



# *Making Way*

For Ontarians with Disabilities

## REGION OF PEEL

### ACCESSIBILITY ADVISORY COMMITTEE

#### AGENDA

AAC-2/2018

**DATE:** Thursday, April 19, 2018

**TIME:** 1:30 PM – 3:30 PM

**LOCATION:** Council Chamber, 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

---

*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-1/2018) meeting held on February 15, 2018

**5. DELEGATIONS**

**6. REPORTS**

- 6.1. Workspace Design Standards (For information)  
Presentation by Mark Schiller, Director, Real Property Asset Management and Jane Rowbotham, Manager, Workplace Planning & Asset Management
- 6.2. Food Handler Certification Training – Addressing the Accessibility Needs of Clients (For information)
- 6.3. Annual Accessibility Status Report 2017 (For information)
- 6.4. Accessibility Planning Program Update - April 19, 2018 (For information)

**7. COMMUNICATIONS**

- 7.1. **Accessibility Directorate of Ontario**, Email dated March 20, 2018, Regarding Employment Standards Review: Public Feedback Wanted (Receipt recommended)
- 7.2. **Coalition for Persons With Disabilities**, Flyer received April 4, 2018, Regarding Connections 2018 Resource Fair and Career Corner for Persons with Disabilities (Receipt recommended)
- 7.3. **Town of Caledon**, Flyer received April 10, 2018, Regarding Seniors' Day (Receipt recommended)

**8. OTHER BUSINESS**

- 8.1. **Tarryl Tamlin, Region of Peel Accessibility Advisory Committee Member**, Email dated March 7, 2018, Advising of His Resignation from the Region of Peel Accessibility Advisory Committee (Receipt recommended)

**9. NEXT MEETING**

Thursday, June 21, 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-1/2018**

The Region of Peel Accessibility Advisory Committee met on February 15, 2018 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; F. Dale♦; M. Daniel; D. Farrace; A. Groves; N. Husain; M. Mahoney; M. Palleschi; L. Soulliere♦

**Members Absent:** R. Chopra; R. Khedr; T. Tamlin

**Also Present:** M. Killeavy, Acting Commissioner of Corporate Services; J. Jackson, Director, Culture and Inclusion; A. Adams, Acting Regional Clerk and Director of Clerk's; V. Montesdeoca, Accessibility Planning Specialist; J. Jones, Legislative Specialist; H. Gill, Committee Clerk; 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.

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

\*See text for arrivals

♦See text for departures

**3. APPROVAL OF AGENDA**

Moved by Naz Husain;

RECOMMENDATION AAC-1-2018:

That the agenda for the February 15, 2018, Region of Peel Accessibility Advisory Committee meeting be approved.

**4. PREVIOUS MEETING MINUTES**

- 4.1. Minutes of the Region of Peel Accessibility Advisory Committee (AAC-5/2017) meeting held on November 30, 2018

Received

**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

Received

Kendrick Doll, Natural Heritage Coordinator, Ontario Heritage Trust, provided an update on the Cheltenham Badlands property with respect to enhancements for the 2018 season and the Master Plan scheduled implementation phases.

In response to questions raised by Committee Members regarding the on-street parking and road side accessible drop-off point, it was noted that the construction was completed in accordance with the applicable municipal standards and that the accessible parking space will be linked to the accessible boardwalk. The upper viewing area on the site will have designated parking spaces with no time restrictions. He further explained that Ontario Heritage Trust will focus on monitoring pedestrian and vehicle visitor patterns in the 2018 season to assist with making larger scale infrastructure decisions.

Naz Husain, Committee Member requested that the York Region Accessibility Design Guidelines for Trails be shared with the committee.

**6. REPORTS**

- 6.1. **Accessible Transportation Update (Oral)**

Presentation by David Margiotta, Manager and Rhiannon Oliveira, Project Advisor, Accessible Transportation

Received

**AAC-1/2018**  
**Thursday, February 15, 2018**

David Margiotta, Manager and Rhiannon Oliveira, Project Advisor, Accessible Transportation, provided an update on the Accessible Transportation program with respect to the new TransHelp application process, eligibility criteria, application decisions and recertification progress. The focus of the program for this year is to: develop a Passenger Travel Training program; continue working with the Local Health Integration Networks (LHINs) on the Passenger Assist Program; create a Quality Control Measure Program and invest in new technology to better understand service needs.

In response to questions raised by Naz Husain, Committee Member, regarding the Passenger Assist Program and the role that the LHINs will play with respect to funding, it was noted that the LHINs recognize there is a need for service and that they have an important role to play in the process. The Region of Peel will continue to work with the LHINs to share and leverage expertise in transportation.

**6.2. Alton Village - Phase 1 Road Improvements and Streetscaping (Oral)**

Presentation by Serguei Kabanov, Project Manager, Roads - Design and Construction, Transportation

Received

Serguei Kabanov, Project Manager, Roads - Design and Construction, Transportation, provided an update on Phase 1 of the Alton Village project with respect to the project background, roads and boulevards, rest areas, lay by parking, project timelines and key accessibility features.

In response to questions raised by Committee Members regarding the width of the roadway and cyclist safety, Serguei Kabanov noted that the design of the project was in accordance with the latest standards and guidelines and consultation with both the active transportation group and cyclist community was undertaken. Proposed improved safety measures will include reduced speed limits, installation of "Share the Road" signage and traffic calming measures.

*Linda Soulliere departed at 2:44 p.m.*

*Regional Chair, Frank Dale departed at 2:45 p.m.*

**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

Received

Tim Ivanyshyn, Elections Specialist, Legislative Services and Veronica Montesdeoca, Accessibility Specialist, Culture and Inclusion, provided information on the Region of Peel 2018 Municipal Elections Accessibility Plan. They outlined the Region of Peel's commitment to removing barriers and improving accessibility during the upcoming election season in areas of accessible customer service, information and communication, employment and training, accessible transportation, accessible regional facilities and accessible candidate information.

Feedback from the committee was requested on areas that may improve accessibility for the 2018 election and also areas that may be improved upon for future elections following completion of the 2018 election. A report will be prepared within 90 days after voting day for feedback and areas for improvement.

**AAC-1/2018**  
**Thursday, February 15, 2018**

In response to questions raised by Councillor Mahoney, regarding the ability to implement Vote Anywhere technology for the election of Regional Chair, it was noted that the lower tier municipalities could choose to implement Vote Anywhere election methods.

In response to questions raised by Dely Farrace, Committee Chair, regarding barrier removal guidelines for electors, Tim Ivanyshyn informed the committee that the Ministry of Municipal Affairs is coming out with new guidelines that will be made available on the Region of Peel's website along with the Region of Peel 2018 Municipal Elections Accessibility Plan.

#### **6.4. Accessibility Planning Program Update – February 15, 2018**

Received

Veronica Montesdeoca, Accessibility Planning Specialist, provided an update on the Site Plan and Construction Advisory Working Group. It was noted that preliminary meetings with staff have been undertaken to determine how much planned construction work is underway and how the *Accessibility of Ontarians with Disabilities Act, 2005* impacts these projects. Once the number of projects have been determined the working group will consider the next steps. Committee members were also encouraged to complete the survey from the Accessibility Directorate of Ontario.

### **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

Received

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

Received

### **8. OTHER BUSINESS**

### **9. NEXT MEETING**

The next meeting of the Region of Peel Accessibility Advisory Committee is scheduled for Thursday, April 19, 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 3:10 p.m.

**For Information**

---

DATE: April 9, 2018

REPORT TITLE: **WORKSPACE DESIGN STANDARDS**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

---

## OBJECTIVE

To provide information on the newly refreshed Region of Peel Workspace Design Standards.

### REPORT HIGHLIGHTS

- This report highlights:
  - Why the Workspace Design Standards are being refreshed;
  - How the Workspace Design Standards will be applied; and,
  - How the Workspace Design Standards support accessibility.
- The Workspace Design Standards will be applied progressively as the Region modernizes during future renovations, when operational workspace changes are requested to support team growth or reorganizations, and for new construction.

