

Universal by Design: 2023-2028 Multi-Year Accessibility Plan

Corporate Services

Facilities & Property Management

Facilities Planning & Accessibility

April 17, 2023



Our community

2017 Canadian Survey on Disability

- 24% have a disability
 - 43% in 65-and-over age group
 - 54% among those 75 and over
- 58% people with disabilities employed
 - Well below 81 % of people without disabilities

EVOLUTION OF ACCESSIBILITY

2001 - Ontarians with Disabilities Act became law

2003 - City establishes Accessibility Advisory Committee



6.1

2001

2003

2005

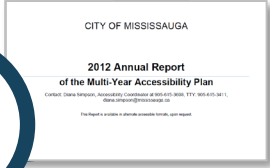


2016 - City establishes Staff Accessibility Resource Team

2015 - City's Facilities Accessibility Design becomes standard



2012 - City's 1st Multi-Year Accessibility Plan (MYAP)



2016

2015

2012

2018 - City's 2nd MYAP and undertakes Facility Accessibility Audits

2018



2020 - Launched accessible website



2018 - City embraces Dynamic Symbol of Accessibility



2019

2020

2021

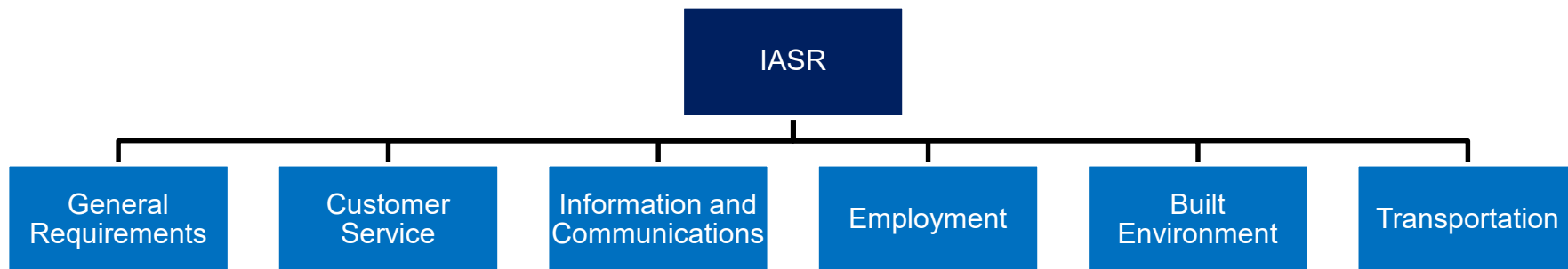
2023

2019 - City Hall Modernization Project completed

2021 - Conducted inclusive employment review

2023 - FADS update and 3rd MYAP

Integrated Accessibility Standards Regulation


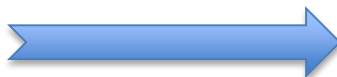
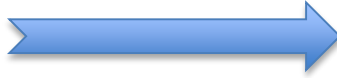
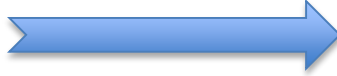
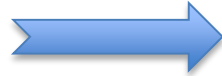


Past accomplishments (2018-2022)

MYAP section	Number of commitments	Completed by 2022
General requirements	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 (98.4%)

What's changed?

Accessible:

- Customer service 
 - Information and Communications 
 - Employment 
 - Transportation 
 - Design of Public Spaces 
- Equitable customer service
 - Digitally-inclusive communications
 - Inclusive employment
 - Accessible movement
 - Universally-designed facilities and public spaces

Accountability and Reporting

Key outcomes

- Culture of equity and inclusion
- Employees, residents and visitors are aware of resources, accommodations and accessibility services
- Staff has support and tools to identify, prevent and remove barriers
- Clear roles and accountability

Accountability and Reporting

Our commitments

- Review and update City's Accessibility Policy in 2026
- Evaluate City programs and services to ensure equitable participation
- Provide status updates to AAC and Council

Equitable customer service

Key outcomes

- People with disabilities receive City services of the same quality and within the same timeline as others and benefit equally from customer service initiatives
- City employees have access to resources to support accessible customer service

Equitable customer service

Our commitments

- Renew and enhance mandatory accessibility training
- Continue to expand Therapeutic programs to all community centres
- Implement new assistive technologies that provide enhanced accessibility to services

Digitally-inclusive communications

Key outcomes

- City employees have the expertise to develop and provide information in accessible formats
- Staff, residents and visitors with disabilities have equal access to City information through communication supports, alternate formats and accessible websites

Digitally-inclusive communications

Our commitments

- Develop a digital accessibility standard
- Launch digital accessibility education strategy to build expertise among staff
- Develop resources for accessible public engagement

Inclusive employment

Key outcomes

- Increased employment, engagement and advancement of employees with disabilities
- Equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers

Inclusive employment

Our commitments

- Continue partnerships with Ready, Willing and Able and the Discover Ability Network
- Develop tools to ensure inclusive hiring
- Expand mental health resources and services including for staff with disabilities

Accessible movement

Key outcomes

- Sidewalks and roadways are accessible and facilitate easy and safe mobility
- Access to a range of accessible transportation services in Mississauga
- Increased awareness and consideration of accessibility in the City's transportation-related strategies, planning and policies

Accessible movement

Our commitments

- Implement Pedestrian Master Plan
- Integrate accessibility considerations in standard requirements for temporary construction conditions
- Continue to improve accessibility with the installation of passenger landing pads

Universally-designed facilities and public spaces

Key outcomes

- Improved accessibility of public spaces and workplaces by incorporating accessibility into the design of new/redeveloped facilities
- Prevention and removal of accessibility barriers through the mandatory use and enforcement of updated universal design standards

Universally-designed facilities and public spaces

Our commitments

- Update City accessibility design standards
- Expand and improve multi-use trails
- Introduce enhanced interior signage and wayfinding at City facilities
- Continue park and playground accessibility enhancements

Thank you

For your continued support and contributions to make a difference!

