

## Accessibility Advisory Committee

**Date:** September 21, 2020  
**Time:** 2:00 PM  
**Location:** Online Video Conference

### Members

Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Naz Husain	Citizen Member (Chair)
Carol-Ann Chafe	Citizen Member (Vice-Chair)
Asim Zaidi	Citizen Member (Vice-Chair)
Emily Daigle	Citizen Member
Rabia Khedr	Citizen Member
Clement Lowe	Citizen Member
Steven Viera	Citizen Member
Anita Binder	Stakeholder Member
Alfie Smith	Stakeholder Member
Sally Wall	Stakeholder Member

### Participate Virtually

Any member of the public interested in speaking to an item listed on the agenda may register at [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca) or call 905-615-3200 ext. 5425 by Thursday, September 17, 2020 before 4:00 P.M.

Please note the Accessibility Advisory Committee will not be streamed or video posted afterwards. If you are interested in attending the meeting virtually, please contact [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca) or call 905-615-3200 ext. 5425 by Thursday, September 17, 2020 before 4:00 P.M. in order to join the meeting.

### Contact

Dayna Obaseki, Legislative Coordinator, Legislative Services  
905-615-3200 ext. 5425  
Email [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca)

### Find it Online

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

**Staff Accessibility Resource Team (StART)**

Abraham Binder, Emergency Management Specialist, Emergency Management  
Alana Tyers, Manager Service Development, MiWay  
Amr Merda, Urban Designer, Development & Design  
Anthony Frigo, Building Plans Examiner, Building  
Cathy Onorato, Learning & Organizational Development Consultant, Human Resources  
Daniela Paraschiv, Manager Asset Management, Accessibility and Energy  
Dan Sadler, Accessibility Supervisor, Asset Management & Accessibility  
Dayna Obaseki, Legislative Coordinator, Legislative Services  
Ihor Witowych, Manager Transit Operations – Employees, MiWay  
Ingrid-Keuper-Dalton, Community Development Coordinator, Library Services  
Jamal Hosein, e-Commerce Specialist, Information Technology  
Jamie Ferguson, Manager Parks Services, Parks & Forestry  
Jennifer Cowan, Accessibility Specialist, Asset Management & Accessibility  
Kimberly Hicks, Senior Communications Advisor, Strategic Communications  
Lorena Smith, Community Development Coordinator Older Adults, Recreation  
Matthew Sweet, Manager Active Transportation, Transportation & Works  
Megan Palmateer, Digital Content Consultant (NC), Strategic Communications  
Michael Foley, Manager Mobile Licensing, Enforcement  
Pam Shanks, Corporate Policies Analyst, Corporate Performance & Innovation  
Robyn Heibert, Emergency Management Specialist, Emergency Management  
Sergio Hernaiz, Project Leader Senior Capital Projects, Capital Design & Construction  
Shazia Kalia, Senior Buyer Materiel Management  
Stefan Szczepanski, Manager Parks Development, Parks & Forestry  
Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry  
Wesley Booker, Legal Counsel Labour & Employment, Legal Services  
Yousef Malic-Elhereich, Traffic Signals Technician, Transportation & Works  
Zainab Abassi, Planner, Culture

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1 Accessibility Advisory Committee DRAFT Minutes – December 2, 2019

5. **DEPUTATIONS**

5.1 Rich Padulo, Founder, Treat Accessibly to present on Treat Accessibly

6. **PUBLIC QUESTION PERIOD - 15 Minute Limit**

Public Comments: Any member of the public interested in speaking to an item listed on the agenda may register at [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca) or call 905-615-3200 ext. 5425 by Thursday, September 17, 2020 before 4:00 PM.

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:

Accessibility Advisory Committee may grant permission to a member of the public to ask a question of Accessibility Advisory Committee, with the following provisions:

1. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. **MATTERS TO BE CONSIDERED**

7.1 Accessible Parking Signage

7.2 Accessibility for Ontarians with Disabilities Act Update

Accessibility Staff will provide a brief verbal update with respect to the *Accessibility For Ontarians with Disabilities Act* (AODA).

7.3 Region of Peel Accessibility Advisory Committee Update

Councillor Mahoney, Naz Husain and/or Carol-Ann Chafe, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

7.4 Accessibility Advisory Committee (AAC) Work Plan

7.5 AAC Manual

**8. SUBCOMMITTEE REPORTS**

**8.1 Promotional Awareness Subcommittee Report – February 24, 2020**

**RECOMMENDATION**

That the deputation by Jennifer Cowan, Accessibility Specialist regarding 2019 National AccessAbility Week (NAAW) Wrap-up to the Promotional Awareness Subcommittee on February 24, 2020, be received;

**RECOMMENDATION**

1. That the brainstorming session facilitated by Jennifer Cowan, Accessibility Specialist regarding the 2020 and 2021 National AccessAbility Week (NAAW) to the Promotional Awareness Subcommittee on February 24, 2020, be received;
2. That subject to the comments provided during the brainstorming session, the Promotional Awareness Subcommittee is satisfied with the initiatives the City is undertaking with respect to the 2020 and 2021 National AccessAbility Week (NAAW).

**9. INFORMATION ITEMS**

**9.1 Rick Hansen Foundation - Accessibility Certification Program (Verbal)**

**10. OTHER BUSINESS**

**11. DATE OF NEXT MEETING**

**FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE**

Monday, September 28, 2020 at 1:30pm  
Online Video Conference

**AAC – ACCESSIBILITY ADVISORY COMMITTEE**

Monday, November 9, 2020 at 2:00pm  
Online Video Conference

**12. ADJOURNMENT**

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## **Accessibility Advisory Committee**

### **Date**

December 2, 2019

### **Time**

2:00 PM

### **Location**

Civic Centre, Committee Room A - Second Floor,  
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1

### **Members Present**

Councillor Pat Saito, Ward 9  
Naz Husain, Citizen Member (Chair)  
Carol-Ann Chafe, Citizen Member (Vice-Chair)  
Asim Zaidi, Citizen Member (Vice-Chair)  
Rabia Khedr, Citizen Member  
Clement Lowe, Citizen Member  
Steven Viera, Citizen Member  
Alfie Smith, Stakeholder Member  
Sally Wall, Stakeholder Member

### **Members Absent**

Councillor Matt Mahoney, Ward 8  
Emily Daigle, Citizen Member  
Anita Sampson Binder, Stakeholder Member

### **Find it online**

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

### Staff Present

Daniel Saddler, Supervisor, Accessibility  
 Dayna Obaseki, Legislative Coordinator, Legislative Services  
 Anthea Foyer, Project Leader – Smart Cities, Architecture & Innovation  
 Yeliz Ali, Strategic Advisor Digital Transfer, IT Division  
 Bryan Sparks, Communications Advisor, Employee Communications and Events  
 Ihor Witowych, Manager Transit Operations – Employees, MiWay  
 Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry  
 Wesley Booker, Legal Counsel Labour & Employment, Legal Services

### StART

Abraham Binder, Emergency Management Specialist, Emergency Management  
 Alana Tyers, Manager Service Development, MiWay  
 Amr Merda, Urban Designer, Development & Design  
 Anthony Frigo, Building Plans Examiner, Building  
 Bryan Sparks, Communications Advisor, Employee Communications and Events  
 Cathy Onorato, Learning & Organizational Development Consultant, Human Resources  
 Darlene Utarid, Manager Asset Management and Accessibility, Asset Management & Accessibility  
 Dayna Obaseki, Legislative Coordinator, Legislative Services  
 Ihor Witowych, Manager Transit Operations – Employees, MiWay  
 Ingrid-Keuper-Dalton, Community Development Coordinator, Library Services  
 Jamal Hosein, e-Commerce Specialist, Information Technology  
 Jamie Ferguson, Manager Parks Services, Parks & Forestry  
 Jennifer Cowan, Accessibility Specialist, Asset Management & Accessibility  
 Lorena Smith, Community Development Coordinator Older Adults, Recreation  
 Matthew Sweet, Manager Active Transportation, Transportation & Works  
 Megan Palmateer, Digital Content Consultant (NC), Strategic Communications  
 Michael Foley, Manager Mobile Licensing, Enforcement  
 Pam Shanks, Corporate Policies Analyst, Corporate Performance & Innovation  
 Robyn Heibert, Emergency Management Specialist, Emergency Management  
 Sergio Hernaiz, Project Leader Senior Capital Projects, Capital Design & Construction  
 Shazia Kalia, Senior Buyer Materiel Management  
 Stefan Szczepanski, Manager Parks Development, Parks & Forestry  
 Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry  
 Wesley Booker, Legal Counsel Labour & Employment, Legal Services  
 Yousef Malic-Elhereich, Traffic Signals Technician, Transportation & Works  
 Zainab Abassi, Planner, Culture

## 1. **CALL TO ORDER** – 2:04 p.m.

Naz Husain, Chair, requested everyone present at the meeting introduce themselves.

