



# *Making Way*

For Ontarians with Disabilities

REGION OF PEEL

ACCESSIBILITY ADVISORY COMMITTEE

AGENDA

AAC-1/2018

**DATE:** Thursday, February 15, 2018

**TIME:** 1:30 PM – 3:30 PM

**LOCATION:** Council Chambers, 5<sup>th</sup> Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:** C. Belleth; R. Chopra; F. Dale; M. Daniel; D. Farrace; A. Groves;  
N. Husain; R. Khedr; M. Mahoney; M. Palleschi; L. Soulliere;  
T. Tamlin

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*Dely Farrace to preside.*

1. CALL TO ORDER
2. DECLARATIONS OF CONFLICTS OF INTEREST
3. APPROVAL OF AGENDA

For questions about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact: Veronica Montesdeoca, Accessibility Planning Specialist at (905) 791-7800, Ext. 4778 or by e-mail at [veronica.montesdeoca@peelregion.ca](mailto:veronica.montesdeoca@peelregion.ca)

Some meeting information may also be available in alternate formats, upon request. Please contact: Harjit Gill at (905) 791-7800, Ext. 4854 or by e-mail at [harjit.gill@peelregion.ca](mailto:harjit.gill@peelregion.ca)

**4. PREVIOUS MEETING MINUTES**

- 4.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-5/2017) meeting held on November 30, 2017 (Receipt recommended)

**5. DELEGATIONS**

- 5.1. **Kendrick Doll, Natural Heritage Coordinator, Ontario Heritage Trust**, Providing an Update and Requesting Feedback Regarding Accessibility Enhancements to the Master Plan for the Cheltenham Badlands Property in Caledon

**6. REPORTS**

- 6.1. Accessible Transportation Update (Oral)  
Presentation by David Margiotta, Manager and Rhiannon Oliveira, Project Advisor, Accessible Transportation
- 6.2. Alton Village - Phase 1 Road Improvements and Streetscaping (Oral)  
Presentation by Serguei Kabanov, Project Manager, Roads - Design and Construction, Transportation
- 6.3. Region of Peel 2018 Municipal Elections Accessibility Plan (For information)  
Presentation by Tim Ivanyshyn, Elections Specialist, Legislative Services and Veronica Montesdeoca, Accessibility Specialist, Culture and Inclusion
- 6.4. Accessibility Planning Program Update – February 15, 2018 (For information)

**7. COMMUNICATIONS**

- 7.1. **Alfred Spencer, Director, Accessibility Outreach, Education and Referral Branch, Accessibility Directorate of Ontario**, Email dated December 6, 2017, Regarding Consultation of Accessibility Advisory Committees (Receipt recommended)
- 7.2. **Michelle McQuigge, The Canadian Press**, Article dated December 29, 2017, Regarding the Expected Introduction of Accessibility Standards by the Federal Government in 2018 (Receipt recommended)

**8. OTHER BUSINESS**

**9. NEXT MEETING**

Thursday, April 19, 2018  
1:30 - 3:30 p.m.  
Council Chamber, 5th floor  
Regional Administrative Headquarters  
10 Peel Centre Dr., Suite A  
Brampton, ON

**10. ADJOURNMENT**



# *Making Way*

For Ontarians with Disabilities

## REGION OF PEEL

### ACCESSIBILITY ADVISORY COMMITTEE

#### MINUTES

**AAC-5/2017**

The Region of Peel Accessibility Advisory Committee met on November 30, 2017 at 1:30 p.m., in the Regional Council Chamber, 5th Floor, Regional Administrative Headquarters, 10 Peel Centre Drive, Suite A, Brampton, Ontario.

**Members Present:** C. Belleth; R. Chopra; F. Dale; M. Daniel; D. Farrace; M. Mahoney; T. Tamlin

**Members Absent:** A. Groves, due to other municipal business; N. Husain; R. Khedr; M. Palleschi, due to illness; L. Soulliere

**Also Present:** L. Graham-Watson, Commissioner of Corporate Services; N. Polsinelli, Commissioner of Health Services; K. Lockyer, Regional Clerk and Director of Clerk's; A. Adams, Manager, Access to Information and Privacy; V. Montesdeoca, Accessibility Planning Specialist; K. Dubuque, Legislative Specialist; H. West, Legislative Specialist; H. Gill, Committee Clerk; S. Valteau, Legislative Technical Coordinator; D. Obaseki, Legislative Assistant

*Chaired by Dely Farrace.*

#### 1. CALL TO ORDER

Dely Farrace, Committee Chair of the Region of Peel Accessibility Advisory Committee (AAC) called the meeting to order at 1:30 p.m.

\*See text for arrivals

◆See text for departures

2. **DECLARATIONS OF CONFLICTS OF INTEREST - Nil**

3. **APPROVAL OF AGENDA**

Moved by Councillor Mahoney;

RECOMMENDATION AAC-10-2017:

That the agenda for the November 30, 2017, Region of Peel Accessibility Advisory Committee meeting include an additional item regarding a Site Plan and Construction Advisory Working Group to be dealt with under Other Business - Item 8.4;

And further, that the agenda for the November 30, Region of Peel Accessibility Advisory Committee meeting be approved, as amended.

4. **PREVIOUS MEETING MINUTES**

- 4.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-4/2017) meeting held on September 21, 2017

Received

5. **DELEGATIONS - Nil**

6. **REPORTS**

6.1. **Culture and Inclusion Program Overview (Oral)**

Presentation by Juliet Jackson, Director and Melissa Magder, Advisor, Culture and Inclusion

Received

Juliet Jackson, Director and Mellissa Magder, Advisor, Culture and Inclusion, provided an overview of the Culture and Inclusion program strategies. They stressed the importance of aligning the Region of Peel 2018-2025 Multi-Year Accessibility Plan with the Region of Peel Strategic Plan which embeds inclusivity.

In response to questions raised by Raj Chopra, Committee Vice-Chair, regarding the need to specify how the Culture and Inclusion program strategies will achieve its objectives, Juliet Jackson stated that focus will be on building knowledge and increasing awareness of diversity and inclusion. She also indicated that work will commence in 2018 and will incorporate various components including staff training, employee networks, and a refreshed Diversity and Inclusion Strategy Plan that can be accessed through the Region of Peel website.

Mary Daniel, Committee Member, requested that the progress of the Culture and Inclusion Program be reported at future Region of Peel Accessibility Advisory Committee meetings.

*Raj Chopra, Committee Vice-Chair, assumed the Chair*

- 6.2. **Citizens First Accessibility: Building for the Future (Oral)**  
Presentation by Jay Adams, Digital Specialist, Digital Strategy

Received

*Dely Farrace, Committee Chair, resumed the Chair*

Jay Adams, Digital Specialist, Digital Strategy, provided an update on the work that has commenced to revamp the Region of Peel website with various accessibility features that are underway. He indicated that work completed by the Digital Strategy group is done by following a digital standard to ensure that the design of services is relevant to the needs of the community.

- 6.3. **Seniors Health and Wellness Village at Peel Manor – Project Introduction**  
Presentation by Stella Danos-Papaconstantinou, Director, Seniors Services Development and Mark Schiller, Director, Real Property Asset Management

Received

Stella Danos-Papaconstantinou, Director, Seniors Services Development and Mark Schiller, Director, Real Property Asset Management, provided a project introduction for the redevelopment of the Peel Manor Long Term Care Centre into the Senior's Health and Wellness Village. They outlined accessibility features for the Centre and indicated that a final design would be presented to the Committee for review and feedback in 2018.

Mary Daniel, Committee Member, suggested that an onsite laundry service on each of the residential floors be made available for residents and families to use.

Chair Dale, suggested that Committee Members be provided information on the site plan development process to assist members on what is required during review of site plans.

- 6.4. **2017 Accessibility Compliance Report - Accessibility Directorate of Ontario**

Received

- 6.5. **Accessibility Planning Program Update - November 30, 2017**

Received

Veronica Montesdeoca, Accessibility Planning Specialist, provided an overview of the International Day of Persons with Disabilities event being held on December 5, 2017. She stated that the topic of the event will focus on health and wellness in the workplace and will specifically target psychological wellbeing.

7. **COMMUNICATIONS**

- 7.1. **Carey deGorter, General Manager, Corporate Services/Town Clerk, Town of Caledon**, Letter dated October 16, 2017, Regarding the Design of the Mayfield West Seniors Apartment Building

Received

- 7.2. **Harjit Gill, Legislative Technical Coordinator**, Memo dated October 16, 2017, Regarding the 2018 Meeting Schedule for the Region of Peel Accessibility Advisory Committee

Received

- 7.3. **Tracy MacCharles, Minister of Government and Consumer Services and Minister Responsible for Accessibility**, Email dated October 23, 2017, Inviting Nominations for the 2018 David C. Onley Award for Leadership in Accessibility

Received

8. **OTHER BUSINESS**

- 8.1. **Amanjit Brar, Region of Peel Accessibility Advisory Committee Member**, Email dated October 2, 2017, Advising of His Resignation from the Region of Peel Accessibility Advisory Committee

Moved by Councillor Mahoney;

RECOMMENDATION AAC-11-2017:

That the resignation of Amanjit Brar from the Region of Peel Accessibility Advisory Committee (AAC), be received.

- 8.2. **Tara Geraghty, Region of Peel Accessibility Advisory Committee Member**, Email dated November 21, 2017, Advising of Her Resignation from the Region of Peel Accessibility Advisory Committee

Moved by Raj Chopra;

RECOMMENDATION AAC-12-2017:

That the resignation of Tara Geraghty from the Region of Peel Accessibility Advisory Committee (AAC), be received.

8.3. Raj Chopra, Committee Vice-Chair, Regarding Health Standards Survey

Received

Raj Chopra, Committee Vice-Chair, informed the Committee of work being undertaken by the Health Standards Development Committee, specifically with respect to care received in hospital by persons with disabilities and the barriers that they encounter. She stated that the survey feedback received from AAC Members helped to identify barriers that will be used by the Health Standards Development Committee, to develop recommendations. She thanked Committee members for their feedback and indicated that she will continue to provide updates to the Committee during 2018.

8.4. Site Plan and Construction Advisory Committee

Moved by Councillor Mahoney;

RECOMMENDATION AAC-13-2017:

Whereas section 8 in the Terms of Reference for the Region of Peel Accessibility Advisory Committee indicate that ad hoc working groups may be established to address specific accessibility action items;

And whereas, the Region of Peel has numerous site plan and construction projects ongoing in 2018;

And whereas, pursuant to the Accessibility for Ontarians with Disabilities Act legislation the Region of Peel must consult with the municipal accessibility advisory committee on such projects;

Therefore be it resolved, that a Site Plan and Construction Advisory Working Group be established to review site plans and appropriate construction projects;

And further, that the Site Plan and Construction Working Group will establish at their first meeting the Terms of Reference, including reporting outcomes;

And further, that consultation with the Site Plan and Construction Working Group satisfies the legislation requirement of consultation with the municipal accessibility advisory committee;

And further, that the Site Plan and Construction Working Group be comprised of a minimum of three members of the Region of Peel Accessibility Advisory Committee;

And further, that members of the Region of Peel Accessibility Advisory Committee be canvassed for interest to be appointed to serve on the Site Plan and Construction Advisory Working Group;

And further, that members of the Site Plan and Construction Advisory Working Group shall be appointed for a term ending at the end of the current term of Council.

Veronica Montesdeoca, Accessibility Specialist, stated that she will be sending out communication to the AAC members to canvass for their interest in being appointed to the Site Plan and Construction Working Group.

Committee members, Raj Chopra, Mary Daniels and Dely Farrace expressed their interest in participating in the working group.

**9. NEXT MEETING**

The next meeting of the Region of Peel Accessibility Advisory Committee is scheduled for Thursday, February 15, 2018 at 1:30 p.m., Regional Administrative Headquarters, Council Chamber, 5th floor, 10 Peel Centre Drive, Suite A, Brampton, ON.

Please forward regrets to Harjit Gill, Committee Clerk, (905) 791-7800, extension 4854 or at [harjit.gill@peelregion.ca](mailto:harjit.gill@peelregion.ca).

**10. ADJOURNMENT**

The meeting adjourned at 3:01 p.m.

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2018/02/15</b>	MEETING NAME <b>AAC</b>
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Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582 Fax: 905-791-1693  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

REQUEST DATE YYYY/MM/DD <b>2018/02/15</b>
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NAME OF INDIVIDUAL(S) <b>Kendrick Doll</b>
-----------------------------------------------

POSITION/TITLE <b>Natural Heritage Coordinator</b>	NAME OF ORGANIZATION <b>Ontario Heritage Trust</b>
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E-MAIL <b>Kendrick.Doll@heritagetrust.o</b>	TELEPHONE NUMBER <b>(416) 314-5988</b>	EXTENSION	FAX NUMBER
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NAME OF INDIVIDUAL(S)
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POSITION/TITLE	NAME OF ORGANIZATION
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E-MAIL	TELEPHONE NUMBER	EXTENSION	FAX NUMBER
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REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**A follow up from the February 16, 2017 delegation to provide an update and receive feedback to accessibility enhancements within the Master Plan for the Cheltenham Badlands property in Caledon.**

I AM SUBMITTING A FORMAL PRESENTATION TO ACCOMPANY MY DELEGATION  YES  NO

IF YES, PLEASE ADVISE OF THE FORMAT OF YOUR PRESENTATION (ie POWERPOINT) POWERPOINT

**Note:**

Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least seven (7) business days prior** to the meeting date so that it can be included with the agenda package. **In accordance with Procedure By-law 100-2012, as amended, delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**

Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).

