

City of Mississauga

Multi-Year Accessibility Plan

2022 Accessibility Annual Status
Update

If you require this information in an alternate format, please contact the Accessibility Coordinator at accessibility.info@mississauga.ca.

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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 obtaining gainful 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 and visitors can enjoy.

The goal of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is to identify, prevent and remove barriers to make Ontario accessible by 2025. To meet this goal, the Act outlines accessibility requirements so people of all abilities can participate in all areas of daily life.

One of the regulation’s requirements is to develop a multi-year accessibility plan that outlines how the City will meet its obligations under the legislation and remove barriers for people with disabilities. The 2018-2022 Multi-Year Accessibility Plan (MYAP) is a roadmap that shows how the City is going above and beyond its legislative obligations. The plan’s achievements translate into improved accessibility in City polices, services and facilities, creating a more accessible and inclusive community that benefits everyone.

This five-year plan was developed with feedback from the City’s Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), persons with disabilities, accessibility stakeholders and staff and is organized around the AODA’s accessibility standards.

This annual status report highlights key areas of progress made in 2022 and is not meant to be an inventory of accomplishments.

The City continues to encourage local businesses and organizations to meet accessibility requirements and prevent and remove barriers, however, the City has no official role in enforcing these requirements. Ensuring these requirements are met is the responsibility of the Government of Ontario.

Mississauga Accessibility Advisory Committee

The Mississauga Accessibility Advisory Committee (AAC) is a citizen committee that acts as an advisory body for Council. Its mandate is to advise on the identification, removal and prevention of barriers to people with disabilities in municipal programs, services, initiatives and facilities. City staff works with the AAC to review initiatives and promote awareness about accessibility and celebrate inclusion.

Each member of the AAC is a volunteer with the exception of Council representatives. The majority of AAC members are people with disabilities. The AAC is supported by the Accessibility Planning and Compliance team and the Clerk's Department.

The AAC members bring a wide range of personal and professional experiences and understanding of the challenges faced by people with disabilities. They provide invaluable advice as we continue to work toward a barrier-free Mississauga. For more information about the AAC, its initiatives and members, please see the [City of Mississauga's AAC page](#).

In 2022, the AAC and its subcommittees received several presentations and provided feedback on the following key initiatives:

- 2021 annual status update to the City's Multi-Year Accessibility Plan
- MiWay Annual Accessibility Report
- Mississauga Election Accessibility Plan including a demonstration of the ExpressVote Unit
- City of Mississauga Workforce Diversity & Inclusion Strategy
- Treat Accessibly
- Micromobility Project Phase 1 Update
 - Staff presentations along with deputations from Bird Canada, Neuron Mobility Canada and AODA Alliance
- Vision Zero Memorial

Accessibility Governance

The Accessibility Planning and Compliance (APC) team provides policy and strategic advice to City Departments and facilitates compliance with the AODA. The team works with staff to ensure accessibility is incorporated into all proposed initiatives to provide maximum accessibility over minimum compliance. To ensure the City continues to meet or exceed the requirements of the AODA, APC continues to stay informed about legislation and participates in accessibility networks such as the Rick Hansen Foundation Accessibility Certification Taskforce, Ontario Network of Accessibility Professionals (ONAP) and the Peel Region accessibility networking group (made up of the region and three local municipalities). Membership in these groups ensures the City is abreast of current developments and other municipal initiatives.

APC continued as the staff liaison to the AAC and facilitator of site plan and municipal project reviews by the FADS Subcommittee.

Staff Accessibility Resource Team

The City's Staff Accessibility Resource Team (StART) is made up of representatives from each division across the organization and meets quarterly. These individuals act as champions and promote awareness of accessibility and inclusion throughout the organization and community. They support accessibility at the City by:

- Ensuring that an accessibility lens is applied to every initiative
- Promoting accessibility awareness throughout the City
- Assisting in the development of the City's annual accessibility status update

2018-2022 Multi-Year Accessibility, progress to date

MYAP Standards	Number of commitments	Completed by 2022
General requirements and governance	9	9 (100%)
Customer service	6	6 (100%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of Public Spaces	19	19 (100%)
Total	64	63 (98%)

By the end of year five (2022), 98 per cent of the 64 commitments were met, translating into improved accessibility in City services, programs and facilities for residents, employees and visitors. These accomplishments demonstrate the City's commitment to incorporating accessibility into the work of all City Departments.