## 2. **APPROVAL OF AGENDA**

Rabia Khedr, Citizen Member requested to add an item under Other Business.

Approved, as amended (C. Chafe)

## 3. **DECLARATION OF CONFLICT OF INTEREST** – Nil.

## 4. **MINUTES OF PREVIOUS MEETING**

### 4.1. Accessibility Advisory Committee Minutes – September 23, 2019

Approved (C. Chafe)

## 5. **DEPUTATIONS**

### 5.1. Smart Cities Idea Jam (Verbal)

Anthea Foyer, Project Leader – Smart Cities, Architecture & Innovation

Anthea Foyer, Project Leader – Smart Cities, Architecture & Innovation and Yeliz Ali, Strategic Advisor Digital Transfer provided a verbal overview on the Smart Cities Idea Jam that took place on November 30, 2019. Ms. Foyer noted that the Smart City Master Plan was endorsed by Members of Council at the July 3, 2019 General Committee meeting. The idea jam was a collaborative brainstorming activity geared towards generating solutions in a fun and creative environment. The theme of the Smart Cities Idea Jam focused on accessibility and inclusion. Ms. Foyer noted that all ideas and data captured will be relayed to the Members of the Accessibility Advisory Committee.

### RECOMMENDATION

That the deputation by Anthea Foyer, Project Leader IT, Architecture & Innovation with respect to providing a verbal overview on the Smart Cities Idea Jam be received for information.

Received (A. Zaidi)

Recommendation AAC-0041-2019

## 5.2. International Day for Persons with Disabilities (IDPD) (Verbal)

Dan Sadler, Accessibility Supervisor

Dan Sadler, Accessibility Supervisor discussed the City of Mississauga's and AAC's involvement for the upcoming International Day for Persons with Disabilities on December 3, 2019. Mr. Sadler noted that the City of Mississauga will have a booth at the event that will be promoting accessibility as well as the services and programs the City has to offer. The City's focus will be on interior signage, mobility device charging stations and gender neutral washrooms as those particular washrooms are universally accessible.

Members of the Committee spoke to the matter and raised the following concerns regarding accessibility signage (alternate options to braille), courtesy parking and working groups. The AAC members have highlighted that the *Accessibility of Ontarians with Disabilities Act* (AODA) and the Building Code has just a minimum standard and recommends that the implementation should go above and beyond the standard.

### RECOMMENDATION

That the deputation by Dan Sadler, Accessibility Supervisor regarding the City of Mississauga's and AAC's involvement for the upcoming International Day for Persons with Disabilities be received for information.

Received (C. Lowe)

Recommendation AAC-0042-2019

## 6. **PUBLIC QUESTION PERIOD**

No members of the public requested to speak at this time.

## 7. **MATTERS CONSIDERED**

**Note:** The meeting order was amended due to scheduling. The minutes below reflect the order in which items were considered.

### 7.1. Accessibility for Ontarians with Disabilities Act (AODA) Update

Dan Sadler, Accessibility Supervisor provided a brief verbal update to the AODA's Compliance Report. The City of Mississauga is filing a fully complaint report and will be providing this report in the near future.

**Direction to staff** to include the City of Mississauga's Accessibility of Ontarians with Disabilities Act Compliance Report to be included in a future Accessibility Advisory Committee agenda.



RECOMMENDATION

That the verbal update provided by Dan Sadler, Accessibility Supervisor with respect to the *Accessibility for Ontarians with Disabilities Act* (AODA) be received.

Received (A. Smith)

Recommendation AAC-0043-2019

9.1. Mobility Devices on MiWay Buses Memo

Ihor Witowych, Manager, Transit Operations – Employees, MiWay spoke to this item and briefly shared some statistics in the areas that require improvement. Mr. Witowych also noted MiWay's plan to retrofit the buses to have priority seating in the upwards position, such as theatre style seating to inspire able-bodied people that this seating is meant for others that are in need.

Members of the Committee spoke to the matter and raised the following concerns:

- Adjustable arm rests;
- Designated seating right behind the mobility accessibility seating for caretakers, the aging population and/or those with non-visual disabilities; and
- The volume for the automated bus system on and outside of the buses.

RECOMMENDATION

That the memo and comments regarding Mobility Devices on MiWay buses be received for information.

Received (R. Khedr)

Recommendation AAC-0044-2019

7.3 Accessibility Advisory Committee Work Plan

Dan Sadler, Accessibility Supervisor provided a verbal update regarding the Accessibility Advisory Committee Work Plan Facilitation Session that took place on November 8, 2019. Mr. Sadler noted that the first AAC meeting of the 2020 that staff will be providing the proposed AAC work plan to be approved.

RECOMMENDATION

That the verbal update by Dan Sadler, Accessibility Supervisor with respect to the Accessibility Advisory Committee Work Plan be received for information.

Received (S. Wall)

Recommendation AAC-0045-2019

## 7.2 Region of Peel Accessibility Advisory Committee Update

Carol-Ann Chafe, Citizen Member provided a brief verbal update on the matters discussed at the Region of Peel Accessibility Advisory Committee. Ms. Chafe noted that the International Day of Persons with Disabilities will take place on December 3, 2019 and that the event is a sold out. Naz Husain, Chair spoke about the Supportive Housing and Homeless Review that took place.

### RECOMMENDATION

That the verbal update regarding the Region of Peel's Accessibility Advisory Committee provided by Carol-Ann Chafe, Citizen Member and Member of the ROP AAC be received.

Received (A. Smith)

Recommendation AAC-0046-2019

## 8. **SUBCOMMITTEE REPORTS – Nil.**

## 9. **INFORMATION ITEMS**

### 9.2. Council Procedure By-law – Voting and Electronic Participation Memo

Dayna Obaseki, Legislative Coordinator spoke to this item by providing a brief overview on the initial report pertaining the Council Procedure By-law and that the item has been deferred in order to create a criteria required to electronically participate.

Councillor Saito provided a detail overview regarding the series of events that involved a motion that was brought forward approximately three years ago to allow for AAC members to participate remotely for medical and/or weather reasoning.

Members of the Committee spoke to the matter and raised the following concern regarding the image it may present having this option only available to the AAC members. Councillor Saito responded by noting AAC would be the first committee to pilot this initiative and if the results work well then it may be possible to recommend all other committees to be eligible to remotely participate.

### RECOMMENDATION

That the memo regarding the Council Procedure By-law – Voting and Electronic Participation be received for information.

Received (C. Chafe)

Recommendation AAC-0047-2019

9.3. 2020 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates

Dayna Obaseki, Legislative Coordinator spoke to the item informing the Committee Members of the upcoming 2020 meeting dates for the Accessibility Advisory Committee and the Facility Accessibility Design Subcommittee.

RECOMMENDATION

That the 2020 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates be received for information.

Received (C. Chafe)

Recommendation AAC-0048-2019

**10. COMMITTEE UPDATE/OTHER BUSINESS**

- 10.1. Rabia Khedr, Citizen Member noted that on December 3, 2019 there will be a cake cutting celebration with Mayor Bonnie Crombie at the Glass Atrium in the Library from 3:00pm to 4:00pm for International Day for Persons with Disabilities. All is welcome to attend.

