

**Online Agenda:** Anything in **blue** denotes an attachment/link. By clicking the links on the agenda page, you can jump directly to that section of the agenda. To manoeuvre back to the agenda page use the **Ctrl + Home** keys simultaneously **OR** use the “Bookmark” icon on the navigation panel to the left of your screen.



**Alternative formats available upon request by contacting:**

[accessibility@ajax.ca](mailto:accessibility@ajax.ca) or 905-619-2529 ext. 3347

**1. Call to Order**

**2. Disclosure of Conflict of Interest**

**3. Approval of Minutes**

**3.1 December 16, 2015** .....Page 3

**4. Presentation/Discussion Items**

**4.1 Volunteer Recognition Awards Selection Panel (6:05 p.m. – 6:20 p.m.)**

Laura Tegelberg, Community Recreation Coordinator

**4.2 Communication Disability Access Canada Module (6:20 p.m. – 6:40 p.m.)**

**4.3 February Newsletter DRAFT and Theme Brainstorming (6:40 p.m. – 7:00 p.m.)** .....Page 8

**4.4 National Access Awareness Week 2016 – Recognition Planning (7:00 p.m. – 7:15 p.m.)**

**5. Correspondence (7:15 p.m. – 7:30 p.m.)**

**5.1 RBC #ChangeAgents & AccessNow**

**5.2 Follow-up to Letters of Encouragement Sent to RioCan/Harwood Plaza**

**6. Update from Council**

**7. Standing Items**

**7.1 Work Plan** ..... Page 11

**7.2 Regional AAC Chairs’ Meeting Update [M. Bowen]**

**7.3 Regional Accessibility Advisory Committee Update [J. Stevenson]**

**7.4 Facility Audit Project Check-in [S. Conboy/B. Dowds/J. Harrison]**

**8. New / Other Business**

**8.1. Election of the Chair / Vice-Chair**

**9. Adjournment**

**Next Meeting Date:** *Wednesday, February 17, 2016 – River Plate Room, Town Hall, 6:00 p.m.*



**DRAFT MINUTES**  
**Accessibility Advisory Committee**  
December 16, 2015  
River Plate Room, Town Hall  
Meeting No. 8

**Alternative formats available upon request by contacting:**  
[accessibility@ajax.ca](mailto:accessibility@ajax.ca) or 905-619-2529 ext. 3347

---

Committee Members: Councillor Pat Brown  
Marcia Bowen  
Shandell Conboy  
Sepelene Deonarine  
Carion Fenn  
Jennifer Harrison  
Donna Mullings - Chair  
Heather Steeves  
Julia Stevenson

Staff: Sarah Moore, Committee Coordinator

Guests: Robert Gruber, Manager – Community & Cultural Development  
Charles Holder, Acting Festivals & Events Coordinator  
Derek Hannan, Manager – By-law Services

Regrets: Barb Dowds, Kathreen Smith

---

**1. Call to Order**

Chair Mullings called the meeting to order at 6:10 p.m.

**2. Disclosure of Conflict of Interest**

None

**3. Approval of Minutes**

Moved By: S. Conboy  
Seconded By: P. Brown

That the November 25, 2015 Meeting Minutes of the Accessibility Advisory Committee be approved.

CARRIED

**4. Presentation/Discussion**

**4.1 Festivals & Events Accessibility**

Robert Gruber, Manager - Community & Cultural Development and Charles Holder, Acting Festivals & Events Coordinator, attended the Committee to hear feedback from Members relative to their experiences at and suggestions for future Town events. Some of the barriers identified included accessible washroom access at Pumpkinville, and at the Rotary Park pavilion. R. Gruber and C. Holder reviewed some of the current accessibility event considerations made, including provision of accessible portable washrooms, accessible transportation shuttles, and a new accessible Show-mobile, with lift to the stage. They discussed opportunities to relocate accessible portable washrooms closer to path access. Members also noted access to programming in the lower part of the Audley Recreation Centre field is often difficult to access with mobility devices due to the grading. Staff proposed including additional signage to promote an accessible path of travel via the multi-use trail path.

Members inquired whether food vendors, especially those in food trucks could be reminded of serving customers with accessibility needs, and that perhaps they may have to vacate the vehicle to serve a customer who cannot reach or approach their counter. It was also suggested that waiting areas could be created with a ticket system to hold places in line for those who cannot stand to wait. Staff felt a similar system could be implemented for games and programming line-ups as well. S. Moore proposed that eating areas and picnic tables be more spread out and not all connected in rows to allow for end-access by people with mobility devices.

The committee proposed having dedicated Accessibility Ambassador Volunteers at each event that could provide assistance and information to those in need. They could be stationed at the main information booth.