Once the above information is received in the Clerk's Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda. Thank you.

**Notice with Respect to the Collection of Personal Information**  
(Municipal Freedom of Information and Protection of Privacy Act)

Personal information contained on this form is authorized under Section IV-4 of the Region of Peel Procedure By-law 100-2012 as amended, for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the *Municipal Act, 2001*, as amended. Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be video broadcast on the local cable television network where video files will be posted and available for viewing subsequent to those meetings. Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.

# Update: Accessibility Enhancements at the Cheltenham Badlands

Region of Peel Accessibility Advisory Committee Meeting  
February 15, 2018



Logos of partner agencies including the Ontario Heritage Trust, the Region of Peel, Bruce Trail Conservancy, Niagara Escarpment Commission, Credit Valley Conservation, Town of Caledon and Government of Ontario.

# Purpose of Meeting

- To provide an update regarding accessibility enhancements at the Cheltenham Badlands.

## Agenda

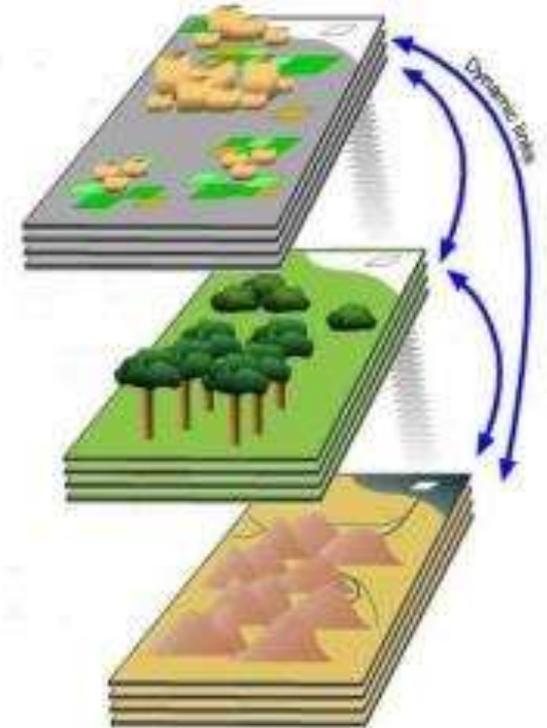
- Background
- Accessibility enhancements during 2018 season
- Accessibility enhancements in Master Plan
- Implementation of Master Plan
- Next steps

# Badlands Master Plan Guiding Principles

1. conservation of the property's cultural and natural heritage values
2. safety for all individuals who visit the site
3. improved accessibility for those who wish to access the site
4. enhanced opportunities for interpretation and public education

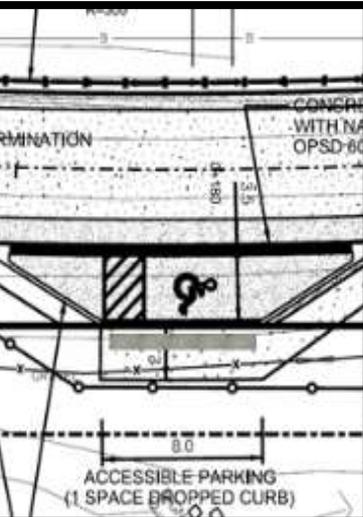
# Master Planning - work since October 2015

- Public consultation
- Stakeholder consultation
- CBMPT collaboration
- Additional research
- Feasibility studies
- Comparables
- Concept options



# 2017 AAC Meeting Summary

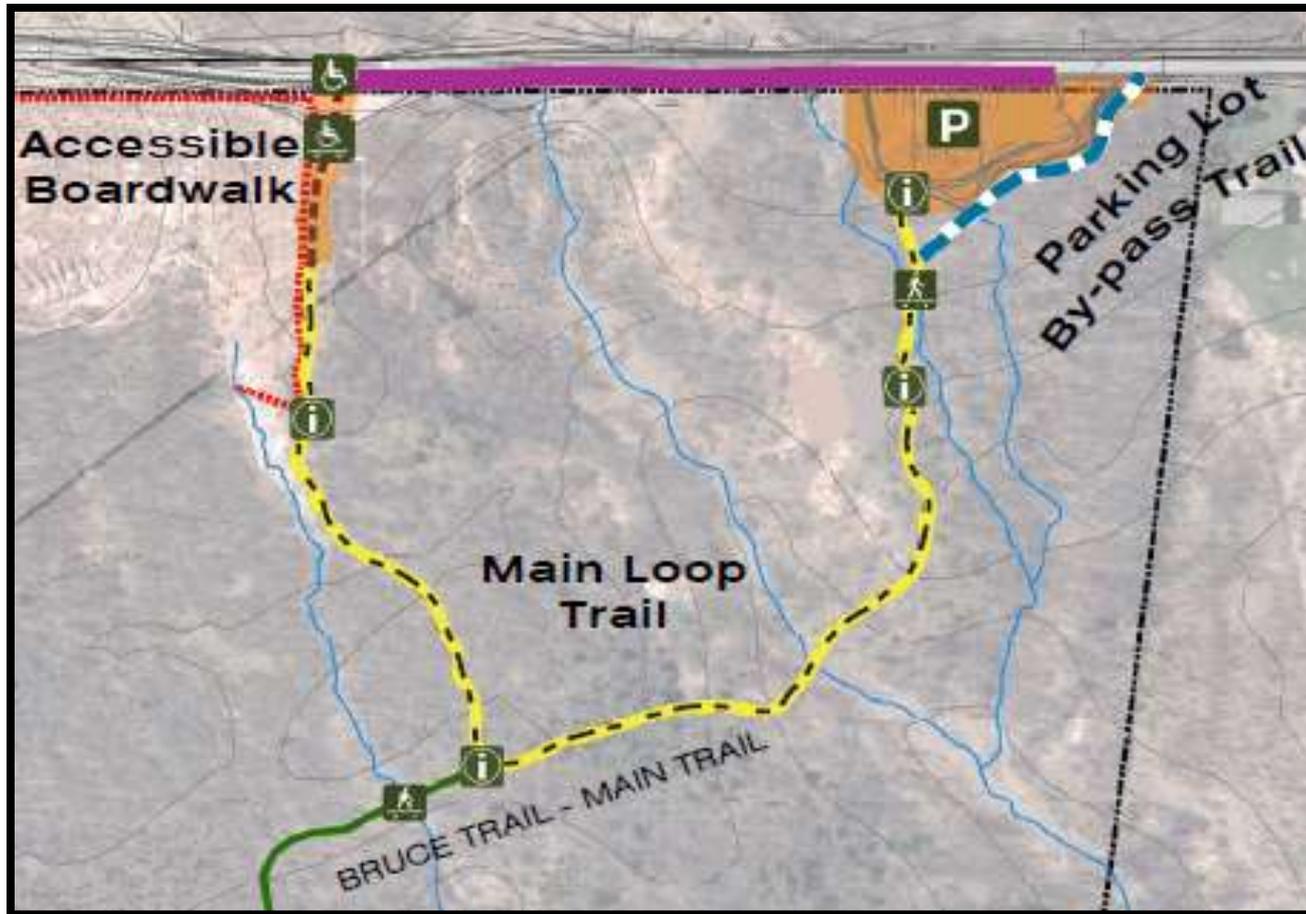
- On-Street Accessible Parking
- Tactile Walking Surface (On-Street Parking)
- Priority Parking Spaces in Off-Street Lot
- Accessibility enhancements of trails
- Road Safety Improvements



# 2018 AAC Meeting Updates

1. Consider addition of internal walkway suited for persons with disabilities
  -  Accomplished: Internal accessible trail proposed & added to Master Plan
2. Add 2 designated accessible parking spaces to off-street lot
  -  Accomplished: Two designated parking spaces planned & added to Master Plan
3. Continue to consult with AAC regarding Master Plan
  -  Ongoing: Continuing to consult with AAC
4. Improvements to Accessibility at Main Area
  -  Constructed: Accessible boardwalk from on-street parking to main feature

# Accessibility Enhancements for 2018 Season <sup>5.1-8</sup>



- 1) On-street parking
- 2) Accessible boardwalk
- 3) Roadside walkway
- 4) Trail maintenance
- 5) Improved signage
- 6) Parking Lot

# Accessible Boardwalk <sup>5.1-9</sup>



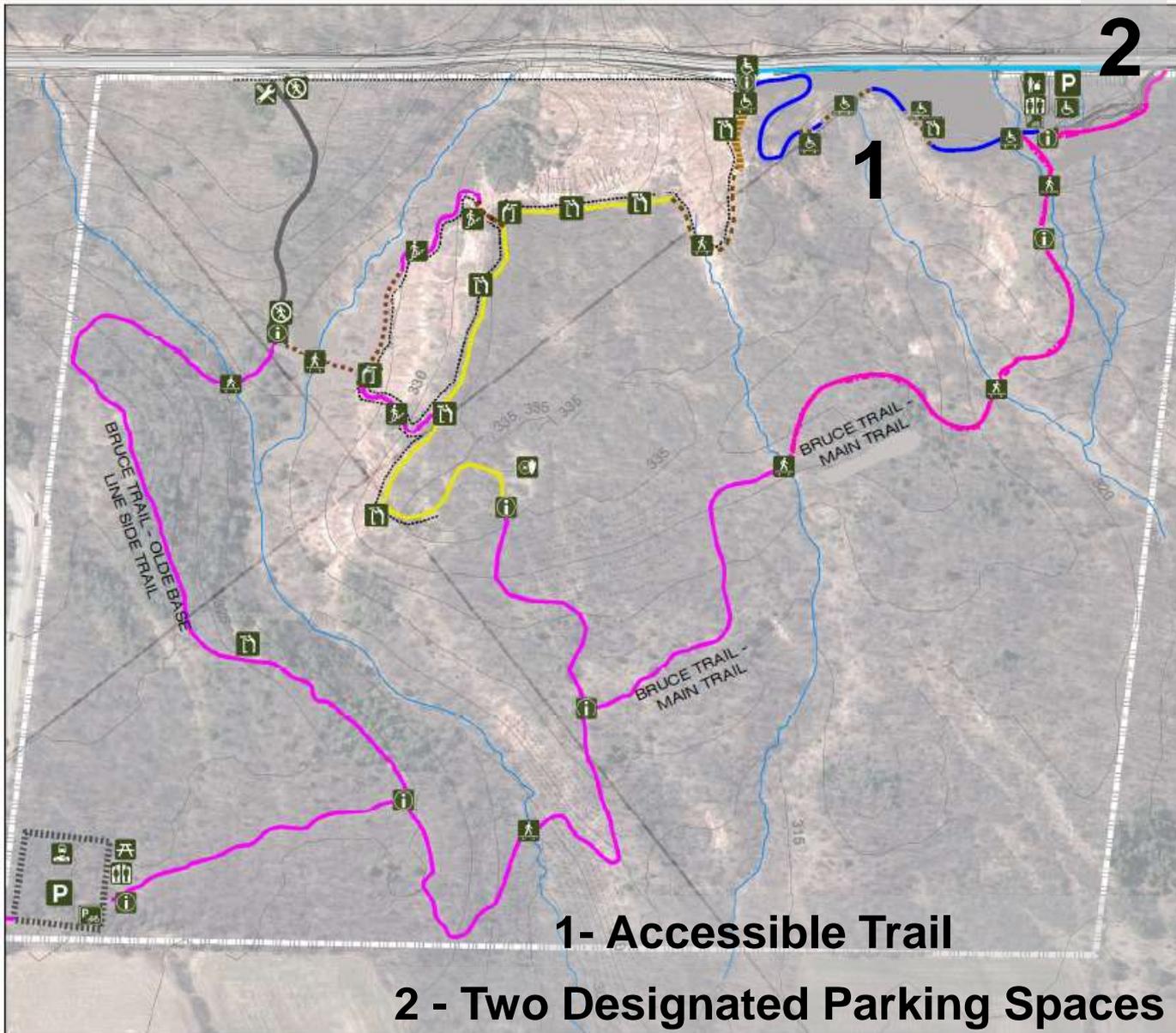
19/12/2017

# Parking Lot

5.1-10



# Final Concept Master Plan - Draft



## CHELTENHAM BADLANDS

FINAL SITE CONCEPT DRAFT - JAN 18, 2018

### Legend

- Property Boundary
- Protective Fence
- Walkway (cement)
- Watercourse
- Type 1 (accessible - compacted limestone screenings)
- Type 2 (compact limestone screenings)
- Type 3 (natural surface, improved boardwalks, targeted surface improvements and creek crossings)
- Type 4 Boardwalk
- Maintenance Trail
- Future Parking and Arrival Area
- Main Viewing Deck (approx. extent)

- No Public Access
- Parking Lot
- Accessible Parking
- Bicycle Parking
- Staff Shelter
- Lookout
- Accessible Trail
- Boardwalk / Water Crossing
- Accessible Boardwalk
- Stairs
- Wayfinding / Information
- Cultural Interest Area
- Picnic Area
- Washrooms
- Maintenance Access Only
- Coach Bus Loading / Staging

NOTE: All new trails and infrastructure will require further technical investigations at the time of detailed design to determine optimal locations in consideration of ecological, soil and slope conditions.