- 10.2. Rabia Khedr, Citizen Member noted that she has attended two board meetings for the Canadian Accessibility Standards Development Organization Board of Directors (CASDO). The goal is by 2040 that The Accessible Canada Act will be fully implemented.

Members of the Committee spoke to the matter and raised the following questions:

- Inquired if each province/territory represented; and
- Inquired how long the members sit on the CASDO.

Ms. Khedr responded to the questions from the Members of the Committee;

- The provinces/territories are delicately represented by having members from the West Coast, Ontario, Central, Quebec and the East Coast.
- Ms. Khedr term is two years; however some members have a four year term and can be reappointed.

- 11. DATE OF NEXT MEETING(S)** – Monday, January 20, 2020 at 2:00 PM, Civic Centre, Hearing Room, 2nd Floor

- 12. ADJOURNMENT** – 3:30 p.m. (S. Vieira)



# Treat Accessibly<sup>TM</sup>

A plan to help Halloween happen in Mississauga in 2020, for *all children*.

**An inclusive, COVID-friendly way for all families to celebrate Halloween.**



# 2020's ultimate Halloween decor.

A FREE lawn sign and tips that says Trick-or-Treating at your home will be accessible and COVID-safer this coming Halloween to your neighbourhood.

Making Mississauga homeowners champions of kids and leaders in the neighbourhood.



The Padulo Family.  
Founders of Treat Accessibly



# What we know. COVID can create positive change too.

Treat Accessibly is an established grass-roots national movement that already has the support of Ontario and municipal governments for the 2020 program.

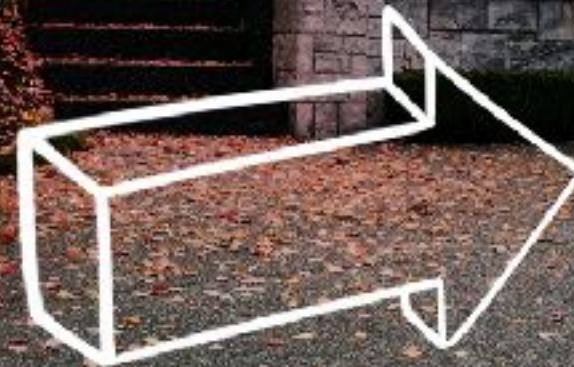
**In 2020, Halloween needs a  
COVID-recovery plan.**

Treat Accessibly's way will be the safer way, for everybody, this Halloween and establish a relationship to grow accessibility for years.

[Watch CTV 2019 Segment for how it works](#)

## A curb-side trick-or-treating program.

5.1



# 2020 Provincial and Municipal Support Samples.



**"Our government's top priority is to keep Ontario families safe and healthy. We support Treat Accessibly's goal that all families should have a safe solution for Halloween 2020."**

**-Honourable Raymond Cho, Ontario Minister for Seniors and Accessibility.**



**"Very pleased to hear about the Treat Accessibly program. I am looking forward to promoting it in Brampton in October. It is great to see the corporate support from Home Depot and RE/MAX"**

**- Mayor Patrick Brown, City of Brampton**

**"Oshawa was proud to support Treat Accessibly in 2019 and the goals of inclusive and safe trick-or-treating. We received great feedback from the community and we look forward to participating again this year!"**

**- Mayor Dan Carter, City of Oshawa**





# How we help.

People love taking part in this movement. To speed adoption and increase accessibility awareness our job is to help them hear about and make it easy to participate.

## MAKING IT EASY:

Homeowners can pick up a FREE lawn sign at their local Home Depots. From their local participating RE/MAX agent or go to [www.TreatAccessibly.com](http://www.TreatAccessibly.com) and print their own.

[www.TreatAccessibly.com](http://www.TreatAccessibly.com) also gives a series of tips for homeowners and parents trick-or-treating on how to make their home accessible and COVID-recovery safer with our curb-side tips.

## HEARING ABOUT IT:

Treat Accessibly will be speaking to local governments across the country and asking that the city and mayors champion the movement. Mayors and Ministers have already agreed to create videos about the program and share their support.





# **If your community feels it safe. We have the 2020 Curb-Side Halloween Plan in Place**

**We want to make Halloween, in Canada, the world's first accessible holiday tradition and set a precedent to follow globally for all traditions.**

***If local government feels it is safe, come Halloween 2020, their support creating awareness for Treat Accessibly will create change.***



**COVID makes us more  
relevant to everyone now.**

**Our accessible idea.  
Curb-side  
trick-or-treating.  
Takes on *new* meaning.**





**Championing  
accessibility.**  
**Can now help  
*all kids be COVID-safer.***  
**This Halloween.**



**The accessible way.**  
**Becomes the safer way for**  
***all kids* this Halloween.**



**Parents don't want to  
cancel Halloween.  
But they want a plan.**

5. Do you hope kids get to celebrate Hallowe'en this year in some way?



Answered: 83

Skipped: 0

Yes, we are hoping we can celebrate it as usual.	34.94%	29
Yes, but we will celebrate differently this year.	53.01%	44
Yes, but don't think it will happen at all.	12.06%	10
No, without the trick-or-treating happening as usual, we will cancel it all together.	0%	0





# A Plan For A Happy Halloween For Everybody!

*Rich Padulo*  
*Founder, Treat Accessibly*

2019 earned media summary follows

# EARNED MEDIA COVERAGE 2019

for the Treat Accessibly Lawn Sign and  
Retail Pick-Up Story

## OUR PRESS | SOCIAL COVERAGE

**32 Million**

News Segment  
Impressions

**98**

News  
Segments

**7 Million\***

Social Organic  
Impressions

**1,866**

Social Organic  
Shares

## GOVERNMENT | INSTITUTION SUPPORT

**15**

1 PROVINCIAL PRIMERE  
6 MINISTERS  
3 MAYORS  
5 CITIES

**20+**

Accessibility Focused-  
Institutions at the  
National, Regional and  
Grass-roots level.

5.1

# 2019 AWARENESS & IMPACT SUMMARY



**ACCESSIBLE  
TRICK OR TREATING™**

How to: [treataccessibly.com](https://treataccessibly.com)

Donated by your local RE/MAX agent.



*Does not include huge Lawn Sign  
Visibility/Impressions in store or on  
home's lawn*

*Does not include positive associated  
Brand Engagement at retail or social*



# 2019 Government results overview (Ontario-focused)

- A. Premier of Ontario posted about program
- B. 4 Ontario Ministers self-produced video about program and shared with all sitting MPPs across Ontario
- C. 3 Mayors posted about program (Toronto, Hamilton, St. Catharines)
- D. Oshawa beta-tested a volunteer program to promote signs in a Home Depot store.
- E. 5 Cities actively supported program at non-partisan level (Toronto, Oshawa, London, Hamilton, St. Catharines)



## UNIQUE SUCCESS:

Every government office engaged, in 2019, by Treat Accessibly pledged support and shared it.



# 2019 Non-profits results overview

**A. 20 Accessible Non-Profits and Action Groups socially shared the program.**

## 2020 National Updates:

**B. Easter Seals, Variety The Children's Charity and The Rick Hansen Foundation have all pledged support for 2020 Treat Accessibly awareness.**



2020 Support and Awareness Partners:



# 2019 Ontario Municipal Champions



In 2020, we believe, based on 2020 Ontario Government support precedent and last year's Government relation practices we can engage every major city mayor in Canada.



# City of Mississauga Corporate Report



<p>Date: February 25, 2020</p> <p>To: Chair and Members of Accessibility Advisory Committee</p> <p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: May 11, 2020</p>
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## Subject

**Accessible Parking Signage**

## Recommendation

That the Accessibility Advisory Committee comment on the proposed revisions to the Accessibility Parking By-Law 10-16, for inclusion in a future report to General Committee regarding Accessible Parking Signage.