General Requirements and Governance

Key outcome: clear roles, accountability and barrier-free policies, programs, services and facilities

100% complete: 9 out of 9 governance and policy commitments achieved

The City continued to build accessibility accountability into all levels of the City, with defined roles and responsibilities. This means that senior leadership in all areas and at all levels of the organization are accountable for advancing accessibility in their areas of responsibility. All staff, volunteers and anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City receive training on the requirements of the accessibility standards and the Ontario Human Rights Code. This training ensures employees at all levels of the City know what their obligations are and work towards creating a more accessible organization.

2018-2022 Goals

- ✓ Establish a corporate accessibility governance structure and accountability framework to oversee the implementation of the multi-year accessibility plan (MYAP)

- ✓ Provide annual status updates on the City's MYAP to the City's AAC and Council and post on the City's website
- ✓ Promote accessibility awareness within the organization and community
- ✓ Demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation
- ✓ Ensure City purchases include accessibility design, features and criteria
- ✓ Provide training on the IASR and the Ontario Human Rights Code to all new employees, volunteers, anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City
- ✓ Adopt and implement the Dynamic Symbol of Access at City facilities, where feasible
- ✓ Update Corporate Accessibility Policy in 2020 as part of the City's policy review process
- ✓ Increase the number of accessibility audits for City facilities

2022 Key Actions

- Provided annual status update on the City's Multi-Year Accessibility Plan 2018-2022 to the City's AAC, outlining the initiatives the City has taken to ensure compliance with the AODA
- Performed accessibility audits on venues for the 2022 Ontario ParaSport and Ontario Summer Games
- Promoted accessibility awareness through hosting and attending multiple events including International Day of Persons with Disabilities and National AccessAbility Week
- Developed accessible procurement guidelines
- Conducted accessible virtual meetings for Council and Committees

Customer Service

Key outcome: people with disabilities receive goods and services in a timely manner

100% complete: 6 out of 6 customer service commitments achieved

The City continued to be in compliance with the standard and ensuring that City goods and services are accessible for everyone in Mississauga, including people with disabilities.

2018–2022 Goals

- ✓ Explore assistive technologies that make City programs and services more accessible including, but not limited to:
 - Assistive listening devices
 - Assistive devices
 - Charging stations for mobility devices
 - CART captioning
- ✓ Train staff, Council, volunteers and those who provide goods, services or facilities on the City's behalf on an ongoing basis, as required
- ✓ Monitor customer service to ensure we are maintaining and improving upon the level of accessibility we provide in programs, services and facilities
- ✓ Provide notice of service disruptions
- ✓ 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 Accessibility Report after the 2022 election highlighting key accomplishments and identifying challenges

2022 Key Actions

- Implemented 2022 Municipal Election Accessibility Plan
- Posted the 2022 Municipal Election Accessibility Report
- Exhibited artwork created by adults with intellectual disabilities at Bradley Museum on December 3rd in honour of International Day of Persons with Disabilities
- Held an inclusive Fresh Air Fitness Program during National AccessAbility Week
- Developed a plan to expand the Therapeutic programs to all community centres
- Provided training for staff on inclusive physical literacy, which explored the benefit of universally accessible programs and how to develop them
- Offered customers the ability to purchase accessible seats online rather than calling the box office for programs at the Living Arts Centre
- Offered driveway snow windrow clearing program for seniors 65 years and older and people with physical disabilities or medical conditions that are unable to clear the windrow on their own

Information and Communications

Key outcome: accessible information and communication supports are delivered to all employees, residents and visitors

91% complete: 10 out of 11 information and communication commitments achieved

The global pandemic and the need to provide an increased number of services remotely required the City to move more services online. This increased the importance of maintaining the City's accessible website and ensuring the City increases the availability of accessible information for residents, visitors and employees. The City maintains an accessible public facing website – Mississauga.ca – in addition to an accessible internal website platform for employees – Inside Mississauga.

