



**2022**

# **Peel Region Accessibility Status Report**

**Navigating the New Normal**

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# Peel Region 2022 Accessibility Status Report

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## Navigating the New Normal

This annual report describes the progress and measures taken by the Regional Municipality of Peel (The Peel Region) to remove barriers and improve accessibility while implementing the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). It outlines the progress in 2022 to implement the Peel Region's 2018-2025 Multi-Year Accessibility Plan (Multi-Year Plan).

After two years of COVID-19 pandemic response, 2022 presented itself as a year of hope and moving forward. While Peel continued to respond to the challenges brought on by the pandemic, including addressing new variants and ongoing vaccination efforts, it prepared to leave the acute phase of the pandemic behind. It allowed some regional programs to return to regular operations in a safe, measured, and controlled manner, ensuring that it continued to be accessible and inclusive for all, including those most vulnerable in the community. This report outlines some of those efforts in removing barriers and making Peel more accessible and inclusive for persons with disabilities while we learned to navigate the new normal post-pandemic.

To review the Peel Region's 2018-2025 Multi-Year Accessibility Plan and previous accessibility status reports, visit [peelregion.ca/accessibility](https://peelregion.ca/accessibility).

## Statement of organizational commitment to accessibility

The Peel Region 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 so that service outcomes are the same for persons with disabilities 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 accommodations.

## Office of Culture and Inclusion

The Office of Culture and Inclusion (the Office) continues to support the organization on its culture journey to build an environment that is open, dynamic, innovative, collaborative, and inclusive.

In 2022, a number of initiatives were undertaken by the Office which were key in its efforts to developing a diverse and inclusive workplace and community:

- Peel's second Workforce Census was launched. The data collected through the census allows the Peel Region to gather and trend data that helps us understand the diversity of our workforce, and shapes workplace programs that help make Peel Region an inclusive place to work. Data gathered will enable us to effectively plan, meaningfully affect change and make informed decisions.
- Started the development of Peel's Diversity, Equity, and Inclusion (DEI) Strategy. The 5-year strategy will help create a healthy, safe, and connected community and a more diverse and inclusive workplace where everyone feels they belong. Consultations with employees and Peel residents were completed to ensure the voices of people living with disabilities would be included in the development of the strategy.
- Launched the new diversity, equity and inclusion learning framework. This framework will support employees' ability to practice inclusion as a core competency, foster a sense of belonging in the workplace and demonstrate behaviours that respect diversity and inclusion.
- DEI Review of recruitment, promotion and pay policies and practices. This review aims to identify and remove systemic barriers to build a diverse and inclusive workplace. It aims to ensure a workforce representative of Peel's diverse community, equitable access to opportunities and resources, an improved candidate pool for new positions and improved employee retention.



## Peel Region Accessibility Advisory Committee

The Peel Region's Accessibility Advisory Committee (AAC) guides Regional Council on accessibility issues by helping to identify ways to improve accessibility and remove barriers with respect to Regional programs, services, and facilities. The AAC monitors the progress of Regional accessibility initiatives which are reported annually to Regional Council. Its members, the majority of whom are persons with disabilities, advocate for accessibility and bring with them the desire to affect change and help improve the lives of persons with disabilities. The AAC helps bring to life the Region's vision of *Community for Life*, a place where everyone enjoys a sense of belonging and has access to the services and opportunities they need to thrive throughout each stage of their lives.

In 2022, the Region's AAC continued to meet virtually. Meetings were broadcast virtually on the Regional website [peelregion.ca](https://peelregion.ca). Closed captioning was made available and continued support to AAC members was provided to ensure their full participation. Consultation with AAC continues to be an integral part in ensuring our programs and services are accessible. Members were consulted on the new Accessibility Peel intranet portal. They also provided input to the Region's site plan approval process, to Peel Region Age-Friendly Planning project, as well as towards Peel Region corporate branding. In addition, AAC members actively participated in community consultations, some of which included: Metrolinx Accessibility Consultation and CNIB Mississauga E-scooter Town Hall.



