



Municipal Accessibility Plan 2026-2030

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Land acknowledgement

As we work to build a more inclusive and barrier-free Peel Region, we begin by acknowledging the land on which we live and work. Peel Region operates on the treaty lands of the Mississaugas of the Credit and the traditional territory of Anishinaabeg, Haudenosaunee, and Huron-Wendat peoples, who have cared for this land since time immemorial.

In doing so, we recognize the deep histories, diverse worldviews, and contributions of Indigenous people, families, and nations whose enduring presence and stewardship continue to shape this region. These contributions include the understanding that differences in ability are strengths that enrich the natural diversity of human experience. This perspective contrasts with systems that have historically defined disability as a limitation and, in doing so, shaped practices that excluded those who did not fit standardized expectations of ability. By acknowledging these histories, we open the door to learning from Indigenous ways of knowing and being. This includes reimagining how disability is understood through a lens of respect, dignity, and belonging.

Our commitment to reconciliation means listening deeply, learning continuously, and taking meaningful action to address systemic barriers, including those experienced by Indigenous peoples with disabilities whose experiences are shaped by the ongoing impacts of colonialism. These commitments are embedded in Peel's Municipal Accessibility Plan, which outlines concrete actions to remove barriers, foster inclusive environments, and ensure that services and spaces are welcoming and accessible to all. By integrating a focus on reconciliation and accessibility into all that we do, Peel strives to build a community where everyone thrives.

Corporate anti-racism and systemic discrimination statement

Peel Region recognizes the impact of historical and ongoing racism and systemic discrimination in its communities. We are committed to learning, evolving, and owning the role we have played in preserving the systems that advantage some and disadvantage others.

As a municipal leader and accountable government, we accept responsibility to expose and oppose racism and dismantle the institutional systems that perpetuate social inequities.

To achieve Community for Life, we will enact sustainable change for our employees and residents through our policies and practices that demonstrate respect and dignity for all, enabling people in Peel to achieve their fullest life.



Message from Nando Iannicca, Chair and Chief Executive Officer and members of Regional Council



Peel Region is committed to building a strong, resilient community where everyone can participate fully, regardless of age, ability, or circumstance. Our 2026–2030 Municipal Accessibility Plan reflects this commitment. It sets out our ongoing efforts to remove barriers, promote equity, and create a region where everyone feels they belong.

It's been 20 years since the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was introduced, aiming to make Ontario fully accessible by 2025. As we mark this milestone, we reflect on the progress we've made toward greater accessibility and recognize how much more inclusive our communities

have become. At the same time, we know there is still work to do to break down remaining barriers and create a more inclusive future for all.

Our new Municipal Accessibility Plan lays the foundation for the next five years. It outlines key actions to meet, and where possible, exceed the requirements of the Integrated Accessibility Standards Regulation (IASR) under the AODA. The plan ensures accessibility is built into the programs, services, and spaces that residents across Peel rely on every day. This plan also supports our broader efforts to advance diversity, equity, and inclusion (DEI) in Peel, aligning closely with the goals of Peel Region's DEI Strategy.

We want to recognize the contributions of Peel's Accessibility Advisory Committee and our community partners. Their insights, advocacy, and lived experiences have played a critical role in shaping more inclusive and equitable services. Together, we've made meaningful progress and will continue our journey to make Peel more accessible.

This plan is more than a document; it's a call to action. It's about listening, setting ambitious goals, and holding ourselves accountable for delivering real and lasting change.

On behalf of Peel Region Council, thank you to everyone who contributed to this plan. With your continued support, we will keep moving toward a more inclusive, accessible, and equitable Peel for all.

Message from Gary Kent, Chief Administrative Officer



At Peel Region, we are proud to be a forward-thinking government committed to building a community where everyone, regardless of ability, feels a sense of belonging and has equitable access to services and opportunities.

In a time when diversity, equity, and inclusion (DEI) efforts are being challenged in many places, Peel Region remains firmly committed to advancing DEI for both our workforce and the communities we serve. Peel is one of the most diverse regions in Canada, and we believe our diversity is a strength. It helps us better understand and respond to the needs of our residents and staff.