## Report Highlights

- At the direction of the Accessibility Advisory Committee, staff conducted an initial implementation overview to add an enforcement telephone number to accessible parking signage.
- It is assessed that an enforcement telephone number would not be effective use of resources and any contact information should direct callers to the 3-1-1 Citizen Contact Centre.
- The impact to 3-1-1 Citizen Contact Centre service levels and resources requires further investigation.
- The estimated cost to update Accessible Parking Signage on City properties is \$100,000.

## Background

At the September 23, 2019 meeting of the Accessibility Advisory Committee, Recommendation AAC-0034-2019 was received:

1. That the Accessibility Advisory Committee recommends that an enforcement telephone number be added to all accessible parking signs on all City property.

2. That the staff investigate and report back on how to further implement adding an enforcement telephone number to all accessible parking signage on private property within the City of Mississauga.

## Present Status

Within the City of Mississauga, Accessible Parking Signage in public parking areas indicate restricted use of the space, permit requirements and maximum fine amounts, both pictorially and written in accordance with the Accessible Parking By-Law 0010-16 ("Accessible Parking By-law").

The City's Accessible Parking Signage requirements are in compliance with regulations under the *Highway Traffic Act* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

## Comments

### Enforcement Telephone Number

Parking Enforcement administration is open for regular business hours (8:30 – 4:30pm) Monday – Friday and redirects all telephone requests for parking enforcement to 3-1-1 Citizen Contact Centre.

The 3-1-1 Citizen Contact Centre and an after-hours dispatch service connects residents to responsive, seamless and easily accessible customer service and 24/7 response from Parking Enforcement Officers.

It is assessed that adding an enforcement telephone number to accessible parking signage would be an inefficient use of operational resources. Any City contact information on Accessible Parking Signage should direct users to 3-1-1 Citizen Contact Centre.

### Enforcement

Parking Enforcement Officers proactively enforce the City's Accessible Parking By-law twenty-four hours a day, seven days a week. Officers respond to complaints and also provide proactive enforcement, on public and private property, when an accessible parking permit is not displayed.

When a Parking Enforcement Officer finds a vehicle parked in a designated parking space without displaying a permit, they will issue a penalty notice and the vehicle may be subject to towing and storage fees at the expense of the owner.

The following chart is a breakdown of complaints received (parking in an accessible spot without a permit) and penalty notices issued for Accessible Parking Permit infractions from 2015 – 2019.

Parking in an Accessible Spot Without a Permit					
	2015	2016	2017	2018	2019
Complaints	270	286	305	296	292
Penalty Notices	1,130	1,064	810	1,155	798

#### Accessible Parking Spaces

Every owner or operator is individually responsible to procure, install and maintain any Accessible Parking Signs, ensuring compliance with regulations for their associated facilities and/or public areas.

#### City of Mississauga

The number of Accessible Parking Spaces is not centrally tracked within the City of Mississauga.

A high-level estimate indicates there are approximately 1000 accessible parking spaces located at City-owned facilities (staff and tenanted locations), City Parks and Municipal Parking lots & garages.

#### Private Property Parking Program Review

The number of Accessible Parking Spaces & signage on private property is not currently tracked by City staff.

Parking Enforcement has scheduled a Private Property Parking Program Review to begin in 2020 and it is expected to take 6-8 months to complete. The study will provide a comprehensive evaluation of current and future service level agreements, standardization of signage requirements and education & awareness. Recommendations regarding private property signage will be included in the report.

#### Parking Master Plan

The Parking Master Plan and Implementation Strategy (PMPIS), approved by Council in June 2019, does not specifically address accessibility parking signs; however, it includes comments about accessible parking minimums and indicates that more than the minimum accessible parking standard should be provided where possible and the context of how to do that.

The Master Plan also recommends that design guidelines for new parking infrastructure (on and off-street, municipal and private) be developed and that the design guidelines include accessible parking above the minimum standard.

### By-Law Amendment

In order to implement City-wide changes to Accessible Parking Signs, the following amendment to the Accessible Parking By-law is recommended:

*Section 15(a) All Accessible Parking Signs located on City property shall include an additional tab with the words “for Enforcement call 3-1-1”.*

### Implementation Plan

If approved, implementation would be gradual, due to the individual responsibility of each facility and/or service area for accessible parking signage.

The installation timeline would vary according to each department’s operational budget and/or requirement to develop a business case.

The potential increase of call volumes to 3-1-1, related to accessible parking signage calls requires further investigation to assess resource allocations and service level impacts.

### Financial Estimates

In December 2019, Works Operations & Maintenance staff estimated that manufacturing and installation costs for parking signage tabs indicating “for Enforcement call 3-1-1”, would be in the range of \$75-\$100 per tab.

Based on approximately 1,000 accessible parking spaces, City-wide implementation would be estimated to cost \$100,000.

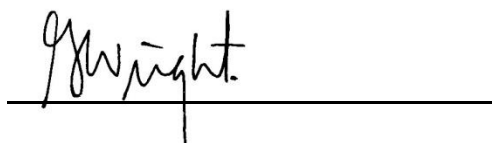
The financial impact from the adoption of the amendment would vary according to each City department and the number of accessible parking spaces within their respective facilities and/or properties.

## **Financial Impact**

There are no financial impacts resulting from recommendations in this report.

## **Conclusion**

Staff completed an initial implementation overview to address an amendment to the Accessible Parking By-law for Accessible Parking Signage.



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Camille McKay, Manager Parking Enforcement

# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the September 2020 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
AAC Work Plan	<ul style="list-style-type: none"> <li>Facilities and Property Management (FPM) Accessibility</li> </ul>		<p>March 23 2020 – Draft AAC Work Plan to be presented and approved – <b>CANCELLED</b> due to COVID-19</p> <p><b>Moved to September 21, 2020 AAC meeting</b></p>
Annual Status Update to the Multi-Year Accessibility Plan <ul style="list-style-type: none"> <li>Corporate report</li> <li>Annual Status Update</li> </ul>	<ul style="list-style-type: none"> <li>FPM Accessibility</li> </ul>		<p>March 23 2020 – to be presented – <b>CANCELLED</b> due to COVID-19</p> <p><b>Emailed to committee for review and feedback. Minor update to be provided at September 21, 2020 AAC meeting</b></p>
MiWay <ul style="list-style-type: none"> <li>Mobility devices on MiWay buses</li> <li>Transit training overview</li> <li>Annual Accessibility Report</li> <li>Bus review</li> <li>Bus stop design/placement review</li> <li>Documentation &amp; website</li> </ul>	<ul style="list-style-type: none"> <li>T&amp;W MiWay</li> </ul>	AAC-0044-2019  AAC-0016-2019	<p>December 2 2019 - Mobility Devices on MiWay Buses Memo</p> <p>May 6 2019 – <u>MiWay Training Video</u></p> <ul style="list-style-type: none"> <li>Presented three (3) videos; Serving with Compassionate, Hidden Disabilities, and People First as stories to help the transit drivers better understand on a personal level</li> </ul> <p>March 23 2020 – MiWay Annual Accessibility Report to be presented - <b>CANCELLED</b> due to COVID-19</p> <p><b>Emailed to committee for review and feedback. Minor update to be provided at September 21, 2020 AAC meeting</b></p> <p>TBD – Bus Review – focus on sound system and seat layout</p> <p>TBD – Bus Stop/Design - AAC interested in way to provide advanced notice or improve visibility of person with</p>





# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the September 2020 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
			<p>number to all accessible parking signage on private property within the City of Mississauga</p> <p>TBD - To include accessible on-street parking, to know the locations and how they are determined</p>
Accessible Parks <ul style="list-style-type: none"> <li>Beach Mats</li> <li>Trails</li> </ul>	<ul style="list-style-type: none"> <li>Parks &amp; Forestry</li> </ul>	ACC-0032-2019	<p>June 19 2019 – <u>Accessible Beach Mats</u></p> <ul style="list-style-type: none"> <li>Presented to the Facility Accessibility Design Subcommittee on May 27, 2019</li> </ul> <p><b>COMPLETED</b></p> <p>TBD - To achieve year-round use of parks and trails for people with disabilities</p>
Accessible Fitness Equipment	<ul style="list-style-type: none"> <li>Recreation</li> <li>Parks &amp; Forestry</li> </ul>		TBD
National AccessAbility Week (NAAW)	<ul style="list-style-type: none"> <li>Staff Accessibility Resource Team (StART)</li> </ul>		<p>February 24 2020 Promotional Awareness Subcommittee provided a 2019 wrap-up and discussed ideas for 2020 and 2021</p> <p><b>COMPLETED</b></p>
Accessibility Events	<ul style="list-style-type: none"> <li>FPM</li> <li>Strategic Communications</li> <li>Recreation</li> </ul>		TBD
Dog Relief and Drinking Stations	<ul style="list-style-type: none"> <li>Environment – Waste Division</li> </ul>		TBD
Downtown Strategy	<ul style="list-style-type: none"> <li>Planning</li> </ul>		TBD

# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the September 2020 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
City's Web Content Accessibility Guidelines (WCAG) Strategy <ul style="list-style-type: none"> <li>• Accessible City website</li> <li>• Accessible web content</li> </ul>	<ul style="list-style-type: none"> <li>• FPM</li> <li>• Strategic Communications</li> </ul>		TBD
Accessible Customer Service Plan	<ul style="list-style-type: none"> <li>• FPM</li> <li>• Strategic Communications</li> </ul>		TBD
Public Engagement & Promotion Strategy	<ul style="list-style-type: none"> <li>• FPM</li> <li>• Strategic Communications</li> </ul>		TBD
Accessibility Communications Plan	<ul style="list-style-type: none"> <li>• Strategic Communications</li> <li>• FPM</li> </ul>		TBD
City Recruitment Strategy	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>		TBD
Rick Hansen Foundation Accessibility Certification program	<ul style="list-style-type: none"> <li>• Accessibility</li> </ul>		September 21, 2020 – to be presented
City Accessible Initiatives/Projects	<ul style="list-style-type: none"> <li>• All Departments</li> </ul>	<p>AAC-0015-2019</p> <p>AAC-0023-2019</p> <p>ACC-0024-2019</p>	<p>May 6 2019</p> <ul style="list-style-type: none"> <li>• Building Services &amp; Operations presented on Council Chambers Handrails</li> <li>• Accessible Garden Initiatives <ul style="list-style-type: none"> <li>- Ecosource to the Facility Accessibility Design Subcommittee on March 18, 2019.</li> </ul> </li> <li>• City Centre Transit Terminal Accessibility Upgrades <ul style="list-style-type: none"> <li>- WZMH Architects to the Facility Accessibility Design Subcommittee on March 18, 2019.</li> <li>- Committee recommended overhead and stand-</li> </ul> </li> </ul>

# Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the September 2020 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		<p>AAC-0025-2019</p> <p>AAC-0026-2019</p> <p>AAC-0030-2019</p> <p>AAC-0031-2019</p> <p>AAC-0033-2019</p> <p>AAC-0040-2019</p>	<p>alone pillar signing be installed at the transit terminal for way-finding purposes.</p> <ul style="list-style-type: none"> <li>• Baker Turner Inc. Pheasant Run Park Expansion               <ul style="list-style-type: none"> <li>- Presented at the Facility Accessibility Design Subcommittee on March 18, 2019.</li> </ul> </li> <li>• Civic Centre Great Hall Infill               <ul style="list-style-type: none"> <li>- Presented at the Facility Accessibility Design Subcommittee on March 18, 2019.</li> </ul> </li> <li>• Bicycle Bypass Lanes at the Skymark Drive and Explorer Drive Roundabout               <ul style="list-style-type: none"> <li>- Presented at the Facility Accessibility Design Subcommittee on May 27, 2019.</li> </ul> </li> <li>• Development of Park 524 and 525               <ul style="list-style-type: none"> <li>- Presented to the Facility Accessibility Design Subcommittee on May 27, 2019.</li> </ul> </li> <li>• Library Community Development presented on Accessibility Services and CELA at the Library</li> <li>• LifeCycle Replacement – Lakefront Promenade Park               <ul style="list-style-type: none"> <li>- Presented to the Facility Accessibility Design Subcommittee on June 24, 2019.</li> </ul> </li> </ul>
<b>DIRECTION</b> To Staff	<ul style="list-style-type: none"> <li>• All Departments</li> </ul>	AAC-0043-2019	<p>December 2 2019 – The Committee requested to include the City of Mississauga’s Accessibility of Ontarians with Disabilities Act Compliance Report to be included in a future Accessibility Advisory Committee agenda.</p> <ul style="list-style-type: none"> <li>• Listed on the March 23 2020 AAC Agenda</li> </ul> <p>September 23, 2019 – Resident requested Staff to further investigate about interlocking stones on the pavement in certain areas of the City of Mississauga and expressed concern that it causes damage to wheelchairs.</p>

## Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the September 2020 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		AAC-0033-2019	September 23, 2019 – To include a brief overview on Accessible Materials and Services offered by the library to be forwarded to Councillor Saito's office to be included in the Councillor's E-Newsletter.
		AAC-0034-2019	September 23, 2019 – To further investigate a VRS (video relay service) for the deaf and hard of hearing community to be possibility included in the future development of accessible parking signs.



# MISSISSAUGA

## CITY OF MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE RESOURCE MANUAL - TABLE OF CONTENTS

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## 1.0 Welcome and Introduction

Welcome and thank you for participating on the Mississauga Accessibility Advisory Committee (AAC). You are an important part of our effort to enhance citizen participation in municipal government and identify, remove and prevent barriers for all residents. Input from the committee will be considered as we develop programs, policies, services and facilities.

We will strive to make this experience enjoyable, enriching and beneficial for everyone involved.

Along with the Terms of Reference for the Committee, this manual will assist you in understanding your role as a member of the Mississauga AAC and provide answers to some of your questions.

### 1.1 Commitment

Committee membership provides a unique and important opportunity for citizens to interact with municipal government by sharing information and giving and receiving feedback. Advisory committees strengthen our communities by providing an opportunity for citizens to bring their ideas and solutions to the table to address the needs of the broader community.

AAC members make a commitment to the work of the committee and to be responsible and accountable for their activities. The City in turn commits to providing appropriate resources and guidance to ensure effective AAC membership involvement.

### 1.2 What you need to know

As a member of an accessibility advisory committee, you need to understand:

- How Ontario's accessibility laws affect your work
- Your role and responsibilities
- The structure and decision-making processes of municipal government
- About the City of Mississauga
- How to remove barriers to accessibility

## 2.0 What does the law say about accessibility?

Accessibility laws help improve accessibility for people who have disabilities. Since the AAC's role is to advise Council on how to remove barriers for people with disabilities, it's important for you to understand Ontario's various laws related to accessibility. Here's a quick summary:

- Accessibility for Ontarians with Disabilities Act, 2005 (AODA)



- Accessibility Standards
- Ontario Human Rights Code
- Ontario Building Code
- Blind Persons' Rights Act

## **2.1 AODA**

The AODA is a law that sets out a process for developing and enforcing accessibility standards. These standards are the rules that will help Ontario reach its goal of becoming accessible by 2025.

## **2.2 Accessibility Standards**

Accessibility standards are laws that government, businesses, non-profits and public sector organizations must follow to become more accessible. They help organizations identify and remove barriers to improve accessibility for people with disabilities in 5 areas of daily life:

### **2.2.1 Accessible Customer Service Standard**

To help remove barriers for people with disabilities so they can access goods, services or facilities.

### **2.2.2 Accessible Information and Communications Standard**

To help organizations make their information accessible to people with disabilities.

### **2.2.3 Accessible Employment Standard**

To help make hiring and employee support practices more accessible.

### **2.2.4 Accessible Transportation Standard**

To make it easier for everyone to travel in the province.

### **2.2.5 Design of Public Spaces Standard**

To help organizations make new and redeveloped outdoor public areas accessible.

