

**City of Mississauga**

**2023–2028**

# **Multi-Year Accessibility Plan**

---

**Creating a Better City for Everyone**

If you require this information in an alternate format, please contact the Accessibility Planning and Compliance team at [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca).

## Executive Summary

Everyone should have the opportunity to participate fully in society. More than 173,600 Mississauga residents have a disability – that’s nearly one quarter of the population and at some point, most of us will likely face some type of temporary, situational or permanent disability. People with disabilities can face multiple barriers to accessing goods, services, facilities and employment and the need for accessible services will continue to rise as the population ages. Planning for accessibility helps create a more vibrant city that all residents, visitors and employees can enjoy.

Under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA), the City of Mississauga is required to develop a multi-year accessibility plan to help make Ontario accessible by 2025. This is the City’s third multi-year accessibility plan (MYAP) and builds on what the City has accomplished since introducing our first multi-year plan in 2012.

In Mississauga, we have made progress towards identifying, preventing and removing barriers for people with disabilities, but we know more progress is needed. The City’s new 2023-2028 Multi-Year Accessibility Plan is a roadmap to creating a better city for everyone. It outlines key actions to meet and go beyond legislative obligations to support the City’s commitment to an inclusive community. The goals and the approach laid out in the plan translate into increased opportunities for people with disabilities to access employment and to fully participate in the social, cultural, recreational economic and political life of Mississauga.

### **An accessible Mississauga means:**

- Persons with disabilities receive quality goods and services in a timely manner
- Information and communications are available in accessible formats to all City employees, residents, visitors and customers
- Persons with disabilities can participate fully and meaningfully as City employees
- There is greater accessibility in City facilities and public spaces
- City employees can continually identify barriers to accessibility and seek solutions to prevent or remove them

This plan is based on best practice research, as well as input from the City’s Accessibility Advisory Committee, Staff Accessibility Resource Team, people with disabilities, accessibility stakeholders and staff.

## Past Accessibility Accomplishments

In 2012, the City established its first multi-year accessibility plan outlining the actions the City would take to meet its legislative requirements. Since then, the City has worked hard to meet

and go beyond those requirements. Some of the accomplishments over the past decade include:

- Eliminating physical barriers in City facilities and other public spaces by:
  - Continuing to implement the City’s Facility Accessibility Design Standards in all building project designs including new construction, additions, renovations and capital replacements
  - Continuing to enhance the accessibility of new and redeveloped parks and playgrounds
  - Including accessible pedestrian signals when installing new traffic signals or replacing existing traffic signals
  - Improving accessibility of bus stops and ensuring sidewalk connections
  - Providing accessible parking, pathways and entrances into all City facilities
- Servicing the City of Mississauga better by:
  - Providing mandatory accessibility training for City staff and volunteers on how to provide quality service to persons with disabilities
  - Forming the Staff Accessibility Resource Team to help raise accessibility awareness across the organization
  - Delivering more accessible digital services
  - Providing training on creating accessible websites, social media and documents to support accessible communications
  - Improving the accessibility of MiWay transit system through enhanced driver training, accessibility awareness campaigns, designated seating and visual and auditory on-boarding
  - Introducing enhanced bus shelters and redesigning transit stations
  - Providing inclusive and adapted recreation programs
- Improving employment opportunities by:
  - Continuing to implement the City’s Workforce Diversity and Inclusion Strategy and implementation plan to further diversify our talent pool and leadership ranks
  - Launching the Workplace Psychological Health and Safety Strategy and expanding virtual mental health resources
  - Building awareness about accommodating employees with disabilities through manager and executive training
  - Partnering with both the Discover Ability Network and the Ready, Willing and Able organization

## 2023-2028 Accessibility Initiatives

The new five-year accessibility plan includes both new and continuing initiatives that will help the City’s commitment to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

Accessibility is everyone’s responsibility and will be incorporated by design into the work of all City Departments.

The initiatives fall under six key areas stemming from legislative obligations:

- Governance and Reporting
- Equitable customer service
- Digitally-inclusive communications
- Inclusive employment
- Accessible movement
- Universally-designed facilities and public spaces

These requirements operate in addition to the duty to accommodate under the [Ontario Human Rights Code](#) and the [Ontario Building Code](#).

Note: The planned initiatives listed in this MYAP are subject to annual budget allocations.

## Governance and Reporting

Establishing a corporate accessibility governance structure and accountability framework is a key component to overseeing the implementation of the multi-year accessibility plan.

### Key outcomes:

- Clear roles and accountability at all levels of the organization
- Employees are supported to build capacity to deliver on accessibility commitments
- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities

Success will be monitored through annual reporting to the City's Accessibility Advisory Committee, senior leadership and Council. The City will continue to share annual status reports on mississauga.ca to provide progress updates.

### Initiatives:

- Continue to implement a corporate accessibility governance structure and accountability framework to oversee the implementation of the MYAP
- Develop, maintain and monitor accessibility guidelines and tools to support implementation and legislative compliance
- Provide annual status updates on the City's MYAP to both the City's AAC and Council and post on the City's website
- Promote accessibility awareness within the organization
- Renew and enhance mandatory accessibility training
- Review and update the City's Accessibility Policy in 2023 to be more inclusive and promote the delivery of accessible customer service
- Develop, train staff and implement the use of an Equity Lens to consider equity impacts of all City initiatives
- Continue to ensure City purchases include accessibility design, features and criteria

### Equitable Customer Service

The [Customer Service Standards](#) requires the City to provide accessible services for people with disabilities so they can access goods, services or facilities.