## DISCUSSION

### 1. Why the Workspace Design Standards are Being Updated

Refreshed Workspace Design Standards will soon be shared with the organization. The primary reasons for the refresh are the:

- Changing nature of work – Less administrative activities and more collaboration to solve complex problems;
- Availability of new technologies – Including more advanced hardware, software and infrastructure that allows for new ways of working flexibly;
- Evolving workstyle preferences and need to attract top talent – Differences in generational preferences (e.g., younger generations desire greater flexibility of work options) and increased competition for the best staff; and,
- Need to accommodate growth cost-effectively within our existing Regional facilities.

### 2. How the Workspace Design Standards Will Be Applied

The refreshed Workspace Design Standards will apply to all administrative workspaces and furniture components across the entire Regional property portfolio. They will be applied progressively as the Region modernizes during future renovations, when operational workspace changes are requested to support team growth or reorganizations, and for new construction.



## WORKSPACE DESIGN STANDARDS

The Workspace Design Standards compliment other building standard requirements as defined in the Ontario Building Code (e.g., corridor widths, wall and ceiling components, fire safety requirements).

### 3. How the Workspace Design Standards Support Accessibility

The Workspace Design Standards support accessibility in many ways:

- **Enhanced access to natural lighting** – Access to natural light will be enhanced via the removal of the top horizontal panel in current workspace designs, and, in Suite A, the relocation of meeting rooms and offices to the interior core, thus optimizing vision comfort;
- **Sit-stand capacity** – To improve accessibility, comfort and wellness, sit-stand capacity will be a feature in all future workspaces including full workstations, flex desks, hot desks, offices, and many of our meeting rooms;
- **Deskside Interview Stations** – A new standard for deskside interview stations has been developed to support improved egress (i.e., a way out; exit) for safety in the event of an incident. The access/egress space is over 37” wide allowing for wheelchair access, the desk height is adjustable for client and staff comfort, and desktop and pedestal storage accessories will be provided. A select number of larger interview workstations and rooms will also be provided in instances when more space is desired (e.g., families with strollers, larger families, enhanced privacy, or additional accommodation requirements);
- **Client-facing Services on Ground Floor** – To improve client access, services such as the Human Services cheque counter will be relocated to the ground floor in Suite B beside the Employment Resource Centre, and the Health Services Environmental Sample Room to the ground floor at 7120 Hurontario Street;
- **Family-friendly waiting areas** – Family-friendly waiting rooms will be introduced, which will be larger than current waiting areas, and located in close proximity to client-facing services. They will be provisioned with amenities that are engaging for children and thus helpful to parents;
- **Adaptive and flexible furnishings** – Where feasible, furnishings will be flexible and provisioned with casters to support their relocation within work areas for access, comfort, and collaboration purposes;
- **Improved egress** – As we apply the new Workspace Design Standards to floor plans, ample distance between workspaces and furnishings will be incorporated, and workstations will be recessed away from perimeter windows to provide additional egress within the floor;
- **Varied cafeteria seating** - Varied cafeteria seating will be introduced to support a variety of user interactions. The venue will be accessible and welcoming to staff and the public;
- **Further Accommodation Needs** – The Workplace Modernization Design Team will work with Human Resources to identify any existing and future special accommodation requirements and will factor in floor plans accordingly;
- **Technology Options** – The Workplace Modernization Design Team will also work with Digital Information & Services to identify technology options supporting accessibility; and,
- **Adherence to Accessibility for Ontarians with Disabilities Act (AODA)** – The Workplace Modernization Design Team will also work with the Accessibility Team to ensure adherence to the AODA for waiting areas and community engagement spaces (e.g., universal furniture; and finishes in support of accessibility).

## WORKSPACE DESIGN STANDARDS

### CONCLUSION

This report summarizes how the Region's newly refreshed Workspace Design Standards will support accessibility within a modernized workplace. The standards will be introduced progressively as the Region adapts its workplace to support the changing needs of Peel residents.



Lorraine Graham-Watson, Commissioner of Corporate Services

### Approved for Submission:



---

D. Szwarc, Chief Administrative Officer

### APPENDICES

Appendix I - AAC Presentation – Workspace Design Standards

*For further information regarding this report, please contact Mark Schiller, Director, Real Property Asset Management, ext. 7558, [mark.schiller@peelregion.ca](mailto:mark.schiller@peelregion.ca).*

*Authored By: Jane Rowbotham*



# **Workspace Design Standards:**

## **Accessibility Advisory Committee**

### **April 19, 2018**

**Mark Schiller**

Director, Real Property Asset Management

**Jane Rowbotham**

RPAM Manage, Workplace Planning & Asset Management

# Discussion Items

- Why Standards Are Being Refreshed
- Application of Standards
- Accessibility Approach
- Q & A's



# Why Standards Are Being Refreshed

- Changing nature of work
- Availability of new technologies
- Evolving workstyle preferences and need to attract and retain top talent to achieve outcomes
- Need to accommodate growth cost-effectively

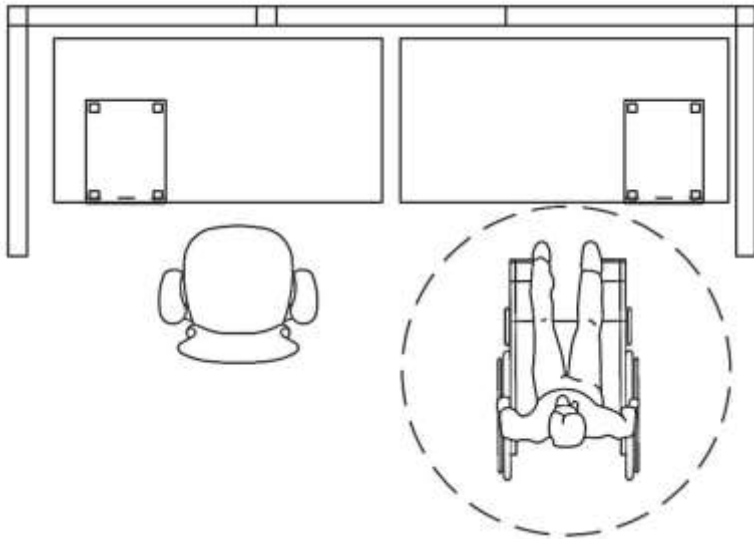


# Application of Standards

- Administrative spaces
- Employee workspaces & furniture components

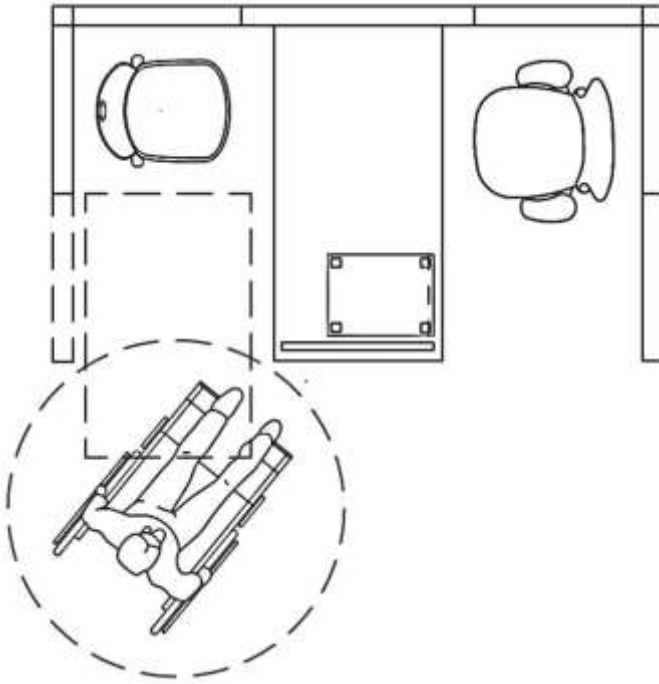
# Accessibility Approach

- Enhanced access to natural lighting
- Sit/stand capacity



# Accessibility Approach

- New Deskside Interview Stations





# Accessibility Approach

- More Client-facing Services on Ground Floor
- Family-friendly Client Waiting Areas