As CAO, I have seen first-hand the dedication of Peel Region staff in driving accessibility forward. Accessibility is a shared responsibility that requires commitment at every level of the organization. Whether it's expanding specialized transit, increasing accessible housing, improving digital tools, strengthening staff training, or ensuring inclusive events, our aim is to lead by example, not just meeting the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), but exceeding them.

Our Municipal Accessibility Plan builds on past work and lessons learned. It reaffirms our commitment to inclusive service delivery and design, and ensures accessibility remains at the core of how we govern and deliver services.

As we move forward, I remain committed to embedding accessibility into the culture and daily operations of Peel Region.

There is still more to do. But with the leadership of our Accessibility Advisory Committee, the dedication of our staff, and the support of our community partners, we will continue to remove barriers, embrace innovation, and build a region that is inclusive, accessible, and responsive to all who call Peel home.

Message from Peel Region Accessibility Advisory Committee

Under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities with 10,000 residents or more must establish an accessibility advisory committee (AAC). The majority of AAC members must be persons with disabilities. The AAC advises municipal councils on the requirements and implementation of Ontario's accessibility standards and provides recommendations and advice on accessibility issues to fulfill the AODA's goal of an accessible Ontario by 2025.



Since 2003, Peel's AAC has proudly served as a voice for accessibility and inclusion, guiding the Region's journey toward becoming an inclusive and barrier-free community. The Committee works closely with Peel's Accessibility Planning Program and the Office of Culture and Inclusion who serves as liaison between Council and staff to advance Peel's accessibility agenda.

Given the motto of "nothing about us, without us", the AAC is composed of passionate and dedicated volunteers with diverse backgrounds and varying disabilities, who through their knowledge and lived experience, provide advice and advocate for more accessible, inclusive, and equitable programs, services and facilities in Peel.

Peel's AAC has helped shape policies, facilities, services, and systems that better reflect the diverse needs of the community. We are proud of how far we have come, however, we recognize there is a lot more to be done to break down barriers and enhance the quality of life for individuals with disabilities.

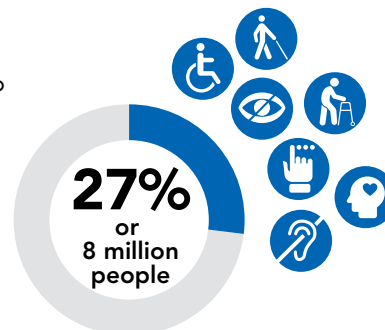
As we plan beyond 2025, we consider the evolving needs of the community. The growing demand for affordable housing, climate-resistant communities, the integration of AI for improved efficiency and the needs of an aging population, present opportunities to develop innovative solutions that promote inclusion and equitable access for all.

On behalf of both the Chair and Vice Chair, the Accessibility Advisory Committee (AAC) is pleased to support Peel's 2026-2030 Municipal Accessibility Plan. We are confident that this plan will support us into the next phase of accessibility in Peel. One that is focused on the diverse needs of the community so that everyone feels a sense of belonging and has opportunities to thrive.

Introduction

The landscape of persons with disabilities in Canada, Ontario, and Peel

According to the 2022 Canadian Survey on Disability, published by Statistics Canada in December of 2023, 27% of Canadians aged 15 and older, representing roughly 8 million individuals, have one or more disabilities. This reflects a notable increase of 4.7 percentage points since 2017. This rise is largely attributed to an aging population, along with a significant increase in mental health-related, pain-related, and visual disabilities.



Youth (15-24 years), working-age adults (25-64 years), and seniors (65 year and older) experienced an increase in the rate of disability, with youth experiencing the largest increase at 20% in 2022 as opposed to 13% in 2017. The most common disabilities experienced by youth were mental health-related and learning disabilities. Working-age adults (24%) experienced pain-related disabilities as being most prevalent, while seniors (40%) experienced pain-related and mobility disabilities as being the most common disabilities.

Similarly, the disability rate rose in all provinces and most territories. In Ontario, 28% of the population has at least one disability, representing a 3.9% increase from 2017.

Although data specific to Peel is limited, the following table presents a summary of residents identified as having a disability in Mississauga, Brampton, and Caledon, based on the most recent available data.