# 2022 initiatives

## Accessibility at vaccination clinics

The Peel Region continued with its vaccination efforts to mitigate the spread of COVID-19 disease and combat its various virus variants that emerged. Accessibility continued to be incorporated into vaccination programs, including conveniently located and accessible vaccination clinics, accessible signage, availability of accessible parking spaces and availability of in-person sign language interpretation services.

In addition, accessibility was embedded into the planning in preparation for Black, African Caribbean (BAC) community COVID-19 strategy. Considerations included transportation requirements, ensuring communications, clinics, and processes were more accessible to people with disabilities.

## Adult Day Services

In 2022, the Peel Region Adult Day Services (ADS) program focused on the recalibration and stabilization of ADS from the effects of the COVID-19 pandemic. Increasing access to the ADS programs amidst Public Health measures and restrictions was a priority that was seen in the reopening of the ADS in-person programs across all five Regional centres.

The following highlights initiatives implemented in 2022 to enhance accessibility within ADS.

- Expansion of the virtual ADS program. To further increase access and address the growing waitlist for the in-person program, the virtual ADS program was sustained to expand overall reach to reduce social isolation for seniors in the community. Furthermore, this was extended to Peel Region Long Term Care residents during outbreaks when safety measures limited their daily activities and ability to socialize with others.
- Reopening the community bathing program at Sheridan Villa. The community bathing program allows adults and seniors in the community to safely access provisioned bathing services to support them when they may need assistance with bathing, or when their home's physical





layout does not meet their accessibility needs. The reopening of this service was a milestone for the COVID-19 recovery stage.

- Enhancing access to transportation to and from ADS. Applications accessing TransHelp services for clients attending the Peel Region ADS programs were streamlined so that ADS staff would be able to process an application on a client's behalf. This new process eliminates a client's barriers to accessing TransHelp when transportation is limited.
- Promoting healthy aging through physical activity. Malton Village and Sheridan Villa ADS centres started a virtual cycling program called Motiview and participated in an Annual Road Worlds event where ADS clients were able to virtually travel through the use of recorded cycling videos, peddlars and stationary bikes. Such event promoted physical activity, cognitive stimulation, and social engagement with seniors from all over the world.
- Reducing social isolation through the Telephone Companion program. In partnership with Volunteer Resources, clients, and caregivers on the waitlist for the ADS in-person programs have the ability to request for a volunteer Telephone Companion. Volunteers are matched with clients and caregivers and can provide ongoing support and companionship over the phone to reduce social isolation and improve overall health and wellbeing for older adults in the community. The program is available in multiple languages, and clients can be paired with volunteers who speak the same language as them.

## Seniors Health and Wellness Village at Peel Manor

The Peel Region is in the process of transforming the site of its existing Peel Manor Long Term Care Centre into a Seniors Health and Wellness Village (SHWV). The construction of the new SHWV at Peel Manor facility, which includes a long-term care centre as well as a service hub offering seniors-focused health, social and community services, is scheduled to be completed this year. Existing Peel Manor long-term care residents and ADS clients are scheduled to move into the new facility by mid-to late-2023.

The SHWV at Peel Manor facility includes a wide array of physical accessibility features, including wide doorways, ceiling lifts in resident rooms, etc. Services and programming offered within the facility will also include a strong focus on emotion-based care and supports for those with cognitive impairments.



## Paramedics

To support Peel Region residents, Paramedic Services currently provides language line/interpretation services to eliminate language barriers for pre-hospital and community care. In addition, software applications with embedded accessibility features are available to support staff with learning disabilities. Paramedic services continues to provide barrier free facilities that comply with all AODA requirements and obtain endorsement from Peel's Accessibility Advisory Committee for future facilities.