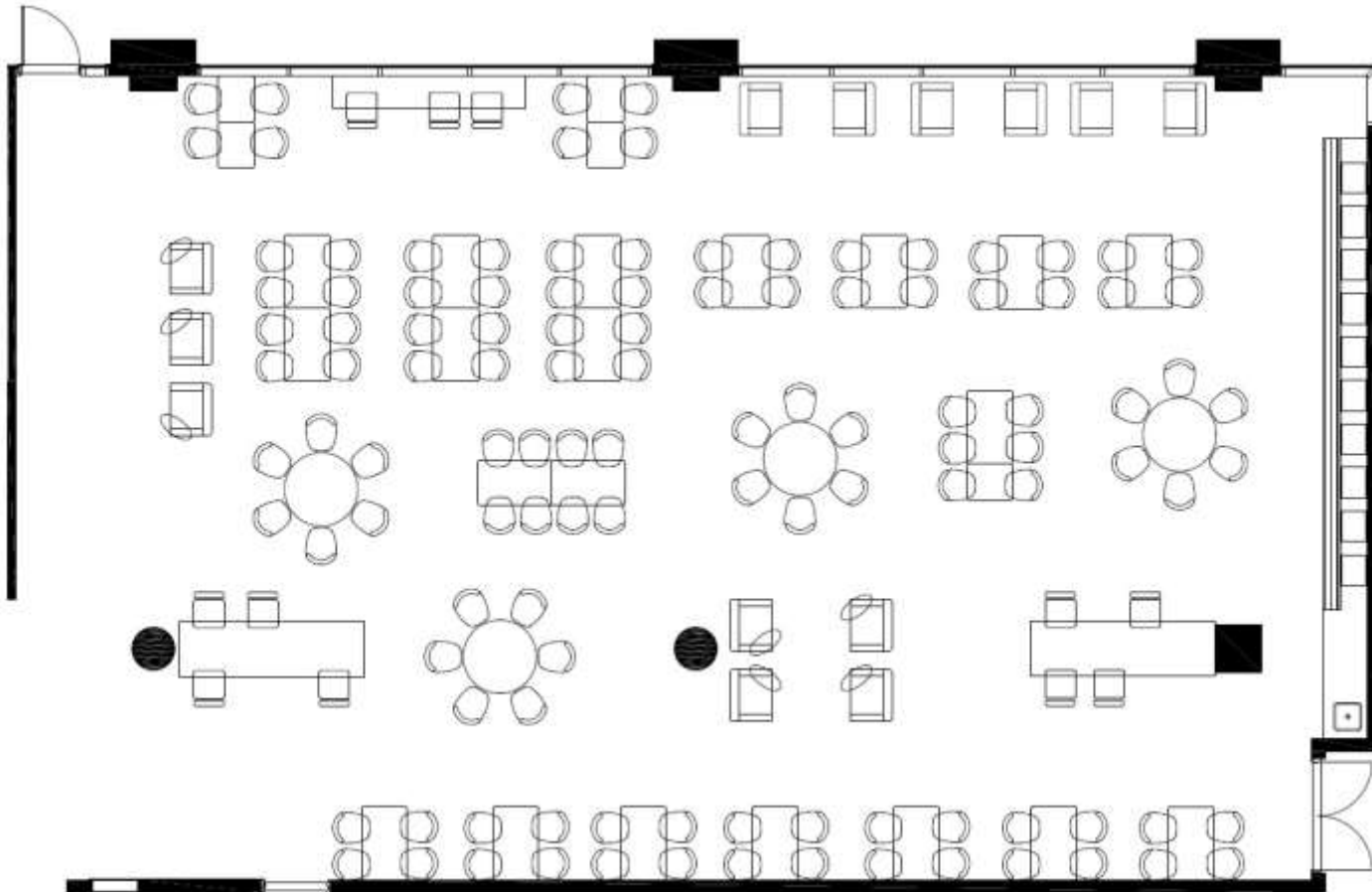
# Accessibility Approach

- Adaptive and flexible furnishings
- Improved Egress



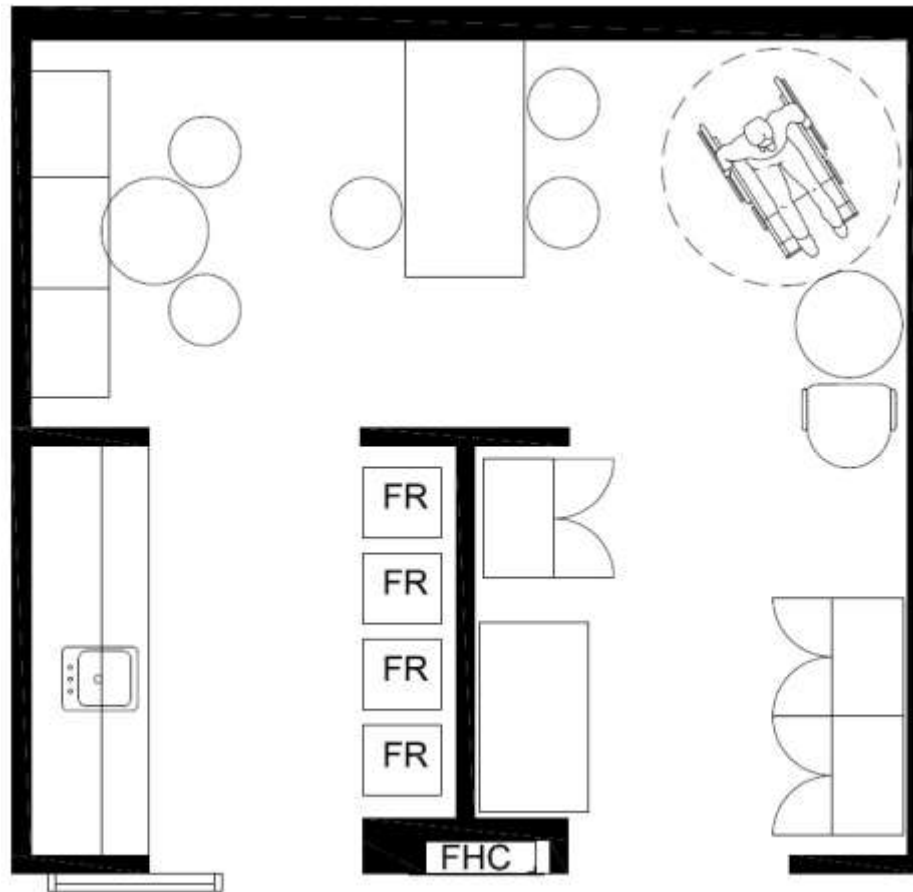
# Accessibility Approach

- Varied seating options in cafeterias



# Accessibility Approach

- Kitchenettes with seating



# Accessibility Approach

- Working with Human Resources
- Working with Digital & Information Services
- Adherence to Accessibility for Ontarians with Disabilities Act (AODA)

**For Information**

---

DATE: April 10, 2018

REPORT TITLE: **FOOD HANDLER CERTIFICATION TRAINING – ADDRESSING THE ACCESSIBILITY NEEDS OF CLIENTS**

FROM: Nancy Polsinelli, Commissioner of Health Services  
Jessica Hopkins, MD MHSc CCFP FRCPC, Medical Officer of Health

---

**OBJECTIVE**

To provide information on how the Region of Peel's voluntary food handler certification program adopted changes to address the accessibility needs of some clients.

**REPORT HIGHLIGHTS**

- The Region of Peel's voluntary food handler certification program teaches food handlers about safe food handling practices to prevent or reduce the risk of foodborne illness.
- Recently adopted changes to the training program have been successful in promoting an accessible learning environment.
- This is an example of how Regional programs can increase accessibility to meet the diverse needs of residents.