Municipality	Total population (2021)	Residents with disabilities	Percentage (%)
Mississauga	717,961	201,000	28%
Brampton	656,480	164,000 (est.)	25% (est.)
Caledon	76,585	4,000	5%

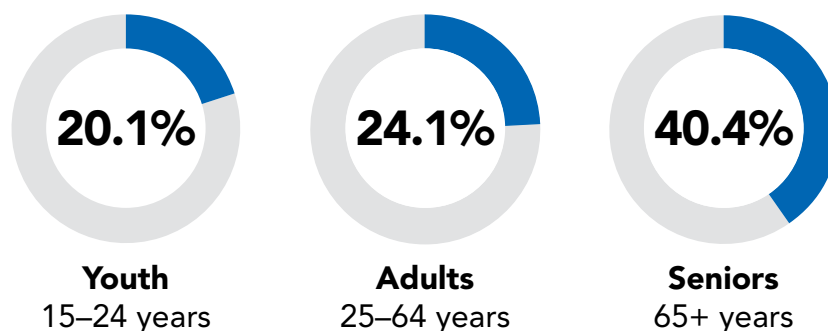
Note: Data for Brampton is based on the provincial average disability rate due to lack of specific local data. All figures are approximate and based on sources including the 2021 Census and municipal planning reports.

Peel Region is experiencing a rapid increase in its aging population. According to the 2021 Census, there were 212,635 residents aged 65 and older, accounting for 15% of the total population. Between 2016 and 2021, this demographic grew by 20%, compared to just 5% growth in the overall population. This upward trend is expected to continue as Baby Boomers (born between 1946 and 1965) transition into retirement.

There is a strong correlation between aging and disability in Canada, with the prevalence of disability rising significantly with age.

Disability prevalence by age group (Statistics Canada, 2022):

- **Youth (15–24 years):** 20.1% have a disability
- **Working-age adults (25–64 years):** 24.1%
- **Seniors (65+ years):** 40.4% — nearly double the rate of working-age adults



This data underscores the increasing challenges faced by Canadians with disabilities, whose daily activities are affected by long-term health conditions – challenges that become more pronounced with age. It highlights Peel Region’s critical role in shaping and evaluating its program delivery and reinforces the importance of remaining proactive and responsive to the evolving needs of a diverse and aging community.

DEI @ Peel

Peel Region is home to one of Canada’s most diverse populations, where accessibility needs are not only essential but foundational to inclusive service delivery. Peel recognizes the importance of addressing these needs to ensure equitable access and opportunities for all. The DEI @ Peel Strategy (2025–2029) takes a transformative approach to creating a community where everyone feels they belong. Grounded in the commitments of Reconciliation, Equity, Accessibility, Diversity, and Inclusion (READI), the strategy advances collaboration, learning, and action to foster an environment that celebrates diversity, ensures equity, and delivers inclusive and accessible services. The first step in achieving this vision is developing a deep understanding of the historical and current systems and barriers that continue to impact communities across Peel. It is equally important to ensure that all voices are heard and actively included in the dialogue, helping to bring our shared vision of Community for Life to reality.



Peel uses the AODA and the Ontario Human Code to define disability. However, in alignment to DEI @ Peel, Peel Region has adopted a more inclusive perspective on disability. One that includes considerations of intersectional identities and social factors that may impact an individual's experiences with Peel programs, services, and spaces. This lens allows for a more wholistic approach when talking about disability, one that considers the multiple dimensions of a person's identity, including age, race, gender, language, sexuality, and culture. Viewing disability through an intersectional lens allows us to recognize the unique experiences of individuals, rather than treating disability and the barriers faced by persons with disabilities as a one-size-fits-all reality.

Peel's statement of commitment to accessibility

The creation of Peel's new accessibility plan offers a meaningful opportunity to revisit, strengthen and reaffirm our commitment to meeting the accessibility needs of those living with disabilities. As a result, a refreshed, more robust statement has been developed. It's more than just a statement - it reflects Peel's vision, goals, and values, and captures the essence of who we are as an organization as we move forward into the next chapter of accessibility.