## **2.3 Ontario Building Code**

The Building Code Act governs the way buildings are constructed, renovated or changed. The Building Code is a regulation under this act and sets out requirements that help maintain standards for, among others, barrier-free accessibility. Municipalities enforce the Building Code Act and the Building Code.

Under the Building Code, a building and its facilities are barrier-free if people with physical or sensory disabilities can approach, enter and use them. The Building Code's requirements for barrier-free design apply to most uses of buildings. There are a few exceptions, such as:

- Houses, including semi-detached houses, duplexes, triplexes, town houses, row houses and boarding or rooming houses with fewer than 8 boarders or roomers
- High-hazard industrial buildings
- Buildings that are not intended to be occupied on a daily or full-time basis

**The Building Code does not require building owners or operators to upgrade their existing buildings to meet the current Code requirements.** However, when building owners renovate a building or change their buildings' use, they may be required to meet the Building Code's requirements for barrier-free accessibility.

## 2.4 Ontario Human Rights Code

The Ontario Human Rights Code protects people from discrimination and harassment. The Code also clearly sets out rights and responsibilities for everyone in Ontario. The Code says:

- Everyone has the right to equal treatment with respect to accommodation, employment, goods and services and facilities without discrimination based on the grounds listed in the Code
- If certain systems, physical structures or people's attitudes create discriminatory barriers, they must be removed or changed, if this can be done without creating undue hardship

Where there is a conflict between the AODA and the Ontario Human Rights Code around issues of accessibility, section 38 of the AODA provides that the highest level of accessibility will prevail. An online training course on the Ontario Human Rights Code and the AODA is available on the Ontario Human Rights Commission website.

## 2.5 Blind Persons' Rights Act

The Blind Persons' Rights Act provides someone who is blind the legal right to:

- Be accompanied by a specially trained guide dog in all facilities open to the public, and not be charged extra because of the guide dog's presence
- Equal housing opportunities, and no special conditions or terms can be imposed because of the dog's presence

The act prohibits discrimination against blind persons who use guide dogs in the areas of services, accommodation, facilities and occupancy. It also prohibits persons who are not blind from using white canes.

## 3.0 Mandate

The committee's mandate is to provide advice to Council in promoting accessibility for residents of all abilities.

### 3.1 Committee goal

The goal of the committee is to provide advice to Council in identifying and eliminating barriers to people with disabilities in City programs, services, initiatives and facilities.

### 3.2 Deliverables

The committee accomplishes its mandate and goal by:

- Providing feedback on the City's multi-year accessibility plan and annual updates on accessibility initiatives to comply with the requirements of the AODA
- Participating in consultation requirements under the AODA
- Creating an annual AAC work plan and working to meet the objectives
- Promoting awareness of accessibility and inclusion
- Seeking support and guidance where necessary from City departments and other stakeholders

The committee is **not** responsible for:

- Accessibility issues related to private facilities or businesses
- Administration or implementation of the requirements of the AODA
- Administrative matters, including direction to staff

### 3.3 Participating in consultations

Under the AODA, there are specific requirements for consultation with people with disabilities and AACs. The City must consult with the public, people with disabilities, and the AACs:

1. When establishing, reviewing and updating their multi-year accessibility plans
2. When developing accessible design criteria in the construction, renovation or placement of bus stops and shelters
3. When determining the proportion of on-demand accessible taxicabs required in the community
4. On the need, location and design of accessible on-street parking spaces when building new or making major changes to existing on-street parking spaces
5. Before building new or making major changes to existing recreational trails to help determine particular trail features
6. On the needs of children and caregivers with various disabilities in their community when building new or making major changes to existing outdoor play spaces
7. On the design and placement of rest areas along the exterior path of travel when building new or making major changes to existing exterior paths of travel
8. When gathering feedback on the transit accessibility plan through an annual public meeting

## 4.0 Operation

The AAC operates in accordance with the [Procedure By-law](#) regulating the operation of the meetings of Council and its Committees and within the purposes of the AODA.

## 5.0 Membership

The AAC will be composed of nine to twelve (9-12) members from the Mississauga community, which includes two members of Council. A majority of the committee will be made up of persons with disabilities, in accordance with the AODA. Staff representatives support the committee, but do not form part of the committee.

The chair and vice-chair will be elected by a majority of the members of the AAC at its first meeting of the term. Where both chair and vice-chair are absent, the committee will appoint a temporary acting chair on a majority consensus. In the event of a tie in voting, the Chair will break the tie.

## **6.0 Roles and Responsibilities**

### **6.1 AAC Members**

- Represent the needs and concerns of persons with disabilities
- Ensure that the mandate of the AAC is being fulfilled
- Contribute your expertise actively during meetings
- When required, advise Council on matters relating to accessibility
- Are familiar with the AODA, its regulations and the Ontario Human Rights Code
- Advise the Legislative Coordinator if you are unable to attend an AAC or subcommittee meeting
- Provide feedback on the City's multi-year accessibility plan and annual updates on accessibility initiatives to comply with the requirements of the AODA
- Participate in consultation requirements under the AODA
- Create an annual AAC work plan and work to meet the objectives
- Promote awareness of accessibility and inclusion
- Seek support and guidance where necessary from City departments and other stakeholders

### **6.2 AAC Chairperson**

- Preside at the meetings of the AAC using the City of Mississauga's Procedure By-law, and keep discussion on topic
- Provide leadership to the AAC to encourage that its activities remain focused on its mandate of the committee
- Review agenda items with the Legislative Coordinator and Accessibility Supervisor
- Recognize each member's contribution to the Committee's work
- Ensure there is fair opportunity for members, staff and guests to speak
- Serve as ex-officio member of subcommittees and attend their meetings when necessary
- Liaises with the Legislative Coordinator, Accessibility Supervisor and Accessibility Specialist on a regular basis

### **6.3 Role of the Vice Chairperson**

- In the absence of the Chairperson, chairs meetings and liaises with the Accessibility Coordinator as necessary

### **6.4 Accessibility Planning and Compliance Team**

The Supervisor, Accessibility and the Accessibility Specialist will be responsible for interpreting and providing information on issues related to accessibility or other City information. In addition, this team will:

- Ensure City compliance with the AODA's legislative requirements
- Develop and monitor City initiatives to advance the implementation of the multi-year accessibility plan
- Update and coordinate an annual review of the multi-year accessibility plan
- Provide advice and support to projects and initiatives that enhance equitable access for staff, residents and visitors to City programs, policies, facilities and services
- Be a focal point for legislative analysis and subject matter expertise
- Promote accessibility awareness and education to staff across the organization on best practices and trends
- Prepare reports to Council (as necessary) and to the province
- Liaise with the Legislative Coordinator regarding AAC business
- Attend provincial, regional and local meetings and share information and opportunities for learning with the AAC and staff

## **6.5 Legislative Coordinator**

- Determines the meeting dates for the year
- Cancels meeting dates and/or designates a person to undertake this responsibility
- Sets the agenda. Any person can add any item, which is pertinent to the committee by contacting the Legislative Coordinator and asking for it to be placed on the agenda
- Works with the Accessibility Planning and Compliance team prior to meeting to coordinate agenda items and materials for the AAC
- Coordinates a tracking system for items from previous meetings to be added to the next agenda; i.e. pending work plan items
- Takes annotative minutes at all committee and subcommittee meetings and distributes to committee members, Mayor, Members of Council and staff
- Prepares and provides report to General Committee of Council
- Along with the Accessibility Planning and Compliance team, coordinates the application process for membership on the AAC
- Keeps a copy of corporate records such as the Terms of Reference, multi-year accessibility plan, agendas, minutes, correspondence and by-laws.
- Keeps contact list of the AAC and subcommittees
- Prepares correspondence to be distributed to appropriate staff, committee members and agencies

## **6.6 Staff Accessibility Resource Team (StART)**

In 2016, the City established the Staff Accessibility Resource Team (StART) to help implement the multi-year accessibility plan and meet the City's commitment to a more inclusive community. The committee is made up of representatives from each division across the organization and reports to the Accessibility Planning and Compliance team. StART members will:

- Attend AAC meetings as required
- Respond to requests from the AAC, Legislative Coordinator and the Accessibility Planning and Compliance team
- Act individually and collectively as vocal and visible champions throughout their respective divisions
- Provide subject matter expertise
- Act as a point of contact for the Accessibility Planning and Compliance team and the AAC

## 7.0 Committee Conduct

All members are subject to the [Code of Conduct and Complaint Protocol](#) for local boards and [Corporate Policy 02-01-01](#): Citizen Appointments to Committees, Boards and Authorities. Additionally, AAC members are expected to:

- Arrive on time and be prepared for the meeting. For example, you should review the agenda prior to the meeting
- Stay focused and listen carefully to comments and concerns
- Remain open to all ideas
- Be respectful and professional. Speak in order. No side conversations, no muttering, no interrupting
- Value diverse viewpoints
- Avoid finger-pointing or assigning blame for problems. Every problem is a committee problem

## 8.0 Subcommittees

### 8.1 Accessible Transportation Subcommittee (ATS)

Provides advice on improvements to accessible transportation to better meet the needs of the community.