1- Accessible Trail

2 - Two Designated Parking Spaces

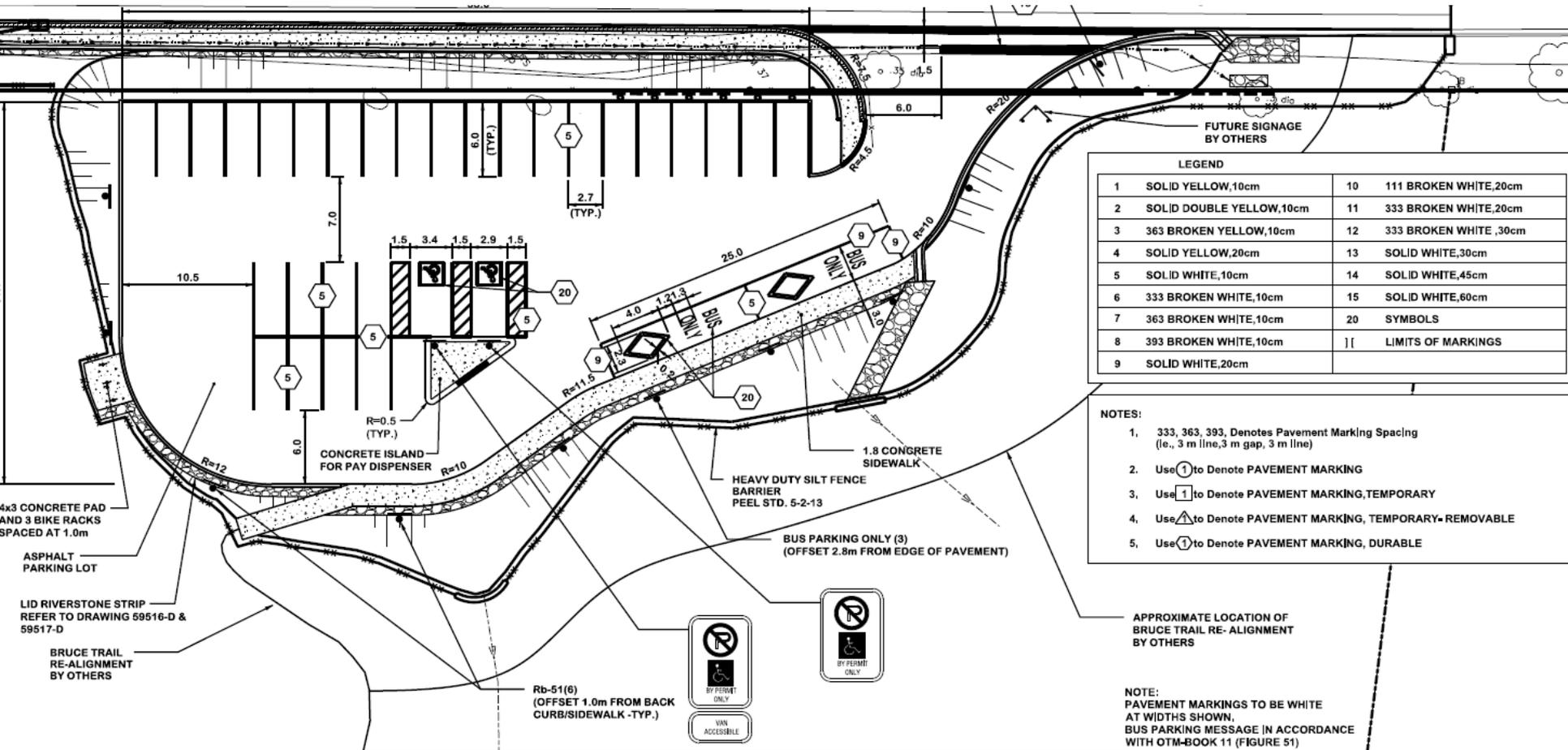
# 1 – Accessible Trail

- Provides internal accessible link between parking lot and viewing area
  - Length: 246m with 93m of boardwalk
  - Width: 2.4m
- Based on “York Region Accessibility Design Guidelines for Trails”
  - Less than 5% avg grade
  - Resting intervals with grades above 5%
  - Boardwalks
  - Edge protection
  - Benches



# 2 – Two Designated Accessible Parking Spaces

- Two designated parking spaces will be added once the accessible trail is installed.

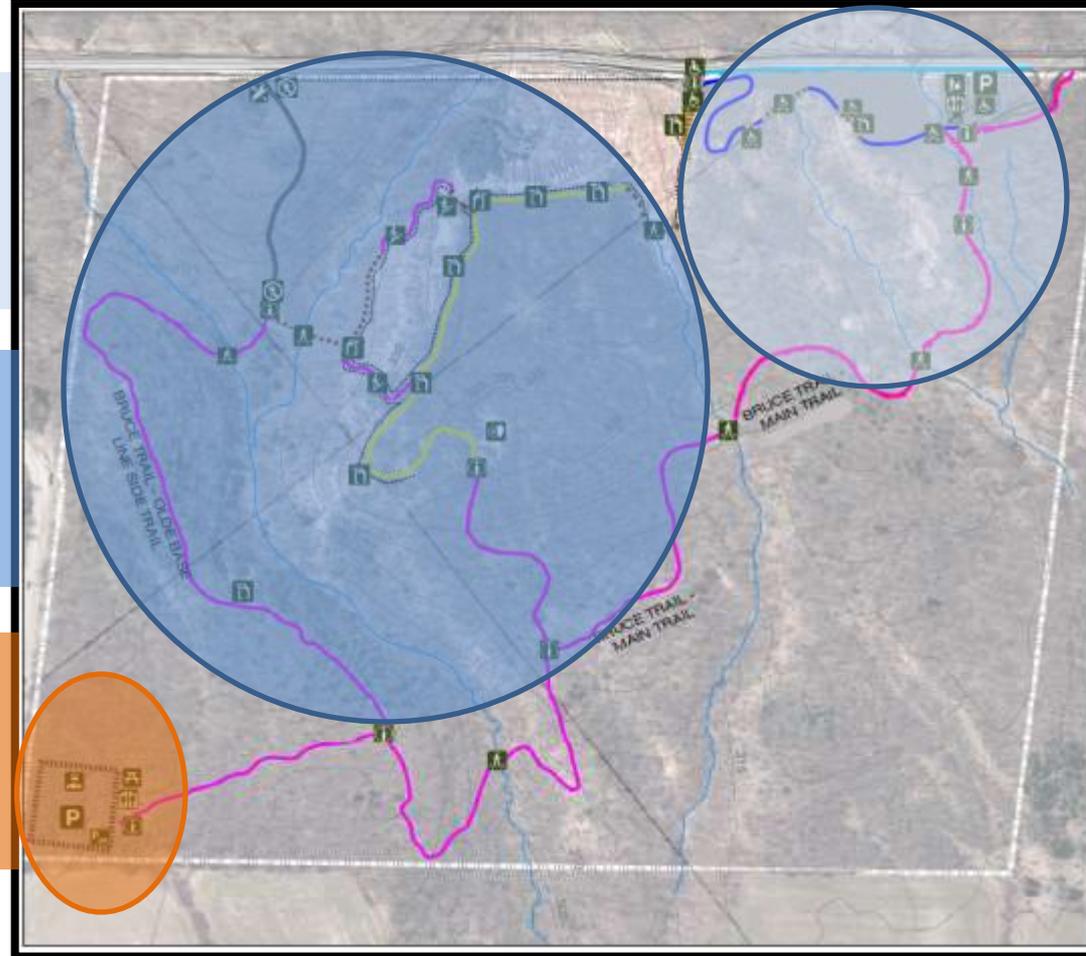


# Master Plan Implementation

Phase 1:  
Basic Infrastructure –  
Accessibility Improvements

Phase 2:  
Expanding Visitor Experience –  
Viewing and Plateau Areas

Phase 3:  
Maximizing Visitor Experience –  
Creditview Parking Lot



## Next steps

- Additional feedback?
- Final public meeting in winter/spring
- Submission to NEC + MNRF
- 2018 site opening



Contact:

Kendrick Doll

Acquisition and Conservation Services

Ontario Heritage Trust

416-314-5988

[Kendrick.doll@heritagetrust.on.ca](mailto:Kendrick.doll@heritagetrust.on.ca)





# Accessible Transportation Update

## Accessibility Advisory Committee

**Presented by:**

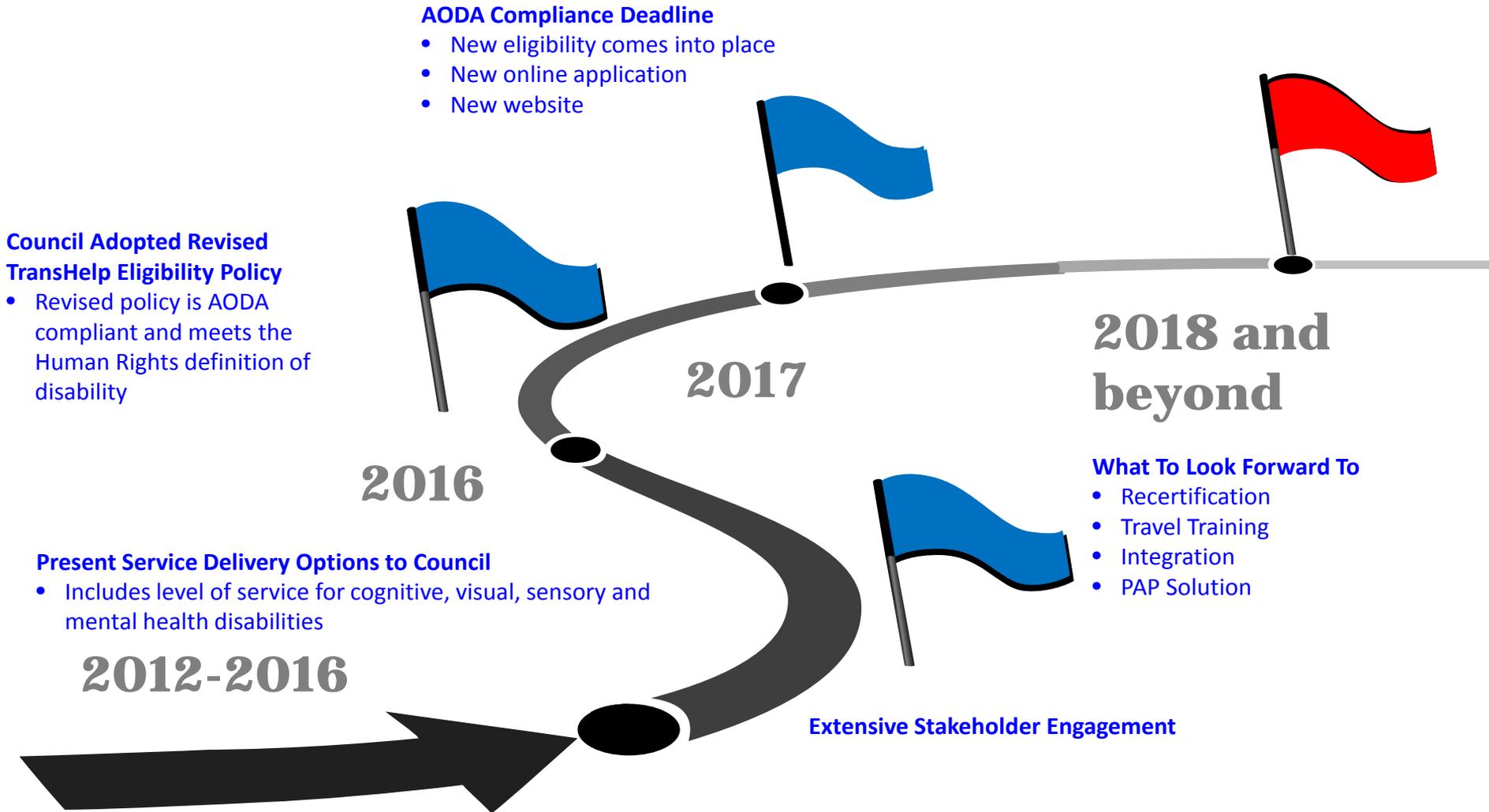
**David Margiotta and Rhiannon Oliveira**

**Region of Peel**

# Agenda

- New Application
- Eligibility Criteria
- Application Decisions
- Recertification Progress
- Next Steps

# The Path We Are On...



TransHelp

NEW

## Application Process How to Apply for TransHelp

- Watch a video overview
- Check if you're eligible
- Apply online

[Learn More](#)



### TransHelp Account Login

Client ID

Password

[Login](#)

### How do I...?

- [Apply for TransHelp](#)
- [Book or change a trip](#)
- [Cancel a trip](#)

### Apply for TransHelp

- [Check if You're Eligible](#)
- [Apply Online](#)
- [Other Ways to Apply](#)

### My Account

- [Check Account Balance](#)
- [Make a Payment](#)
- [Use Interactive Voice Response \(IVR\)](#)

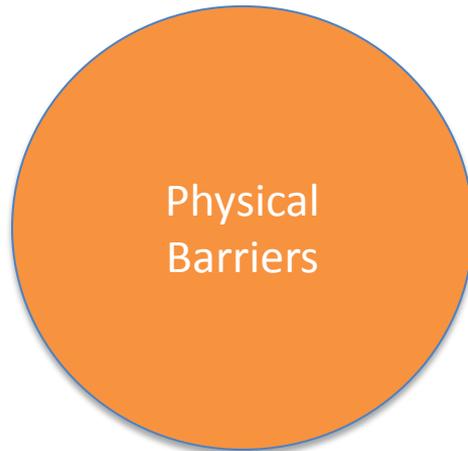
### My Trips

- [Types of Trips](#)
- [Book or Change a Trip](#)
- [Cancel a Trip](#)
- [Fares & Passes](#)
- [Hours of Operation](#)
- [Rules & Safety Tips](#)