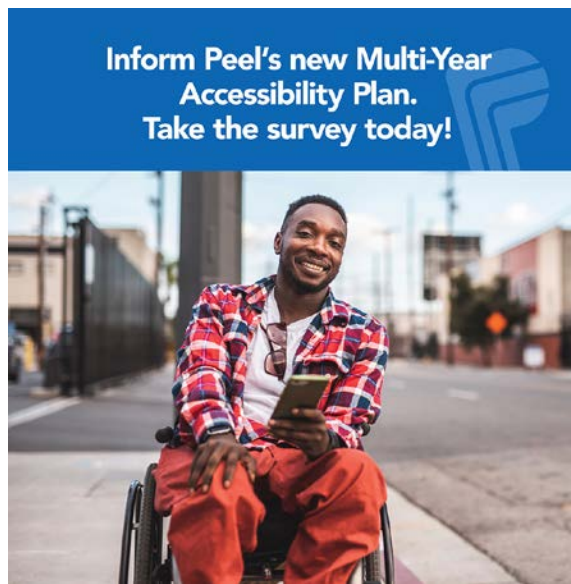


- Peel Region is home to a vibrant mix of communities and groups, made up of residents and business owners from Brampton, Mississauga, and Caledon. Peel Region values the contributions of every individual and recognizes that its rich diversity is a powerful source of strength and resilience.
- Peel Region is committed to ensuring equitable outcomes for people with disabilities with respect to the delivery and use of all Peel goods, services, programs, and facilities.
- We aim to achieve this in a manner that respects their dignity and independence and is responsive to their unique needs and the diverse aspects of their identity.
- Peel Region is dedicated to fostering an inclusive community and will do so through the identification, removal, and prevention of barriers, including attitudes and social constructs that prevent persons with disabilities from participating fully in all aspects of society.
- Peel Region will continue to ensure that it is meeting accessibility requirements under Ontario's accessibility laws in a timely manner while maintaining compliance with the AODA, recognizing that these represent minimum standards we continually strive to exceed.

Consulting with the community

As required under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (IASR), Peel undertook a comprehensive consultation process for the development of the 2026-2030 Municipal Accessibility Plan. Recognizing the importance of capturing the diverse voices and lived experiences of those that are directly impacted by Peel's programs and services, consultations included persons with disabilities, their caregivers, family members, community agencies (including those that serve people with disabilities), and the general public.

Guided by Peel's READI lens, the consultations also took into account meaningful community engagement by actively reaching out to groups that may be at risk of exclusion, to ensure the participation of diverse voices. Peel's AAC and the AACs at the local municipal level were also invited to participate and share the information with their networks.



Objectives of the consultations

- Understand what is working well in the delivery of accessible services, programs, and facilities in Peel.
- Identify existing accessibility barriers in Peel programs, services, and facilities and determine areas for improvement.
- Understand who is responding to the survey.
- Consult with other diverse communities to ensure different intersections/communities are not being left out.

Method for consultation

An online survey was made available for a six-week period through Peel’s website, social media, Connect to Peel e-newsletter, community groups, and Peel Region’s intranet (Pathways+).

To ensure participation from as many members of the community as possible, the following tactics were used:

- A printable version of the survey shared on Peel’s website.
- Assistance provided through Peel’s contact centre and Service Peel counters to complete the questionnaire.
- A toolkit for use by community organizations and agencies to engage with their service users.
- A coffee social hosted at Peel’s Seniors Health and Wellness Village.

A total of 1,134 responses were received through the various channels.

In an effort to understand who was participating in the consultation process, demographic questions were included that participants could voluntarily respond. When asked how respondents described themselves, 43% of respondents identified as a person living with a disability, 29% indicated they lived in or owned a business in Peel, 26% shared they had a friend or family member with a disability while 21% cared for a person with a disability. We must point out that this question allowed respondents to choose all categories that applied. Full details of the consultation process and key findings can be found in the Consultation Report at [peelregion.ca](https://www.peelregion.ca).



Summary of findings

The feedback received helped us better understand not only what is working well, but also the barriers people with disabilities continue to face in accessing Peel Region's programs, services, and spaces. Survey responses showed:

- An 85% satisfaction rating with TransHelp services, including TransHelp operators' professionalism, care, and punctuality.
- A 60% satisfaction rating with information and communications, including meaningful progress in regards to Peel Region website and email communications.
- A 60% satisfaction rating with Peel Region's facilities and spaces, including well-designed entrances and ease of navigation.