## Healthy and accessible built environments and age-friendly planning

The [Regional Official Plan](#) includes policies and direction to work with local municipalities and other community stakeholders to plan for healthy and accessible communities that reduce barriers for diverse populations. The Plan includes policies that support a range and mix of housing options, universal accessibility in developments, accessible transportation, human services, age-friendly planning, a Healthy Development Framework, and alignment with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and the Canadian Charter of Rights and Freedoms.

Accessibility is a key consideration as we plan for our growing aging population. To prepare for this growing demographic, new policies related to health, the built environment, and age-friendly planning have been adopted as part of the Regional Official Plan. Part of this work includes an Age-friendly Built Environment Assessment, which will assist the Region in evaluating the current-state of age-friendly built environments in neighbourhoods.

In 2022, an age-friendly built environment assessment was completed. The final report summarizes Peel-wide analysis and sample neighbourhood audits and identifies gaps and opportunities to address healthy, active aging, and universal accessible design in built environments and public spaces. The report presents 80 recommendations for the Peel Region and stakeholders to collectively foster an age-friendly community through improvements to Peel's built environment, policies, and services. For more information about the Age-Friendly Planning Built Environment Assessment and a copy of the final report, visit the Peel Region's [Age Friendly Planning](#) website.





The Region, with representation from Public Health, Human Services, and Planning and Development Services, supports the Peel Council on Aging (PCOA) in working with stakeholders to address key priorities for seniors in Peel. This includes membership on community roundtables to identify and achieve goals for each of PCOA's five priority areas (Housing, Healthy Aging, Safety, Building Community, and Staying Mobile) to help make Peel more accessible and improve quality of life for seniors.

## Transportation

A number of road improvements were carried out in 2022 to make Peel Region roadways and multi-use trails more accessible. Some of the accessibility improvements included:

- Installation of tactile plates at intersection corners
- Installation of audible pedestrian signals
- Installation of multi-use pathways
- Realignment and straightening of pedestrian crosswalks and curb depressions
- Pedestrian crossing push buttons relocated to accessible locations at crossings
- Installation of rest area benches along multi-use pathways



## TransHelp

In 2022, Peel's specialized door-to-door public transit provider, TransHelp, launched their Passenger Satisfaction Survey. The results provided us with insight from a passenger perspective on what's working well and where the Region could focus its efforts going forward. Based on feedback, starting January 2023, the booking window for specific trips was extended by one hour to 7 p.m. daily. This makes it more convenient for passengers to book specific trips and reduces the number of flexible trip requests. In addition, a shortened and streamlined application for passengers reapplying for service that don't require a full medical form was introduced.

## Relieving areas for service animals

People with disabilities rely on service animals to travel and live independently. A service animal's greatest need when arriving after a long trip is to be relieved. When visiting Peel Region offices, it is important that people with disabilities know that their needs and the needs of their service animal are taken into consideration. In 2022, the Peel Region added relieving areas for service animals at its 3 major offices. The areas are placed on grass surface and are in close proximity to building entrances. Signage to this effect are placed at Service Peel counters and water bowls are available at the Service Peel desk.

## Improvements to Regional facilities

A number of retrofits and upgrades were made to various Regional facilities as part of our pandemic recovery efforts and in preparation to bring staff back into Regional offices. Some upgrades made in 2022 include:

- **Improved Corridor Accessibility** - reuse and reconfiguration of office furniture has provided improved corridor widths for better physical accessibility in office spaces.
- **Increased Number of Accessible Workstations** - electronic height adjustable sit/stand desks with increased ranges to optimize worksurface height and allow for better ergonomic and accessible configurations.
- **Workstation Beltline Power** - floor level power outlets to "belt-line" level power outlets to improve access to power.
- **Kitchenette Common Areas** - reconfigured with overall larger space and corridors to provide better accessibility for all.
- **Human Services Interview Stations** - interview stations relocated to the ground floor near main entrances and equipped with sit/stand desks and with generous circulation space for ease of access by the community. This improves their ability to be configured to meet a wide range of accessibility needs.
- **Improved Washroom Fixtures** - upgrade from hand turn faucets to new sensor faucets in washrooms.
- **Addition of Door Operator** - A door operator was added where required to improve physical access in regularly used staff corridor.
- **Vehicle Bay Lighting Improvements** - Additional LED lighting added at one of our paramedic stations to improve visual acuity.
- **Exterior Upgrades** - Upgrades to provide better directional signage. Improved storm water drainage system to eliminate ponding and improve winter access.