2018–2022 Goals

- ✓ Maintain a process for receiving and responding to feedback in ways that are accessible to people with disabilities
- ✓ Notify the public about the availability of accessible formats and communication supports
- ✓ Provide accessible formats and communication supports, upon request
- ✓ Provide emergency information in alternative formats, upon request
- ✓ Maintain an accessible website
- ✓ Develop resources for employees on accessible public engagement and consultations
- ✓ Review documents and templates to ensure they are accessible
- ✓ Provide training to staff on creating accessible documents, as required
- ✓ Expand digital content offered by City of Mississauga Libraries
- ✓ Develop a strategy to meet WCAG 2.0 Level AA requirements
- Ensure documents and content posted online are in accessible formats

2022 Key Actions

- Expanded the use of Siteimprove, a website scanner tool that can monitor websites for search engine optimization and accessibility issues. Training was provided to staff and website content issues are monitored weekly
- Launched a new Mississauga municipal election website. The new website exceeds accessibility legislation by meeting web content accessibility guidelines (WCAG) Level A, AA, and AAA compliance and WAI-ARIA best web practices
 - The City uses Siteimprove to monitor and measure website compliance and mississaugavotes.ca has an accessibility score of 98.3 out of 100 (government benchmark is 81.4)
- Continued to enhance website navigation with improved descriptive alternative text for logos and identifiers to meet website best practices

- Continued to ensure that web content and print material on MiWay’s website are accessible. Activities included:
 - Adherence to the City's new design principles integrating accessibility
 - Adaptation of the POUR accessibility principles (perceivable, operable, understandable and robust) to ensure language and code are more inclusive to all users
 - Application of a customer lens (focus) on all web content to implement the use of plain language and to optimize for accessibility making it easier for assistive technology users
 - Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards
- Redesigned the Open Data Hub to meet accessibility requirements
- Continued to improve online forms and surveys to meet accessibility guidelines
- Incorporated improved image text description in social media
- Updated templates and trained staff to ensure public notices are accessible
- Launched courses on the creating accessible Microsoft Word documents, PowerPoint presentations and converting and remediating PDFs to meet accessibility guidelines
- Created accessible Microsoft Word templates for the creation of the 2023-2026 Business Plan and 2023 Budget
- Implemented the speech-to-text tool on iPads to communicate with people wearing masks and with people with hearing disabilities
- Continued to digitize history books and local history microform documents allowing users to magnify content and search documents from home
- Expanded accessible technology and equipment including DAISY players and increased the number of library locations with accessible computer stations
- Reviewed Homebound Service and developed plan to expand eligibility and improve mail delivery and pick-up service
- Resumed courier deliveries of library material to long-term care homes
- Continued to connect customers with the Centre for Equitable Access (CELA)

Employment

Key outcome: accommodation practices are implemented to ensure people with disabilities are able to fully and meaningfully participate as City employees

100% complete: 9 out of 9 employment commitments achieved

The unemployment rate for people with disabilities in Ontario age 25 to 64 is 50% higher than for people without disabilities. To address this, the City strives to show leadership in accessible recruitment and employment.

The goal of employment accommodation is to enable people with disabilities to participate fully in their work environment. The City is currently in the process of implementing 10 recommendations from a third-party review as part of our Workforce Diversity and Inclusion Strategy. Implementing these recommendations will help the City address systemic employment barriers in the recruitment and succession planning.

2018–2022 Goals

- ✓ Notify applicants about the availability of accessibility accommodations in the recruitment process
- ✓ Advise successful applicants about the availability of accommodations for employees with disabilities
- ✓ Make policies on accommodating and supporting employees with disabilities available to all employees
- ✓ Provide accessible formats and/or communication supports to employees with disabilities who require it
- ✓ Document individual accommodation plans for employees with disabilities
- ✓ Offer a return to work process for employees with disabilities
- ✓ Continue to regularly review corporate policies and practices to ensure applicants and employees with disabilities receive the proper support
- ✓ Train staff on mental health awareness program The Working Mind, created by the Mental Health Commission of Canada
- ✓ Provide training to staff on the City's new Workforce Diversity and Inclusion Strategy

2022 Key Actions

- Continued partnerships with both the Ready, Willing and Able organization and the Discover Ability Network. Both organizations connect employers and people with disabilities seeking employment while providing support and resources throughout the process
- Developed a Job Posting Inclusivity Tool for hiring managers to ensure job postings are inclusive and free of systemic barriers
- Introduced the Candidate Interview Essential Checklist for candidates participating in City interviews. The checklist is intended to support psychological safety of candidates by preparing them for an interview

- Developed the Hiring Manager Interview Guide on how to conduct an interview through an inclusive lens
- Developed hiring manager recruitment course detailing the phases of recruitment and highlighting ways to reduce bias in the hiring process
- Launched the Workplace Psychological Health and Safety Strategy
- Offered Diversity and Inclusion Fundamentals and Diversity and Inclusion Unconscious Bias courses
- Trained 90% of City leaders The Working Mind, a mental health awareness program created by the Mental Health Commission of Canada

Transportation

Key outcome: the City continues to support the development of a barrier-free transportation system

100% complete: 10 out of 10 transportation commitments achieved

Transportation is a vital link for people with disabilities to take part in their communities. It enables participation in education, work, recreation and access to services, like healthcare. The City continues to ensure all vehicles and equipment meet the technical requirements of the regulation and that training is provided to all new staff.