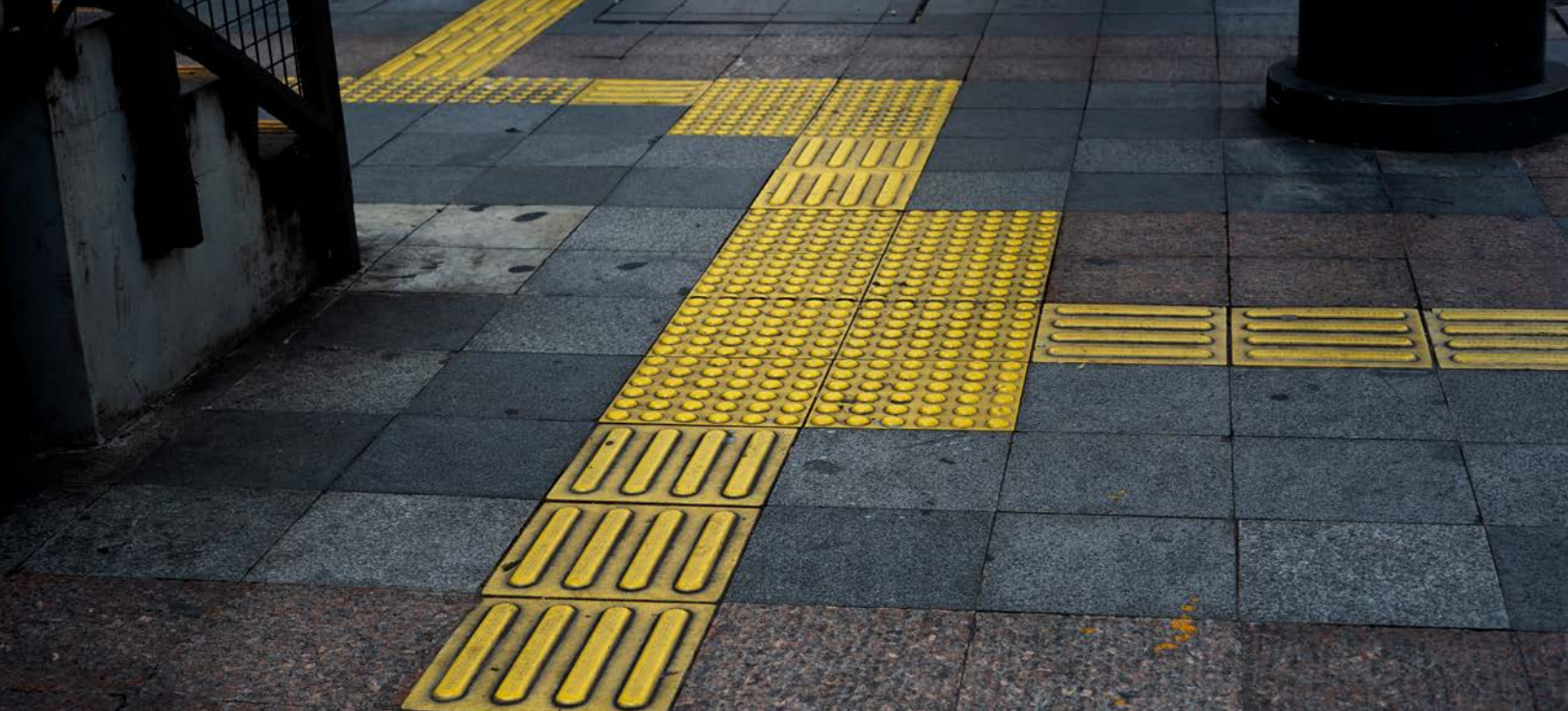
We also heard that improvements are needed in the areas of:

- Coordination of services and support for seniors and people with disabilities.
- Regular accessibility audits and providing clearer information and access to physical spaces.
- More inclusive, multi-channel approach to service delivery.
- More inclusive employment practices.

The findings were shared with internal program areas for their awareness and inclusion into future plans and initiatives.

Given that this was the first time that Peel undertook such a robust consultation within a limited timeframe, we are encouraged by the level of engagement.





