

# Multi-Year Accessibility Plan

## 2024 Accessibility Annual Status Update

Community Services

Facilities Planning & Development

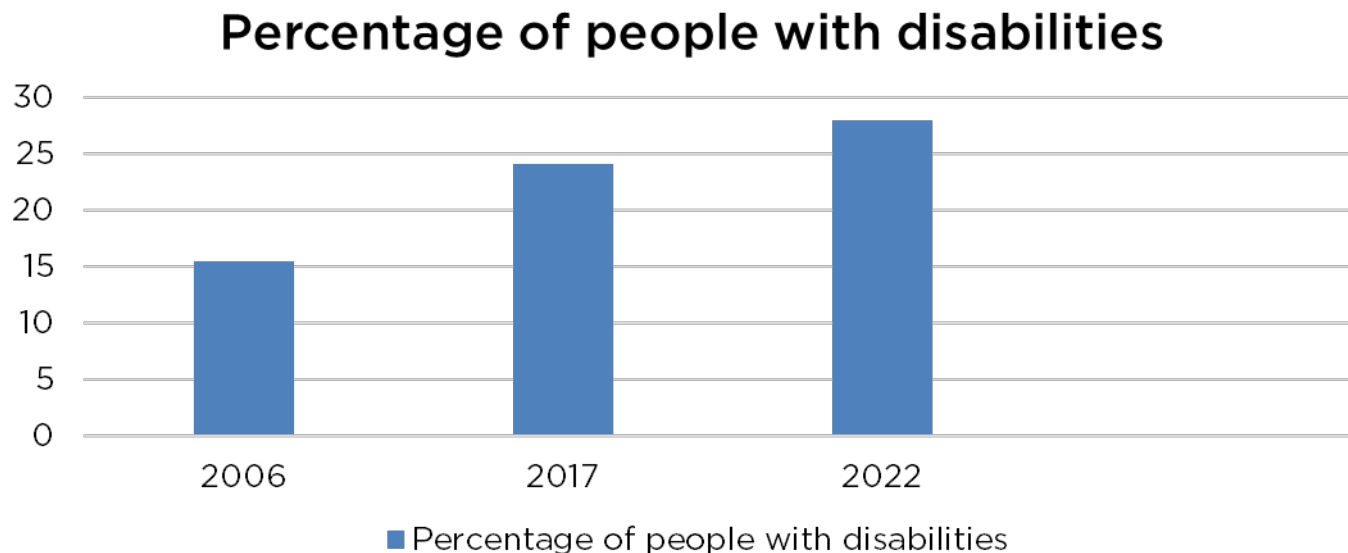
Standards, Training & Compliance

May 21, 2025



# Canadian Survey

## Percentage of people with disabilities



# 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



7.13

2001

2003

2005

2015 - City's Facilities Accessibility Design becomes standard



2015

2012 - City's 1<sup>st</sup> Multi-Year Accessibility Plan

2012

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

2011

2016 - City establishes Staff Accessibility Resource Team

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



2016



2018 - City embraces Dynamic Symbol of Accessibility

2018

2018 - City's 2<sup>nd</sup> Multi-Year Accessibility Plan and undertakes Facility Accessibility Audits

2023 - 3<sup>rd</sup> MYAP launched

2023



2024

2024 - AAC 20<sup>th</sup> Anniversary

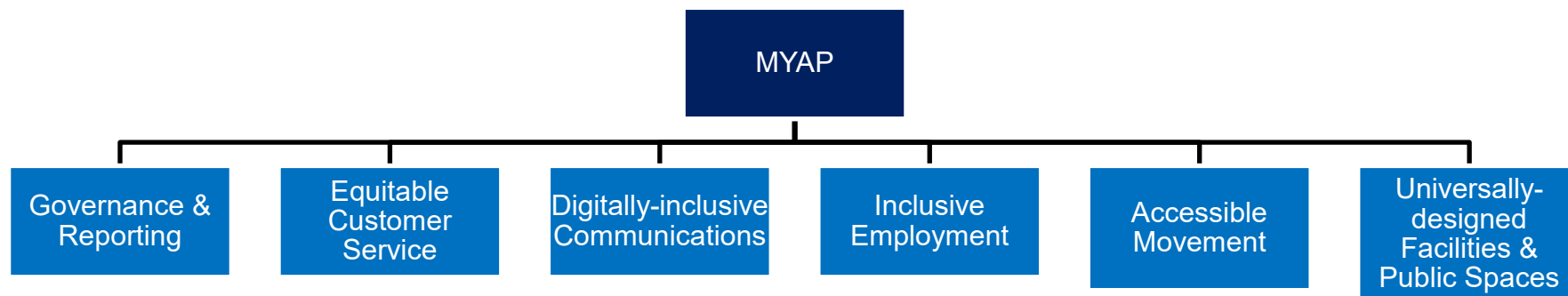
# Partnering for success

## 2024 Accessibility Annual Status Update

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

# Key areas of focus

## 2024 Accessibility Annual Status Update



# MYAP (2023-2028) - 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%)
<b>Total</b>	<b>80</b>	<b>64 (80%)</b>

# Achievement highlights

## 2024 Accessibility Annual Status Update

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



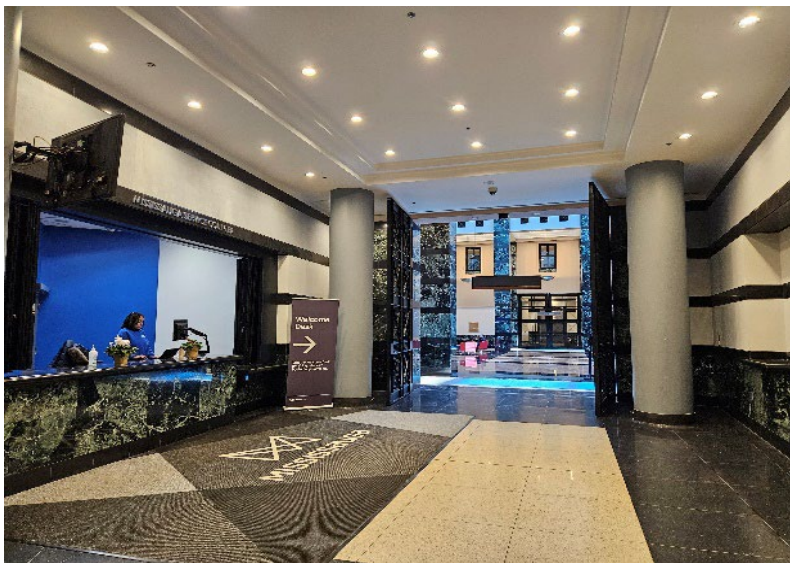
# Achievement highlights

## Governance and reporting



# Achievement highlights

## Equitable customer service



# Achievement highlights

## Digitally-inclusive communications



# Achievement highlights

Ready, willing and able



# Achievement highlights

## Accessible movement





# Achievement highlights

## Universally-designed facilities and public spaces



# Thank you!

For your continued support and  
contributions to make a difference!

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