## Accessibility considerations in supervised consumption services in Peel

In 2022, Peel Region Council endorsed that a supervised consumption services (SCS) be established. SCS support populations at higher risk of substance-related harms by providing a safe environment for people to use their own substances in the presence of staff trained in harm reduction and overdose response. SCS prevent fatal overdoses and reduce the spread of blood-borne infections (e.g., HIV, Hepatitis C) by decreasing high-risk behavior and unsafe injection practices, such as needle sharing. SCS also connect clients with health and social services such as housing, mental health supports, primary care, and addictions treatment. It is important that accessibility was taken into consideration from the inception in an effort to remove barriers and increase access for this vulnerable population. This included accessibility of site, proximity to public transit, communication and translation services and mental health supports.

## Employment project for youth with disabilities

Peel collaborated with the Ministry of Community, Children and Social Services (MCCSS) to pilot a project called Employment Project for Youth with Disabilities, referred to as the Youth Project. The initiative provides an enhanced and intensive case management approach to youth with disabilities (ages 14-29) to plan for employment and community inclusion opportunities. Specially trained caseworkers use a flexible, personalized approach when working with youth and their support system to help them:

- set goals, identify barriers, and develop an action plan
- connect to services in the community such as mental health, employment services, and housing supports
- gain skills and education
- prepare for and find employment

In 2022, a total of 74 youth with disabilities were accepted into the program and provided with support to achieve their goals.





## Enabling technology and automation for Ontario Works Clients

The focus to expand digital accessibility and digital literacy to the community was completed through a multi-faceted approach.

### MyBenefits

Peel continued to promote and increase utilization of the Provincial MyBenefits Application available to active Social Assistance Recipients. It is a convenient and user-friendly service available 24/7 on any device (e.g., desktop, tablet, or cellphone). It allows users to view profile information to ensure it is up to date, report changes, review benefits history, view letters, and two-way messaging with Caseworkers. As registrations continue to rise, 70% of Peel's Ontario Works Caseload is registered for MyBenefits services. MyBenefits continues to strengthen the ability for Social Assistance recipients to stay virtually connected to their Caseworkers.

### reBOOT Canada partnership to increase digital access

In an effort to increase access to technology for vulnerable populations in Peel, including individuals living with disabilities, the Peel Region collaborated with community partner reBOOT Canada through the Computers 4 U Program. The program provides refurbished computers and technical support to individuals in the community so they can be connected, build capacity for self-sufficiency and improve their employment and education prospects. In 2022, a total of 311 refurbished computers were provided to clients referred to the program.

### Expanding digital literacy

The Income and Social Supports Division collaborated with 11 agencies across Mississauga and Brampton to promote free computer and digital literacy courses. The courses aim to improve: basic computer skills; online communications through various skills/tools (e.g., Microsoft TEAMS, Zoom Skype, etc.); management of communication platforms; searches for information only; and safe internet use.



