



**2025**

# **Peel Region Accessibility Status Report**

**20 years of the AODA**

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# Peel Region 2025 Accessibility Status Report

This Annual Accessibility Status Report outlines the progress and measures taken in 2025 to prevent and remove barriers for persons with disabilities, while meeting the requirements of the Integrated Accessibility Standards Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2025 was a milestone year for the AODA — it was the year that the legislation had originally established that Ontario would achieve full accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. For Peel, it was the last year of Peel's 2018-2025 Multi-Year Accessibility Plan. As we reflect on the last two decades of the AODA, we acknowledge that continued work is needed to remove barriers for individuals living with disabilities and advance true accessibility and inclusion. While progress has been made, we acknowledge that it has not been achieved at the necessary scale or speed, and that people with disabilities continue to be left behind. Despite these sentiments, municipalities continue to advance accessibility efforts. This status report is a reflection of the ongoing work and efforts Peel has undertaken in its last year of Peel's 2018-2025 Multi-Year Accessibility Plan. As we close out this plan and prepare for the development of our new municipal accessibility plan, we look forward to a renewed commitment and opportunities to be more intentional in Peel's accessibility journey. To review Peel's 2026-2030 Municipal Accessibility Plan, visit [peelregion.ca/accessibility](https://peelregion.ca/accessibility).

## Statement of organizational commitment to accessibility

In 2025, Peel refreshed its accessibility statement to better align with our DEI@Peel Strategy and reaffirm Peel's commitment to accessibility and inclusion. More than a statement, it reflects Peel's vision, goals, and values and captures the essence of who we are as an organization and our dedication to supporting the accessibility needs of those living with disabilities.

### Commitment to creating an accessible Peel Region

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 meets 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.



## Office of Culture and Inclusion



Peel Region is committed to fostering a community where all residents and employees experience a sense of belonging, regardless of ability, identity, or background. Advancing Reconciliation, Equity, Accessibility, Diversity, and Inclusion (READI) remains a core priority within the DEI@Peel strategy, ensuring that programs, services, and workplace practices are inclusive, equitable, and accessible for all. The Office of Culture and Inclusion (OCI) leads this work by strengthening organizational capacity, addressing systemic barriers, strengthening partnerships, and embedding accessibility and inclusion into program and service delivery across Peel Region.

In 2025, the OCI team advanced a coordinated action-oriented approach to the DEI@Peel strategy using READI principles to ensure that accessibility remained integrated across all areas of work.

- **Advanced implementation of the DEI@Peel strategy:** READI positioned as the core guiding framework within the DEI@Peel strategy to embed Reconciliation and Accessibility into decision making and advance more equitable and accessible program and service outcomes. This included the development of READI Standards and Guiding Principles.
- **Employee Resource Group (ERG) inventory:** An inventory of informal ERGs, informed by focus groups and program area engagement, to assess organizational readiness and inform future recommendations.
- **Continuation of “Bridging Beliefs: An Introduction to Understanding Religions” series:** Sessions to build cultural understanding and help ensure programs and services are inclusive, respectful, and responsive to diverse faith and community needs.
- **Implementation of the Municipal Diversity Plan:** Advancing representative governance structures that reflect the diversity of Peel communities and contribute to more inclusive and equitable decision-making.

- **Current State Assessment of programs and services:** An evaluation of Peel Region programs and services to identify systemic barriers and improve accessibility, equity, and alignment with READI principles.
- **Advancement of the Diverse Supply Chain Program:** Addresses procurement barriers to expand access for equity deserving businesses and support a more inclusive and accessible local economy.

## Peel Region Accessibility Advisory Committee

The Accessibility Advisory Committee continues to play a vital role in advancing accessibility in Peel. The Committee provides advice to decision makers on accessibility and inclusion, helping to ensure that Peel's policies, programs, services, facilities, and infrastructure are designed with the needs of people with disabilities considered from the outset. In 2025, members assisted with:

- Peel Children's Water Festival site plan review and walk-through audit.
- Review and input into new shared electric vehicle program.
- Site plan review and feedback into interior features of a Caledon Affordable Rental Housing project.
- Review and input of two Brampton community shelters.
- Review and endorsement of accessibility design guidelines for Peel Housing Corporation.
- Participated in the consultation and review process in preparation for the development of Peel's new accessibility plan.
- Contributed to the refresh of Peel's accessibility commitment statement.
- Participation in Peel's various DEI awareness campaigns and events.