2018–2022 Goals

- ✓ Procure vehicles and equipment that meet the technical requirements of the regulation
- ✓ Provide training to all new staff
- ✓ Make information about accessible equipment available using multiple formats of communication
- ✓ Develop and implement City Parking Master Plan
- ✓ Continue facility, service and operation improvements to enhance the universal design of the transit system
- ✓ Monitor taxi owners and operators in Mississauga to ensure they are meeting the requirements of the regulation
- ✓ Conduct accessible taxicab “On-Demand Solutions” study as recommended by Public Vehicle Advisory Committee
- ✓ Continue to integrate accessibility considerations in the design and implementation of the City’s Cycling Master Plan
- ✓ Continue to integrate accessibility considerations in the design and implementation Dundas Connects
- ✓ Finalize design of Hurontario Light Rail Transit (LRT)

2022 Key Actions

- Ensured transit stops remained accessible during construction through the review and installation of temporary platforms at transit stops
- Installed passenger landing pads at 85 bus stop locations
- Developed a new standard to install detectable warning surfaces (tactile plates) at the mixing zone of active transportation infrastructures (such as bike lanes, cycle tracks and multi-use trails) with transit stops (pedestrian landing pads and shelters)
- Designed new barrier-free enhanced shelters to be installed at transit stops in 2023. The shelters will have an enclosed heated area with wave sensors for automatic doors and heaters and will include digital screens
- Launched awareness campaign of transit accessibility features to encourage customers to be considerate of others. The campaign uses clear and simple messaging in a friendly and non-judgemental way to educate transit riders about accessibility features, such as priority seating and service animals. It also reminds people that not all disabilities are visible
- Introduced fleet improvements with “Smart Rider Lite” buses which offer accessible boarding and increased stability through the elimination of varying slopes that are created when ramps are deployed along uneven road surfaces

The AODA identifies extensive requirements for conventional and specialized transit. The MiWay 2022 Annual Accessibility Report outlines the accomplishments and current initiatives to provide accessible transportation to the community.

Design of Public Spaces

Key outcome: greater accessibility in and around City facilities and public spaces

100% complete: 19 out of 19 Design of Public Spaces commitments achieved

Accessible public spaces include specific features that make it easier for everyone, including people with disabilities, to use public spaces. The City continued to prioritize retrofitting existing built environment barriers at facilities under the City’s management to comply with the City’s Facility Accessibility Design Standards, while also incorporating it in all new construction and development projects. The City also maintained accessible elements through monitoring and regularly planned maintenance, notifying the public whenever a temporary service disruption occurred.

2018–2022 Goals

- ✓ Consult the Mississauga Accessibility Advisory Committee, the public and people with disabilities prior to redeveloping or constructing new public spaces under this Standard
- ✓ Incorporate public consultations into existing processes wherever possible
- ✓ Meet or exceed the technical requirements of DOPS
- ✓ Continue to maintain and update the Mississauga Facility Accessibility Design Standards
- ✓ Continue to prioritize and retrofit existing built environment barriers at facilities under the City’s management to comply with Facility Accessibility Design Standards
- ✓ 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
- ✓ Explore the inclusion of mobility device charging stations in new and redeveloped public spaces
- ✓ Increase the number of accessible picnic tables at parks
- ✓ Continue to implement Park Bench Arm Rest Addition Program
- ✓ Continue to enhance the accessibility of new and redeveloped playgrounds
- ✓ Continue to fulfill requests for accessible pedestrian signals and install with all new traffic signals and replacements of existing traffic crossing signals
- ✓ Continue to install tactile walking surface indicators at all corners during state of good repair
- ✓ Improve accessibility at City Centre Transit Terminal by adding sliding doors at the terminal platform, elevator upgrades and replace escalator
- ✓ Install two operators for public washroom at BraeBen Golf Course
- ✓ Install three automatic door operators at Burnhamthorpe Library site
- ✓ Replace elevator/lift at Burnhamthorpe Community Centre and Huron Park Recreation Centre
- ✓ Install automatic door operators at Paramount Fine Foods Centre