### 8.2 Facility Accessibility Design Subcommittee (FADS)

Provides advice on creating an accessible community using universal design principles resulting in improved attitudes and inclusion.

### 8.3 Promotional Awareness Subcommittee (PAWS)

Provides advice on how to promote awareness and celebrate inclusion throughout the organization and the community.

## **8.4 Corporate Policies and Procedures Subcommittee (CPPS)**

Provides advice on City of Mississauga corporate policies and procedures in terms of removing accessible barriers.

## **9.0 Frequency of Meetings**

Approximately six times per year or as determined by the Committee at the call of the Chair.

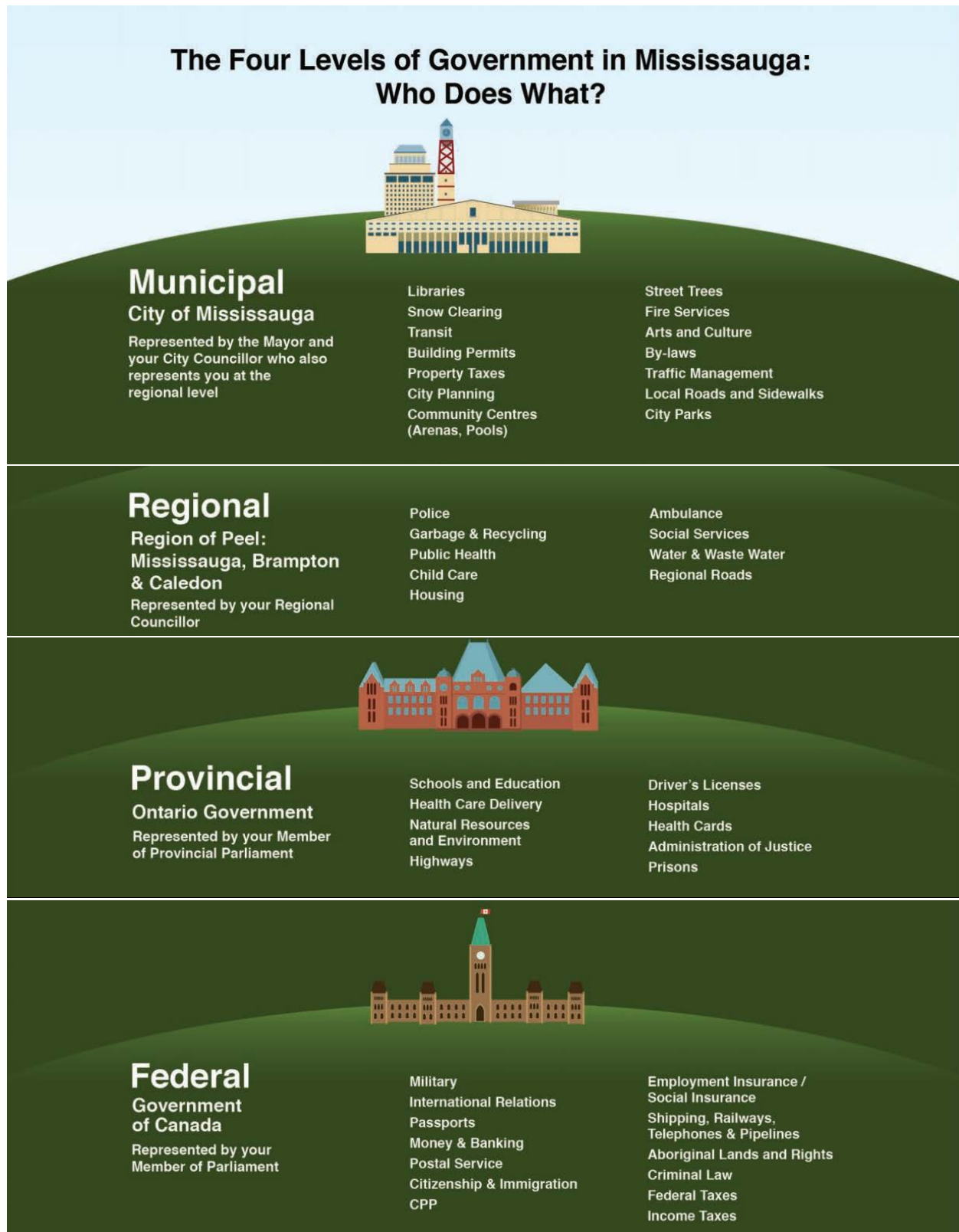
## **10.0 Expenses**

Members of the AAC shall be eligible for reimbursement of expenses incurred which are deemed necessary for full participation in the Committee.

## **11.0 Quorum**

- Quorum will consist of a majority of the AAC members. If quorum is not achieved within thirty (30) minutes of the start of the meeting, the meeting will be adjourned until the date and time of the next regular meeting. The names of those present will be recorded
- At least one Councillor must be present to establish quorum
- Where a member has resigned or has been removed from the committee, quorum will be adjusted temporarily to reflect the decrease in voting membership, and will return to regular quorum requirements when the vacancy is filled by Council

## 12.0 Civics 101 – How municipal government works





## 12.1 Municipalities

Municipalities are defined under the Municipal Act, 2001:

- Single-tier municipality:
  - A municipality that does not form part of an upper-tier municipality and assumes all municipal responsibilities set out under provincial legislation (such as the City of Ottawa)
- Upper-tier municipality:
  - A municipality formed by two or more lower-tier municipalities and shares municipal responsibilities set out under provincial legislation (such as the Region of Peel)
- Local municipality:
  - A single-tier or lower-tier municipality
- **Lower-tier municipality (City of Mississauga):**
  - A municipality that forms part of an upper-tier municipality (such as the Town of Oakville, which is part of Halton Region)

### 12.1.1 Role of Council

- Mississauga's City Council is the legislated governing body for the municipality of Mississauga. Elected councillors are responsible for:
  - Representing their constituents
  - Setting policy direction for the City
  - Authorizing revenues/expenditures to provide Mississauga residents with municipal services that meet the needs and expectations of the community
  - Overseeing the business of the City
  - Reviewing land use and development issues
  - Passing by-laws to regulate the actions of people and businesses in the City

### 12.1.2 Head of council

- The head of council is the mayor
- The mayor, like other councillors, has only one vote

### 12.1.3 By-Laws

- By-laws are rules and regulations governing everyone – including associations or corporations. City council passes by-laws which can affect the local community
  - Example: there are by-laws that set the number of parking spaces designated for use by people with disabilities. There are by-laws that direct the way council and its committees work

### 12.1.4 Staff: an important resource for AACs

- City staff administers the policies, programs and services that council approves. Staff must operate within applicable provincial legislation, guidelines and standards

- City staff provides expert advice to help council members make decisions. They also support the AAC and are a key resource for them
- The City has an Accessibility Planning and Compliance team that promotes and coordinates accessibility throughout the City and assists the AAC with its work. The team acts as the liaison between AAC members and municipal staff and elected officials
- Clerk's Department staff will be responsible for interpreting and administering the rules of procedure for the committee
- The City also has the Staff Resource Accessibility Team (StART) with representatives from each division across the organization. These individuals act as champions and promote awareness of accessibility and inclusion throughout the organization and community

## **13.0 City of Mississauga**

### **13.1 Vision**

Mississauga will inspire the world as a dynamic and beautiful global City for creativity and innovation, with vibrant, safe and connected communities; where we celebrate the rich diversity of our cultures, our historic villages, Lake Ontario and the Credit River valley. A place where people choose to be.