# 2025 Accessibility Initiatives

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## Advancing digital accessibility

IT continued to advance digital accessibility and inclusivity across the Peel Region community in 2025. These initiatives demonstrate Peel's commitment to building accessible and user-friendly digital services for all residents, in alignment with the AODA requirements.

Initiatives that impact direct service delivery:

- Digital accessibility improvements of Peel Region Open Data Portal through the conversion of static PDF maps into accessible web map formats. This upgrade ensures that residents of all abilities can more easily interact with and benefit from our open data resources.
- Upgrades to Peel Region's resident portal, now known as Peel Region Account, to enhance the customer experience and accessibility (AODA & WCAG 2.1 Level AA compliance). Most recently, bolstered cyber security with multi-factor authentication which incorporates accessibility features.
- The Water Bill Relief Service (formerly known as the Water Rate Affordability Program) was fully designed and delivered as an AODA-compliant digital service.

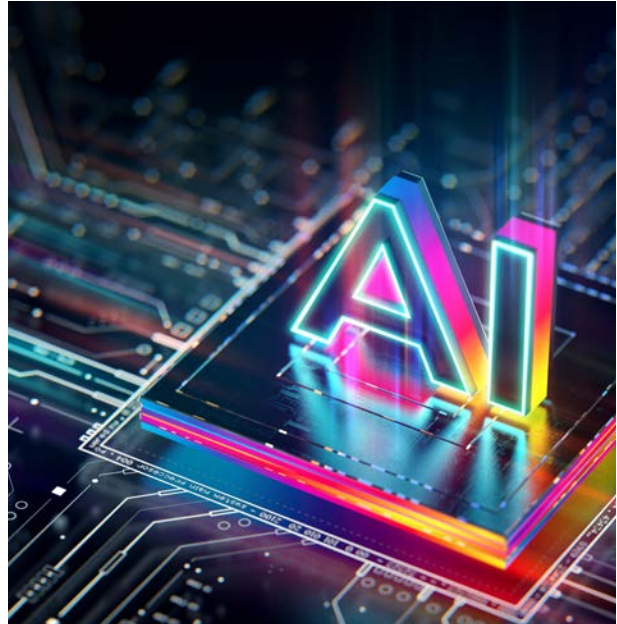
Business operation achievements that support more inclusive and accessible service experience:

- Automated processes were established using SiteImprove to monitor and ensure AODA compliance for all new content and applications added to the Peel Data Portal, safeguarding accessibility for ongoing developments.
- An upgraded PDF Accessibility Checker was introduced. This tool scans PDF documents for accessibility issues and provides recommendations for revisions, supporting the creation of accessible documents.

## AI at Peel Region

As part of our digital transformation journey, Peel Region introduced a new Artificial Intelligence (AI) policy. The AI Policy, which incorporates accessibility and universal design principles, provides the structure and guidelines to confidently advance the use of AI at Peel. It aims to create efficiencies and empowers staff to:

- Ensure responsible and effective use of AI technologies.
- Guide smart decision-making and delivery of AI solutions.
- Clarify roles and responsibilities across IT, leadership, and employees.



Each year, IT continues to look for ways to strengthen the organization's commitment to delivering accessible technologies and digital services. IT projects strive to maintain alignment with AODA requirements, referencing the multi-year accessibility plan and IASR standards, ensuring all future digital services are designed with accessibility in mind.

## Web accessibility milestone

Peel strengthened its digital accessibility efforts through a renewed organizational focus on website accessibility. To support long-term success, sustainability, and the commitments outlined in Peel's provincial compliance plan, Peel established a dedicated AODA digital accessibility project team to lead this work through a project management and continuous improvement approach.

This work included reviewing current processes, updating policies, implementing technical fixes, identifying training needs, and continuing the removal of non-compliant documents from Peel's websites. Through these efforts, Peel was pleased to report conformance with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG), as required under the AODA, and filed compliance through its 2025 report with the Ministry for Seniors and Accessibility.

This marks an important milestone in Peel's accessibility journey. Peel also recognizes that compliance is a point-in-time achievement and that sustaining it requires ongoing commitment, monitoring, and continuous improvement.