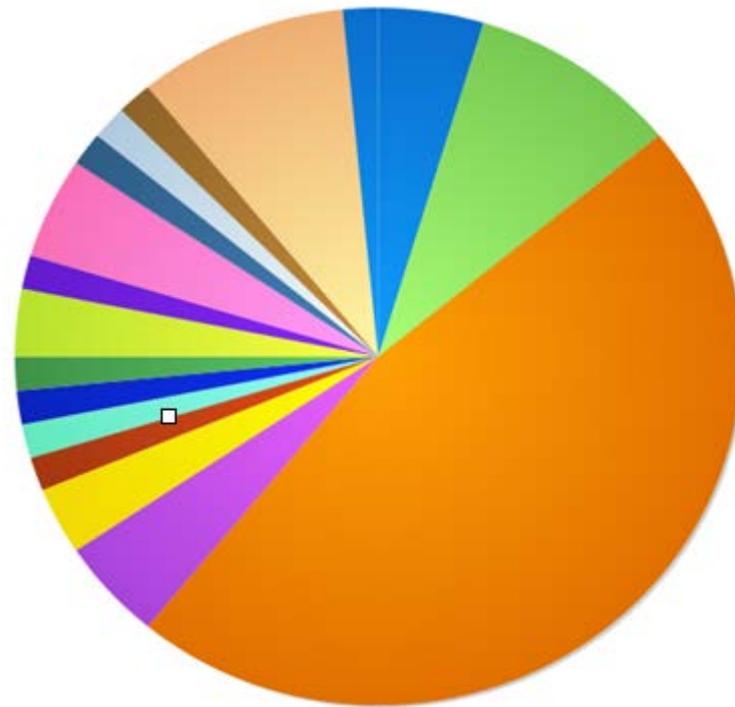
### About TransHelp

- [Send Feedback or Complaint](#)
- [Advisory Committee](#)
- [TransHelp Policy](#)
- [Taxi Scrip Policy](#)

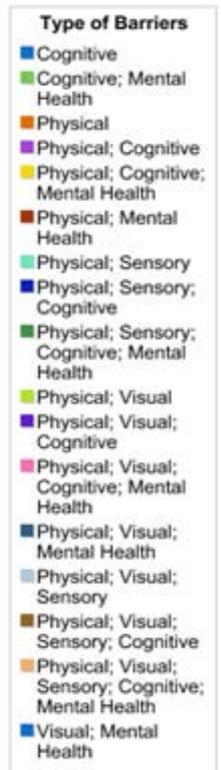
# Client Profile Expanded due to new AODA Eligibility as of 2017



**Before**

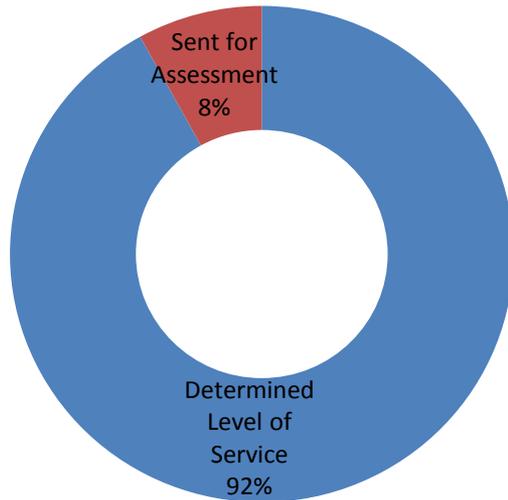


**After**



# Application Effectiveness

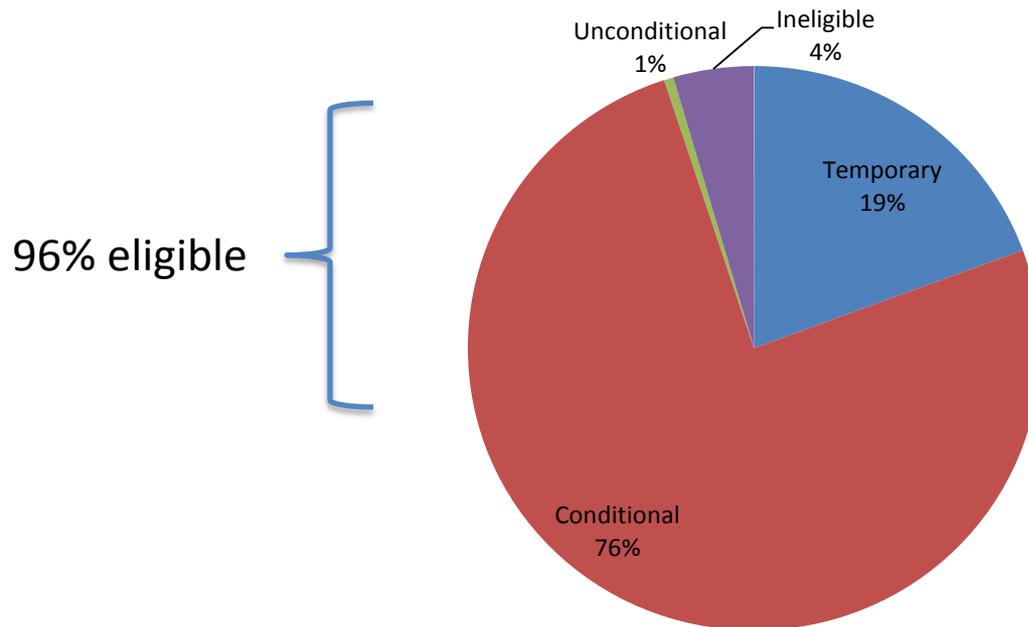
In 2017, 92% of the time our trained staff could make a decision from the application alone



- The application design works
- Minimal inconvenience to the applicant
- Saves Peel the cost of assessments

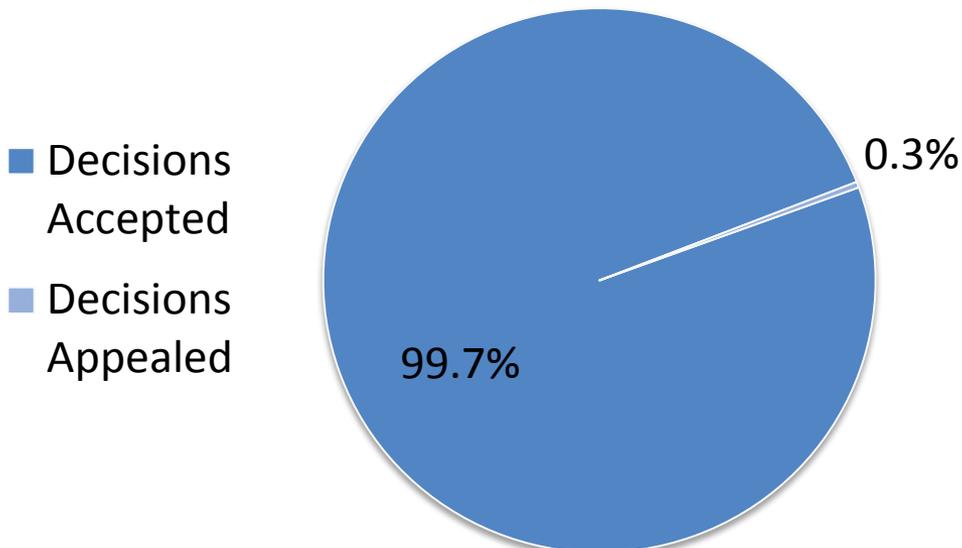
# Eligibility Decision Outcomes

- The majority of clients receive conditional service, consistent with AODA expectations
- 96% of applicants receive some level of service



# Eligibility Decisions Are Rarely Appealed

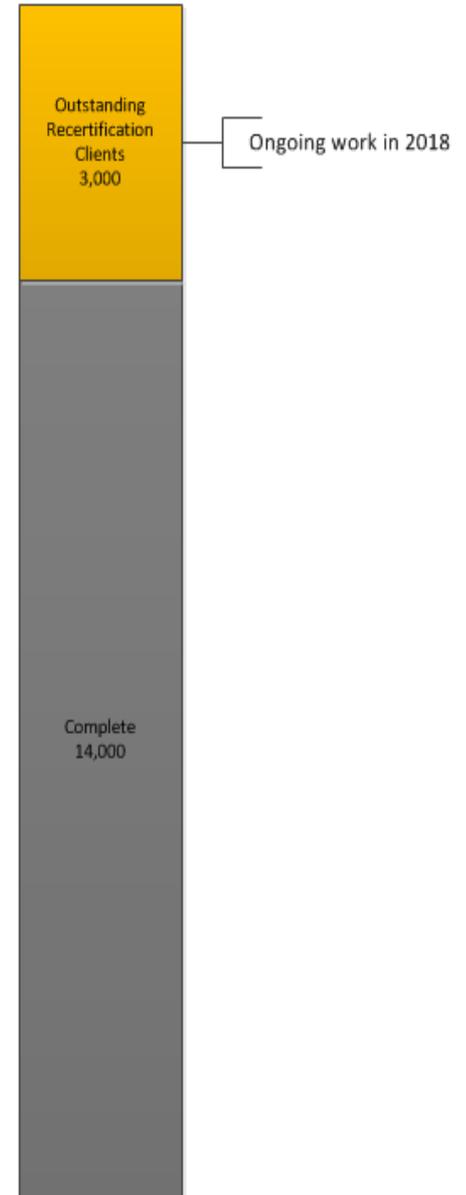
- 99.7% of the time applicants agree with the decisions that are made by TransHelp
- When required, an independent 3<sup>rd</sup> party appeal panel is available to applicants



# Client Recertification Continues

- AODA requirement
- Approximately 3,000 remain
- Most continue receiving some level of service

17,000 Client Files

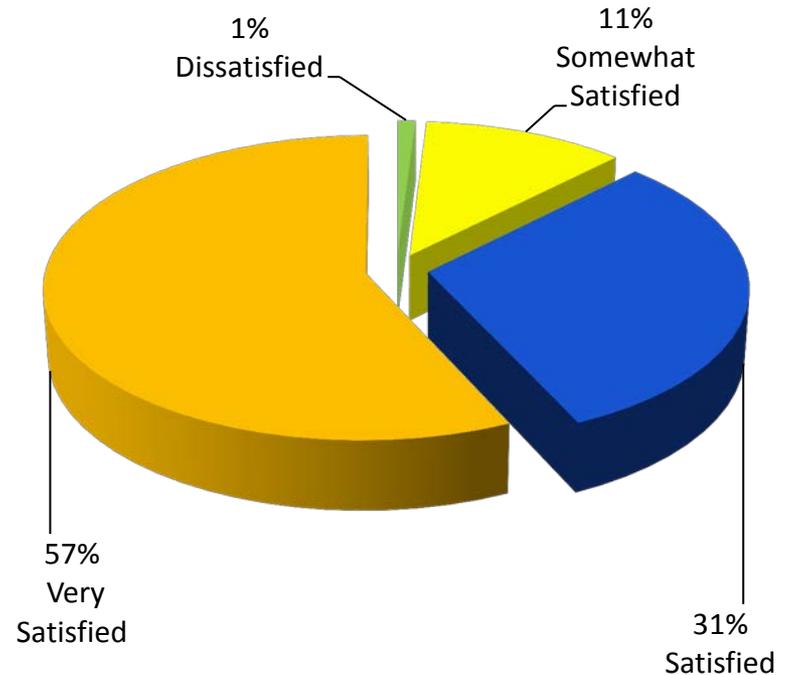


# Focus Areas

Project	Status
Passenger Travel Training	Strategy underway to co-ordinate with conventional supports
Passenger Assist Program	Working in collaboration with the Local Health Integration Network (LHINs)
New Technology	Moving towards a system integrated with conventional transit requires technology investments
Investing In Quality	Quality Supervisor and a second Transit Inspector to ensure Region's quality standards are met

# Client Satisfaction Survey

- 88% of our clients are Satisfied or Very Satisfied with TransHelp service
- Plans are continuously developed to improve service



# Questions



David Margiotta  
Manager, Accessible Transportation  
david.margiotta@peelregion.ca



# **Alton Village – Phase 1 Road Improvements and Streetscaping**

## **Accessibility Advisory Committee**

**Thursday, February 15, 2018**

# Agenda

- 1. Project Background**
- 2. Road and Boulevards**
- 3. Rest Areas**
- 4. Lay-by Parking Area**
- 5. Project Timelines**

# 1 Project Background - Where



- Located in the N/W quadrant of the Region of Peel—East of Alton Village
- Classified as Regional Road 136 – Queen St. E.
- Crosses over Shaw's Creek and a Tributary to Shaw's Creek
- Located within Provincially Significant Wetlands

- Existing 2-lane paved rural road with gravel shoulders and vegetated slopes
- Partial illumination
- Existing 1960 bridge and a box culvert
- Crosses existing railway track



# 1 Project Background - Why



- Narrow sidewalks do not meet current requirements
- Narrow lanes, limited street lighting and outdated safety controls
- Existing bridge is reaching its life expectancy resulting in costly repairs

- Existing 10 meter long bridge and 3 meter wide culvert do not have sufficient capacity to convey 100 year and Regional Storm events
- Raising the road is required to avoid overtopping the road during a Regional Storm event



# 1 Project Background - What

- New structures with architectural finishes: 25 meter long bridge, 10 meter wide arch culvert. Road height increased by 1.5 meter.
- New Urban road with 4 meter lanes that will accommodate on-street cycling
- 1.8 meter wide sidewalks in compliance with Accessibility for Ontarians with Disabilities Act (AODA)
- Coloured Pattern Concrete Splash Pads adjacent to roadway
- New Storm Sewer to control quantity and quality with Low-Impact-Development
- Lay-by parking area and Rest Areas with street furniture
- Decorative streetlights with flag posts and flower basket hardware
- Gateway Feature at the East end of the project (Traffic Calming Measure)