S. Moore circulated a copy of the [Guide to Accessible Festivals and Outdoor Events](#) provincial resource.

## **4.2 Proposed Changes to Taxicabs in Ajax**

Derek Hannan, Manager – By-law Services, presented an update on 2015 taxi cab inspections and charges laid. He noted that 8 charges have been laid against companies for failure to provide 24/hour access to accessible vehicle service. Over 300 accessible parking space tickets have been issued, and 30+ illegal fraudulent accessible parking passes have been confiscated.

He discussed the issues surrounding taxicabs in relation to Uber and noted intentions to solicit public consultation on deregulation of the Ajax taxi industry. Deregulation would level the playing field amongst service providers. There was discussion surrounding the lack of accessibility of Uber, and conflicts with the Region of Durham/Durham Region Transit contracting use of accessible taxis, which puts a strain on availability in the municipality. A survey will be created and circulated for feedback as well. D. Hannan noted the concern that with deregulation, availability of accessible vehicles still needs to be addressed. And with the high cost of retrofitting a vehicle to attain provincial PDP certification (approx. \$70-80,000), this may be a deterrent for individual operators to modify their vehicles to provide access.

Members posed questions relative to the complaint from taxi companies relative to limited demand for accessible vehicles, as well as accessible customer service training requirements for drivers. The Committee expressed interest in offering participation in accessible customer service workshops, to help provide more education to drivers and taxi companies.

#### **4.3 Communications Disabilities Access Canada Overview**

S. Moore introduced the Committee to Communications Disabilities Access Canada, a national organization which provides education and resources to persons with communication, speech and language disabilities. CDAC recently developed an awareness campaign to create an accessibility pictogram for communication access. S. Moore screened a [brief video](#) on the project and reviewed resources on the [website](#). She noted that there are training modules that can be completed for certification. Members expressed interest in exploring such training as a group, during monthly meetings. Members also proposed that CDAC could be invited to take part in the Accessibility Awareness Night event.

S. Moore also circulated copies of Durham Health Department resource on Mental Health [“Mental Health is for Everyone”](#), noting she had ordered inventory for future Accessible Ajax information displays.

#### **4.4 Accessibility Bulletin Draft**

S. Moore solicited feedback on the draft January newsletter, circulated separately from the agenda package. A few minor corrections were proposed. Members suggested calling the newsletter Ajax Accessibility Buzz and working with corporate communications to create social media support and a possible “#ajaxaccessbuzz” hashtag. Members were encouraged to brainstorm content for the February edition. Councillor Brown proposed including information on the Safe Spaces for Play fencing that will be installed in 2016 at the McLean Community Centre accessible playground.

#### **4.5 Letters of Encouragement**

S. Moore noted that a resident had submitted a complaint relative to access to Accel Dental at the Harwood Plaza (341 Harwood Avenue South). A draft letter of encouragement, addressed to the property owner, relative to accessibility considerations was reviewed by the Committee.

### **5. Correspondence**

#### **5.1 Thank-you from D. Reist**

S. Moore noted that Mr. Don Reist had sent a thank you to the Committee for his receipt of the AODA 10<sup>th</sup> Anniversary Champion Award.

### **6. Update from Council**

Councillor Brown distributed copies of the latest edition of Ajax Today, noting a feature article on the Town’s donation of land to Grandview Kids for development of their Durham Region Headquarters. She informed the Committee that the capital budget was approved, and included an item for installation of fencing around the McLean Community Centre playground in response to an earlier request for safe spaces for play from Autism Ontario. This will be the first such location in Durham Region.

## **7. Standing Items**

### **7.1 Work Plan**

This item was not discussed in detail.

### **7.2 Regional AAC Chairs Meeting Update**

No update was provided as no meeting was held.

### **7.3 Regional AAC Update**

J. Stevenson provided a summary of the latest Regional Accessibility Advisory Committee Meeting, noting that Regional Communications staff had updated social media guidelines since the last meeting, a member shared information regarding attendance at the recent Metrolinx accessibility meeting. The Regional Committee is reviewing its work plan and the educational subcommittee provided an update.

### **7.4 Facility Site Audit Project Update**

J. Harrison, on behalf of the Facility Audit Project Subcommittee, presented an overview of recent audits conducted at the Ajax Community Centre. She provided a summary of key findings that included washroom access concerns, lack of wayfinding, and emergency egress barriers. Members proposed formulating reports following completion of each individual facility to be submitted to staff, instead of compiling information from all facilities, so that it would fall within budget request timelines. S. Moore encouraged other Members to take part in the project to ensure that a well-rounded perspective of views and experiences is captured. J. Harrison proposed completing the final area of the ACC before the year's end. Members will coordinate a date and time via email. S. Moore and Chair Mullings commended the subcommittee on the numerous hours of work and commitment to moving the project forward.