**DISCUSSION**

**1. Background**

The Ontario Public Health Standards require every board of health to provide a food handler training program. In Peel, Regional Council is the board of health. The Region of Peel's food handler certification program is delivered by a team of public health inspectors. The program's goal is to raise awareness of safe food handling practices among food handlers to assist with the prevention and reduction of food-borne illness. Successful candidates receive a Provincial Food Handler Certification Card, valid for 5 years, that is recognized by the Ontario Ministry of Health and Long-Term Care (MOHLTC) and all public health units in Ontario.

There are two ways to obtain a food handler certificate from the Region of Peel:

**a) Classroom Session and Exam**

- Instructors are Region of Peel public health inspectors.
- 6 hours of classroom learning followed by a multiple-choice exam.
- 25 students per class.
- Over 50 sessions offered annually.

## **FOOD HANDLER CERTIFICATION TRAINING – ADDRESSING THE ACCESSIBILITY NEEDS OF CLIENTS**

### **b) Exam Only (Home Study)**

- Exam proctored by administrative staff.
- Clients can purchase the course manual and self-study at their own pace.
- 25 students per session.
- Over 35 sessions offered annually.

Between 2009 and 2017, over 16,000 clients have registered in the program. There is no minimum age to be a certified food handler. Many clients are newcomers to Canada, seeking certification as a means of improving job prospects in the food service industry. Since 2009, over 95 per cent of clients who enrolled in the course and/or wrote the exam were successful in becoming a certified food handler.

## **2. Addressing Barriers to Accessibility**

Staff in the program have completed the mandatory accessibility training and, as a public-facing service to a diverse population, continually look for opportunities to demonstrate the Region of Peel's organizational commitment to accessibility. The instructors and exam proctors recognize the importance of being sensitive to the individual needs of clients and are committed to creating an accessible learning environment. This is achieved by removing barriers to accessibility and making all reasonable efforts to ensure that clients have an equal opportunity to successfully obtain the food handler certification.

The full day course and home study exam are offered at the Region of Peel office at 7120 Hurontario Street, Mississauga. Service Peel informs instructors or exam proctors ahead of time if clients identify a disability and/or are requesting accommodations. Staff will connect with the client and make all reasonable efforts to prevent and remove identified accessibility barriers. Appendix I summarizes the changes staff are able to make to accommodate clients. These accommodations have been reviewed with all staff who deliver service in this program area.

## **3. Program Successes**

The success of the processes in place to improve accessibility is measured through staff's ability to accommodate requests and from informal client feedback. Currently the food handler certification program can meet close to 100 per cent of clients' requests for accommodation. Staff frequently receive positive feedback from clients about the accommodation efforts and services provided. The food handler training course received the highest client satisfaction score (9.1 out of 10) for thriving and leading services in the 2017 External Client Satisfaction Survey (see report "Peel Region's External Client Satisfaction Survey 2017 Results, February 22, 2018).

This year the course evaluation will be revised to better understand the accessibility needs of clients. A process is being developed to make the evaluation survey available in different formats to suit different client needs. It is anticipated that these changes will assist to gather information from clients to inform future program changes.

## **FOOD HANDLER CERTIFICATION TRAINING – ADDRESSING THE ACCESSIBILITY NEEDS OF CLIENTS**

### **CONCLUSION**

Staff will continue to take steps to work with clients to identify barriers that impede learning and proactively remove barriers within the Region of Peel's control to ensure that the food handler certification program continues to be a program that is accessible to the diverse needs of participants.



Nancy Polsinelli, Commissioner of Health Services



Jessica Hopkins, MD MHSc CCFP FRCPC  
Medical Officer of Health

### **Approved for Submission:**



---

D. Szwarc, Chief Administrative Officer

### **APPENDICES**

Appendix I – Accessibility features of the food handler certification training program

*For further information regarding this report, please contact Paul Callanan, Director Health Protection, extension 2802, paul.callanan@peelregion.ca*

*Authored By: Andrea Chiefari, Manager Health Protection*



## APPENDIX I

## FOOD HANDLER CERTIFICATION TRAINING – ADDRESSING THE ACCESSIBILITY NEEDS OF CLIENTS

## Accessibility Features of the Food Handler Certification Training Program

<b>Issues Identified</b>	<b>Barrier Type</b>	<b>Disability Type</b>	<b>Measures to remove barrier</b>
Difficulty hearing the instructor	Information and Communications	Sensory	<ul style="list-style-type: none"> <li>• Use of microphone and speakers</li> </ul>
Low vision and have difficulty reading the PowerPoint presentation	Information and Communications	Sensory	<ul style="list-style-type: none"> <li>• Use a larger projector screen</li> <li>• Increase font size of presentation and projection</li> <li>• Use descriptive terminology during presentation</li> </ul>
English reading comprehension	Information and Communications	Cognitive and/or Language Barrier	<ul style="list-style-type: none"> <li>• Adjust reading level of course manuals to grade 9 literacy level</li> <li>• Translated course manuals and exams to the 10 most frequently spoken languages in Peel</li> <li>• Clear, well-organized and concise course syllabus</li> <li>• Emphasis on essential course content throughout the presentation</li> <li>• Upon request, staff can read the exam questions and answer choices aloud to clients</li> </ul>
Visual barriers related to the course manual and exam	Information and Communications	Sensory	<ul style="list-style-type: none"> <li>• Use spiral binding for manuals which is better for vision aids (e.g. magnifiers)</li> <li>• Use Palatino Linotype pt 13 font for Manual. And Arial pt 14 font for exam.</li> </ul>

## APPENDIX I

## FOOD HANDLER CERTIFICATION TRAINING – ADDRESSING THE ACCESSIBILITY NEEDS OF CLIENTS

			<ul style="list-style-type: none"> <li>• Assistance for Scantrons</li> <li>• Convert documents using different font style, font size, coloured paper upon request.</li> <li>• High contrast colour for text and background</li> </ul>
Experiences anxiety writing exams in a group or classroom setting	Systemic	Cognitive	<ul style="list-style-type: none"> <li>• A separate, quiet, room to write the exam can be arranged upon request</li> </ul>
Has learning disabilities and/or has difficulty reading and understanding the exam	Systemic	Cognitive	<ul style="list-style-type: none"> <li>• An instructor paraphrases exam questions and answers using plain language</li> <li>• An instructor travels to an alternate accessible location that is familiar to a group of clients with similar needs (e.g. high school students) to deliver the course and/or exam</li> </ul>
Anxiety of being in a learning/school environment or difficulty learning in lecture-style format	Attitudinal	Cognitive	<ul style="list-style-type: none"> <li>• Ice breakers</li> <li>• Encourage storytelling and sharing experiences</li> <li>• Review sample test questions verbally</li> <li>• Use of descriptive terms, videos, pictures and symbols</li> <li>• Use replica of food</li> <li>• Hands-on and tactile activities</li> </ul>

**For Information**

---

DATE: April 6, 2018

REPORT TITLE: **ANNUAL ACCESSIBILITY STATUS REPORT 2017**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

---

## OBJECTIVE

To provide an update on the Region of Peel's progress in improving accessibility, removing barriers and implementing the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) as well as the strategies set out in the Region of Peel Multi-Year Accessibility Plan (2013-2017) for the 2017 calendar year.

### REPORT HIGHLIGHTS

- In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) which aims to make Ontario accessible for people with disabilities by 2025.
- As part of the AODA, the *Integrated Accessibility Standards Regulation* (IASR) sets out requirements that organizations must meet; one of which is to implement and maintain a Multi-Year Accessibility Plan.
- The Region of Peel 2013-2017 Multi-Year Accessibility Plan was approved by Regional Council on November 22, 2012.
- The IASR requires an annual status report on the progress and measures taken to implement the requirements under the AODA and the strategies set out in the Region of Peel Multi-Year Accessibility Plan.
- The status report outlines the actions taken to comply with the requirements for the period of January 1, 2017 to December 31, 2017, the final year of the Region of Peel 2013-2017 Multi-Year Accessibility Plan.
- The status report also includes actions or initiatives that go above and beyond those mandated under the AODA, reinforcing the Region of Peel's ongoing commitment to accessibility.