# 2 Road and Boulevards

6.2-6



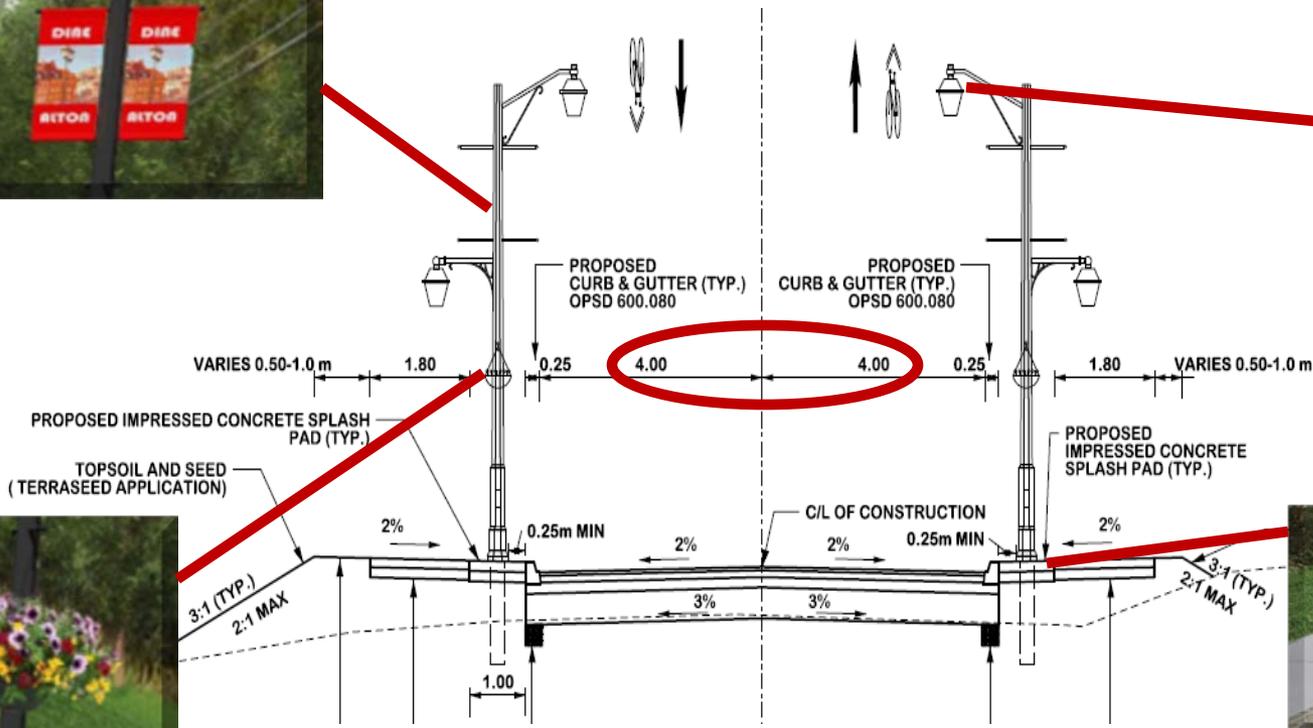
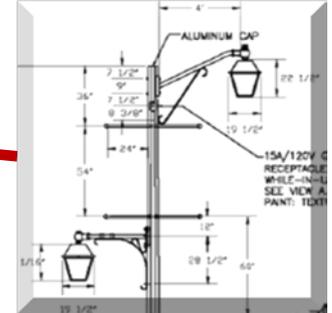
# 2 Road and Boulevards

6.2-7

(Flag Posts)



(Decorative Lights)



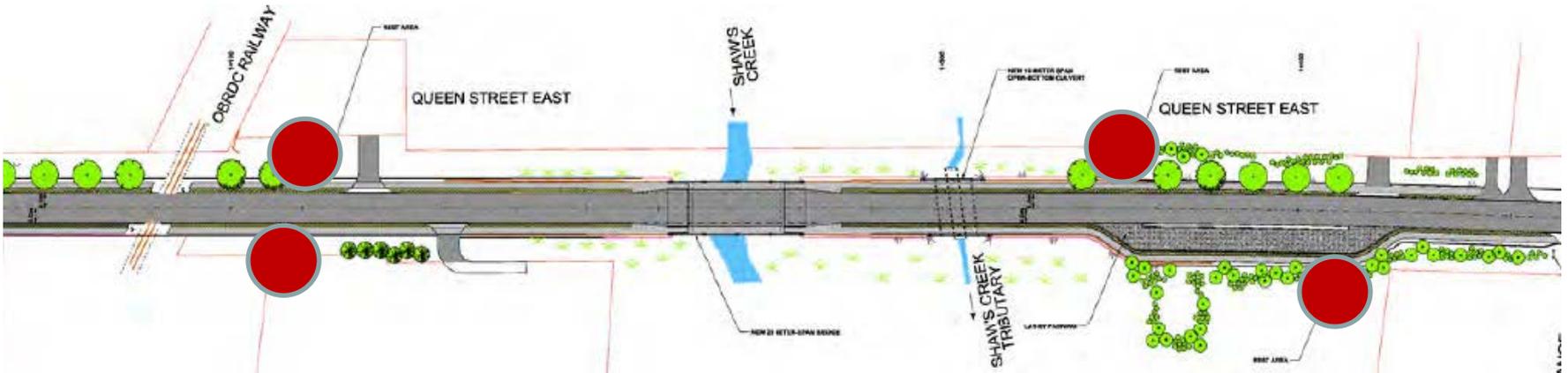
(Flower Basket)



(Coloured Concrete)

# 3 Rest Areas

6.2-8

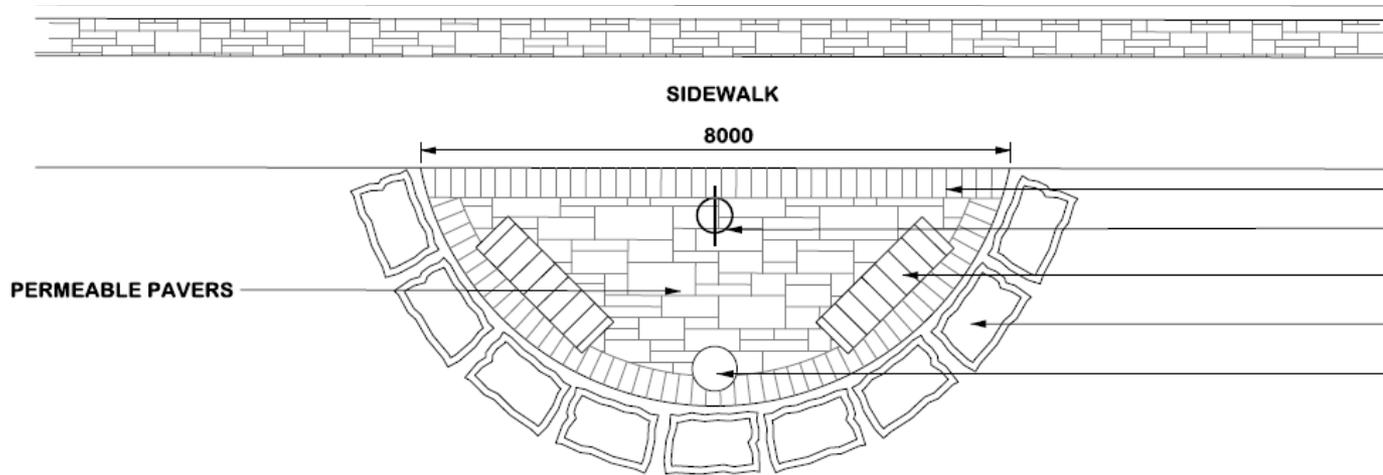


# 3 Rest Areas



4 Rest Areas will be provided:

- 2 benches per area
- 1 waste receptacle per area
- 1 bike rack per area
- Rest areas include permeable paver stones, armour stone wall and a decorative railing

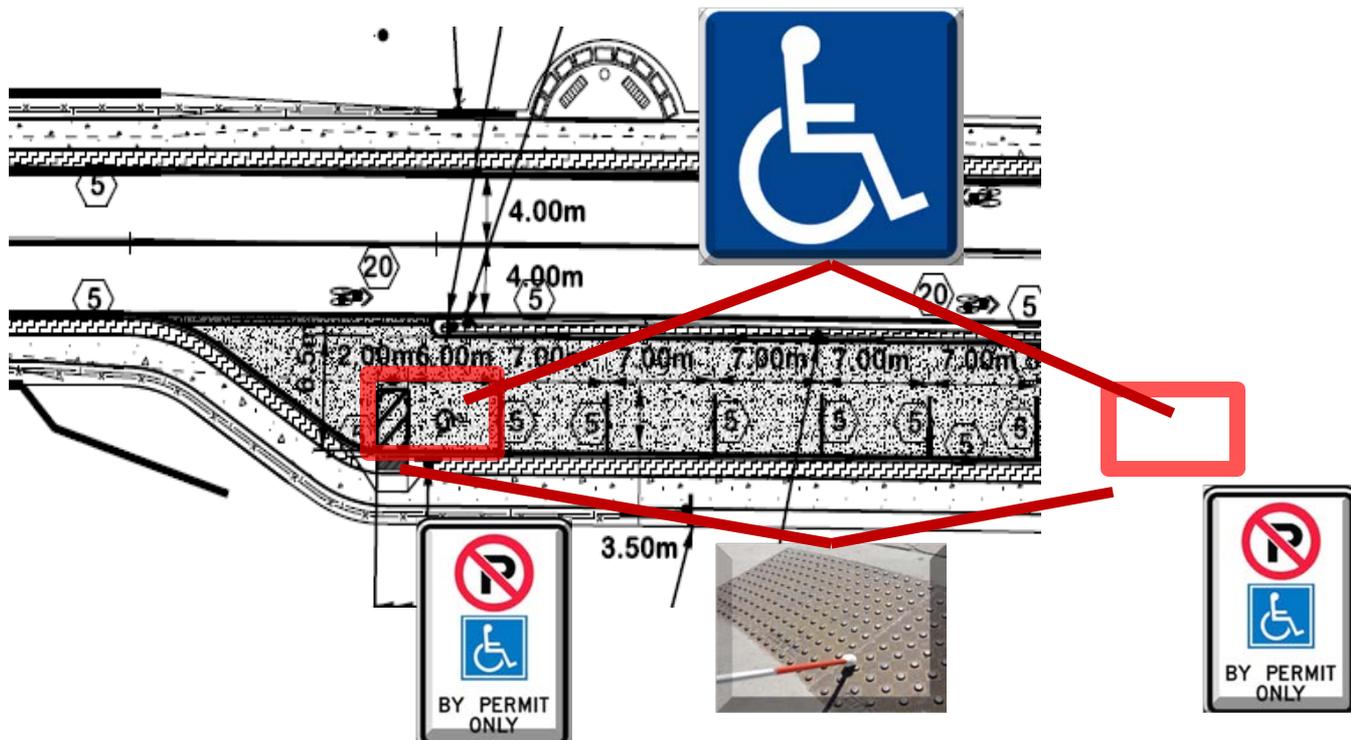


# 4 Lay-by Parking Area



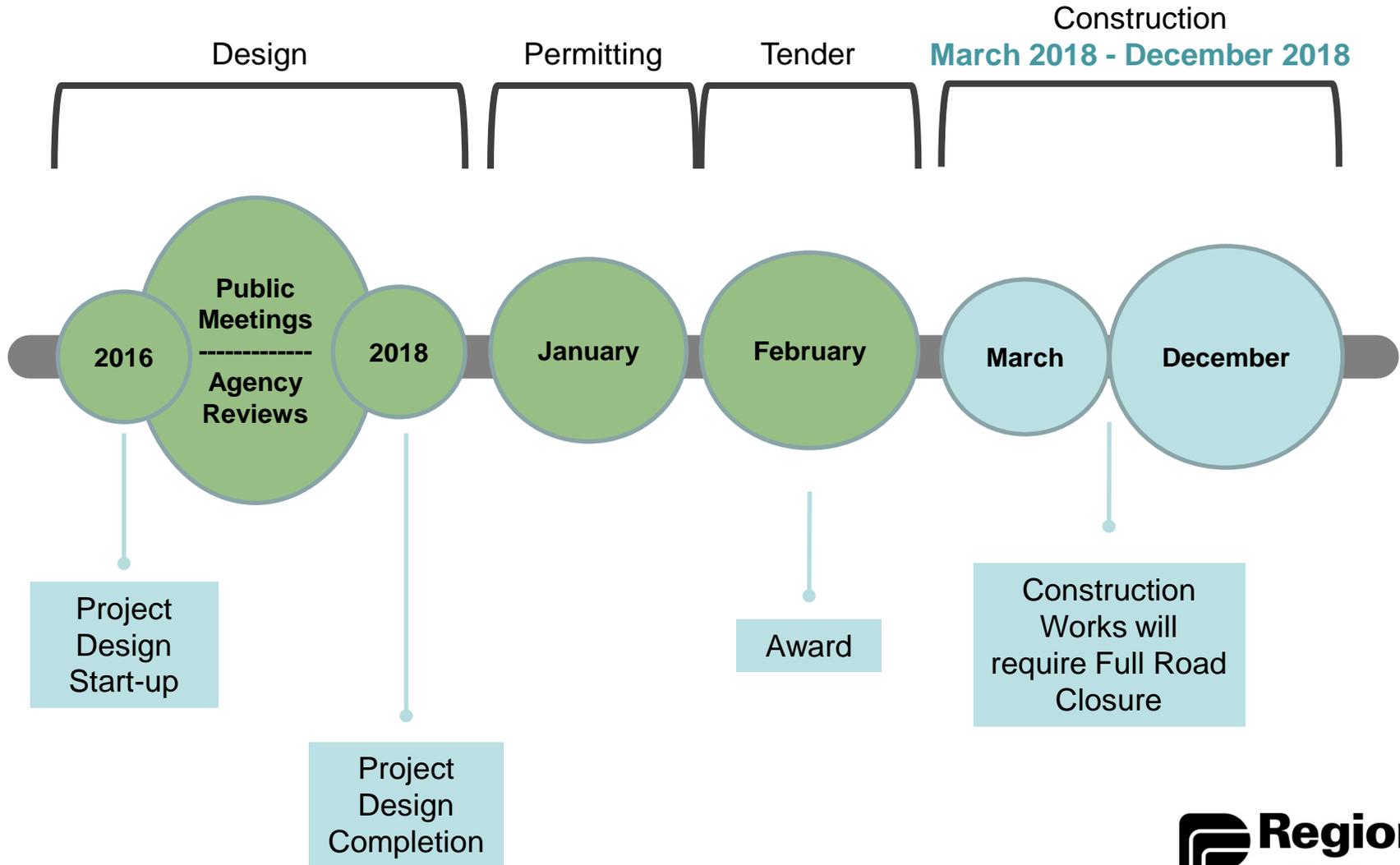
# 4 Lay-by Parking Area

- Lay-by parking area for 6 vehicles with 2 accessible parking spots
- Accessible spots are 3.5 meter wide and 6 meter long with a 2 meter pedestrian access aisle.
- Tactile Surface Walking Indicators will be installed at access isles



# 5 Timing

6.2-12



**For Information**

---

DATE: February 2, 2018

REPORT TITLE: **REGION OF PEEL 2018 MUNICIPAL ELECTIONS ACCESSIBILITY PLAN**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

---

**OBJECTIVE**

To provide information on the Region of Peel Municipal Election Accessibility Plan.

