynote speech by Leslie Warren, from the Accessibility Directorate of Ontario. Ms. Warren addressed what this standard means for businesses, and the resources available to help businesses comply and improve customer service for people with disabilities.

During the IDPD event, AAC Member Glenn Barnes facilitated an open discussion on how changes in attitude and awareness can benefit businesses through the development of accessible customer service. The feedback received from municipalities and major organizations was positively inspiring and respondents wished to participate in similar future events.

There were a number of partners that assisted in making the 2011 IDPD event possible including the; City of Mississauga, City of Brampton, Town of Caledon, Caledon Chamber of Commerce, The Brampton Board of Trade, Indo-Canada Chamber of Commerce, Scotiabank, Ontario Restaurant Hotel and Motel Association, Province of Ontario, Mississauga Board of Trade, Mississauga Chinese Business Association, and the Region of Peel.



Figure: 2011 IDPD symposium award ceremony

3. National Access Awareness Week

In 2011 and 2012 the Region of Peel collaborated with the AAC and hosted the National Access Awareness Week (NAAW). During the NAAW, educational activities were provided to increase staff awareness of accessibility issues and accessibility training on IASR requirements.

In 2011, NAAW's theme focused on Mental Health. Participants learned about Mental Health Disabilities and the Accessibility for Ontarians with Disabilities Act (AODA). They also learned about the support services available to them through The Region's Healthy Workplace Program and the new services being offered through the Accessible Transportation Program. The AAC presented annual accessibility awards to regional staff that made significant contributions to improving the accessibility of Regional programs and services. The Region of Peel and ACC emphasize training staff and recognize that change must first occur from within before it can be applied across the Region.

For the 2012 NAAW the AAC collaborated with the Region's Learning and Development division and APP staff to celebrate this event. Two training events were delivered to staff which focused on planning accessible meetings and events. A number of educational quiz questions were posted on Region's internal website to engage staff in the accessibility celebration. The AAC also presented accessibility awards to staff in recognition of their accessibility achievements.



Figure: 2011 NAAW Educational Event

4. 2011 and 2012 Connection Fair

In 2011 and 2012, the Region of Peel participated in the “Connection Fair” hosted by the Coalition of Persons with Disabilities and other community stakeholders. This annual event provides Peel service organizations with an opportunity to showcase their services, community supports and/or products for persons with disabilities. This fair also gives Peel residents the opportunity to learn about various products and services available in Peel to assist children, adults and seniors with disabilities.

The Region of Peel’s APP program staff coordinated with the Public Works and Human Services department staff to host a joint information booth. Members of the AAC assisted Regional staff in disseminating information pertaining to accessibility and Regional programs and services offered to the community.



Figure: 2012 Connection Fair

5. Peel Children's Water Festival:

The Peel Children's Water Festival (PCWF) is a six-day annual event that provides environmental education to Peel elementary schools using over fifty hands-on and interactive activities. The 2012 PCWF event marked the seventeenth anniversary of the festival, with more than 80,000 Peel students having attended the event since its inception in 1996.

In 2010 the PCWF organizing committee developed an accessibility plan to improve accessibility elements within the festival planning process and operations. Since then steady improvements have been made each year to improve the festival's accessibility within the resources available. APP staff and the AAC participated in the PCWF Steering Committee to assist with the implementation of the PCWF accessibility plan created in 2010. In 2012 the chair of the AAC and the APP staff visited the event site to conduct an audit on the accessibility of the site and of the program activities.

In 2012, the following five areas of the PCWF Accessibility Plan were selected for action by the steering committee and the AAC:

1. **Activities:** Feedback was sought from the APP before a new legend for activity centres by grade level was created. The shapes and colours used on the legend were modified in accordance with the Canadian National Institution for the Blind (CNIB) guidelines.
2. **Special Needs Assistance and Services – Data Collection through Surveys:** Through the collection of special needs data requested upon registration from elementary and secondary school students and from on-site data collection, results will be compiled and examined to determine which services are being met and which services are lacking and need to be improved in the future.
3. **Operations:** The PCWF operations sub-committee continued to incorporate the feedback received from the community and AAC members to improve the event site and program accessibility.

Every year, the AAC and APP will be invited to conduct an audit and activity assessment. A notice was sent to teachers participating in the event encouraging them to locate accessibility aids available from their school boards such as all terrain wheelchairs that could be signed out for their scheduled participation day.