## DISCUSSION

### 1. Background

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), with the objective of improving accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities by 2025.

## **ANNUAL ACCESSIBILITY STATUS REPORT 2017**

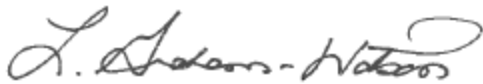
On November 22, 2012, the Region of Peel's first Multi-Year Accessibility Plan, 2013-2017, was passed in accordance with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards Regulation* (IASR).

A requirement under the IASR is the annual reporting of the measures taken to remove barriers and improve accessibility for persons with disabilities, as required under the AODA as well as provide an update on the actions taken to implement the Region of Peel Multi-Year Accessibility Plan.

The "Annual Accessibility Status Report 2017" attached as Appendix I outlines the actions the Region of Peel has taken in 2017 to meet the requirements of Ontario's accessibility legislation. The report will be posted on the Region of Peel website and made available in an accessible format, upon request.

## **CONCLUSION**

As required under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), the Region of Peel Annual Status Report 2017 outlines the actions taken to implement the requirements set out in the AODA legislation for the period January 1, 2017 to December 31, 2017. It also includes other initiatives not mandated under the AODA which reinforces the Region of Peel's commitment to removing barriers for persons with disabilities and making the Region of Peel an inclusive place for persons of all abilities.



Lorraine Graham-Watson, Commissioner of Corporate Services

## **Approved for Submission:**



---

D. Szwarc, Chief Administrative Officer

## **APPENDICES**

Appendix I – Annual Accessibility Status Report for 2017

*For further information regarding this report, please contact Juliet Jackson, Director, Office of Culture and Inclusion, Ext. 6741, [juliet.jackson@peelregion.ca](mailto:juliet.jackson@peelregion.ca).*

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist*



## **Region of Peel Annual Accessibility Status Report for 2017**

An annual report on the progress of measures taken by the Regional Municipality of Peel to improve accessibility and implement the requirements set out in the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The report provides an update on the implementation of the Region's 2013-2017 Multi-Year Accessibility Plan. It highlights actions to comply with the AODA requirements during year five, the last year of the Region of Peel 2013-2017 Multi-Year Accessibility Plan (January 1 to December 31, 2017). It also illustrates other initiatives that the Region has undertaken outside of the AODA requirements to make the Region of Peel more accessible and inclusive for all. The report looks forward to the Integrated Accessibility Standards Regulation (IASR) requirements for 2018 as the Region embarks on a new multi-year accessibility plan.

### **Background**

In 2005, the Ontario government passed the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The AODA aims to improve accessibility for Ontarians by identifying, removing and preventing barriers faced by persons with disabilities. The goal of the AODA is to make Ontario accessible for people with disabilities by 2025.

One of the requirements under the AODA is to develop, implement and maintain a multi-year accessibility plan and report on an annual basis on the progress toward meeting the requirements of the IASR, section 4(3) (a).

In 2013, the Region of Peel developed its first Multi-Year Accessibility Plan (2013-2017), in accordance with the requirements of the AODA and the IASR.

The Region of Peel Multi-Year Accessibility Plan (2013-2017) reflects the Region's commitment to creating accessible programs, services and a workplace that ensures full participation of persons with disabilities.

This document outlines the work undertaken in 2017 to fulfill this commitment as well as the ongoing work undertaken towards meeting the requirements of the AODA. It builds on the Annual Accessibility Status Reports for 2013 to 2016 inclusive.

**Appendix I  
ANNUAL ACCESSIBILITY STATUS REPORT 2017**

**Status Update**

**2017 Actions**

The following table outlines the progress during 2017 to implement the Region of Peel's 2013 -2017 Multi-Year Accessibility Plan as well as the status of the work undertaken to comply with the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

**General:**

Requirement	Action
Annual Status Report on the Multi-Year Accessibility Plan	<p>Since the development of the Region of Peel's Multi-Year Plan 2013 – 2017, the Region has filed four Accessibility Status Reports. These reports outline the Region of Peel's progress in the area of accessibility and actions taken to comply with the AODA requirements since 2010. The reports also demonstrate the Region of Peel's commitment to accessibility beyond meeting legislated requirements. A copy of the previous Annual Accessibility Status Reports can be found at the Region of Peel website.</p> <p>In 2017 the Region of Peel embarked on the development of the Region's second Multi-Year Accessibility Plan. In consultation with the Region's AAC, the Region of Peel 2018-2025 Multi-Year Accessibility Plan renews the Region's commitment to accessibility and breaking down barriers for persons of all abilities. The new Multi-Year plan aligns with the Region's Strategic Plan. Beyond meeting legislated requirements, the new Plan sets the path to carry out the vision of a Community for Life. Accessibility is embedded into all facets of the Region's Strategic Plan and the three areas of focus: Living, Thriving and Leading. Strategic objectives from each area of focus will be undertaken to ensure that all citizens, including persons with disabilities have access to programs, services and facilities. The new Plan will carry us to 2025, the timeline the Province has established to create an Accessible Ontario. A copy of the Region of Peel 2018-2025 Multi-Year Accessibility Plan can be found on the Region's website.</p>
Training	<p>The Region of Peel continues to train new hires and volunteers on the requirements of the IASR, including Accessible Customer Service and the Human Rights Code as it pertains to persons with disabilities. This accessibility training forms part of the list of mandatory training that new hires must take when they commence their employment. A record of this training is kept on file. The training is offered in various formats including: eLearning modules, IASR booklet, audio podcast, IASR brochure as well as in class sessions.</p> <p>In addition to new hires, 150 students from the Summer Job Challenge program were provided in person accessibility training in 2017.</p>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

<p>Procuring or acquiring goods, services or facilities</p>	<p>The Region of Peel is in compliance with this requirement and continues to look for opportunities to remove barriers in its procurement practices. The Region ensures that accessibility considerations are taken into account when acquiring goods or services.</p> <p>For example, Health Services ensures that the physical space of Family Health clinics or long term care homes support persons with disabilities. Desks, tables, beds or chairs are purchased with accessibility in mind. Immunization clinics are strategically placed within the community and ensure that their locations are accessible to serve the various needs of the community. In 2017, the Public Health Unit purchased a new dental bus with a wheelchair lift in order to improve access to oral health service in the community.</p> <p>In the long term care setting, in order to minimize workplace-related injuries, ergonomic design is taken into account in equipment for staff. An example of this is seen in laundry carts that accommodate to different heights. Wheelchair accessible buses were also purchased for use by the Davis Centre and Peel Manor Adult Day Service (ADS) clients. Individuals with walkers and canes are also supported by the lift and stair access. Such buses allow ADS clients and long term care residents more flexibility to be more engaged in the community.</p>
---	---

**Information and Communication:**

<b>Requirement</b>	<b>Action</b>
<p>Accessible formats and communication supports</p>	<p>The Region of Peel continues to seek opportunities for the removal of barriers as it relates to its communication products.</p> <p>To this end, the Region of Peel refreshed its brand so it better represents the organization's corporate culture; shared values, beliefs and behaviours. In consultation with the Region's AAC, the new brand consists of several elements working together: including: logo, specific colour pallet, specific fonts, use of imagery and a consistent tone and voice to messages. Accessibility considerations for branded communications include: typography, contrast, organized grid and hierarchy of text, spacing considerations, surfaces and printing medium considerations. Other accessibility considerations include: accessible editorial; alternate formats; accessibility testing for PDF files; as well as wayfinding and signage.</p> <p>In the Family Health Unit (FHU), all print materials are being rebranded to meet new regional standards ensuring they are in compliance with AODA legislation. Support programs include language and ASL translation services and messages are tailored in accordance to the client's developmental needs. The eLearning Prenatal Program includes accessibility features such as: voice over audio function for all text, closed captioning on all videos, the ability to complete training at one's own pace, and the option for clients to choose where to access the program including in their own home.</p>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