**REPORT HIGHLIGHTS**

- The Provincial Government passed legislation in 2016 that requires that Regional Chairs be elected by general vote.
- This change will be in place for the 2018 Municipal Election.
- *The Municipal Elections Act, 1996, as amended* establishes certain responsibilities for the Clerk in conducting municipal elections.
- These responsibilities include having regard for the needs of electors and candidates with disabilities.
- As well, the Clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

**DISCUSSION**

**1. Background**

The Regional Clerk is responsible for the proper legislative and administrative conduct of the municipal election in the Region of Peel. In accordance with the *Municipal Elections Act, 1996*, as amended, and the *Ontarians with Disabilities Act, 2001*, and the *Accessibilities for Ontarians with Disabilities Act, 2005*, the Regional Clerk is required to and authorized to establish procedures and provide appropriate measures to ensure that persons with disabilities have the opportunity to fully participate in the municipal election for Regional Chair.

**2. *The Municipal Elections Act, 1996, as amended***

In 2009, the *Municipal Elections Act, 1996* was amended to include a section on accessibility. In 2016 the *Municipal Elections Act, 1996* was further amended to include the preparation of an accessibility plan.

## 6.3-2

### REGION OF PEEL 2018 MUNICIPAL ELECTIONS ACCESSIBILITY PLAN

*The Municipal Elections Act, 1996*, as amended now states the following:

12.1 (1) A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities.

(2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.

(3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public

41 (3) The clerk shall make such changes to some or all of the ballots as they consider necessary or desirable to allow electors with visual impairments to vote without the assistance referred to in paragraph 4 of subsection 52 (1).

45 (2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.

### 3. 2018 Municipal Elections Accessibility Plan

As required under Section 12.1 (2) of the *Municipal Elections Act, 1996*, the Region of Peel 2018 Municipal Elections Accessibility Plan (Plan) reflects the Region's commitment to conducting an accessible and barrier free election. The Plan focuses on making the 2018 municipal election process accessible by identifying and removing barriers and mitigating concerns related to accessibility so that electors and candidates are able to fully participate while ensuring a positive voting experience. A copy of the Plan is attached as Appendix I.

The Plan builds on accessibility requirements and ongoing compliance under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and its regulations. Staff and volunteers have been trained on the Integrated Accessibility Standards Regulation (IASR), including the Accessible Customer Service Standard so that they are equipped to assist candidates and electors with disabilities during the election process. The Region's Corporate Policy G00-18 on Accessible Customer Service further outlines what staff must do in order to make services available to persons with disabilities. Candidates will also be provided with a copy of this policy.

The Plan outlines the Region's commitment to ensuring that information related to the 2018 Municipal Election process is accessible and available in alternative formats upon request, in accordance with the Region's Corporate Policy G00-23 on Accessible Formats and Communication Supports. All public facing counters are equipped with signage to this effect, including the Clerk's counter where candidates will be directed for filing of documentation.

As required under the Employment Standards of the IASR, the Region of Peel will be adhering to its accessible recruiting practices for the hiring of election officials. For voting locations, the Region of Peel will be relying on each local municipality to ensure that their recruiting practices for voting officials and volunteers are compliant with the AODA.

As an accessible transportation service provider, the Region of Peel will ensure that TransHelp continue to support electors or candidates that rely on this service.

## REGION OF PEEL 2018 MUNICIPAL ELECTIONS ACCESSIBILITY PLAN

As part of its ongoing commitment to removing barriers, the Region of Peel will continue to ensure that its facilities are accessible. For easy access by electors and candidates, service counters are designed to accommodate mobility aids and can be raised or lowered. Accessible parking spaces comply with AODA requirements and include provisions for signage, number and types of accessible parking spaces. Building entrances are accessible and include signage that is clear and visible, making way-finding easier.

Further actions will be taken to remove barriers and make the Region of Peel's election process more accessible including:

- Provide candidates with information on how to make their campaigns accessible;
- Ensuring candidate information sessions are accessible; and,
- Meet with the Region's Accessibility Advisory Committee to consider options based on the Committee's feedback.

As a requirement under Section 12.1 (3) of the *Municipal Elections Act, 1996*, the Regional Clerk will prepare a report on the identification, removal and prevention of barriers that affect electors and candidates with disabilities. This report shall be prepared within 90 days after voting day and made available to the public.

## CONCLUSION

The Region of Peel works proactively to identify and remove barriers so that its programs, services and facilities are accessible for persons with disabilities. This includes ensuring that during the upcoming municipal election, candidates and electors have an equal opportunity to fully participate in the election process.



Lorraine Graham-Watson, Commissioner of Corporate Services

## Approved for Submission:



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D. Szwarc, Chief Administrative Officer

## APPENDICES

Appendix I – 2018 Municipal Elections Accessibility Plan

*For further information regarding this report, please contact Kathryn Lockyer, Regional Clerk and Director of Clerk's, Ext. 4325, [kathryn.lockyer@peelregion.ca](mailto:kathryn.lockyer@peelregion.ca).*

*Authored By: Tim Ivanyshyn, Elections Specialist and Veronica Montesdeoca, Accessibility Planning Specialist*



## 2018 Municipal Elections Accessibility Plan

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## Table of Contents

Introduction .....	4
Definition of Disability .....	4
Mandate.....	4
Region of Peel Accessible Customer Service .....	5
Information and Communications.....	5
Employment and Training.....	5
Accessible Transportation.....	6
Region of Peel Accessible Facilities.....	6
Voting Locations and Procedures .....	6
Legislative Requirements - <i>Municipal Elections Act, 1996, as amended</i> .....	6
Post-election Report .....	7
Plan Development and Review .....	7
Feedback .....	7
Appendix A.....	8
Appendix B .....	16

## Introduction

The Regional Municipality of Peel (Region) 2018 Municipal Elections Accessibility Plan (Plan) outlines how the Region will remove barriers and improve accessibility for persons with disabilities.

The Plan builds on the vision of the Region's Strategic Plan – 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.”

Part of those opportunities is ensuring that the Region of Peel 2018 Municipal Elections process is accessible for electors and candidates of all abilities. The Plan focuses on identifying and removing barriers and mitigating concerns related to accessibility, so that electors and candidates feel more engaged and are able to fully participate in the election process while ensuring a positive voting experience.

This Plan is a living document which will be updated as new opportunities for improvement arise.

## Definition of Disability

The *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disability Act, 2005* define disability as:

- 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 on a wheelchair or other remedial appliance or device,
- 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 Workplace Safety and Insurance Act, 1997.

## Mandate

It is the goal of the Region of Peel to ensure that persons of all abilities are able to participate in the municipal election process.

Further actions that will be taken into consideration to remove barriers that may affect electors and candidates with disabilities are:

- Provide candidates with information on how to make their campaigns accessible, including providing a copy of AMCTO's Guide to Accessible Elections and/or the Ontario Candidate's Guide to Accessible Elections
- Ensure candidate information sessions are accessible.
- Meet with the Region's Accessibility Advisory Committee and consider options based on the Committee's feedback.

## Region of Peel Accessible Customer Service

The Region of Peel is committed to making its programs and services accessible to everyone, including persons with disabilities. It complies with the Customer Service Standard of *the Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

All Region of Peel staff have received or will be receiving training on the Accessible Customer Service Standard, including the Integrated Accessibility Standards Regulation (IASR) and adhere to the Region's Corporate Policy G00-18 on Accessible Customer Service, attached as Appendix A.

In fulfilling this mission, the Region of Peel will provide services in a manner that respects the dignity and independence of persons with disabilities. All candidates will be provided with a copy of the Region's Corporate Accessible Customer Service policy.

## Information and Communications

The Region of Peel will ensure that information is accessible and available in alternate formats, upon request and in accordance with the Region's Corporate Policy G00-23 on Accessible Formats and Communication Supports. All public facing counters are equipped with signage to inform electors and candidates of the availability of documents in accessible formats and communication supports.

The Region of Peel is committed to website accessibility and will ensure that the Elections page on the Region of Peel website conforms to AODA standards for web content so that information relating to the municipal elections can be easily accessed by electors and candidates.

## Employment and Training

The Region of Peel will be adhering to its accessible recruiting practices for its election officials, including training on the Accessibility Standards and *Human Rights Code*. For voting locations, the Region of Peel will be relying on each local area municipality to ensure that their recruiting practices for election officials are compliant with the AODA and that training on the IASR and the Human Rights Code, as it pertains to persons with disabilities, has been provided.

Accessibility training will be provided to members of Council once the new Council has been formed.

## Accessible Transportation

The Region of Peel will ensure that TransHelp, the Region's accessible transportation service continues to be in compliance with the requirements of the AODA to support electors or candidates that rely on this service.

## Region of Peel Accessible Facilities

The Region of Peel is committed to removing barriers and to ensuring that all our Regional facilities are accessible.

Service counters have been designed to accommodate mobility aids and meet AODA specifications for easy access by electors and candidates.

Parking spaces comply with AODA requirements, including provisions for the number and types of accessible parking spaces as well as signage.

Building entrances are accessible to candidates with disabilities and appropriate signage is provided so that information is clear and visible.

The Council Chamber and Council lounge have been accommodated to ensure barrier-free access.

If an accessibility concern is identified, all reasonable measures will be considered to remove the barrier.

## Voting Locations and Procedures

The Region will be relying on each local area municipality for the selection of voting locations, including advanced voting places and to process the votes, ensuring that locations and processes are accessible for persons with disabilities. The Region will also be relying on the each local area municipality to ensure that their election ballot is accessible for persons with disabilities.

## Legislative Requirements - *Municipal Elections Act, 1996, as amended*

*The Municipal Elections Act, 1996, as amended* states the following:

**Section 12.1** (1) A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities.

(2) The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election.

(3) Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public.

41 (3) The clerk shall make such changes to some or all of the ballots as they consider necessary or desirable to allow electors with visual impairments to vote without the assistance referred to in paragraph 4 of subsection 52 (1).

45 (2) In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities.

### Post-Election Report

As required under section 12.1 (2) of the Municipal Elections Act, 1996, the Regional Clerk's Office shall submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities. This report will be made available to the public and in alternate formats, upon request.

### Plan Development and Review

The Region of Peel 2018 Municipal Elections Plan was developed by the Office of the Regional Clerk in consultation with the Region of Peel Accessibility Advisory Committee and the Accessibility Planning Program.

The Plan is consistent with the principles of the *Municipal Elections Act, 1996* and the *Accessibility for Ontarians with Disabilities Act, 2005*, and respects the dignity and independence of persons with disabilities.

### Feedback

The Regional Clerk's Office welcomes feedback on the manner in which services are provided to persons with disabilities during the Election process. Feedback can be provided by accessing the form on the Elections page on the Region of Peel website ([peelregion.ca/elections](http://peelregion.ca/elections)) under "Contact Us". A copy of the form is attached as Appendix B.



Corporate  
Policy

Policy No:  
Page:  
Effective Date:

G00-18  
1 of 8  
January 1, 2010

---

**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

---

## A. PURPOSE

This policy establishes that goods and services provided by the Region of Peel shall be provided to persons with disabilities and all customers in accordance with the following key principles:

**Dignity:** Service is provided in a respectful manner consistent with the needs of the individual.

**Independence:** Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

**Equity/Equality of Outcome:** Service outcome is the same for persons with disabilities as for persons without disabilities.

**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.

In addition to the above key principles as provided for in the Customer Service Standard, Peel will be:

**Sensitive:** Service is provided in a manner that is respectful to an individual's needs.

**Responsive:** Service is delivered in a timely manner, considering the nature of the service and the accommodation required. For example, if needed, alternate formats will be provided by a specific deadline.