AODA and the vision of a barrier-free Ontario by 2025

It has been 20 years since the introduction of the *Accessibility for Ontarians with Disabilities Act (AODA)*, and the vision of a barrier-free Ontario by 2025. During this time, Peel has been diligently working to meet the various requirements of the legislation, and as 2025 comes and goes, we ask ourselves “What lies ahead for the AODA”?

Under Ontario’s accessibility laws, a review of the legislation is required to assess the progress and effectiveness in implementing the AODA. The review includes public consultation, specifically people with disabilities. In 2023, Rich Donovan, a recognized accessibility expert and advocate, was appointed to conduct the fourth legislative review. He characterizes the current state of accessibility in Ontario as being in a “state of crisis”, with missed opportunities and stalled progress to fully implement the legislated requirements. He describes five key themes why the AODA is a missed opportunity: poor outcomes, lack of enforcement, insufficient data and research, lack of leadership and minimal accountability. Donovan presents 23 recommendations to enhance the effectiveness of the AODA, organized into three categories: crisis-level, strategic, and tactical. He also indicates that while the identification of gaps is important, the emphasis of the report and recommendations is to outline a path forward and improve the quality of life for persons with disabilities. Details regarding moving forward with any of these recommendations, have yet to be shared by the Province.

Despite Donovan’s report, Peel is proud of its commitment to accessibility and the advances we have made. It has been 20 years of activities, initiatives, policy changes,

education, training, awareness, and working with Peel's AAC to advance accessibility. However, we are aware that people with disabilities continue to experience barriers and that legislation can only get us so far. A more holistic approach to accessibility is required for true belonging and inclusion.

Peel's 2026-2030 Municipal Accessibility Plan aims to go a step further. While we continue to ensure we are meeting compliance requirements, we aim to be deliberate and intentional and look for opportunities to embed accessibility into all that we do. To support this objective, this plan included non-legislated initiatives. The activities listed are just an example of those activities. A full list of Peel's activities and initiatives can be found at [peelregion.ca](https://www.peelregion.ca).

We are entering a new era of accessibility, one that recognizes that accessibility cannot be achieved in isolation. Meaningful progress depends on true allyship and authentic relationships. This includes shifting mindsets around disability and ensuring that those directly impacted are involved in consultation, co-design and decision-making processes. It also means acknowledging the diversity within the disability community, being aware of our unconscious biases, acknowledging the possibility of making mistakes and remaining open to continuous learning.

Ongoing legislated goals

General requirements

Peel Region will continue to meet and maintain the general requirements under the IASR by:

- Reviewing relevant Peel policies, procedures and guidelines, including Peel's Accessibility Policy and Municipal Accessibility Plan to reflect compliance with IASR requirements of the AODA and align with the goals of Peel's Diversity, Equity and Inclusion Strategy.
- Implementing a multi-year accessibility plan which outlines Peel's strategy to meet AODA requirements and advance accessibility across Peel's programs, services and facilities.
- Continuing to embed accessibility criteria in the procurement of Peel services, goods, and facilities, including in future acquisition of self-serve kiosks.
- Ensuring that all Peel staff and volunteers, those who participate in developing the organization's policies, as well as all other persons who provide goods, services or facilities on behalf of Peel, continue to receive training on the AODA, the Integrated Accessibility Standards Regulation and Ontario's Human Rights Code as it pertains to persons with disabilities.



Customer service

Peel Region will continue to maintain compliance with the Accessible Customer Service Standard and offer an accessible and inclusive client experience by:

- Maintaining compliance with Peel's accessibility policies for delivering goods and services to individuals with disabilities, including the use of assistive devices, service animals, and support persons.
- Delivering Accessible Customer Service training to staff and volunteers and informing third-party partners of their training obligations.
- Receiving and responding to feedback regarding how goods and services are delivered to persons with disabilities.
- Providing notice of temporary service disruptions.



Information and communications

Peel will continue to provide accessible information and communication to residents, visitors and employees by:

- Ensuring processes for receiving and responding to feedback are accessible to persons with disabilities.
- Notifying the public about the availability of accessible formats and communication supports.
- Providing, upon request, timely accessible formats and communication supports in consultation with the person's accessibility needs, for all Peel documents, including emergency plans and public safety information.
- Ensuring all Peel websites and web content conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.