	<p>The Adult Day Service ‘Client and Caregiver’ handbook was updated with content that is simple to understand and with larger font size.</p> <p>Likewise, the Regional Clerk’s Office revised their Guide for Delegations page on the Region’s website to include specific accessibility requirements and guidelines on how to make presentations to Council more accessible.</p> <p>The Region’s Information, Systems &amp; Technology Services (ISTS) division undertook the following initiatives to remove barriers and ensure accessibility for persons with disabilities as it relates to corporate technologies:</p> <ul style="list-style-type: none"> <li>• Read&amp;Write Gold was acquired and forms part of our standard inventory of supported applications as it was determined to be the solution of choice for an individual with a disability due to its easy-to-use toolbar to make documents, files and web pages more accessible.</li> <li>• In consultation with staff from Health and Safety, version 15.0 of Dragon Naturally Speaking was acquired. This software is primarily used to convert speech to text for individuals with accessibility needs and assists them in using their computer more effectively.</li> <li>• Enlarged fonts and closed captioning was added to the exhibition screens at Peel’s Art Gallery Museum &amp; Archives (PAMA) in preparation for the Canada 150 celebrations.</li> <li>• Geocortex, an AODA-compliant software was deployed to replace the current Peel Asset Locator (PAL) software used by Public Works field workers to locate and display water and wastewater assets, subdivision and regional construction projects. This is targeted for completion during 2018.</li> <li>• AODA requirements formed part of the scope of work for the acquisition of software to support the Human Services Housing Transformation Initiative (HTI). HTI will support the entire housing continuum from homelessness prevention to home ownership and will improve operational efficiencies across the Housing Service System.</li> </ul>
<p>Accessible Websites and Web Content</p>	<p>The Region of Peel continues its focus on its citizen facing website: <a href="http://www.peelregion.ca">www.peelregion.ca</a>. The most frequently visited services are areas of priority focus. The Region’s Digital Standard supports a usable and accessible brand experience. The Digital Standard continually evolves to reflect accessibility best practices and new assistive technologies. New online web content is manually inspected for accessibility, tested with automated AODA checkers, audited by accessibility experts and tested by people with disabilities. In 2017, three major web content sections were redesigned and made compliant. These sections are: Public Health Immunization, TransHelp Specialized Transit, and the Region’s Strategic Plan and Annual Report.</p>



**Appendix I  
ANNUAL ACCESSIBILITY STATUS REPORT 2017**

**Employment:**

<b>Requirement</b>	<b>Action</b>
Recruitment and Accessible Hiring Process	The Region of Peel continues to ensure that its employees as well as members of the public are aware of the availability of accommodation for applicants with disabilities during all stages of the recruitment process. Upon request, written interview questions may be shared with interviewees during the interview, as well as be made available in alternative formats. The Region is committed to ensuring that persons of all abilities have an opportunity to apply for employment within the organization.
Informing Employees of Supports	The Region's Accessible Formats and Communication Supports Policy (G00-23) has been implemented to meet the information and communication needs of all persons with disabilities, as required under the IASR Employment Standards.
Documented Individual Accommodation Plans	<p>The Region of Peel continues to document individual accommodation plans for employees, in accordance with AODA requirements. The Accommodation for Persons with Disability Policy Framework is composed of three areas: Policy, Procedures and Guidelines.</p> <p>The Region of Peel Accommodation for Persons with Disabilities Policy (HR03-32) was revised to include the term "barrier-free".</p>
Performance management	The Region of Peel is dedicated to making employment practices accessible and equitable for all and continues to be an employer of choice. In 2017, the Region embarked on the revision of its Performance Management Program to take effect in 2018. The new program is simple and more streamlined. It includes more opportunities for proactive conversations about performance. As the Region is sensitive to the needs of its employees, accommodation will continue to be reviewed as part of this process and throughout the employee's employment life cycle.

**Appendix I  
ANNUAL ACCESSIBILITY STATUS REPORT 2017**

**Transportation:**

	<b>Action</b>
<p>Activities supporting full compliance of Transportation standards that came into effect January 1, 2017</p>	<p>TransHelp, the Region's specialized transportation service, met the January 1, 2017 AODA compliance deadline. The following initiatives have been implemented and form part of the compliance requirements:</p> <p>Three categories of eligibility were introduced as required under the AODA: unconditional, temporary and conditional. This new eligibility criteria allows for more equitable access to accessible transportation that previously was primarily focused on limited mobility. It also allows for the determination of what is the best accessible transportation option for an individual with a disability as opposed to a one size fits all model.</p> <p>Based on passenger feedback, TransHelp has also introduced an online application process as an additional option for application submissions. The online application and short instructional videos about how to apply, how to ride and how to book trips, are available on the new website launched in early 2017.</p>

**Design of Public Spaces:**

	<b>Action</b>
<p>Regional public spaces and facilities</p>	<p>The Region of Peel continues to use the Affordable Housing Design Guidelines and Standards created for townhomes and apartment buildings to guide the design of projects and ensure that accessibility features are incorporated into the design and built form of all affordable housing developments/ projects.</p> <p>In the Cheltenham Badlands Project, AAC members were consulted on accessibility enhancements for Phase 1 of the Master Plan. The following factors will be incorporated into the Master Plan including: an internal accessible trail, two accessible parking spaces in the off-street lot, an accessible boardwalk from the on-street parking to the main feature and improved signage.</p> <p>The Region's Accessibility Advisory Committee continues to be consulted to ensure that all Regional site plans are reviewed through an accessibility lens. The Committee reviewed site plans for the Mayfield West Phase One Seniors Apartment Building.</p> <p>The Region of Peel continues to utilize accessibility checklists for Paramedic reporting stations as well as satellite stations. In 2017, the Committee reviewed site plans for three Peel Regional Paramedic Services (PRPS) Satellite Stations using the checklist. Such checklists ensure that specific accessibility features are incorporated into the exterior and interior of Peel Region Paramedic stations.</p> <p>In preparation for the 2017 launch of ISTS services at the</p>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

	<p>Technology Service Centre's IT Kiosk at 10 Peel Centre Dr., design considerations were made to make the area in line with Accessibility standards. For easier access, the service centre was relocated to the ground floor and includes two work stations with all-access height. A similar approach will be taken at other Regional locations.</p> <p>In 2017 the Traffic Signals and Street Lighting division completed the following projects which were constructed to meet AODA standards (Audible pedestrian pushbuttons and tactile walking surface indicators). The downtown core of Bolton was revitalized with the following:</p> <ul style="list-style-type: none"> <li>• Installation of a new traffic signal at Hwy. 50 and Hickman St.</li> <li>• Construction of a new midblock pedestrian crossing on Hwy. 50 between King St. and Sterne.</li> <li>• Reconstruction of the four corners of Hwy. 50 and King St.</li> </ul> <p>Other projects throughout Peel which were also built to meet the AODA requirements in 2017 included:</p> <ul style="list-style-type: none"> <li>• Installation of new traffic signals at: <ul style="list-style-type: none"> <li>○ Dixie Rd. and Old School</li> <li>○ Mayfield Rd. and Ace Dr.</li> <li>○ Coleraine Drive and Holland Drive</li> <li>○ Mississauga Rd. and Financial Drive</li> </ul> </li> <li>• Reconstruction of Cawthra Rd. and Rathburn Rd.</li> <li>• Reconstruction of Airport Rd. and Queen St.</li> <li>• Construction of a new midblock pedestrian crossing at Cawthra Rd. at Breckenridge Rd.</li> </ul>
<p>Peel Art Gallery Museum &amp; Archives (PAMA)</p>	<p>The Region of Peel Art Gallery Museum &amp; Archives (PAMA) continues to look for opportunities to improve accessibility and remove barriers in the delivery of programming, services and exhibits. Some of the initiatives carried out in 2017 include:</p> <ul style="list-style-type: none"> <li>• Completion of two elevator replacements to ensure reliable access for public and employees to Court House, Art Gallery, Tunnel, Museum and Archive spaces.</li> <li>• Completion of studio space conversion to accommodate accessible sinks and counters.</li> <li>• Ongoing service disruption notification on the PAMA website whenever public and employee access was affected.</li> <li>• Review of PAMA staff/volunteer/Board 2017 Diversity Census Survey results and identified an action workplan to build and strengthen a diverse and inclusive workforce and Advisory Board reflecting the Region of Peel demographics.</li> <li>• Introduction of 11 touch screens in the Peel 150 exhibition. These screens accommodate vision impaired visitors, with scalable font, sound alternative, and multiple languages. These screens and digital technology will</li> </ul>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