## **8. New/Other Business**

S. Moore reminded Members that their biographies are due.

C. Fenn shared details about an upcoming Support Group meeting she will be facilitating for persons with rare diseases. The meeting will be held at the Ajax Public Library Rotary Room on January 7, from 6:30 – 8:30 p.m.

J. Stevenson provided information on efforts she has heard about to create a provincial service animal registry, in hopes of legitimizing certified service animals. The proposal may be submitted as a private member's bill to Parliament. She encouraged members to submit any instances that they or those they know, have experienced where entrance to a premises was refused due to service dog accompaniment.

H. Steeves provided an update relative to her recent Human Rights Tribunal case, noting a decision had been awarded.

**9. Adjournment**

Moved By: J. Harrison  
Seconded By: S. Deonarine

That the December 16, 2015 Meeting of the Accessibility Advisory Committee be adjourned.  
(7:45 p.m.)

CARRIED

DRAFT

# AJAX ACCESSIBILITY BUZZ

Town of Ajax Accessibility Newsletter

February 2016

## The Town of Ajax Partners with Grandview Kids

On November 19, 2016, Ajax Council officially announced the granting of a five-acre surplus parcel of land in north Ajax for the proposed new Grandview Children's Centre headquarters. Securing land is key to Grandview Children's Centre realizing a new \$44 million, 68,000 square foot state-of-the-art headquarters. The next step for Grandview Children's Centre is to secure government and community funding to support the relocation.



Grandview Children's Centre is the only children's treatment centre in Durham Region that provides clinical outpatient paediatric rehabilitation treatment and specialized programs for children and youth with special needs. With the Region's rapidly growing population, it is estimated that approximately 10,000 children will require their services by 2031.

For full details, including access to the video of the announcement presentation, check out the November 19, 2015 Town of Ajax News Release at [www.ajax.ca](http://www.ajax.ca).



**"Congratulations to the Town of Ajax and Grandview on this important step forward for the children and youth of Durham Region. My ministry recognizes Grandview Children's Centre as a leader in delivering special needs services and as a community champion for provincial initiatives such as Ontario's Special Needs Strategy, which is why we continue to support Grandview and the important work it does."**

- Hon. Tracy MacCharles, Minister of Children and Youth Services, Minister Responsible for Women's Issues and MPP for Pickering-Scarborough East

### In This Issue

- Town of Ajax Partners with Grandview Kids
- First 'Safe Space for Play' in Ajax
- Town of Ajax Inclusion Services
- Spotlight on Assistive Devices
- National Access Awareness Week 2016—Save the Dates!



Photo of Audley Recreation Centre Pool (left); Zumba Logo (top right); sledge hockey clip art. (bottom right).

## “Safe Space for Play” Coming to Ajax

In late spring 2016, a light decorative fence and gate will be installed around the Miller's Creek Playground and green space.

This enclosed area will allow caregivers and children or adults the opportunity to run in a safe, enclosed area that mitigates concerns of roaming/escaping. This project was encouraged by Autism Ontario, Durham., and is the first of it's kind in the Region!

Interested in accessible places to play in Ajax? Check out our playgrounds:

### Universal Playgrounds

Are you looking for a playground that is wheelchair accessible? Look no further. Ajax has four for your enjoyment.

- **Rotary Park - Lake Driveway West**
- **Miller's Creek Park - McLean Community Centre**
- **Greenwood Conservation Area**
- **Ajax Community Centre - Centennial Road**

### Inclusive Playground

A playground for all! The Audley Recreation Centre playground is physically accessible, incorporates elements for different developmental ages, has sensory features and fosters social interaction and play.

- **Audley Recreation Centre - Audley Road North**

## Town of Ajax Inclusion Services

Did you know? The Town of Ajax Recreation & Culture Department offers a variety of inclusive services! In addition to equipment loans, one-on-one participant support, adult sledge hockey, and partnership programs with Grandview Kids and Special Olympics Ontario, the Town also facilitates the following inclusive recreation programs:

### Zumba® - Special Needs

This class is designed for youth with mild developmental disabilities. Participants will get moving to the beat with this music and movement class fusing Latin rhythms with easy to follow moves. Have fun while improving motor skills and coordination. Youth/instructor ratio, 10:1 Ages: 13yrs+

### Accessible Swimming

We welcome people with special needs to use our pools and facilities. A pool chair lift is available at the Ajax Community Centre. The McLean Community Centre and Audley Recreation Centre are wheelchair accessible.

