



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.

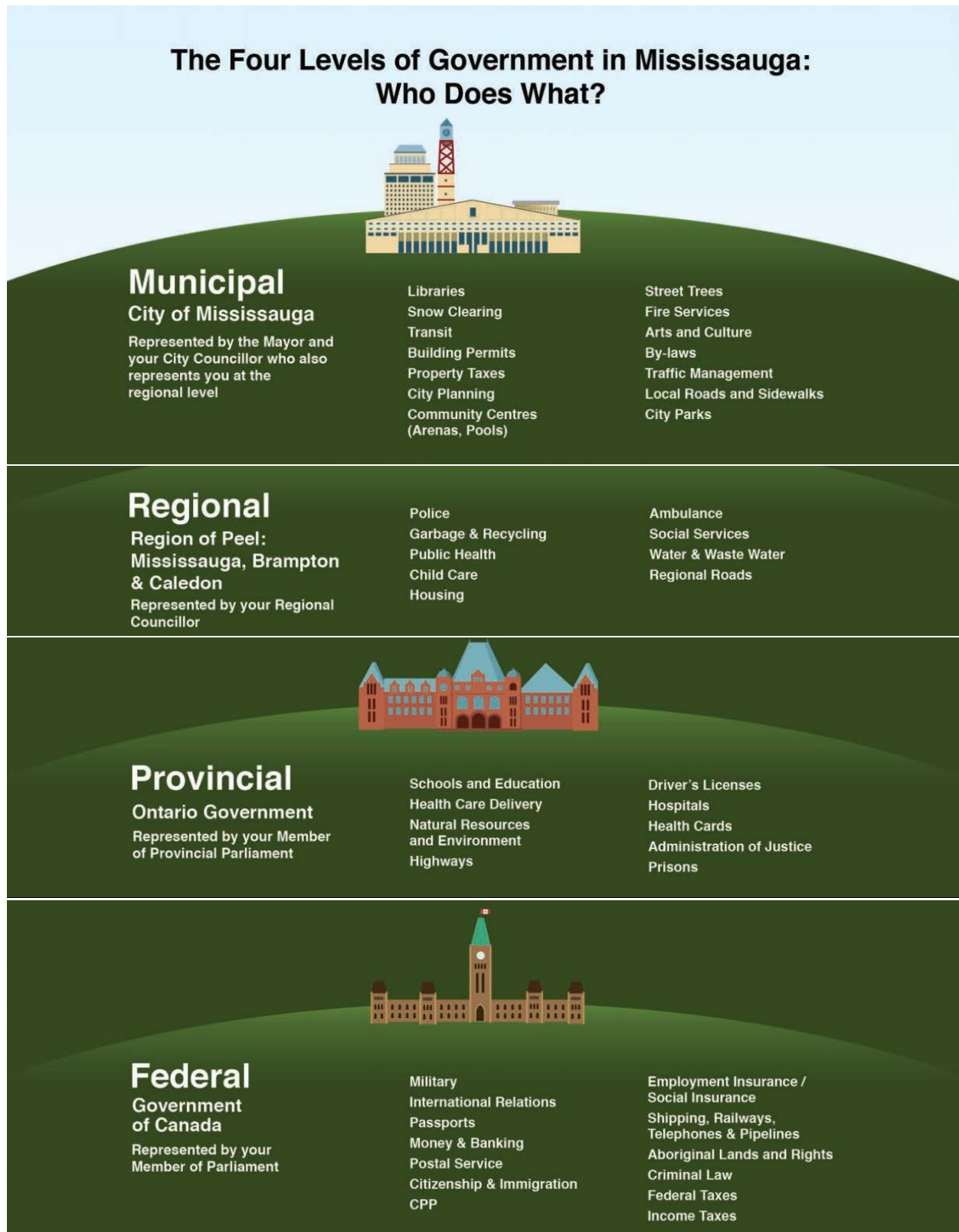
10.0 Expenses

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
- Councillor Pat Saito, Ward 9, 905-896-5900, 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
- Jennifer Cowan, Accessibility Specialist, 905-615-3200 ext. 4902, jennifer.cowan@mississauga.ca
- Dayna Obaseki, Legislative Coordinator, 905-615-3200 ext. 5425, dayna.obaseki@mississauga.ca