## B. SCOPE

The subject policy is delivered in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*, and Regulation 429/07 Accessibility Standards for Customer Service, and is applicable to all policies, procedures and processes of the Regional Corporation.

## C. POLICY

### 1. Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods or services through the use of their own assistive devices.

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**TAB: GENERAL GOVERNMENT**

**SECTION: GENERAL**

**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

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In the event a person with a disability is hindered from accessing goods or services and after consulting with the customer, the Region of Peel will accommodate the customer by using any other assistive measures available such as but not limited to providing temporary access to other assistive devices or a Support Person.

## 2. Service animals

Service animals, such as but not limited to Guide dogs, Hearing dogs, Seizure Response dogs, other certified service animals shall be permitted entry to all Regional facilities and meeting rooms which are open to the public. A service animal is defined as:

“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.”

Service animals are not permitted:

- Where food preparation is being undertaken; or
- as otherwise disallowed by law.

Where a Service Animal is to be denied access to a facility or meeting room, other accommodations may be afforded, such as:

- alternate meeting format, such as teleconference/videoconference, where technology permits;
- deliver the goods or service at an alternate time or location;
- any other assistive measures available to deliver a good or service to ensure equality of outcome.

Owners of Service Animals may receive information from staff as to the location of fresh water for the service animal and where service animals may be walked to relieve themselves.

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**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

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### 3. Support Persons

Support Persons shall be permitted entry to all Regional facilities and meeting rooms which are open to the public, except:

- when there are fees applied against participants by a third party; **and**
- the Support Person was not pre-registered; **and**
- no vacancy exists.

If admission to an event is permitted and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost.

If admission to an event is permitted and fees are payable to the Region of Peel, the Support Person is permitted to attend at no cost.

Where a Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises, the person with a disability shall be accompanied by a Support Person when on the premises.

The customer shall determine whether a Support Person is necessary, however where an employee believes that a Support Person should be in attendance to protect the health and safety of the customer or others, the following criteria shall be used in consulting with the customer:

1. when there is a significant risk to the health and safety of the person with a disability or others (the mere possibility of risk is insufficient);
2. when the risk is greater than the risk associated with other customers;
3. when the risk cannot be eliminated or reduced by other means;
4. when the assessment of the risk is based on consideration of the duration of the risk, the nature and severity of the potential harm, the likelihood that the potential harm will occur, and the imminence of the potential harm; and
5. when the assessment of the risk is based on the individual's actual characteristics, not merely on generalizations, misperceptions, ignorance or fears about a disability.

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**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

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#### **4. Notice of Service Disruptions**

In the event of a temporary service disruption occurs that would limit a person with a disability from gaining access to regional facilities, goods or service, the Region will post notice or otherwise make the disruption known to customers in the following methods/places:

- Web site; and
- Customer Contact Centre (CCC); and
- Notice on entrance doors; and
- with Delivery Agents.

If an unexpected disruption occurs, persons with disabilities will be accommodated by the use of other means possible to deliver the goods and service, such as:

- the goods and service delivery agent may provide the goods or service directly to the person with a disability at an alternate place and time, as deemed appropriate; or
- If appropriate or required, deliver the goods and service to the person's place of residence; or
- Any other assistive measures available and deemed appropriate to deliver goods and services.

All notices of disruption shall include:

- the name of the event/service;
- the normal service location being impacted;
- alternate service locations;
- alternate service methods;
- hours of service availability;
- contact information; and
- any other information deemed appropriate to deliver a good or service.

As a guide, sample notices are attached to this policy as Appendix A and B.

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**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

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## 5. Training

All employees and agents of the Regional Corporation providing direct service to persons with a disability shall be trained in the various aspects of accessible customer service delivery.

All training, regardless of format, shall have regard for:

- An overview of the purposes of the AODA and an awareness of the subject Regional policy;
- Instruction on how to interact and communicate with people with various types of disabilities;
- Instruction on interacting with people with disabilities who use assistive devices or require the assistance of a guide dog, other service animal or a support person;
- Instruction on the use of equipment or devices available, such as wheelchairs and TTY;
- Instruction on what to do if a person with a disability is having difficulty accessing your services.

Training shall be mandatory for all new employees upon their initial orientation. In addition all employees should receive additional training every 5 years thereafter.

## 6. Feedback process

Feedback may be provided by a person with a disability in the manner deemed most convenient to them, such as in person, by telephone, in writing, or by delivering an electronic text by email or on diskette or otherwise.

Feedback may be provided directly to the service provider or:

Regional Clerk  
10 Peel Centre Drive  
Brampton, ON  
L6T 4B9  
Phone: 905-791-7800, Ext 4545  
Fax: 905-791-1693  
Email: [Regionalclerk@peelregion.ca](mailto:Regionalclerk@peelregion.ca)

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**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

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All feedback will be kept in strict confidence and used to improve customer service. In addition, the author of the feedback will be provided a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

## **7. Notice of Availability of Documents**

This policy and any other document deemed to be a key in the delivery of goods and service will be made available upon request in a format that takes into account the person's disability to any person to whom it provides goods or services.

Notwithstanding the above, this policy will be made available on the Region of Peel's website, and made available to any person to whom it provides goods or services by any other method or format as is reasonable in the circumstances.

**APPROVAL SOURCE:** CAO Directive C09-01

**ORIGINAL DATE:** January 1, 2009

**LAST REVIEW:** February 24, 2009

**LAST UPDATE:** January 1, 2009

**RESP. DEPT.:** Corporate Services, Clerk's – Regulatory Compliance

**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

Appendix A

SAMPLE TEXT

Notice of Planned Service Disruption

There will be a scheduled service disruption at Address impacting the delivery of goods and services for customers from hour and date.

The goods and services unavailable during this service disruption are:

1. Service/Event name Floor
2. Service/Event name Floor
3. Service/Event name Floor
4. Service/Event name Floor
5. Service/Event name Floor

The services listed above can be accessed at the following time, date, location, or method:

1. Service/Event name Location, date, time
2. Service/Event name Location, date, time
3. Service/Event name Location, date, time
4. Service/Event name Location, date, time
5. Service/Event name Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 905 791-7800, dial "0", or speak to a customer service agent located at any reception centre.

**TAB: GENERAL GOVERNMENT**  
**SECTION: GENERAL**  
**SUBJECT: ACCESSIBLE CUSTOMER SERVICE**

Appendix B

SAMPLE TEXT

Notice of Unplanned Service Disruption

Due to unforeseen circumstances, there is a service disruption at \_\_Address\_\_ impacting the delivery of goods and services for customers from \_\_hour\_\_ and \_\_date\_\_.

The goods and services unavailable during this service disruption are:

1. \_\_Service name\_\_
2. \_\_Service name\_\_
3. \_\_Service name\_\_
4. \_\_Service name\_\_
5. \_\_Service name\_\_

The services listed above can be accessed at the following time, date, location, or method:

1. \_\_Service/Event name\_\_ Location, date, time
2. \_\_Service/Event name\_\_ Location, date, time
3. \_\_Service/Event name\_\_ Location, date, time
4. \_\_Service/Event name\_\_ Location, date, time
5. \_\_Service/Event name\_\_ Location, date, time

We apologize for any inconvenience this disruption has caused. Should you require additional information on the delivery of this service, please call 905 791-7800, dial "0", or speak to a customer service agent located at any reception centre.

## Appendix B

### Elections Feedback Form

Region of Peel  
Working for you

A-Z List | Accessible Info | Careers | Contact Us | Print this Page

Search  go

News/Notices | Regional Government | Health Services | Public Works | Social Services | Housing

### Email The Office of the Regional Clerk - Elections

**Contact Information**

Your Name:  \* Required

Email Address:  \* Required

Confirm Email Address:  \* Required

**Message**

Subject:  \* Optional

Message:

**Send Email**

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# 2018 Election

## Presentation to Accessibility Advisory Committee

**February 15, 2018**

Tim Ivanyshyn,  
Elections Specialist  
Clerk's

Veronica Montesdeoca  
Accessibility Planning Specialist  
Culture & Inclusion

# Agenda

Key Dates

Legislation

Region's Involvement

Communications Plan

Accessibility Plan

How you can help



# Key Dates

2018	
April 1	New <i>Municipal Election Act</i> rules come into effect
May 1	Nomination period begins
June 7	Provincial Election Day
July 27	Nomination period ends (2 p.m.)
July 27	Clerk determines Lane Duck Council
October 6	Advance voting starts
October 22	Election Day (10 a.m. – 8 p.m.)

# Key Dates

2018	
October 23	Clerk determines Lame Duck Council
December 6	Inaugural Regional Council Meeting
December 31	Campaign period ends for candidates

2019	
March 29	Deadline for candidates to file financial papers with the Clerk

# Legislation

- Bill 70:
  - received Royal Assent on Dec. 8, 2016
  - amends Section 15 of the *Municipal Act*:
    - *The Head of Council shall be elected by general vote*
- General vote:
  - **All** qualified electors of Peel Region will have the opportunity to cast a vote for Regional Chair.
- Waterloo, Halton, Durham elected their Regional Chairs in past elections.

## Legislation.....con't

- *The Municipal Elections Act, 1996, as amended*
- *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

# What is the Region doing

- Involvement in Election 2018
- Development of an Elections Accessibility Plan



# Communications Plan

## Approach:

- Support each phase of the election process
- Promote the Region and its services
- Inform and educate the public about Chair's role
- Integrate various communication channels
- Collaborate with local municipalities

# Communications Plan



[A-Z List](#) | [Accessible Info](#) | [Careers](#) | [Contact Us](#) | [Print this Page](#)



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## 2018 Election of the Regional Chair

The next municipal election will be held on **Monday, October 22, 2018**.

In the next election, the Peel Regional Chair will be elected by general vote.

This means the candidates for Regional Chair will be on the ballot in 2018 and residents of Peel will vote for their preferred candidate.

### Important Dates

Activity	Date
Nomination period begins	May 1, 2018
Nomination period ends (last day to be nominated)	July 27, 2018 (from 9 a.m. to 2 p.m.)
Election Day	October 22, 2018 (from 10 a.m. to 8 p.m.)
2014-2018 Term of Council ends	November 30, 2018
New Term of Council begins	December 6, 2018
Campaign period ends	December 31, 2018
2018-2022 Term of Council ends	November 14, 2022

# Accessibility Plan

- Reflects the Region's commitment to conducting an accessible and barrier-free election.
- Outlines how the Region will remove barriers and improve accessibility during the upcoming election season.
- Is consistent with the principles of the *Municipal Elections Act, 1996* and the *Accessibility for Ontarians with Disabilities Act, 2005*, and respects the dignity and independence of persons with disabilities.

# Accessibility Plan con't

- How will the Region ensure an accessible election process?
  - Accessible Customer Service
  - Information and Communication
  - Employment and Training
  - Accessible Transportation
  - Accessible Regional facilities

# Accessibility Plan con't

- Further Actions to Remove Barriers for Electors and Candidates:
  - Provide candidates information on making their campaigns accessible.
  - Ensure candidate information sessions are accessible.
  - Consult with the Region's AAC for feedback.

# How You Can Help

- Suggestions on improving accessibility for the upcoming election
- Feedback after the election on what went well....what we can improve on
- **GET OUT AND VOTE!**





# Thank You!

## Contact info:

Tim Ivanyshyn, Elections Specialist

[tim.ivanyshyn@peelregion.ca](mailto:tim.ivanyshyn@peelregion.ca)

Ext. 4326

Veronica Montesdeoca, Accessibility Specialist

[veronica.montesdeoca@peelregion.ca](mailto:veronica.montesdeoca@peelregion.ca)

Ext. 4778

**For Information**

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DATE: January 31, 2018

REPORT TITLE: **ACCESSIBILITY PLANNING PROGRAM UPDATE – FEBRUARY 15, 2018**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

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## OBJECTIVE

To provide an update on the activities undertaken by the Region of Peel Accessibility Planning Program and the Accessibility Advisory Committee since the November 30, 2017 AAC meeting.

### REPORT HIGHLIGHTS

- The Accessibility Advisory Committee and Accessibility Planning Program were involved in various activities since the last meeting of the AAC, which are categorized as follows:
  - Consultation and Compliance Support provided to Regional Programs;
  - Participation in Community Events.
- This report also highlights upcoming events.

## DISCUSSION

### 1. Background

The main objective of the Region of Peel's Accessibility Planning Program is to ensure that Regional programs, services and facilities continue to be inclusive and accessible for persons with disabilities. In order to accomplish this objective, the Accessibility Planning Program works collaboratively with all Regional departments and the Region of Peel Accessibility Advisory Committee (AAC).

### 2. Activity List

#### a) Consultation and Compliance Support

##### i) **Region of Peel Multi-Year Accessibility Plan**

- Regional Council approved the 2018-2025 Multi-Year Accessibility Plan at its meeting held on December 14, 2017.
- Region of Peel Communications staff and Accessibility Planning staff are currently planning the launch of the plan, including communicating the new Plan to the public and ensuring its accessibility on the Region of Peel website.

## 6.4-2

### ACCESSIBILITY PLANNING PROGRAM UPDATE – FEBRUARY 15, 2018

#### ii) 2017 Accessibility Compliance Report with the Accessibility Directorate of Ontario

- The 2017 Accessibility Compliance Report was filed with the Accessibility Directorate in December 2017, prior to its December 31, 2017 deadline.
- As required under the *Accessibility for Ontarians with Disabilities Act, 2005*, (AODA) an organization must file an accessibility compliance report every two years.
- The report reaffirms the Region's compliance with AODA regulations that came into effect from January 2016 to the present.