4. **Communications:** Communication materials were reviewed to incorporate appropriate accessibility symbols, clear text with more contrast, pictorial information and minimal text where appropriate. Maps were updated to show limited accessibility throughout the site.
5. **Volunteer Recruitment:** The volunteer recruitment application clearly stated that the PCWF is accessible for all volunteers. An accessibility slide was also re-introduced into the secondary school training presentations which focused on various ways to involve children with disabilities and increase their participation during the event.

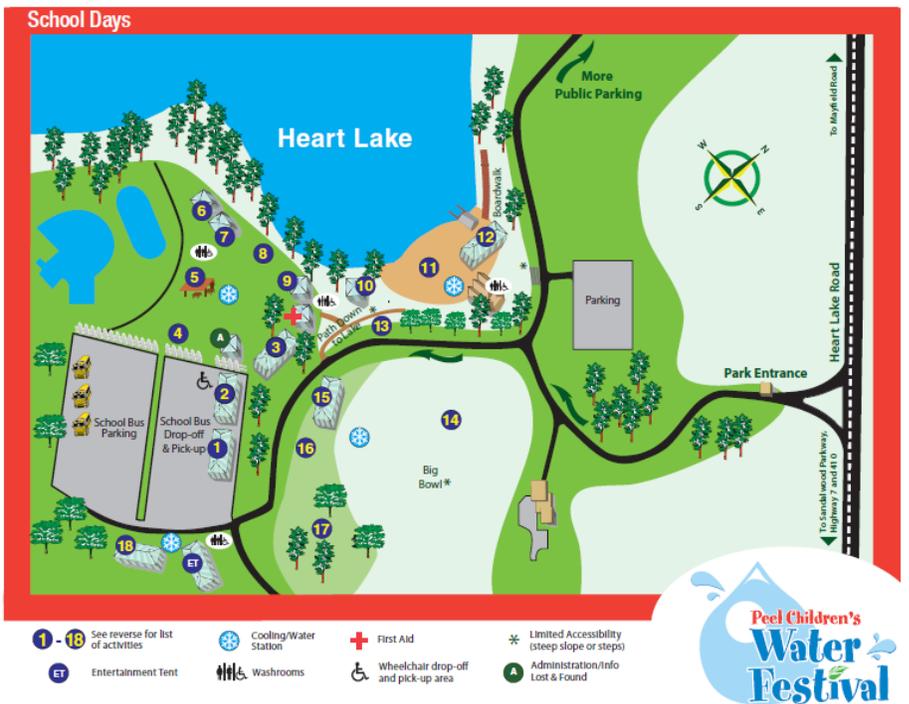


Figure: 2012 Peel Children's Water Festival

6. Diversity and Inclusion Strategy

In 2010, a project was initiated to develop a Diversity and Inclusion Strategy. The strategy was developed by a cross departmental team of subject matter experts. In addition, a number of facilitated sessions were organized with diversity and inclusion subject matter experts from external organizations, community representatives and the AAC. Accessibility as a key component of the strategy is being addressed throughout the implementation of the strategy.

The strategy executes key initiatives that influence organizational culture. It also delivers inclusive and equitable programs and services in support of the Region's vision. To effectively achieve the desired results outlined in the strategy; policies, processes, behaviours, and cultural norms that inhibit diversity and inclusiveness are being addressed. The following five key focus areas were selected to advance the Diversity and Inclusion Strategy in 2012.

- Development of a Diversity and Inclusion Lens
- Multilingual Outreach Initiatives
- Training for Regional Staff on Diversity and Inclusion
- Development of a Proactive Recruitment Strategy
- Organization of Employee Networks to Address Diversity Issues



Services Offered to Persons with Disabilities in Peel

The Region of Peel takes pride in offering a number of program and services to residents of Peel that have a physical, cognitive and/or non-visible disability and may need special services. This section briefly outlines some of the services offered. For more detailed information about all the services offered by the Region of Peel please visit our website at: <http://www.peelregion.ca>

Services in Peel	Information
Region of Peel Accessibility Planning	<p>The program’s primary objective is to ensure that Regional services, programs and facilities are and continue to become more inclusive and accessible for persons with disabilities.</p> <p>For more information visit: http://www.peelregion.ca/corpserv/makingway/</p>
TransHelp - Accessible Transportation for Peel Residents	<p>TransHelp is a service offered to the residents of Peel who use a mobility aid and are physically unable to board public transit vehicles due to functional mobility problems.</p> <p>Passenger Assistant Programs is intended for people who are physically able to board a bus but who require assistance while in transit, and who are traveling to day and/or work programs within the Region of Peel.</p> <p>Taxi Scrip is a program intended for people living in the Region of Peel whose disability significantly impacts their ability to travel spontaneously. It is a subsidized taxi program. Taxi coupons worth \$40 are sold for \$25.</p>