Employment

Peel Region will continue to ensure that employment practices, policies and procedures are accessible and inclusive of people with disabilities by:

- Ensuring staff and the public are informed of the availability of accommodation for applicants with disabilities in Peel's recruitment process.
- Notifying applicants with disabilities of the availability of accommodations throughout the recruitment, assessment, and selection processes.
- Consulting with staff to arrange for and provide accessible formats and communications supports, upon request.
- Providing staff with disabilities individualized workplace emergency response information, upon request.
- Maintaining a return to work process and individual accommodation plan for staff with disabilities, upon request.
- Ensuring that the needs of staff with disabilities are taken into account as it pertains to performance management, career development, advancement and redeployment.



Design of public spaces

Peel will continue to ensure that all new or redeveloped Peel facilities and spaces meet or exceed the provincial Design of Public Spaces standards by:

- Continuing to use accessibility design standards for all new and redeveloped Peel owned projects and spaces.
- Continuing to ensure that Peel operated or leased spaces and facilities are accessible and inclusive to everyone.
- Ensuring that exterior paths of travel that Peel maintains are accessible, including sidewalks and accessible parking spaces.
- Ensuring the accessibility of service counters, fixed queuing lines and waiting areas.
- Continuing to follow procedures for addressing emergency maintenance and temporary disruptions of Peel public spaces.



Transportation standard

Peel Region provides specialized public transit to residents with disabilities in Peel. This door-to-door service is called TransHelp.



TransHelp will continue to meet or exceed the provincial Transportation standards as it pertains to specialized transportation service providers, as outlined in the TransHelp Master Plan. This includes, but is not limited to:

- Providing information about the accessibility features and equipment available on vehicles, routes, and services upon request.
- Ongoing training of TransHelp staff and volunteers.
- Developing and maintaining documented emergency preparedness and response policies that ensure the safety of individuals with disabilities.
- Allowing companions and dependents to travel with a person with a disability, if feasible, with notice and paid fare, with the exception of a support person who shall not be charged a fare.
- Identifying a process for estimating the demand for specialized transportation services and steps to reduce wait times.
- Addressing accessibility equipment failures of vehicles as soon as deemed possible.
- Continuing to use the three categories of eligibility; unconditional, temporary and conditional, when determining eligibility for TransHelp.
- Providing temporary eligibility if a person's eligibility has not been determined with 14 calendar days after receipt of the completed application.
- Offering temporary specialized transit service based on emergency or compassionate grounds.
- Ensuring fare parity and same hours and days of service as conventional transportation service providers within Peel.
- Offering specialized transportation services to visitors who are eligible in the jurisdiction they live in.
- Continuing to ensure that specialized transportation service offered within Peel best meets the needs of persons with disabilities.
- Coordinating specialized transportation services with adjacent municipalities.
- Providing same day booking service based on availability, without there being any limit to the number of trips being booked during regular hours of service and ensuring that the booking service continues to be accessible.
- Ensuring information is made available on the duration of service delays.



TransHelp transportation maintenance practices and performance tracking

Estimating demand

TransHelp has a well-established methodology for estimating trip demand that has been in practice for over at least 7 years. During this time, the service has continued to accommodate 100% of trips. TransHelp uses the prior year's annual growth rate % to calculate the next 12 months' trip demand. This growth rate would be applied for each individual month to capture the variation of each month versus the same month in the prior year.

Steps to reduce waiting times

TransHelp is in the process of developing its Specialized Transit Master Plan, which will identify steps to reduce waiting times, including new technology implementation, and maintaining contractual obligations for on time service delivery and providing same day service.

Accessibility equipment failures

Measures to identify, prevent and address accessible equipment failure is documented within the operating contract between TransHelp and the operating contractors as well as with in-house TransHelp Operators. These include pre-trip, in-trip and post-trip inspections and regularly scheduled maintenance of vehicles.

