

Multi-Year Accessibility Plan 2024 Accessibility Annual Status Update

Corporate Services

Facilities Planning & Development

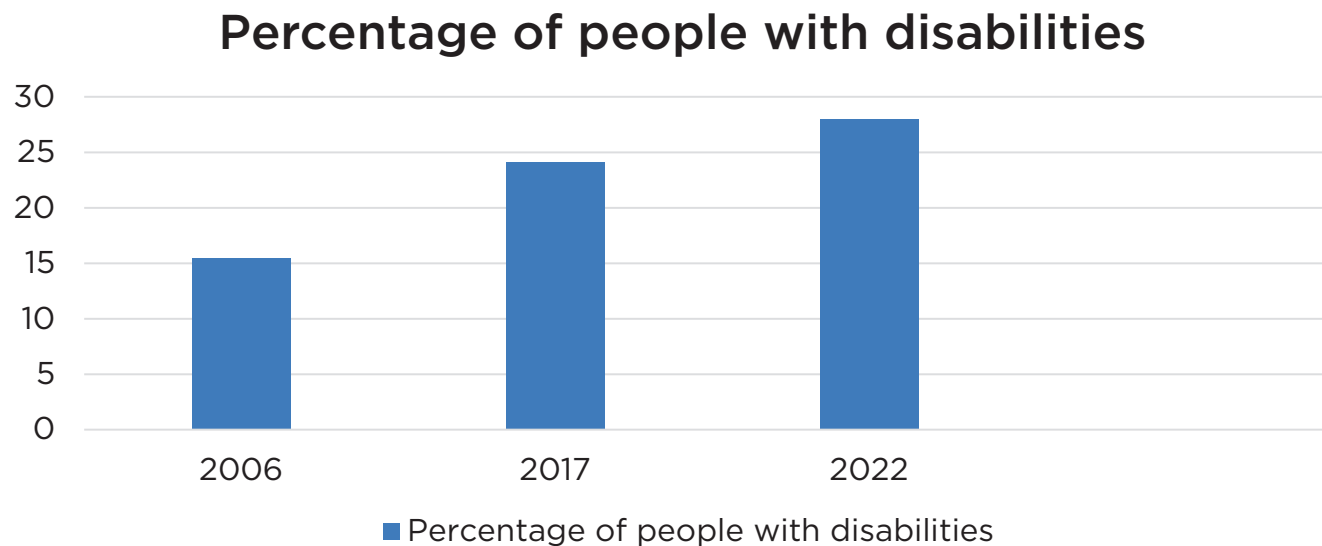
Standards, Training & Compliance

April 7, 2025



Canadian Survey

Percentage of people with disabilities



Canadian Survey

Employment of people with disabilities

2017

- 58% people with disabilities employed
- 81% people without disabilities employed

2022

- 62% people with disabilities employed
- 78% people without disabilities employed

Canadian Survey

Percentage of most prevalent disabilities

- 16.7% - Pain related
- 10.9% - Flexibility
- 10.6% - Mobility
- 10.4% - Mental-health related
- 7.4% - Seeing
- 5.6% - Hearing

EVOLUTION OF ACCESSIBILITY



2001 - Ontarians with Disabilities Act became law

2003 - City establishes Accessibility Advisory Committee

2010/2011 - Accessible Customer Service Standard & Accessibility Standards Regulation became law

2012 - City's 1st Multi-Year Accessibility Plan

2015 - City's Facilities Accessibility Design becomes standard



2016 - City establishes Staff Accessibility Resource Team

2016 - Meadowvale CC opens and receives award for barrier-free design



2018 - City's 2nd Multi-Year Accessibility Plan and undertakes Facility Accessibility Audits

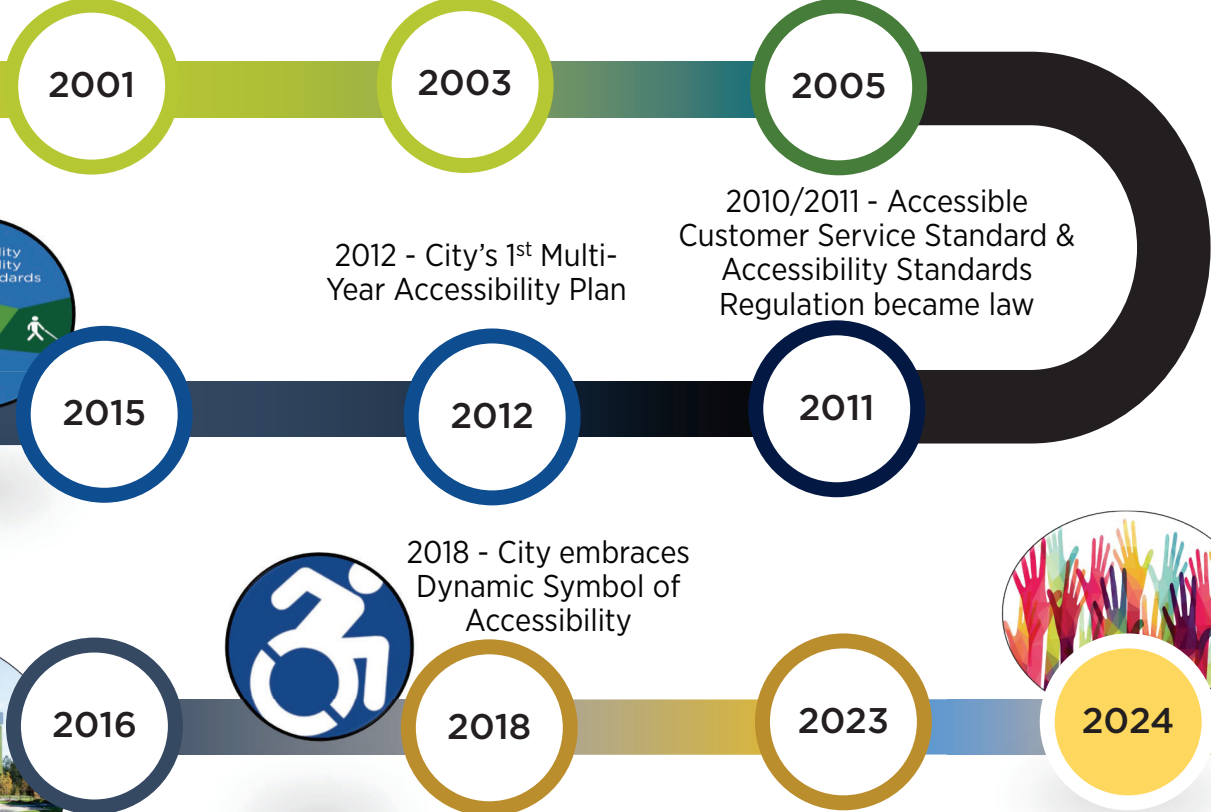
2018 - City embraces Dynamic Symbol of Accessibility