Services in Peel	Information
	<p>Travel Training is offered to those interested in learning about the accessible features of Mississauga Transit and Brampton Transit.</p> <p>For more information visit: http://www.peelregion.ca/transhlp/ for more information.</p>
Children's Services	<p>Child Care Special Needs Access Point (SNAP)-Peel SNAP-Peel provides a single point of contact to co-ordinate services that help children with special needs from birth to 6 years of age.</p> <p>For more information visit: http://www.peelregion.ca/children/programs/special-needs/index.htm</p> <p>Children Services offer an inclusive early learning and child care program for children with special needs in each of our 12 Learn.Play.Care Centres. Child Care Centres are located throughout the Region of Peel. With the support of an on-site Resource Teacher, children 18 months to 6 years of age with delays in two areas of development of 6 months or more, are supported to fully participate in all aspects of the child care program.</p> <p>For more information visit: http://www.peelregion.ca/children/programs/special-needs/special-needs-centres.htm</p>
Peel Regional Emergency Program (PREP)	<p>PREP provides information to all residents on how to be prepared before, during and after an emergency. PREP also provides a specific section for those with disabilities to consider when preparing your home and self in the event of an emergency.</p>

Services in Peel	Information
	<p>For more information visit: http://www.peelregion.ca/prep/bereadybeprep/before/special.htm#disabilities</p>
Peel Long Term Care	<p>Peel’s Long Term Care provide medical care and a safe environment to individuals with complex chronic medical care needs, including Alzheimer’s and Dementia.</p> <ul style="list-style-type: none"> • Adult Day Services – Therapeutic recreational and social programs for people with Alzheimer’s disease and related dementia, chronic illnesses, traumatic brain injuries or other physical impairments. • Respite Care - Short-term relief for caregivers. • Project Lifesaver Peel – Helps families to protect members with a cognitive impairment, who may wander. <p>For more information visit: http://www.peelregion.ca/ltc/</p>
Peel Health (Public Health, and Paramedics)	<p>Mandate for Public Health is for all 1.3 million residents. They ensure all health programs offered by Peel Health are accessible to all.</p> <p>For more information visit: http://www.peelregion.ca/health/ http://www.peelregion.ca/paramedics/</p>
Peel Housing Programs	<p>Peel Living has a number of modified units for people with disabilities. It has also designated certain units for supportive agencies and accommodates special requests where possible.</p> <p>For more information, please visit: http://www.peelregion.ca/housing/peel-living/affordable/</p>

*Note, some programs may have a registration process

APPENDIX VI

List of Services Offered by Local and Regional Government in Peel

The Region of Peel offers an array of programs and services to serve Peel residents. The following list highlights some of the services provided at the Regional and local municipal levels.

The Regional Municipality of Peel
9-1-1 Emergency Number System
Accessibility Planning (Shared with Local Municipalities)
Emergency Preparedness (Shared with Local Municipalities)
Family and Children's Services
Long Term Care Services
Peel Paramedic Services
Peel Art Gallery, Museum and Archives (PAMA)
Peel Living – Region of Peel's non-profit and accessible housing
Peel Police
Peel Public Health Unit
Planning Services (Shared with Local Municipalities)
Regional Roads and Traffic (Shared with Municipalities)
Accessible Transportation Services (Transhelp)
Employment, financial and support services through delivery of Ontario Works programs.
Waste Management Services
Water and Wastewater Services

Local Municipalities
Animal Services
Building Permits
By-law Enforcement
Economic Development
Environment – Going Green Initiatives
Fire and Emergency Services
Libraries
Marriages Licenses

Local roads, sidewalks and traffic
Conventional Transits; Brampton Transit and MiWay
Parking Permits/Restrictions
Parks, Recreational and Community Centres
Property Taxes and Assessment

For a complete list of the programs and services provided by the Region of Peel please visit www.peelregion.ca/peel-services.htm.