## Supporting an inclusive learning environment at work

Building a shared understanding of inclusion and accessibility is essential to developing and delivering effective learning and training tools. At Peel, accessibility and inclusion are not add-ons—they are embedded in everything we do. Inclusive design is a core principle guiding all stages of learning development, design, and implementation.

To strengthen this commitment, Peel's Organizational Development & Learning (OD&L) team created **Inclusion at the Core – Guide and Guidelines**, a resource that provides practical direction and best practices for designing accessible and inclusive learning experiences. These resources support employees, vendors, facilitators, and content creators in ensuring that all in person, virtual, and eLearning modules meet a consistently high standard of inclusion and accessibility.



Over the past year, OD&L has expanded this work as part of a broader organizational initiative to elevate accessibility standards across all learning products. This includes:

- Auditing all existing learning content to identify accessibility gaps and opportunities for improvement.
- Establishing development standards through an OD led Accessibility Checklist to ensure new learning assets meet accessibility requirements from the outset.
- Raising the accessibility standards of our eLearning products, transitioning from WCAG 2.0 A to WCAG 2.1 AA to ensure a more inclusive and user friendly learning experience for all employees.
- Providing mentorship and knowledge sharing across the organization, supporting eLearning creators and partners in building accessible, inclusive learning content.
- Embedding accessibility expectations within performance management, with OD&L setting the goal of achieving WCAG 2.0 Level AA compliance for all newly developed eLearning by 2026, ensuring long term sustainability and accountability in accessibility practices.

Through these initiatives, OD&L continues to lead with intention, strengthening employee engagement, fostering belonging, and contributing to a more innovative, productive, and diverse workforce.

## Respite care at Peel's Seniors Health and Wellness Village

The Seniors Health and Wellness Village at Peel Manor opened its Respite Care Centre. The 8-bed overnight respite care centre is designed to support Adult Day Service clients and eligible members in the community with a place to stay for a short period of time. This allows their caregivers a scheduled break to rest, recharge, and take care of themselves with the peace of mind that their loved ones are being looked after by trained and compassionate staff. Clients participate in recreational activities and programs during the day, while also being supported with their daily activities like bathing. The program includes specific accessibility considerations to support clients.



## Butterfly certification in Peel's Adult Day Services Centres

Peel's Adult Day Services (ADS) has implemented the Butterfly model, a model that promotes meaningful connections, emotional expression, and an enhanced quality of life for people living with dementia by delivering high quality, person centred, and emotion-based care that supports their health, safety, and well being. The Butterfly approach transforms the experience for people supported by creating a warm, engaging environment that values each person's emotional well-being, personal history, and individuality. This emotion-based model of care also empowers staff to interact more deeply and authentically with people attending ADS services by focusing on the unique experiences, interests, and stories that have shaped their lives, helping to reignite joy, purpose, and connection regardless