Going above and beyond legislated goals

Beyond meeting the AODA's legislated requirements, Peel is committed to pursuing additional initiatives to proactively identify, prevent and remove barriers. Peel will continue to seek opportunities to apply an accessibility lens across its programs, services, spaces, policies, practices, and procedures, ensuring that all actions and initiatives actively foster inclusion. Some non-legislated goals are noted below. A comprehensive list of department activities can be found at [peelregion.ca](https://www.peelregion.ca).



Customer service

Strengthening accessible customer service practices to better support the diverse needs of the community:

- Enhancing Peel's inclusive accessible customer service training for staff.
- Considering enhanced accessibility training for leadership to deepen their understanding of inclusivity and accessibility principles.
- Exploring Omnichannel service access, to ensure that clients are able to access services, support, or information through their preferred method, whether online, by phone, in person, through mobile apps, or even via social media.
- Embedding an accessible and inclusive lens into exhibitions, gallery and program offerings at Peel's Art Gallery, Museum & Archives, reflective of the Peel community.
- Consulting with the disability community and agency partners to ensure appropriate accommodations for art and culture program offerings.



Information and communication

Peel's journey toward becoming a digital-first government is paving the way for the future. In order to meet this goal, we must ensure that all community members are able to access information in ways that meet their individual needs.

Peel will enhance its information and communication offerings through the following actions:

- Continuing efforts to ensure Peel's websites and web content are accessible, including:
 - Establishing and implementing process improvements for the creation, use, and management of accessible documents and content.
 - Rollout of enhanced processes, policies and procedures that support digital accessibility and reflect key accountability measures.
 - Providing education sessions that focus on digital accessibility tailored to the varying organizational roles and responsibilities.
 - Expanding capacity by exploring tools and technologies, including the use of AI, that will set Peel up for success into the future.
- Increasing accessibility of social media communications and email marketing campaigns.
- Converting inaccessible PDF forms to WCAG-compliant digital forms.
- Enhancing the accessibility of Peel's budget documents.



Employment practices

Strengthening employment practices to ensure that employees and job applicants are supported:

- Enhancement of individual accommodation plans that includes stakeholder engagement to ensure plans meet the needs of employees, the organization, and adhere to legislative requirements and Peel's People Strategy.
- Enhancement of return-to-work processes to support the well-being of employees.
- Assess, refine, and strengthen accommodation practices and related processes to address and reduce common and recurring challenges.
- Embedding accessibility criteria into Peel's Health and Wellness programs and services.



Accessible public spaces

Continue to explore opportunities to enhance accessibility in Peel's spaces.

- Updating signage at Peel's headquarters for more accessible wayfinding, including signage that welcomes the use of service animals.
- Planning for updates to Peel's Art Gallery Museum and Archive (PAMA) spaces, including the use of an accessibility audit.
- Enhancing accessibility in Peel's senior's fixed dental clinics and in vehicles used for mobile dental clinics.
- Expanding the accessibility of family shelters to ensure inclusive and equitable emergency housing solutions for all individuals in need.
- Incorporating pet friendly spaces in Peel's shelters to reduce barriers for individuals accessing emergency shelter.



Transportation

Peel will continue to deliver specialized transportation service through TransHelp as well as explore options to enhance accessible transportation that support Peel's programs and services.

- Utilizing vendors that provide accessible transportation options for community outings and medical appointments delivered through Peel's senior services.
- Continuing to train staff on the accessibility features of the vehicle(s) used for day trips at Peel long term care homes.

Ongoing compliance monitoring

Peel Region will continue to monitor the progress of the Province of Ontario's ongoing legislative reviews and updates to accessibility laws, ensuring alignment with evolving requirements and standards.

As legislated, Peel will continue to comply with the AODA and monitor the progress of this plan through annual status reports. A review of this plan will be undertaken at least once every five years. As required by the Government of Ontario, accessibility compliance reports will be submitted every two years, in accordance with provincial regulations that govern accessibility standards for all Ontario organizations.

We welcome your feedback

Your feedback is important to us. Please let us know if you have any questions or feedback pertaining to Peel Region's 2026-2030 Municipal Accessibility Plan, or about accessibility in general.

To view this plan online, visit peelregion.ca/accessibility.

To request a copy of this report in an alternate format, fill out our [Accessibility Request Form](#).

Call

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

Email

Accessibility@peelregion.ca

Mail

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