Glossary of Terms

Term	Definition
AAC	Region of Peel Accessibility Advisory Committee
Accessibility Planning Program	Region of Peel Program, which is responsible for <ul style="list-style-type: none"> ▪ Supporting and coordinating activities of the AAC, ▪ Preparing and publishing annual Accessibility Plans(s) using the information submitted by the Regional departments, ▪ Monitoring the progress of Regional Accessibility Initiatives with the support of Accessibility Advisory Committee, ▪ Ensuring that Regional Services, programs and facilities are and continue to become more accessible for persons with disabilities
Accessible Customer Service Standards	Ontario's first Accessibility Standard, the customer service standard also known as Regulation 429/07, which came into effect on January 1, 2008.
Accessibility Standard	A rule that persons or organizations in Ontario must follow to identify, remove and prevent barriers.
Accessibility Steering Committee	Region of Peel staff committee comprised of key departmental and Accessibility Planning Program staff
ADO	Accessibility Directorate of Ontario
AODA	AODA stands for <i>Accessibility for Ontarians with Disabilities Act</i> , 2005. It is built on the principle that persons with disabilities should have the same opportunities to access goods and services
Assistive Devices	Devices that people may bring with them or that are already on the premises and are used to assist persons with disabilities in carrying out activities or in accessing the services provided
ATCO	Region of Peel Accessible Transportation Coordination Office
Barrier	A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communicational barrier, an attitudinal barrier, a technological barrier, a policy or a practice. Barriers can be: Physical:

Term	Definition
	<ul style="list-style-type: none"> • A door that cannot be opened by a person with limited mobility and strength <p>Architectural:</p> <ul style="list-style-type: none"> • An entrance door that is too narrow or has a step as an obstacle for a wheelchair or scooter. <p>Informational:</p> <ul style="list-style-type: none"> • Reliance on printed media/typefaces that are too small to be read by a person with low vision (i.e. forms) <p>Communicational:</p> <ul style="list-style-type: none"> • Lack of TTY access at municipal offices/libraries <p>Attitudinal:</p> <ul style="list-style-type: none"> • An employee who ignores a customer in a wheelchair or addresses the companion/interpreter only <p>Technological:</p> <ul style="list-style-type: none"> • Unavailability of improperly designed computer/internet workstation at libraries and lack of aids (finger-guard) • Website accessibility <p>Policy/Practice:</p> <p>Lack of accessibility consideration in policy development.</p>
Citizen	Includes people who live and/or work in Peel, direct recipients of our services, our clients, ratepayers and businesses
Citizen-focused	Brings the voice of our citizens into the organization to help us understand and respond to their needs and expectations given available resources and Council policy decisions
Clients or Customers	Includes people who receive products and services that the Region delivers
Community	Reflects the physical area within Peel and the groups who live and/or work within it
Development	Includes both existing and new construction of buildings, property and infrastructure
Disability	<p>The <i>Ontario Disability Act</i> adopts the broad definition for disability that is set out in the <i>Ontario Human Rights Code</i>. Disability is:</p> <p>“any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or</p>

Term	Definition
	<p>on a wheelchair or other remedial appliance or device;</p> <ul style="list-style-type: none"> ▪ a condition of mental impairment or a developmental disability; ▪ a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language; ▪ a mental disorder; or ▪ an injury or disability for which benefits were claimed or received under the insurance plan established under the <i>Workplace Safety and Insurance Act, 1997.</i>"
Dignity	Service is provided in a respectful manner consistent with the needs of the individual
Diversity	Refers to a broad range of attributes including, but not limited to social, economic, racial, cultural, disability, geographic and religious
Equality of Outcome	Outcome or end result of a service is the same for persons with disabilities as for persons without disabilities.
GDP, Gross Domestic Product	The total market value of all goods and services produced within a nation and its borders during a certain time or period. (An economic measure).
Independence	Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.
Integrated	Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.
Liveable Region	Refers to a community that is safe, environmentally healthy, inclusive and provides choice and access for all people
ODA	<i>Ontarians with a Disability Act, 2001</i>
Partners	Individuals or groups associated with one another in carrying on a business or providing services with shared risks or benefits
Peel Region	Refers to the Corporation of the Regional Municipality of Peel
PCWF	Peel Children Water Festival
Region	A reference to the Region is a reference to its geographical area or to the municipal corporation, as the context requires
Regional	The Region's essential and enduring characteristics for workplace