## Affordable housing

The Peel Region led affordable housing builds adhere to universal design criteria and include dedicated accessible units. The Region also supports third-party led projects that are funded with federal-provincial and Regional funds. In 2022, the Region supported Lakeshore Lofts, a third-party led project opened for occupancy. Lakeshore Lofts, located in South Mississauga, is a 4-storey mixed-use building with 68 supportive housing units. The building includes ground floor commercial space that has become the new location for The Compass, a community space providing immediate access to food and other supports. The project includes accessible common spaces and elevators, an indoor room for parking bicycles and mobility scooters, in addition to 23 barrier free units that include fully accessible kitchens and washrooms. The project is funded through a successful partnership between the Peel Region, Indwell Community Homes, the Government of Canada, and the Province of Ontario. For more information, please visit [peelregion.ca/housing/development/lakeshore-lofts](https://peelregion.ca/housing/development/lakeshore-lofts)



## Child care subsidy

Clients are continuing to receive all necessary services remotely, so families do not have to take time off work or school to attend in-office meetings. This ensures that families can apply for and successfully receive the service they need. Families can also have a support person attend their appointment in order to aid with the process.

In an effort to improve accessibility, the requirement for both parents to attend appointments has been removed; only one parent needs to attend. In addition, in order to reach a larger demographic and meet the needs of Peel residents, the eligibility requirement has changed to be more accessible. Families are no longer required to have a permanent status in Canada and can have a work or school permit to qualify for the program.

Families who exit the fee subsidy program can now return within 6 months without completing a new application. Family's that have children with special needs can now access the program immediately and are given 3 months to provide verification documents. The program requirements for verification documents have been reduced from 6 to 4 mandatory documents. Process improvements were implemented to simplify and streamline forms resulting in a 20% reduction in paperwork during the application process.

Emergency Child Care was implemented to support first responders and front-line workers during school closures in 2022.

## EarlyON

The Peel Region continues to partner with organizations such as Child Development Resource Connection Peel (CDRCP) to create a central point of access so that families can find EarlyON information in one place.

Peel also welcomed two new EarlyON programs that comply with accessibility provisions and the Ontario requirements for physical space. The locations are Gore Meadows and Carrefour de Jeunes. Accessibility features include an elevator, ramps, and accessible washrooms.

EarlyON centers continue to have the virtual program option so families can access programs from their homes. Some programs are also being provided in languages other than English to foster inclusiveness and support English Language Learns.

Strides have been taken to collect socio-demographic data to better understand the needs of the families that attend EarlyON programs. The information collected will be used to support the community needs and make necessary changes.





## Peel inclusion resources services

Agencies have opened up their service options so families can return to an in-person service model or continue with virtual connections. This flexibility allows for an increase in access to families and at a location that works for them.

The Peel Region has also launched an online feedback mechanism for the community to share feedback on their experience with special needs resourcing supports. By understanding the needs of the community, enhancements can be made to bridge the gap with accessibility and inclusivity.

## Client and service provider — Accessibility in communications

Written communication to families that receive a fee subsidy is sent in a reading level that is accessible to all audiences. Improvement have been made to enhance self-serve options for families so they can gather necessary eligibility information prior to completing their application and have the ability to upload information into a secure portal to avoid having to complete steps manually.

Conferences held for internal and external partners are recorded to allow for playback options and support inclusive information sharing. These conferences are still being held virtually to ensure early years and childcare staff have the ability to attend. Key information is shared in advance along with technological guides.

Staff across the Early Years and Child Care Division continue to partake in diversity, equity and inclusion training formally and informally.

## Accessibility considerations in flexible and remote work policies

As employees gradually prepared to return to the office in accordance with the need and feasibility of their jobs, it was important that we continued to monitor the spread of the SARS-CoV-2 virus and public health restrictions to ensure staff and public safety. Peel embarked on a new transition of how we worked at the Peel Region. Flexible Hours, Remote Work as well as Hours of Work and the Right to Disconnect policies were introduced. An inclusive and accessible lens was applied to ensure that employees were supported whether working on location, remotely or a hybrid approach. The policies allow employees to manage responsibilities in their personal and professional lives, support work-life



integration and overall well-being while ensuring operational requirements are met. They support a more inclusive workplace and offer an engaging and enabling employee experience.