#### iii) 2018 Municipal Elections Accessibility Plan

- Staff from the Accessibility Planning Program and Office of the Regional Clerk met to finalize the Elections Accessibility Plan for the 2018 elections.
- The Municipal Elections Accessibility Plan reiterates the Region's ongoing commitment to accessibility and the removal of barriers.
- The report and a draft copy of the plan is listed on the February 15, 2018 AAC meeting agenda for review and feedback.

#### iv) Site Plan and Construction Advisory Working Group

- As directed at the November 30, 2017 AAC meeting, a Site Plan and Construction Advisory Working Group was established.
- The Working Group is tasked with reviewing site plans and construction projects as required by the Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation.
- The Working Group held its first meeting on January 10, 2018 where Terms of Reference were established and next steps determined.
- The Working Group will review site plans for pending construction projects and establish a process for the review of future construction projects.
- A copy of the Terms of Reference is attached as Appendix I.

#### v) Consultation on Accessibility Advisory Committees

- The Accessibility Directorate of Ontario will be undertaking a fulsome review of Accessibility Advisory Committees.
- As part of this review the Directorate will be consulting with AACs beginning in January 2018.
- More information on the consultation process will be communicated to the AAC as it becomes available.
- A copy of the communication from the Accessibility Directorate has been placed on the February 15, 2018 AAC meeting agenda.

#### vi) Federal Government Accessibility Standards

- The Federal Government is expected to launch accessibility legislation that would increase accessibility at a national level.
- The Minister of Sport and Persons with Disabilities is expected to introduce the bill in the spring of 2018.
- Examples of federally regulated sectors include: banking, telecommunications, drug and health products, interprovincial transportation and Canada Post.

## 6.4-3

### ACCESSIBILITY PLANNING PROGRAM UPDATE – FEBRUARY 15, 2018

- A copy of the communication posted to the St. Catharines Standard has been placed on the February 15, 2018 AAC meeting agenda.

#### b) Participation in Community Events

##### i) 2017 International Day of Persons with Disabilities

- International Day of Persons with Disabilities was celebrated at the Region of Peel on December 5<sup>th</sup> from 9:30 to 11:30 a.m.
- Participants received information on Mental Health and Wellness in the Workplace with a focus on psychological health and well-being.
- Janette Schepp from the Canadian Mental Health Association spoke on Strategies to Work Better and Live Happier.
- Judy Kerling and Debra Wight from Workplace Health, Safety and Wellness spoke regarding the psychological factors affecting the workplace as well as workplace accommodation at the Region of Peel.
- The event was well attended with over 100 participants and an additional 173 tuned in via video streaming.

#### c) Upcoming Events - Nil

### CONCLUSION

This report summarizes the activities and consultations that the Accessibility Planning Program has been involved in, together with participation of members of the AAC since November 30, 2017. The AAC and Accessibility Planning Program continue to engage in activities that support the Region of Peel's primary accessibility objective of ensuring Regional programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.



Lorraine Graham-Watson, Commissioner of Corporate Services

#### Approved for Submission:



D. Szwarc, Chief Administrative Officer

### APPENDICES

Appendix I - Site Plan and Construction Advisory Working Group Terms of Reference

*For further information regarding this report, please contact Juliet Jackson, Director, Culture & Inclusion, Ext. 6741, juliet.jackson@peelregion.ca.*

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist*

## **Terms of Reference for the Site Plan and Construction Advisory Working Group**

### **Mandate:**

The mandate of the Site Plan and Construction Advisory Working Group is to review site plans. The Working Group shall establish processes or procedures deemed necessary for the timely review of such projects to meet the legislated obligations as stipulated under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

### **Membership:**

The Working Group is comprised of a minimum of three members from the Region of Peel Accessibility Advisory Committee and Region of Peel Accessibility Planning Program staff.

### **Roles and Responsibilities of the Working Group:**

The Site Plan and Construction Advisory Working Group shall review site plans in order to meet legislated obligations of the Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation of the AODA, as it relates to:

#### **Exterior paths of travel, rest areas**

**80.29** When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, obligated organizations, other than small organizations, shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. The Government of Ontario, the Legislative Assembly, designated public sector organizations and large organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

\* exterior paths of travel - outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience.

#### **On-street parking spaces**

**80.39 (1)** When constructing or redeveloping existing on-street parking spaces, designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:

1. Designated public sector organizations must consult with the public and persons with disabilities.
2. Municipalities must also consult with their municipal accessibility advisory committees, where one has been established in accordance with subsection 29 (1) or (2) of the Act. O. Reg. 413/12, s. 6.

## 6.4-5

### APPENDIX I

#### ACCESSIBILITY PLANNING PROGRAM UPDATE – FEBRUARY 15, 2018

The Site Plan and Construction Advisory Working Group shall establish processes or procedures deemed necessary so that such projects are reviewed in a timely manner.

#### **Reporting Structure:**

Consultation with the Site Plan and Construction Advisory Working Group shall satisfy the legislated requirement of consultation with the municipal accessibility advisory committee.

The Accessibility Planning Program Specialist shall report back to the AAC on the results of the consultation with the working group and recommendations, if any.

#### **Term of Appointment:**

The appointment of the Members of the Site Plan and Construction Advisory Working Group shall end once the Working Group has reviewed all back-logged construction projects and established a process for review of such projects moving forward.

#### **Frequency of Meetings:**

The Site Plan and Construction Advisory Working Group shall meet at the call of the Accessibility Planning Specialist as the need arises for the timely review of site plans and appropriate construction projects. Frequency of meetings will be determined as agreed to by the Working Group members and according to the number of back-logged projects requiring review.

#### **Role and Responsibility of Staff:**

The staff lead for the Site Plan and Construction Advisory Working Group shall be the Director of Culture and Inclusion, with support from the Region's Accessibility Planning Specialist.

**From:** Accessibility Directorate of Ontario [<mailto:accessibility@ontario.ca>]  
**Sent:** December 6, 2017 9:44 AM  
**Subject:** Consultation of Accessibility Advisory Committees

Dear Clerk,

As you know, under the Accessibility for Ontarians with Disabilities Act (AODA), municipalities with 10,000 or more residents are required to have a Municipal Accessibility Advisory Committee. The role of the Committees is to advise council about the requirements and implementation of accessibility standards, review site plans, and perform other functions as specified in the AODA. There are approximately 140 Committees across Ontario, with approximately 180 municipalities represented. These Committees are our vital partners in creating an accessible Ontario.

Under the AODA, the Accessibility Directorate of Ontario must review the standards of the Act. Although not legislatively required, the Directorate believes that a fulsome review of Accessibility Advisory Committees is warranted at this time. Following my announcement at the recent Association of Municipalities of Ontario (AMO) conference, I am now pleased to inform you that the Directorate is moving forward with a consultation of the Accessibility Advisory Committees (including an online survey and focus groups).

This consultation will be conducted on behalf of the Directorate by The Strategic Counsel (a notable market research firm). The consultation, which will begin in January 2018, will be conducted over approximately five months. The goal of this consultation is to learn more about the work of Accessibility Advisory Committees, what conditions are required for them to be successful, and how the Directorate might better support Committees going forward.

If your municipality has an Accessibility Advisory Committee, you will be contacted shortly by The Strategic Counsel with more information on the upcoming consultation.

If you have any questions in the interim, please feel free to reach out to the Directorate directly by contacting Kathy McLachlan (Manager, Accessibility Information & Referral Unit) at [kathy.mclachlan@ontario.ca](mailto:kathy.mclachlan@ontario.ca) or at 416-314-7528.

Regards,

Alfred Spencer  
Director, Accessibility Outreach, Education and Referral Branch  
Accessibility Directorate of Ontario

REFERRAL TO \_\_\_\_\_  
RECOMMENDED \_\_\_\_\_  
DIRECTION REQUIRED \_\_\_\_\_  
RECEIPT RECOMMENDED  \_\_\_\_\_

**RECEIVED**  
JAN 08 2018  
REGION OF PEEL  
OFFICE OF THE REGIONAL CLERK

NEWS CANADA

## Feds expected to introduce accessibility standards

Michelle McQuigge/THE CANADIAN PRESS

Friday, December 29, 2017 1:14:49 EST PM

TORONTO — Canadians with disabilities have their sights firmly set on 2018 when the federal government is expected to usher in long-sought legislation designed to increase accessibility nationwide. The governing Liberals have promised to create a bill that would remove barriers in federally regulated sectors such as banking, interprovincial transportation, telecommunications and government-run services such as Canada Post.

But what will the expected legislation look like and what will it accomplish? People close to the process weighed in:

— What is Canada's current accessibility picture?

The pending federal legislation would mark the first time Canada has moved to tackle accessibility at the national level. Other countries such as the United States, the United Kingdom and Australia have all had federal legislation in place for years or decades. Even most provincial governments have yet to take on the issue. To date, only Ontario, Manitoba and Nova Scotia have laws in place to address the needs of disabled residents.

— How do accessibility laws work?

They vary widely and have to strike a balance between being specific enough to attain results without being too restrictive for the people and places that have to abide by them. One approach, such as the one used in Ontario, involves developing standards focusing on broad areas such as customer service, built environments or employment. Some experts say Ottawa may go in a similar direction.

Michael Prince, Lansdowne professor of social policy at the University of Victoria, says individuals and businesses need to have enough flexibility to find accessibility solutions that make sense for their environments or clientele.

"We say, 'here's the standard, here's the expected result we want. How you get there is up to you,'" he said of some government approaches.

Prince said some jurisdictions have gone so far as to set up government resources to help organizations comply with accessibility standards. He cited Ireland's Centre for Excellence in Universal Design, an agency established a decade ago to conduct research and help shape accessibility practices in the country and abroad. Prince, who has taken part in numerous government consultations on the Canadian law, said having a comparable resource in place here would go a long way to making sure the new act is effective for years to come.

— What has the government promised?

Kent Hehr, the minister for persons with disabilities and the man charged with crafting the new legislation, says he's on track to table the bill in the spring of 2018 as previously promised. Details, however, are still in the works, and Hehr declined to offer any specifics on what the bill might contain.

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 RECOMMENDED \_\_\_\_\_  
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 RECEIPT RECOMMENDED  \_\_\_\_\_

## 7.2-2

Hehr, who is quadriplegic and uses a wheelchair, said Canada is looking to other jurisdictions for lessons on how to implement a sound piece of legislation that would limit the hard work many disabled Canadians do on a regular basis during even some of society's most basic interactions.

"As people with disabilities, we run into situations three, four, five, six times a day," he said in a telephone interview. "And sometimes we become immune to them and we simply find other creative ways to move forward. I'm hoping we don't have to be as creative in the future."

— What kind of barriers do people with disabilities face?

Advocates say every sector that will fall under the scope of a federal act is rife with examples of barriers that vary depending on the disability in question. While many organizations and industries have developed inclusion strategies, they say myriad anecdotes demonstrate the fact that more formal intervention is necessary. Some examples include:

**Banking:** When Jim Derksen goes to his local bank to conduct routine transactions, he's never sure that he'll be able to cross those tasks off his to-do list. Derksen, who uses a wheelchair, says many branch counters or bank machine keypads are located too high for someone using a mobility aid to reach. This is exacerbated for those with conditions that limit their ability to extend their arms. Some branches feature a wheelchair-accessible counter, but Derksen said high demand typically results in long lineups.

Even when he makes it to a counter, Derksen said another barrier frequently arises when he tries to use the pin pad. Such machines are regularly secured to the countertop, he said, making it impossible for many customers to reach them.

Derksen recognizes that businesses all over the country often take such precautions as a security measure, but he said the new law must force people to get more proactive in recognizing accessibility barriers and be creative in trying to overcome them.

"We require a law which is enforced, which will push the innovation and the ingenuity," he said. "Because unless there's a push, these compromises will be far less than acceptable."

**Transport:** In his work for the Council of Canadians with Disabilities, John Rae hears many examples of travel plans thwarted by accessibility barriers. As a blind person, Rae said he cannot use self-checkin kiosks at airports and must rely on harried counter staff for basic travel support.

Up until this year, Via Rail could only accommodate one wheelchair user at a time on its trains. The situation only began to change in the spring after the Canadian Transportation Agency ordered the company to double that capacity across its entire fleet, an edict Via Rail recently announced it would heed after months of resistance.

Rae said an accessibility law is essential to prevent such protracted battles from playing out in future. It would also have the added advantage of ensuring transportation companies keep accessibility in mind when doing everything from purchasing new vehicles to designing customer service protocols.

"(Current laws) talk about 'undue obstacles' to travel. We want the word 'undue' removed," Rae said.

— Would broad "standards" actually help?

Yes, but experts and advocates alike say they won't get the job done on their own. Michael

## 7.2-3

Bach, managing director of the Institute for Research and Development on Inclusion and Society, said a standard in an area such as customer service would push companies to make disability issues a higher priority.

But standards can only go so far, he said, adding a potential benefit of an accessibility law would be its capacity to force the federal government to bring other laws in line. As an example, Bach cited statutes under the banking and tax acts that bar people with intellectual disabilities from either opening their own bank accounts or accessing their own funds.

“It’s great to be setting standards and coming up with a process to set them. It’s part of the picture, but there’s other pieces that need to be addressed for an inclusive and accessible Canada,” he said.

Bach and Rae both said the new law should make it mandatory for the government to put its own policies, legislation and program decisions through a disability analysis, just as it currently does for gender-related issues. Rae said such an approach would help identify instances of discriminatory laws on the books and signal that the feds are willing to get their own house in order before compelling others to do the same.

“It would be a signal to the disabled community that the government is really serious about its desire to make Canada a more accessible country.”