Term	Definition
Values	behaviour
Responsive	Services are delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats must be provided by a specific deadline.
Sensitive	Service is provided in a manner that is respectful to an individual's needs.
Service Animals	An animal trained specially to assist an individual with a disability. Any animal where it is readily apparent that the animal is used by the person for reasons relating to his or her disability and if the person provides a letter from a physician or nurse or other government issued certification confirming that the person requires the animal for reasons relating to the disability.
Stakeholders	Includes people who have some special interest in the products and services we deliver. They will, or might be, particularly affected by the way we deliver the service but are not simply clients or customers
Strategic Actions	The ways the Region will contribute to making the goals happen (the how)
Strategic Planning Process	The Region's corporate Planning Process that guides Council and staff in addressing the changing needs of people who live and work in Peel
Support Persons	Those who accompany a person with a disability to help them with communication, mobility, personal care, medical needs or with access to goods or services
Suppliers	Individuals or groups that provide products and services (external to the Region). Suppliers can be an organization, company or person who is not an employee that provides an input, material or indirect service for which compensation is received
Success Indicators	Measures identified to demonstrate achievements
Sustainable	Using resources today in a way that ensures they will be there tomorrow
TransHelp	A transportation service for persons residing in the Regional Municipality of Peel who regularly use a wheelchair due to functional mobility problems, or are physically unable to board public transit vehicles

Universal Access Symbols

 <p>Access to Low Vision Symbol</p>	<p>Access to Low Vision</p> <p>This symbol may be used to indicate access for people who are blind or have low vision.</p>
 <p>Braille Symbol</p>	<p>Braille Symbol</p> <p>This symbol indicates that printed material is available in Braille.</p>
 <p>Closed Caption Symbol</p>	<p>Closed Captioning (CC)</p> <p>This symbol indicates that a television program or videotape is closed captioned for deaf or hard of hearing persons (and others). The alternative would be open captioning, which translates dialogue and other sounds in print.</p>
 <p>Assistive Listening Systems Symbol</p>	<p>Assistive Listening Systems</p> <p>These systems transmit sound via hearing aids or head sets. They include infrared, loop and FM systems. Portable systems may be available from the same audiovisual equipment suppliers that service conferences and meetings.</p>



Sign Language Interpretation Symbol

Sign Language Interpretation

The symbol indicates that Sign Language Interpretation is provided for a lecture, tour, performance, conference or other program.



Volume Control Telephone Symbol

Volume Control Telephone

This symbol indicates the location of telephones that have handsets with amplified sound and/or adjustable volume controls.



Telephone Typewriter Symbol

Telephone Typewriter (TTY)

Also known as text telephone (TT), or telecommunications device for the deaf (TDD), TTY indicates a telephone device used with the telephone (and the phone number) for communication between deaf, hard of hearing, speech-impaired and/or hearing persons.



Wheelchair Accessible

Accessibility Symbol

The wheelchair symbol is used to indicate access for individuals with limited mobility, including wheelchair users.

 <p>Information Symbol</p>	<p>The Information Symbol</p> <p>The information symbol indicates the location for specific information or materials concerning access, such as "LARGE PRINT" materials, audio cassette recordings of materials, or sign interpreted tours.</p>
 <p>Audio Description</p>	<p>Audio Description</p> <p>Blind or low vision people may use live commentary or narration (via headphones and a small transmitter) of visual elements provided by a trained Audio Describer.</p>
 <p>Accessible Print (18 pt. or larger)</p>	<p>Accessible Print (18 pt. or Larger)</p> <p>Large print is indicated by the words: "Large Print," printed in 18 pt. or larger text</p>

Accessibility Planning Key Contacts

Region of Peel Accessibility Advisory Committee (AAC)

Current Membership

William Goursky (Chair, Community Member)
Naz Husain (Vice-Chair, Community Member)
Harvinder Bajwa (Community Member)
Glenn Barnes (Community Member)
Raj Chopra (Community Member)
Dely Farrace (Community Member)
Sandra Hames (City Councillor, Brampton)
Nando Iannica (Regional Councillor, Mississauga)
Emil Kolb (Regional Chair)
Maria Parker (Community Member)
Richard Paterak (Regional Councillor, Caledon)
Maureen Tymkow (Community Member)

Committee Contact Information

Region of Peel Accessibility Advisory Committee (AAC)
aac@peelregion.ca

Regional Accessibility Planning Program Staff

Norma Trim, CFO and Commissioner of Corporate Services,
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Kathryn Lockyer, Regional Clerk and Director, Clerk's Division
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Meenu Sikand, Accessibility Planning Specialist
Accessibility Planning Program
905-791-7800, ext. 4778
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Multi-Year Accessibility Plan Project Team

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Municipal Contact Information

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Brampton, Ontario
L6T 4B9
905-791-7800
www.peelregion.ca

COMMENT FORM

Region of Peel 2013-2017 Multi-Year Accessibility Plan

Please complete this form and provide us with your comments about the Accessibility Plan document and Region of Peel services.