	<p>continue to be incorporated in future exhibitions.</p> <ul style="list-style-type: none"> <li>• Creation of 4 gender neutral washrooms in the Museum, bringing total gender neutral washrooms at PAMA to 5, to improve inclusive access and visitor service.</li> </ul>
--	--

**Accessible Customer Service:**

<b>Requirement</b>	<b>Action</b>
Accessible Customer Service	The Region of Peel is committed to ensuring that all its programs, services and facilities are accessible by all members of the public and that their service experience is positive. Various options for providing feedback are available. AODA training, including Accessible Customer Service, is provided to all Region of Peel staff and volunteers.

**Compliance:**

	<b>Action</b>
Compliance Report	As required under subsection 14 (1) of the AODA, the Region of Peel filed its Accessibility Compliance Report with the Office of the Accessibility Directorate of Ontario by the stipulated deadline of December 31, 2017.

**Other Regional Initiatives:**

	<b>Action</b>
Region of Peel 20 Year Strategic Plan	The strategic objectives contained with the three areas of focus in the Region's 20 Year Strategic Plan align with the Region's second Multi-Year Accessibility Plan through clear prioritized outcomes, measures, and actions. These objectives set the direction for an accessible Peel by reducing and eliminating barriers and bringing to life the vision of a Community for Life.
Culture & Inclusion	<p>In 2017 the Office of Culture and Inclusion was created. The Office provides dedicated leadership for the Region's culture, inclusion and diversity strategies and champions an inclusive organization. Accessibility forms an integral part of creating an inclusive environment and removing barriers that may impact physical and psychological well-being.</p> <p>On June 2017 the Executive Leadership Team approved the first ever Culture and Inclusion Strategy. Part of this strategy included the development of new Regional values. The Value: "We care about and support everyone's well-being and success" speaks directly to the strategic objective of reducing barriers that impact physical and psychological well-being in the Region of Peel. Strategic initiatives will focus on mental health education; compliance with AODA legislation and education &amp; awareness.</p>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

<p>Innovations in Dementia Care</p>	<p>Breaking down barriers at the Region of Peel goes beyond ensuring that our facilities are accessible and barrier-free. It is ensuring that our programs and services respond to the evolving needs of the community to promote a sensitive, caring and inclusive environment.</p> <p>In 2017, the Region started piloting a social interaction model, the Dementia Butterfly Care Approach at one of its Long Term Care Centres, led by Dr. David Sheard, Chief Executive Officer and Founder of Dementia Care Matters. The Dementia Butterfly Care Approach is person-centered care where the core of care delivery is focused on the emotional aspect. Combined with enhancements to clinical care processes, piloting this approach will support Peel Long Term Care to better meet the clinical and social needs of residents living with challenging and complex behaviours associated with dementia. It promotes an environment of inclusivity and compassion.</p>
<p>Peel Housing and Homelessness Plan Review</p>	<p>As required by the Province, a review of the 10-Year Housing and Homelessness Plan is being undertaken. Peel's Housing and Homelessness Plan (PHHP) sets a strategic vision for the housing system. The renewed plan will meet provincial expectations to review the plan within 5 years. It also will contribute to the review of the Regional Official Plan 2041. As part of the implementation, the AAC will be consulted regarding the development of the Housing Master Plan, one of the renewed PHHP's key strategies.</p>
<p>Workspace Design Standards</p>	<p>The Region of Peel is committed to the health and well-being of its employees and as such endeavors to review initiatives from an accessibility perspective. One such example, is the Region's newly updated Workspace Design Standards intended to support the modernization of workspaces. In April 2018, the AAC will be engaged for comment and feedback on the Workspace Design Standards.</p>
<p>Term of Council Priority Promote Healthy and Age-Friendly Built Environments and Regional Official Plan policies</p>	<p>As part of the Term of Council Priority, Draft Regional Official Plan Amendment 27 in the Official Plan Review aims to ensure health based elements are considered in new development to support the creation of walkable communities and to support age-friendly communities. The elements include density, service proximity, land-use mix, street connectivity, streetscape characteristics, and efficient parking and form the Region's Healthy Development Assessment. The Healthy Development Assessment aligns with and further reinforces the Integrated Accessibility Design Standards and accessibility amendments to Ontario's Building Code.</p> <p>The streetscape characteristics element requires that all streets in low-density areas have sidewalks that are at least 1.5 metres wide and increased to 2 metres in medium and high density neighbourhoods, mixed use and commercial areas. This is consistent with the Integrated Accessibility Design Standards for exterior paths which specifies a minimum of 1.5 metres.</p>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

	<p>The amendment also includes an implementation policy to assess the built environment including public service facilities in neighborhoods with a significant seniors population to identify gaps and opportunities to better support Peel residents.</p> <p>Regional Council adopted the amendment in February 2017 and the Province approved it in August 2017. To advance the Term of Council Priority, staff began working with the local municipalities in 2017 to implement the policies which include a training program for municipal Planners and embedding health elements in the development application process.</p>
Housing Services	<p>The Peel Renovates Second Units Renovation Assistance Program offers one-time assistance of up to \$25,000 per household for eligible homeowners to help cover the cost of renovations to an existing second unit. Renovations are intended to improve health and safety, increase accessibility and obtain registration for a second unit.</p>
EarlyON Initial Plan	<p>In September 2017, the EarlyON Initial Plan was developed to create a roadmap for the transformation of child and family programs in Peel into EarlyON Centres. The plan identifies that EarlyON Centres will ensure inclusive and responsive programming, in which programs and services will be accessible and responsive to children, parents and caregivers with varying abilities and cultural, language, socio-economic, sexual orientation and religious backgrounds. As Service System Manager, the Region is committed to working with service providers to strengthen the degree to which programs are inclusive, accessible and responsive.</p> <p>Additionally, other accessibility initiatives in this area include:</p> <ul style="list-style-type: none"> <li>• Brochures (for the public/families) changed to meet Regional and AODA standards for the Family Literacy Program</li> <li>• Accessibility considerations in the purchase of a new RV for the Learning in our Neighborhood (LION) Program and includes a lift to assist clients with varying abilities.</li> <li>• Capital Projects Funding Guideline for licensed child care providers includes provisions for accessibility when retrofitting, renovating or expanding child care centres.</li> </ul>

**Appendix I**  
**ANNUAL ACCESSIBILITY STATUS REPORT 2017**

<p>Child and Family Services</p>	<p>In collaboration with community partners Child and Family Services provides a variety of supports and services to children and families in Peel. Peel Inclusion Resource Services (PIRS) provides a centralized point of intake for families looking to participate in the Peel Infant Parent Program or access Special Needs Resourcing. Children with special needs or those experiencing barriers to development, attending or planning to attend licensed child care programs and their families are supported through transitions and linked to appropriate services and supports.</p> <p>At the Peel Infant Parent Program they foster healthy infant-parent relationships in partnership with Peel Children’s Centre and in Children’s Drop-in Programs in Shelters (3 shelters) the Region provides developmentally appropriate programming in a safe and supportive environment.</p>
<p>Business Continuity</p>	<p>As we continue with the development of Business Continuity Plans, the Region will continue to look for accessibility considerations that may factor into the planning, response or recovery aspects of the various Business Continuity strategies. In addition, during the exercises in 2017, accessibility considerations were kept in mind to ensure there was suitable simulated response to those needs.</p> <p>With responses to significant events within the community, identification of affected residents with accessibility needs is one of the first key determinations that needs to be confirmed. While most of the events supported had very limited impacts on individuals with accessibility needs, the Region did support a private Nursing Home with an evacuation of their facility with the assistance of both TransHelp and Paramedics as other modes of transportation were not suitable for the needs of these residents.</p>

**For Information**

---

DATE: April 10, 2018

REPORT TITLE: **ACCESSIBILITY PLANNING PROGRAM UPDATE - APRIL 19, 2018**

FROM: Lorraine Graham-Watson, Commissioner of Corporate Services

---

## OBJECTIVE

To provide an update on the activities undertaken by the Region of Peel Accessibility Planning Program (AP) and the Accessibility Advisory Committee (AAC) since the February 15, 2018 AAC meeting.