## Accessibility@Peel intranet hub

To elevate accessibility and increase staff engagement and awareness, the Accessibility@Peel hub was launched on Peel Region's intranet site. Accessibility@Peel was developed to increase staff engagement and deliver clear and concise educational resources, practical tools, policies and guidelines. People leaders, Digital Champions and Employee Ambassadors were leveraged as conduits to employees who could engage with local subject matter experts about very specific accessibility topics, questions or concerns.

## Digital accessibility and website compliance

The Peel Region continued its efforts to meet AODA compliance requirements for its website peelregion.ca. New tools were acquired to automate and monitor accessibility including Siteimprove and AbleDocs, a plug-in for Adobe Acrobat. A new Drupal CMS will be introduced in 2023, and all content on peelregion.ca will be audited before it is migrated. This includes the complete redevelopment of dated sections and sections that feature thousands of non-compliant media assets and formats. As part of Peel's Advancing Digital Service Delivery Strategy, a pdf compliance strategy was launched. To date, more than 8,000 PDFs have been removed or remedied. The compliance initiative aims to ensure key content creators and contributors are aware of the requirements for accessible digital information in the Peel Region, including but not limited to the creation of accessible pdfs. Moving into 2023, this initiative will include training along with an education and awareness campaign.

## Corporate Branding

In 2022, the Peel Region refreshed its corporate brand, including the creation of accessible brand standards. Our brand represents everything we do and who we are as an organization. Peel Region brand tells Peel's story in visuals, words, and actions. A clear, concise and consistent brand contributes to accessibility and ensures access for everyone. The brand standards were presented to the Peel Region Accessibility Advisory Committee for input and feedback. The Peel Region brand book serves as a guide on how to implement our refreshed brand and ensures our focus is on the people and our diverse community. Numerous accessible brand templates were developed for employee usage, pushing our commitment to accessibility further to the forefront.

## Accessible meetings guide

As we embrace flexible work and many employees are working remotely, virtual meetings have become the norm. The Peel Region launched its Accessible Meetings Best Practices and Resources. The guide includes tips to ensure an inclusive meeting experience such as the use of meeting backgrounds, closed captioning, using immersive reader and how to prepare in advance of your meeting. The guide is made available on the Peel Region's intranet site [Accessibility@Peel](#).

## Organizational development and learning

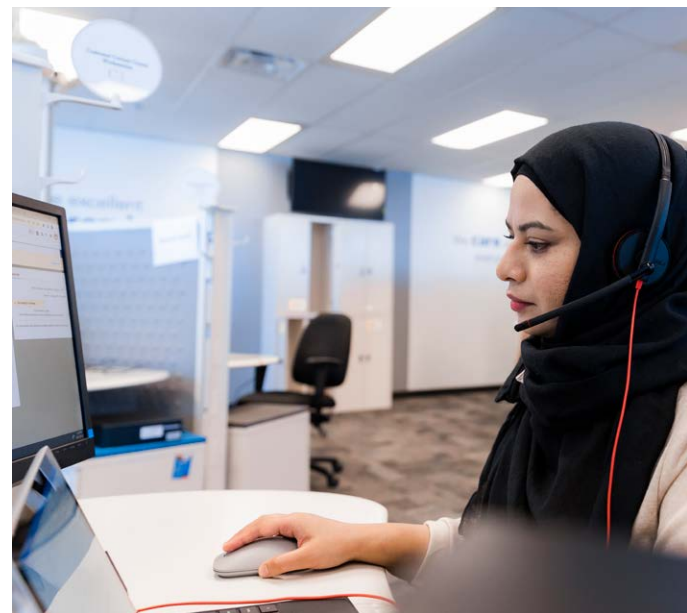
In 2022, the Peel Region launched an agile learning program, called Inclusion in Action, to support diversity, equity and inclusion skills for employees and people leaders. The program includes mandatory fundamentals training and optional advanced learning and facilitated conversation on a variety of inclusion topics. Mandatory learning includes Foundational Diversity, Equity and Inclusion Practices, Inclusion at Work and Accessibility for Ontarians with Disabilities Act (AODA).