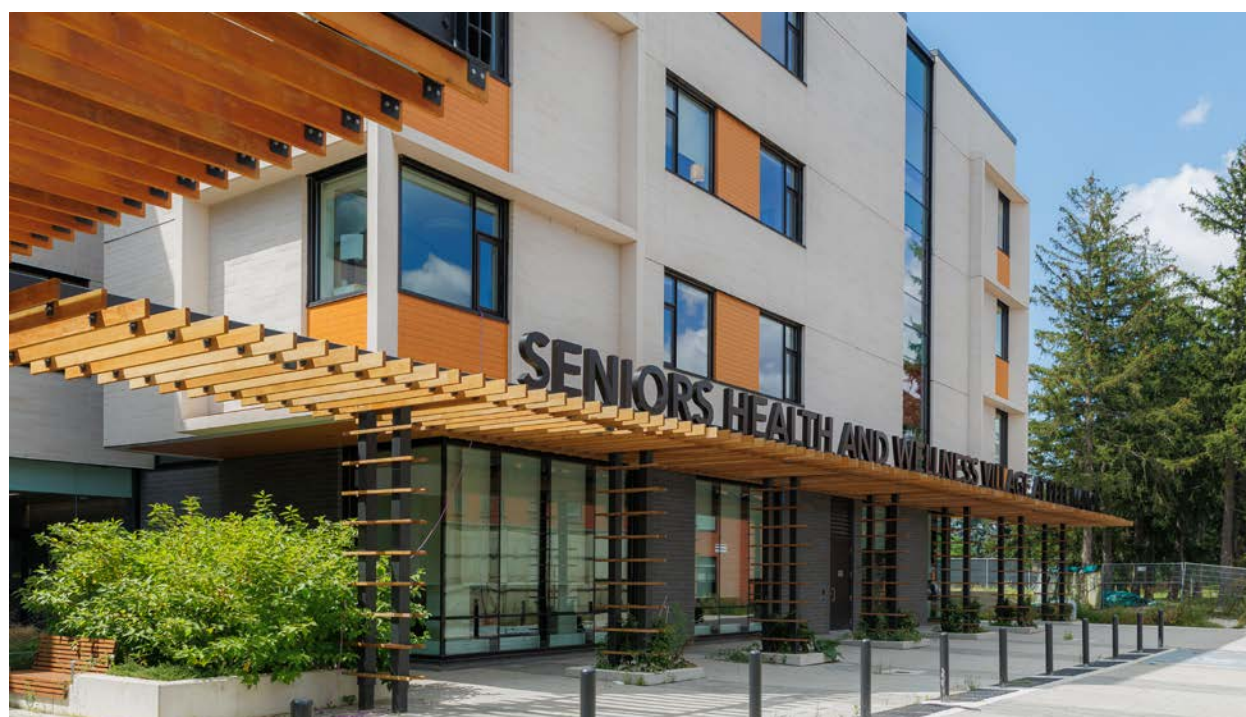


of their diagnosis or physical needs. In 2025, all five of Peel's ADS Centres earned Butterfly Approach™ accreditation, as confirmed by Meaningful Care Matters. This accomplishment makes Peel Region's ADS the first community based program in Canada to receive Butterfly model certification and reaffirms Peel's commitment to providing emotion-based and person-centred care for individuals living with dementia.

## Seniors Health and Wellness Integrated Village (SHWIV)

Integrating accessibility into technology design is essential to fostering inclusion and a sense of belonging. As part of the service delivery model for the Seniors Health and Wellness Village at Peel Manor, the following technological updates were introduced:

- Digital screens that can be customized with the modality of colours and font sizes to improve visual aid.
- Hearing assistance technologies to support individual hearing needs.
- Restreaming of live broadcast events to provide residents the opportunity to view from the comfort of their room.
- Explorer tags and a modernized nurse call system provide improved two-way communication between healthcare professionals and residents.
- Meeting rooms installed with Microsoft Outlook Schedule and panel displays customized with modality of colours and font sizes to display room schedules.
- Main boardroom installed with Teams video conference to allow for seamless integration of meeting room technologies.



## Virtual ADS program nominated for the 2025 IPAC Awards

In 2025 Peel Region's Virtual Adult Day Services (ADS) program was nominated for the 2025 IPAC Awards for Administrative Excellence in the Innovation category. Originally created during the COVID 19 pandemic, the program has evolved into a highly accessible and inclusive service that provides more than 10,000 virtual visits annually to seniors who may otherwise face isolation or lack access to supports.

The program increases accessibility in several key ways:



1. Eliminating barriers to access – removal of financial, transportation, and cultural barriers by offering free, wait list free virtual services that are personalized to each senior's needs, ensuring accessible and engaging participation for all.
2. Bridging the digital divide – recognizing that lack of technology is a major barrier, a free Technology Lending Library that provides tablets to seniors who lack devices, ensuring they can fully participate in virtual programming.
3. Supporting linguistic and cultural accessibility – expanding programming into multiple languages increases inclusion for diverse communities, ensuring equitable access for newcomers and seniors with limited English proficiency.
4. Strengthening integrated and coordinated care – partnerships with Ontario Health atHome, Central Registry, and Peel Regional Paramedic Services to create barrier free referral pathways, ensuring seniors are connected to appropriate supports quickly and without navigating complex systems.
5. Inclusive adaptation for long term care – the program's model was successfully adapted for long term care residents during outbreaks, ensuring isolated residents were still able to connect, socialize, and participate safely.

Ongoing improvements to support program accessibility include options for self-registration and on-demand content for users to access at their convenience.