### REPORT HIGHLIGHTS

- The Accessibility Advisory Committee and Accessibility Planning Program were involved in various activities during this period, which are categorized as follows:
  - Consultation and compliance support provided to Regional Programs;
  - Participation in community events, if any.
- This report also highlights upcoming events.

## DISCUSSION

### 1. Background

The main objective of the Region of Peel's Accessibility Planning Program (AP) 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) Annual Accessibility Status Report for 2017

- As legislated under the *Accessibility for Ontarians with Disabilities Act* (AODA), the Region must prepare an annual accessibility status report.
- Consultations with various departments and program areas were undertaken to gather information on actions taken during 2017 to remove barriers and improve accessibility in the Region of Peel.
- The information gathered informs the Annual Accessibility Status Report for 2017 which appears on the April 19, 2018 AAC agenda.



**ACCESSIBILITY PLANNING PROGRAM UPDATE - APRIL 19, 2018****ii) Design of Public Spaces Standard**

- A meeting was held with staff from Legal Services to better understand the requirements under the Design of Public Spaces Standard and determine next steps.
- A draft process will be presented to Legal Services for review and to ensure compliance with the AODA.
- The proposed process will guide the work carried out by the Site Plan and Construction Advisory Working Group.

**iii) Culture and Inclusion and Accessibility**

- The purpose of the Culture and Inclusion strategy is to influence our organizational culture toward the desired future state by bringing the Regional values to life through the work that we do.
- With the Accessibility Planning Program forming part of Culture and Inclusion, it provides a great opportunity to embed accessibility into key initiatives being carried out within the organization.
- Ensuring that accessibility is proactively incorporated into how we work will promote a culture of inclusion for everyone.

**iv) Council Chamber Audiovisual Upgrades**

- An update to the audiovisual system in the 5<sup>th</sup> floor Council Chamber will occur in 2018.
- The update will include a refresh of the audiovisual components to improve system stability as well as functionality upgrades to improve user experience.
- Consultations are underway with various departmental stakeholders to determine the needs of the room, including accessibility considerations.
- Upgrades are expected to be carried out during the summer of 2018.

**v) Workspace Design Standards**

- As part of the Workspace Design Standards and the Future Accommodation Strategy and Plan, the Region will be undertaking a modernization of office spaces and equipment.
- The objective is to ensure that the office space and equipment meet the evolving business needs and work habits and that staff is supported in delivering on outcomes.
- A meeting was held with staff from Real Property Asset Management to review the proposed workspace design standards for accessibility considerations.
- A report and presentation on the Workspace Design Standards appears on the April 19, 2018 AAC agenda.

**ACCESSIBILITY PLANNING PROGRAM UPDATE - APRIL 19, 2018****b) Upcoming Events****i) The Coalition for Persons with Disabilities Connections 2018 Resource Fair**

- The Accessibility Planning Program will be participating in Connections 2018 Resource Fair.
- The fair is schedule for Wednesday, May 2, 2018 from 12:00 – 7:00 p.m.
- The fair will be returning to the Mississauga Living Arts Centre located at 4141 Living Arts Drive in Mississauga.
- New this year will be the introduction of a career corner which will showcase resources and supports to help job seekers with a disability.
- AAC members are encouraged to attend and share the information with their networks.

**ii) Councillor Saito's Annual Seniors' Fair**

- The Accessibility Planning Program will be participating in Councillor Saito's Annual Seniors' Fair.
- The Seniors' Fair will take place on Friday, June 1, 2018 from 10:00 am – 12:00 pm at the Meadowvale Community Centre, 6655 Glen Erin Drive, Mississauga, ON.
- AAC members are encouraged to attend and share the information with their networks.

**CONCLUSION**

This report summarizes the activities and consultations that the AP Program has been involved in, together with participation of members of the AAC since February 15, 2018. The AAC and AP 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

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

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist*

**From:** Accessibility Directorate of Ontario [<mailto:aoda.input@ontario.ca>]

**Sent:** March 20, 2018 2:40 PM

**Subject:** Employment standards review: public feedback wanted

**Employment standards review: public feedback wanted**

The [Accessible Employment Standards Development Committee](#) has submitted its Initial Recommendation Report to the Honourable Tracy MacCharles, Minister Responsible for Accessibility.

The Committee is now seeking public comment, prior to finalizing its recommendations to government.

[The report has been posted on the ministry's website](#) for public review and feedback.

A survey is also available on this page for the public to provide feedback on the recommendations. The survey will be available until May 5, 2018.

Your feedback will help the Committee draft their final recommendations. The Committee will submit these final recommendations to the Minister Responsible for Accessibility.

Accessibility Directorate of Ontario

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

# Connections 2018

## Resource Fair & Career Corner for Persons with Disabilities

### Wednesday May 2

12:00 pm – 7:00 pm

Now returning to the

### Living Arts Centre

4141 Living Arts Drive, Mississauga

- Connect with Community Services
  - View New Products
  - Free to Attend
  - No Registration Required
  - ASL Interpreter Available
- 
- New! Visit the Career Corner for help and resources to job seekers

For info on being an exhibitor contact us at [matthew.fleet@disabilityaccess.org](mailto:matthew.fleet@disabilityaccess.org) or 905-755-9734 ext. 251

REFERRAL TO \_\_\_\_\_

RECOMMENDED

DIRECTION REQUIRED \_\_\_\_\_

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

**RECEIVED**

April 4, 2018

REGION OF PEEL

OFFICE OF THE REGIONAL CLERK



**RECEIVED**  
April 10, 2018  
REGION OF PEEL  
OFFICE OF THE REGIONAL CLERK

# Seniors' Day

## *Eating today for a healthy tomorrow*

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



**JUNE 6, 2018**

**10 am – 2pm**

Join us for a day of information, resources and giveaways. Meet old friends and make new ones!

Learn more about food preparation, labels, nutrition and more!

Connect with various community agencies and service providers about how to enjoy your life to the fullest.

For more information, visit or call:

[caledon.ca/adult55](http://caledon.ca/adult55)  
905.584.2272 x.4106

**Rotary Place**  
**7 Rotarian Way, Bolton**



**From:** Tamlin, Tarryl  
**Sent:** March 7, 2018 2:15 PM  
**To:** Gill, Harjit  
**Cc:** Montesdeoca, Veronica  
**Subject:** Resignation from the Region of Peel AAC

Hi Harjit and Veronica,

I want to inform that I am resigned from the Region of Peel AAC effective today due to new job in Toronto starting on March 12.

I do enjoy work with you all included the committee.

Good luck.

Thanks,  
**Tarryl Tamlin**  
**General Support Services Counsellor**

*We've updated our contact information!*

**TTY:** 1-877-215-9530  
**Fax:** 1-866-781-8999  
**Address:** 300-2227 South Millway, Mississauga, ON L5L 3R6  
**Web:** [www.chs.ca](http://www.chs.ca)



This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender. CHS accepts no liability for any damage caused by any virus attached to this email.

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