### **13.2 Values**

- Trust
  - The public trust we uphold. The open and responsive manner in which the City is governed
- Quality
  - The quality of life we provide Mississauga tax payers. Delivering the right services that add value to our citizens' lives
- Excellence
  - The delivery of excellence. Mississauga will achieve excellence in public administration and deliver services in a superior way, at a reasonable cost

### **13.3 Description of the City of Mississauga**

Formed in 1974, Mississauga is now recognized as Canada's 6th largest and fastest growing major City with a population of more than 695,000 residents. Mississauga is a known major focal point for commercial activity, rich in arts, cultural facilities, parks, entertainment, and world class sport and recreational facilities for all interests that attract residents and visitors alike.

Mississauga is home to more than 18,000 businesses and is a major employment centre within the GTA. We have over 481 parks and woodlands.

The Corporation of the City of Mississauga consists of 5 Departments with approximately 6,280 full time and part time employees. The Departments are City Manager's Office, Community Services, Corporate Services, Planning & Building, and

Transportation & Works. The Divisions within each Department are:

- **City Manager's Office:** Economic Development, Internal Audit, Strategic Initiatives
- **Community Services:** Recreation and Culture, Parks and forestry, Library and Fire and Emergency Services
- **Corporate Services:** Facilities & Property Management, Finance, Human Resources, Information Technology, Communications, Office of the City Clerk, and Material Management
- **Planning and Building:** Planning and Business Services, Building, Development and Design
- **Transportation and Works:** Mississauga Transit, Enforcement, Engineering and Works, Transportation and Infrastructure Planning

## 14.0 Accessibility at the City

The City is committed to providing accessible programs, services, facilities and public spaces to people of all abilities. The City's Multi-Year Accessibility Plan 2018–2022 sets out the steps the City will take to implement the requirements of the AODA.

### 14.1 Multi-Year Plan 2018-2022

- Establishing a multi-year accessibility plan is a requirement under the AODA. In 2012, the City established its first Multi-year Accessibility Plan 2012-2017 to outline the actions the City will take to meet the requirements, prevent and remove barriers and when it will do so
- An accessibility plan creates a road map for the City. It puts the into action the City's commitment to accessibility and the City's accessibility policies
- The new Multi-Year Plan, 2018-2022, is the City's second multi-year accessibility plan and builds on the achievements of the first plan and reaffirms the City's commitment to accessibility. It was approved by Council in 2018 and identifies projects the City plans to implement in order to go above and beyond meeting its requirements under the AODA

## 15.0 AAC membership, 2019-2022

### Councillors

- Councillor Matt Mahoney, Ward 8, 905-896-5800, [matt.mahoney@mississauga.ca](mailto:matt.mahoney@mississauga.ca)
- Councillor Pat Saito, Ward 9, 905-896-5900, [pat.saito@mississauga.ca](mailto:pat.saito@mississauga.ca)

### Citizen Members

- Carol-Ann Chafe
- Emily Daigle
- Naz Husain (Chair)

- Rabia Khedr
- Clement Lowe
- Steven Vieira
- Asim Zaidi (Vice-Chair)

### **Stakeholder Members**

- Anita Binder
- Alfie Smith
- Sally Wall, The Canadian Hearing Society

### **City of Mississauga Staff Contacts**

- Dan Sadler, Supervisor, Accessibility, 905-615-3200 ext. 3072, [daniel.sadler@mississauga.ca](mailto:daniel.sadler@mississauga.ca)
- Jennifer Cowan, Accessibility Specialist, 905-615-3200 ext. 4902, [jennifer.cowan@mississauga.ca](mailto:jennifer.cowan@mississauga.ca)
- Dayna Obaseki, Legislative Coordinator, 905-615-3200 ext. 5425, [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca)



## MINUTES

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### PROMOTIONAL AWARENESS SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA  
[www.mississauga.ca](http://www.mississauga.ca)

**Monday, February 24, 2020 – 2:00 PM**

**Committee Room A – 2<sup>nd</sup> Floor, Civic Centre  
 300 City Centre Drive, Mississauga L5B 3C1**

#### **MEMBERS PRESENT**

Carol-Ann Chafe, Citizen Member  
 Steven Viera, Citizen Member  
 Asim Zaidi, Citizen Member  
 Naz Husain, *ex-officio*

#### **MEMBERS ABSENT**

Anita Sampson Binder, Citizen Member  
 Alfie Smith, Citizen Member

#### **OTHERS PRESENT**

Clement Lowe, AAC Citizen Member  
 Jennifer Cowan, Accessibility Specialist  
 Dan Sadler, Accessibility Supervisor  
 Dayna Obaseki, Legislative Coordinator  
 Bryan Sparks, Communications Advisor, Employee Communications and Events  
 Virginia Kalapaca, Project Leader Landscape Architect, Parks Program Delivery  
 Vishva Sompura, Asset Inventory Coordinator, Asset Management Planning

**Contact:** Dayna Obaseki, Legislative Coordinator  
 Legislative Services, 905-615-3200 ext. 5425  
[dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca)

### **CALL TO ORDER** – 2:00 PM

Dayna Obaseki, Legislative Coordinator called the meeting to order in the absence of a Chair.

### **APPOINTMENT OF THE CHAIR**

Ms. Obaseki, Legislative Coordinator, called for nominations for appointment of the Chair for Promotional Awareness Subcommittee (PAWS).

Naz Husain, ex-officio nominated Asim Zaidi, Citizen Member and Asim Zaidi accepted the nomination. No further nominations were received. Members of the Committee voted and elected Asim Zaidi to be the Chair of PAWS.

### **RECOMMENDATION**

That Asim Zaidi be appointed Chair of the Promotional Awareness Subcommittee for the term ending November 14, 2022 or until a successor is appointed.

Asim Zaidi took over as Chair for the remainder of the meeting.

### **ITEMS CONSIDERED**

1. **2019 National AccessAbility Week (NAAW) Wrap-up**  
*Jennifer Cowan, Accessibility Specialist*

Ms. Cowan provided a debrief on the 2019 NAAW. Ms. Cowan outlined the major events that took place during the week and those who were involved with helping plan and implement these events. Ms. Cowan highlighted the accessibility tree planting as a huge success. Ms. Cowan noted the positive feedback and post event suggestions.

### **RECOMMENDATION**

That the deputation by Jennifer Cowan, Accessibility Specialist regarding 2019 National AccessAbility Week (NAAW) Wrap-up to the Promotional Awareness Subcommittee on February 24, 2020, be received;

2. **Brainstorming Session for the 2020 and 2021 National AccessAbility Week (NAAW)**

Members of the Promotional Awareness Subcommittee and the Accessibility Advisory Committee as well as StART (Staff Accessibility Resource Team) Members brainstormed ideas for the 2020 and 2021 NAAW.

### **RECOMMENDATION**

1. That the brainstorming session facilitated by Jennifer Cowan, Accessibility Specialist regarding the 2020 and 2021 National AccessAbility Week (NAAW) to the Promotional Awareness Subcommittee on February 24, 2020, be received;

2. That subject to the comments provided during the brainstorming session, the Promotional Awareness Subcommittee is satisfied with the initiatives the City is undertaking with respect to the 2020 and 2021 National AccessAbility Week (NAAW).

**DATE OF NEXT MEETING** – To be determined.

**ADJOURNMENT** – 3:17 PM