## Paramedics Services

Paramedic Services advanced several initiatives that strengthened accessibility and reduced barriers across the organization. Upgrades to the fitness centre created a more welcoming and accessible space where staff with different needs could take part in wellness activities more comfortably. The gardening initiative added an inclusive, low barrier way for employees to connect, decompress, and support their well being. In addition, access to mental health supports were improved, making it easier for staff to receive timely, confidential, and respectful help when they need it. Together, these efforts helped build a more inclusive, supportive, and accessible workplace for everyone.



## Expanding access to essential services in Peel

In the spring of 2025, Peel received the 2024 OMSSA Local Municipal Champion Award. The award recognized the outstanding partnership between Peel's Income and Social Supports (ISS) and Social Development, Planning and Partnerships (SDPP) divisions, who together with community partners launched two impactful initiatives, the Wellness Response and Assistance Program (WRAP) and Digital Literacy Programs. This collaboration provided residents with access to mental health and harm reduction supports through WRAP and individuals gained essential digital skills to navigate today's world. This work reflects Peel's commitment to equity, inclusion, and accessible human services. By co designing solutions with community agencies and removing barriers related to counselling, digital access, transportation, and childcare, Peel is empowering individuals to thrive.

## Strengthening accessibility in Peel Living

Peel Housing Corporation (PHC), commonly referred to as Peel Living, provides safe, affordable, well-maintained housing for low and modest-income families, singles, and seniors.

### Enhanced accessibility guidelines for Peel Living

Interior design guidelines were first developed in 2023 to initially support interior renovations and capital projects. In 2025, accessibility standards for building common areas were identified as a priority and the guidelines were further updated to include wayfinding, sensory assistance, barrier-free access, and paths of travel and updated facilities in washrooms and kitchens. The updated guidelines help create more inclusive and functional spaces, advancing PHC's goal of ensuring meaningful access for all tenants.



### Peel Living unit turnover program for accessible units

In 2025, Peel Living introduced the unit turnover program for its accessible units. Accessible turn-over units refers to units that have been modified or converted to meet accessibility needs and standards. These units are designed to incorporate Universal Design Principles, which help:

- Support independence.
- Improve safety.
- Provide comfort and convenience.
- Meet the needs of a diverse population.
- Future-proof the unit for long-term use.

This approach supports a broader range of people than traditional disability specific design, making the units more accessible and livable for all.

## Creating inclusive housing through proactive accommodations

Peel Living acknowledges its responsibilities under the Ontario Human Rights Code and related legislation to accommodate the needs of applicants and tenants. This includes proactively identifying and removing physical and non physical barriers that may prevent individuals from fully participating in Peel Living activities or maintaining a successful tenancy.

To support this commitment, Peel Living has developed an accommodation procedure grounded in the principles of dignity, individualization, and inclusion. This procedure provides staff with a clear process for responding to accommodation requests based on a tenant's specific medical needs. Supporting these requests helps tenants continue to live independently and age in place.

Common accommodations include the installation of grab bars, bathtub cut outs, and raised toilet seats or support devices. When a tenant's needs cannot be met within their current unit due to complexity or structural limitations, a transfer to a more accessible unit may be offered.

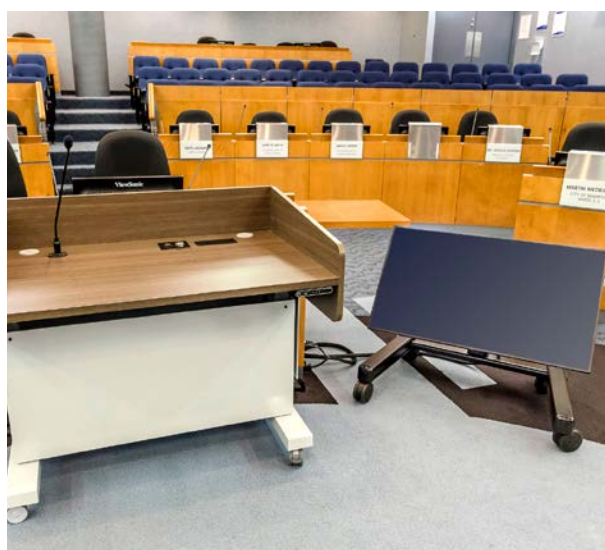
## Enhancing operations management in Housing Services

As part of the development and implementation of key performance indicators for Peel's housing services, a review was undertaken with key stakeholders and standard definitions were developed, including definitions for accessible and modified units. This standardization, part of the Operations Management Toolkit, helps prevent systemic inequities, such as inaccessible units being incorrectly identified as accessible and provides a consistent approach and application across the affordable housing system. Standard definitions help applicants, especially those with accessibility needs, experience more predictable, fair, and transparent service delivery.