1. Does the Plan convey the information that you would like to know?

Yes

Somewhat

No

If no, please provide comments for improvement:

2. Which sections of the Plan were of interest to you? (Check as many boxes as you want)

- | | |
|---|--------------------------|
| Introduction | <input type="checkbox"/> |
| Multi-Year Accessibility Plan Development | <input type="checkbox"/> |
| Accessibility Vision | <input type="checkbox"/> |
| Accessibility Planning Program | <input type="checkbox"/> |
| Accessibility Advisory Committee | <input type="checkbox"/> |
| Statement of Organization Commitment to Accessibility | <input type="checkbox"/> |
| Region of Peel AODA Compliance Report | <input type="checkbox"/> |
| Appendix I-Departmental Accessibility Plans | <input type="checkbox"/> |
| Appendix II- Overview of Regional Government | <input type="checkbox"/> |
| Appendix III-Disability Population Trends | <input type="checkbox"/> |
| Appendix IV- Peel Accessibility Highlights | <input type="checkbox"/> |
| Appendix V-Services for Persons with Disabilities in Peel | <input type="checkbox"/> |
| Appendix VI- Services Offered by Local and Regional Government in Peel | <input type="checkbox"/> |
| Glossary of Terms | <input type="checkbox"/> |
| Universal Accessibility Symbols | <input type="checkbox"/> |
| Accessibility Planning Key Contacts | <input type="checkbox"/> |

3. Is the format of the Plan easy to read?

Yes

Somewhat

No

If no, please provide comments for improvement:

4. Is the language used in the Plan easy to understand?

Yes

Somewhat

No

If no, please provide comments for future improvements:

5. From your perspective, please prioritize the key issues that affect people with disabilities in Peel. (1 = highest priority and 5 = lowest priority)

	1	2	3	4	5
Transportation	<input type="checkbox"/>				
Housing	<input type="checkbox"/>				
Attitudes	<input type="checkbox"/>				
Lack of Awareness	<input type="checkbox"/>				
Lack of Services	<input type="checkbox"/>				

Comments:

6. Have you noticed any change in the accessibility of Regional services and programs?

Improved Unchanged Not Improved

If no, please provide comments for improvement:

If you would like more information about the Region of Peel Accessibility Plan, the Accessibility Program, or the Accessibility Advisory Committee, or would like a presentation at your event, please send a request to zzg-aac@peelregion.ca.

Thank you for taking the time to complete this form.

Please return your completed Comment Form by one of the methods indicated below:

Mail: Meenu Sikand
 Region of Peel,
 Accessibility Planning Program
 10 Peel Centre Drive, 5th Floor
 Brampton, Ontario
 L6T 4B9
Fax: (905) 791-3990
Online: www.peelregion.ca/accessibility

Visit peelregion.ca/accessibility to provide additional feedback or to learn more about upcoming accessibility events, programs and services.

2013–2017

Region of Peel

Accessibility Planning Program staff



Norma Trim
Chief Financial Officer
and Commissioner of
Corporate Services



Kathryn Lockyer
Regional Clerk
and Director of Clerk's
Division



Aretha Adams
Manager
Regulatory Compliance



Meenu Sikand
Accessibility Planning
Specialist

Mandate

The Accessibility Planning Program will contribute to creating receptive, accessible Regional programs and services, and a workplace that ensures full participation of individuals with disabilities.

Objectives

- 1** To build the capacity of all staff to be aware of, and sensitive to, accessibility issues and barriers, and to support efforts to improve accessibility.
- 2** To develop and strengthen organizational processes that will support accessibility.
- 3** To review and develop policies to ensure prevention and removal of accessibility barriers.
- 4** To build public awareness and advocate for accessibility of and services.

2013–2017 Multi-Year Accessibility Plan

See the Accessibility Plan online at www.peelregion.ca

This publication is available in alternate formats upon request.

To request a copy, please contact:

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