2023 - 3rd MYAP launched



2024 - AAC 20th Anniversary



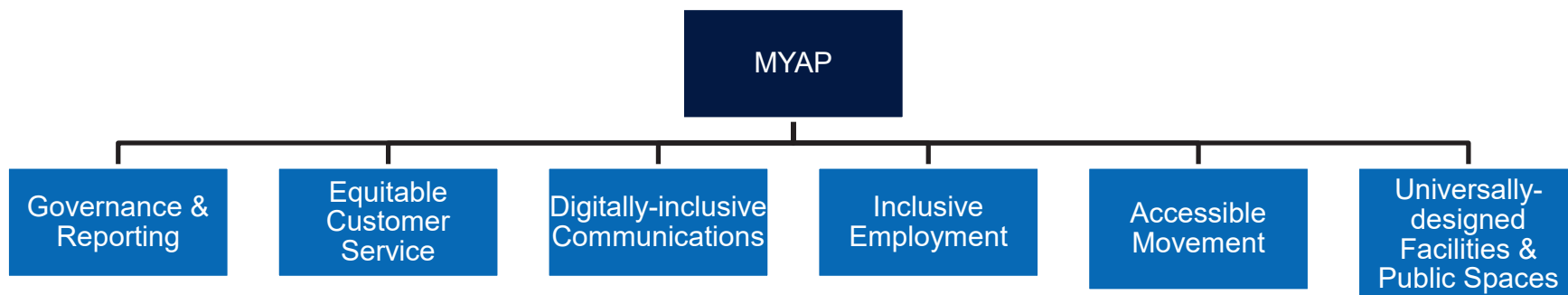
Partnering for success

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- Accessibility Advisory Committee (AAC)
- Staff Accessibility Resource Team (StART)
- Facilities Planning & Development – Standards, Training & Compliance

Key areas of focus

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MYAP progress to date

MYAP section	Number of commitments	Completed by 2024
Governance & reporting	9	6 (67%)
Equitable customer service	10	7 (70%)
Digitally-inclusive communications	14	10 (71%)
Inclusive employment	13	11 (85%)
Accessible movement	19	18 (95%)
Universally-designed facilities and public spaces	15	12 (80%)
Total	80	64 (80%)

Achievement highlights

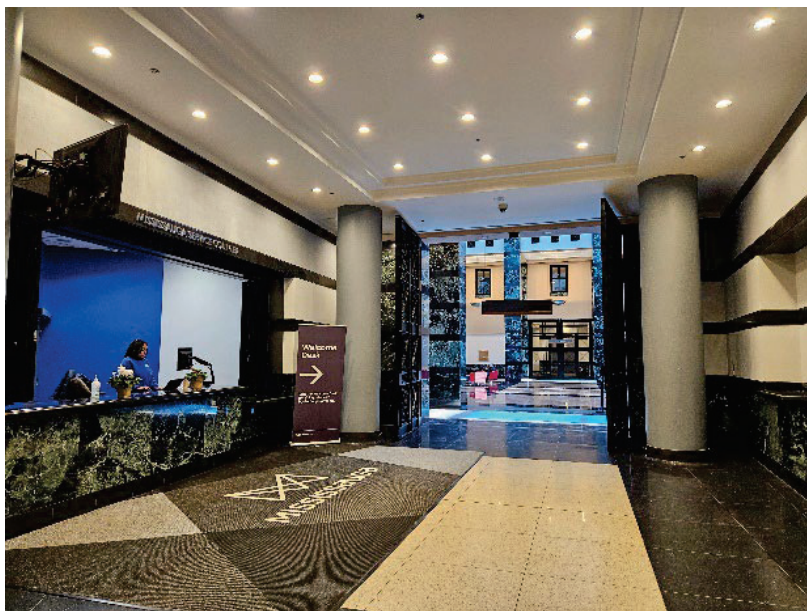
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- ✓ Accessibility improvements at facilities and public spaces
- ✓ Establishing a more inclusive employment culture
- ✓ Improved customer service to be more seamless and equitable

Governance and reporting



Equitable customer service



Digitally-inclusive communications



Ready, Willing and Able



Accessible Movement



Universally-designed facilities and public spaces

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Thank you

For your continued support and contributions to make a difference!

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