## Council Chambers technology upgrade project

As part of Peel's broader modernization efforts to improve accessibility and inclusivity, the Council Chamber was upgraded with new technologies to enhance participation for in-person and virtual attendees. These enhancements include:

- Long-reach, accessible microphone units.
- Microphone units with tactile surface cues and touchscreen haptic feedback to support navigation of key functions, including voting, language selection, and requests to speak.



- Personal devices equipped with Bluetooth® audio streaming capabilities may connect seamlessly with hearing aids and other assistive listening devices.
- Implementation of Cisco Legislate for Webex as a hybrid meeting platform for Council and committee sessions, offering an intuitive interface with built-in accessibility features such as screen reader compatibility, keyboard navigation, closed captions, colour contrast media controls, user guidance, and language selection.
- Keyboard shortcuts for core virtual meeting functions (mute/unmute, camera on/off, raise/lower hand, and exit meeting), available at the next scheduled Peel Region Accessibility Advisory Committee meeting.

Together, these upgrades support a more inclusive, efficient, and accessible legislative environment, enabling meaningful participation by Council members, staff, and the public.

## Peel Children's Water Festival

Peel held its annual Peel Children's Water Festival at Heart Lake Conservation Park. This 5-day event provides students in grades 2 to 5 an opportunity to learn about water and a variety of other environmental themes including wastewater and other Public Works topics. The festival has evolved over the years and has grown into a highly impactful educational event with over 5,000 students participating annually, including those with diverse educational and developmental needs. In an effort to ensure a welcoming and inclusive event for all, in 2025 new additions to improve accessibility included the re-establishment of the Festival Organizing Committee, the introduction of an information booth, and a new sensory friendly zone to support neurodivergent individuals or anyone needing a moment of calm. The Festival demonstrates Peel's commitment to accessibility through inclusive activities, trained volunteers, and accommodations such as all terrain wheelchairs and accessible transportation. Peel remains committed to ensuring the event is accessible and inclusive for all participants and will continue working with Peel's AAC to make the event as inclusive as possible.



## TransHelp

In 2025, TransHelp, Peel's specialized transit service provider continued to implement service improvements to enhance the user experience:

- Passenger experience and feedback – ongoing Passenger Orientation Training to support new users in becoming familiar with the service, complemented by an annual Passenger Experience Survey that gathers insights on rider satisfaction to guide future improvements and strategic planning.
- One Fare Program – in partnership with Toronto Transit Commission (TTC) and GO Transit, the One Fare Program allows passengers to transfer for free between services, removing barriers from cross-boundary travel.
- Flexible Trip Times – a pilot program that offers passengers flexible pick-up times and helps reduce delays during peak periods.
- Updating Peel's Specialized Transit Master Plan – work undertaken to update the STMP to reflect the current specialized transportation landscape, including new trends in technology, vehicles, and workforce requirements so that service delivery aligns with current practices. Final recommendations will be presented to Council in 2027.
- Plan for transition to PRESTO payment system – work started on integrating the PRESTO fare system which will support fare coordination and make transfers between other transit services easier, enhancing cross-boundary travel for passengers. Working with Metrolinx, TransHelp expects to begin deploying PRESTO in late 2027.
- Continuous improvement – efforts to ensure sustainability, operational efficiency, and ease of access for users, including the merging of all operations to one single facility, the implementation of new strategies for operator recruitment and retention, and enhancing customer service and safety training for contractors.



## Preparation of Peel's new accessibility plan

Peel started preparations for the development of its new accessibility plan. Peel's new 2026-2030 Municipal Accessibility Plan (the Plan) aligns with the DEI@Peel strategy (Peel's Five-Year Diversity, Equity and Inclusion Strategy 2025-2029) and Peel's vision of Community for Life. A requirement under the AODA is to consult with people with disabilities when establishing an accessibility plan. For the new plan, Peel undertook a robust consultation process which included people with disabilities, their caregivers, community agencies, local AACs and the general public. Peel's new Municipal Accessibility Plan aims to take a more intentional approach to embedding accessibility across programs, services, and spaces while continuing to prioritize AODA compliance. Peel's new accessibility plan will be approved by Council in 2026.