**Key outcome:**

- People of all abilities receive seamless, dignified, and equitable access to services in a timely manner and City staff have access to resources to support accessible customer service

**Initiatives:**

- Develop and consult AAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- Create an Accessibility Report, highlighting the accessibility achievements of the 2026 election and demonstrating the City's commitment to ongoing improvements in the future
- Develop and implement strategies to support front-line employees in providing accessible customer service
- Renew and enhance mandatory accessible customer service training
- Continue to explore and implement assistive technologies that provide enhanced accessibility to City programs, services and facilities
- Continue to expand therapeutic programs across City community centres
- Develop resources for employees on accessible public engagement and consultations
- Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City programs

## Digitally-Inclusive Communications

The [Information and Communications Standards](#) require the City to communicate and provide information in ways that are accessible to people with disabilities.

**Key outcomes:**

- Residents, visitors and employees of all abilities are provided with equitable access to City information
- City staff have the expertise to develop and provide information in accessible formats

**Initiatives:**

- Implement a digital strategy to meet WCAG 2.0 Level AA requirements
- Expand website information governance and publishing standards
- Monitor and improve website content for accessibility

- Create and implement the Accessibility Literacy Strategy to build digital accessibility expertise
- Provide training to staff on creating accessible documents, as required
- Expand accessibility website publishing training and resources, as required
- Expand digital content offered by City of Mississauga Libraries
- Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities
- Conduct annual reviews of the City’s digital strategy and update to reflect current best practices in digital accessibility

## Inclusive Employment

The [Employment Standards](#) under the IASR sets out accessibility requirements that the City must follow to support the recruitment and accommodation of employees.

### Key outcome:

- Candidates and City staff with disabilities have the support to join, work effectively, experience career growth, and have opportunities for learning, development, and progression
- Ensure equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers

### Initiatives:

- Implement a targeted outreach strategy for recruiting people with disabilities by continuing partnerships with Discover Ability and Ready, Willing and Able that support the employment of people with disabilities
- Implement a hiring manager recruitment course to help reduce bias in the hiring process
- Develop and implement strategies to help with promotion and career development of people with disabilities
- Develop and implement Job Posting Inclusivity Tool, the Candidate Interview Essentials Checklist and Hiring Manager Interview Guide to ensure recruitment is done through an inclusive lens
- Continue the practice of preparing individualized accommodation and emergency response plans for City employees with disabilities
- Streamline and integrate employment accommodations

- Expand mental health resources and services, including for staff with disabilities
- Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans

## Accessible Movement

The [Transportation Standard](#) under the IASR requires the City to prevent and remove barriers to public transportation, making it easier for everyone to travel in Mississauga.

### Key outcomes:

- Improved access to a range of accessible transportation and related services in the City that are accessible, affordable, convenient and are safe for people with disabilities
- Increased awareness and integration of accessibility in the City's transportation-related strategies, planning and policies

### Initiatives:

- Continue to integrate accessibility considerations in the design and implementation of the City's Pedestrian Master Plan
- Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic crossing signals
- Install Tactile Walking Surface Indicators at all corners during state of good repair road rehabilitation projects
- Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks
- Continue facility, service and operation improvements to enhance the universal design of the transit system
- Install new barrier-free enhanced bus shelters at transit stops
- Design and begin construction of the Dundas BRT
- Continue to integrate accessibility in the implementation of Hurontario Light Rail Transit (LRT)
- Continue to integrate accessibility considerations in the City's cycling network, including the City's Bicycle Parking Program
- Continue to redesign existing major collectors as a part of the City's Integrated Road Projects that improve road safety and accessibility
- Continue to integrate accessibility considerations in the standard requirements for temporary construction conditions

- Ensure accessibility is considered in the implementation of the City’s Micromobility Project
- Continue to implement accessibility guidelines when building or redesigning parking spaces
- Enhance accessible parking spaces with the addition of an alternate accessible parking space design
- Include accessibility considerations in the City's Vision Zero Action Plan

## Universally-Designed Facilities and Public Spaces

The [Design of Public Spaces Standards](#) under the IASR applies to newly constructed or redeveloped outdoor public spaces to ensure facilities and public spaces are accessible and usable by everyone.

The City also complies with the Ontario Building Code’s requirements for accessibility in the built environment, often exceeding the requirements through the application of the City’s Facility Accessibility Design Standards (FADS).

### Key outcome:

- Improved accessibility of facilities and public spaces by incorporating accessibility into the design of new/redeveloped facilities and public spaces so that residents, visitors and employees of all abilities feel welcome

### Initiatives:

- Update the Facility Accessibility Design Standards to align with best practices and universal design principles
- Develop Classification System based on accessibility audits to help prioritize and remove existing barriers throughout the city
- Develop training courses to build expertise around universal design for indoor and outdoor spaces
- Continue to renovate and redesign facilities to enhance accessibility features to support access for all
- Continue to implement accessibility improvements as part of state of good repair capital and maintenance programs
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation

- Continue to install mobility device charging stations in new and redeveloped public spaces
- Continue to enhance the accessibility of new and redeveloped playgrounds
- Continue to expand and improve multi-use trails

## Conclusion

As the City of Mississauga continues to identify, prevent and remove accessibility barriers, monitoring and reporting on the progress and results in meeting the plan’s commitments are important. Council and the public are able to track the City’s progress through annual status updates and compliance reports to the province every two years. These reports are available on the City’s website.

## Contact Information

We welcome your feedback. Please let us know what you think about the 2023-2028 Multi-Year Accessibility Plan:

- By email: [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)
- By phone: 311 (905-615-4311 outside City limits)
- TTY: 905-615-3411

If you require this information in an alternate format, please contact the Accessibility Planning and Compliance team at [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)