## Inclusion as a Core Competency

Human Resources, in partnership with the Office of Culture and Inclusion, launched "Inclusion" as a core competency for all employees and refreshed our Inclusion leadership competency. These important new competencies, and their associated behaviours, reflect our values and the culture we want for the Peel Region and strengthen our collective accountability for an inclusive workplace. Our leadership and core competencies are used to support all Peel Region employees through several of our talent management programs, including employee development, recruitment, and performance management. These sets of measurable skills, behavioural attributes and knowledge are of great importance to our organization, holding all employees accountable for inclusion in workplace.

## Talent acquisition

In 2021, the Talent Acquisition division entered into a partnership with the Ontario Chamber of Commerce and their Discover Ability Network. The Discover Ability Network is a free program that connects qualified job seekers with a disability to organizations who are seeking talent. We continue to work with this organization, which is now part of our business network.





## Corporate accessibility training refresh

As legislated under the AODA, all Peel Region employees must complete AODA training. A revamped AODA training module was launched on April 1, 2020. This new training module provided the opportunity for a relaunch of the AODA training Corporate-wide, however, due to the pandemic this training was postponed. In 2022, the Peel Region launched the AODA training refresh. Employees who completed AODA learning before April 1, 2020, were required to complete a refresher of the AODA training. This provided an opportunity for staff to refresh their knowledge on their obligations under the AODA as it pertains to persons with disabilities.

## DEI strategy public consultations

The Peel Region is developing its 5-year Diversity, Equity, and Inclusion (DEI) Strategy with the intent of creating a healthy, safer, and connected community and a more diverse and inclusive workplace where everyone feels they belong. The strategy will reflect the needs of Peel Region's diverse communities and regional employees.

**Community input and insight are vital for the strategy's development.** The Peel Region launched public consultations to gain feedback from residents and the community. Consultations will include members from diverse groups including a focus group dedicated to persons with disabilities.

## Events and observances

In 2022, we continued to hold our events and observances virtually. Virtual events included closed captioning, chat feature, and the availability of accommodations. In addition, recording of events were made available for those who could not attend the event or wanted to view it again. National AccessAbility Week was observed through a virtual event with the theme "Recover, Rethink and Thrive". The objective was to increase awareness about what recovery looked like post-pandemic for people with disabilities. Keynote speaker Justine Fedak shared her personal journey and what recovery meant to her and how her disability led to her discovering her own immense ability. The following were also recognized through an internal education and awareness campaign and through social media:

- World Down Syndrome Day (March 21)
- World Autism Awareness Day (April 2)
- Treat Accessibility (October)
- International Day of Persons with Disabilities (December 3)

# Creating a Community for Life that is inclusive and accessible

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The Peel Region continues its journey to creating a Community for Life that is inclusive and accessible.

In 2022, we continued to respond to the COVID-19 pandemic, however, as restrictions began to be eased, we were provided with a glimpse of a return to some sense of normalcy. Despite the challenges placed before us, the Peel Region continues its efforts in meeting the requirements of the AODA while seeking opportunities to promote accessibility and remove barriers in its programs, services and public spaces. Full inclusion cannot be achieved without accessibility. The Peel Region will continue to apply an accessibility lens to the delivery of programs and services and ensure that the rights and well-being of persons with disabilities are taken into account.

# We welcome your feedback

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Your feedback is important to us. Please let us know if you have any questions or feedback about the programs or services mentioned in this report, Peel Region's 2018-2025 Multi-Year Accessibility Plan or about accessibility in general.

## To request a copy of this report in an alternate format, please contact us at

### Call

Toll-free 1-888-919-7800 or 905-791-7800

### Email

[ZZG-Accessibility@peelregion.ca](mailto:ZZG-Accessibility@peelregion.ca)

### Mail

Peel Region  
Attn: Accessibility Planning Program  
10 Peel Centre Dr., Suite B, 6th Floor  
Brampton, ON L6T 4B9