## 2025 a year for AODA compliance

A number of activities took place in 2025 in response to Peel's AODA compliance obligations. In early spring, Peel was approached by the Ministry for Seniors and Accessibility to conduct a desk audit. The majority of information requested pertained to requirements under the Transportation standard, and Peel's specialized transit service, TransHelp was engaged. The audit highlighted areas where additional information could be incorporated into Peel's multi year accessibility plan. In response, Peel confirmed that a new accessibility plan was being developed and that all relevant information would be fully reflected in the next version.

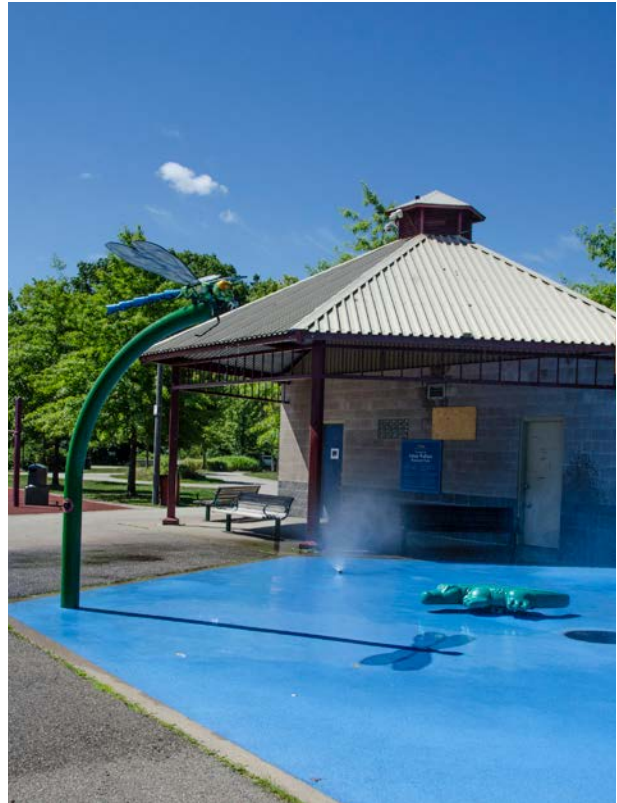
2025 was also a compliance reporting year with the Ministry for Seniors and Accessibility. Under the AODA, municipalities, as designated public sector organizations, are required to file an accessibility compliance report to confirm compliance with applicable accessibility requirements under the AODA. After reporting non compliance in the previous two cycles related to accessible websites, Peel successfully filed compliance during the 2025 reporting season. In addition, and to ensure full transparency, Peel reported non-compliance with the Design of Public Spaces standards related to exterior paths of travel. Further investigation will be carried out to determine the level of non-compliance, if any.

Peel is committed to working with the Ministry to meet its legislated obligations and recognizes that accessibility is more than meeting regulatory requirements, it is a commitment to creating environments, services, and experiences that allow everyone to participate fully, with dignity, independence, and ease.

# Accessibility beyond 2025

The AODA set out a vision of a barrier free Ontario by 2025. While progress has been made over the past two decades, people with disabilities continue to encounter barriers that limit full participation in everyday life. Ongoing challenges, including gaps in implementation and missed opportunities, highlight the importance of continuing this work. This moment offers a meaningful opportunity to reflect on our progress, renew our commitment, and accelerate action.

As we report on the last year of Peel's 2018-2025 Multi-Year Accessibility Plan, we look both at what has been achieved and what lies ahead in Peel Region's accessibility journey. As Peel prepares to launch its new accessibility plan, we move forward with renewed purpose and a strong commitment to accountability. The new plan creates an opportunity to re examine systems, remove barriers intentionally, and advance inclusive design across spaces, services, and programs. By embedding accessibility alongside diversity, equity, and inclusion, and recognizing the intersecting experiences of people with disabilities, we are working toward a future where accessibility is part of everyday decision making and full participation is a shared and achievable reality for all.



# We Welcome Your Feedback

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

**To request a copy of this report in an alternate format, please contact us.**

## Call

Toll-free 1-888-191-7800 or 905-791-7800

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