2022 Key Actions

- Installed sliding doors at the following facilities:

- Living Arts Centre
- Mississauga Senior Centre
- City Centre Transit Terminal
- Enhanced interior signage and wayfinding at the Hazel McCallion Central Library
- Added protective bollards at the following facilities:
 - Meadowvale Community Centre
 - Churchill Meadows Community Centre
 - Meadowvale Theatre
- Installed protective bollard system on all points of entry to Mississauga Celebration Square (West Gate at Living Arts Drive and East Gate at Duke of York)
- Improved accessibility at several City facilities through targeted renovations:
 - Streetsville Kinsmen Hall:
 - Replaced exterior accessible ramp
 - Widened entrance and vestibule
 - Mississauga Seniors Centre
 - Upgraded accessibility of main reception desk
 - Installed new vestibule sliding doors
 - Meadowvale Theatre Renovation:
 - Installed new accessible and universal washrooms
 - Installed automatic door operators (interior doors)
 - Enhanced signage to support wayfinding
 - Installed off-street accessible parking
 - Added passenger loading zone enhancements
 - Square One Innovation Hub:
 - Installed automatic door operators at entrance doors
 - Added accessible washroom
 - Created accessible path of travel by ensuring accessible door widths and interior ramps in renovation design
 - Installed accessibility washroom upgrades at Lakeview Golf Course
- Developed accessible multi-use trail from Mississauga Road to Stavebank Road with crossing structure over Credit River that includes accessible signage, commemorative plaques, benches and rest areas
- Enhanced surfacing to meet trail standards of 55 park trails, totalling over 25 km
- Installed Fresh Air Fitness benches and instructional exercise signage, benches with armrests, paved connections and bench pads at:
 - Trapper's Green (distance markers also installed)
 - Ridgewood Park (distance markers also installed)

- Pine Tree Hill Park
- Sawmill Creek Park
- Installed outdoor fitness equipment, including instructional signage, engineered wood mulch safety surfacing, paved trail connections, and ramps at the following locations:
 - Ron Lenyk Springfield
 - Brookmede
 - Crawford Green
 - King's Masting
 - Floradale
 - Dr. Martin L. Dobkin
 - Carriage Way
 - Fred Halliday Memorial
- Added accessible spray pads at Garnetwood, Lisgar Green and Mississauga Meadowvale Rotary Parks and additional accessibility enhancements:
 - Paved surfaces including paved connection to existing park trails
 - Flush mounted and uprights spray features
 - Shade options including accessible umbrella tables
 - Accessible benches
 - Reduced distance to park washroom and parking lot
- Improved accessibility at four community playgrounds through targeted improvements including accessible swing seats, transfer platforms, engineered wood fibre safety surfacing, paved access route and park benches with armrests on concrete pads
- Completed phase 2 of construction at new accessible park, Scholars' Green which provides:
 - Open lawn areas comprised of natural grass and artificial turf
 - Outdoor fitness area
 - Fixed ping pong tables
 - Outdoor café-style seating and lounge areas
 - Walkways with specialty pavements and tree plantings
 - Streetscape improvements including a multi-use trail along Rathburn Road West Boulevard
- Installed access to accessible umbrella and chess tables at 13 locations through improved accessible pathways
- Installed 14 new accessible pedestrian signals
- Constructed 6.1 kilometres of accessible sidewalks throughout the City
- Consulted the AAC and FADS subcommittee for design input on:

- Enhanced Bus Shelter Designs
- Use of Braille on Universal Washroom Signage
- Vimy Park Landscape Improvements
- Vision Zero Memorial
- Update of the City's Facility Accessibility Design Standards
- Installed 163 tactile walking surface indicators to sidewalk ramps and pedestrian crossovers in the City as part of the 2022 Sidewalk Program

Continuing Progress

Accessibility innovation in the City goes above and beyond the commitments in the multi-year accessibility plan. Across the City, accessibility champions seek ways to make Mississauga more accessible.

In five years, the City has completed 98% of its 64 commitments in our 2018-2022 Multi-Year Accessibility Plan. We know that more progress is needed in order to make the City a more accessible organization that helps people with disabilities participate fully in their life and work. Forging new partnerships and innovative ways of working will enable the City to remove more barriers and continue driving towards becoming a more accessible employer and service provider.