Accessible Public Swim is offered at the Audley Recreation Centre. Saturday 4:00-5:00pm (Leisure Pool) from January 4 – April 1, 2016

Visit the [Public Skate & Swim Schedules section of the Community Recreation & Parks Guide page](#) for the current public swim schedule.

For more information on Inclusion Services or any of the programs mentioned above, please [visit www.ajax.ca](http://www.ajax.ca) and select [Experience Recreation – Inclusion Services](#).

# Spotlight on Assistive Devices: *UbiDuo*

The **UbiDuo** is a communication device that enables people who are deaf/hard of hearing to communicate instantly with anyone, face-to-face, without a third party. Up to four people can participate in a conversation at one time. "Type-to-text" displays simultaneously on each split screen in 'real time'. The **UbiDuo** has a wireless range of 500 feet, 6 pounds or portability and is effortless to use, making it a great solution for anyone with communication barriers. Did you know that the **UbiDuo** is part of the equipment available at the Ajax Public Library Main Branch accessible work station? For more information visit [www.ajaxlibrary.ca](http://www.ajaxlibrary.ca).



Image of two individuals using the UbiDuo device to communicate.

## Contact Accessible Ajax

Have an accessibility question or concern? We want to hear your feedback. Contact us today!

Accessible Ajax  
65 Harwood Ave. South  
Ajax, ON  
L1S 2H9

905-619- 2529 ext. 3347

TextNet: 1-866-460-4489

[accessibility@ajax.ca](mailto:accessibility@ajax.ca)

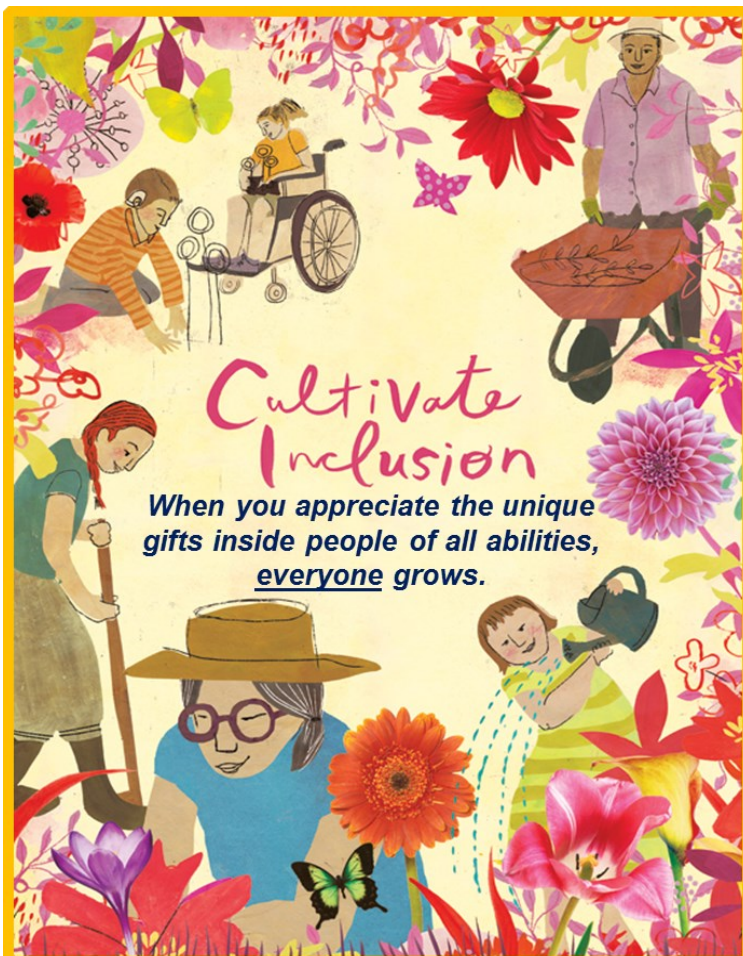
Or visit us on the web at  
[www.ajax.ca](http://www.ajax.ca)

Alternative formats are  
available on request.

## National Access Awareness Week: May 29 - June 4, 2016

In 1987, Rick Hansen's Man in Motion Tour brought issues of ability and access into the national spotlight. In response, National Access Awareness Week (NAAW) was recognized and echoes the commitment and intent of the provincial *Accessibility for Ontarians with Disabilities Act*, and subsequent accessibility standards. National Access Awareness Week aims to celebrate achievements made both by and for people with disabilities in the areas of accessibility, customer service, transportation, recreation, employment and communication.

For the past several years, the Town of Ajax, as well as several other municipalities across Canada, have recognized and celebrated National Access Awareness Week in their communities, in efforts to engage public accessibility awareness, education, and appreciation. Past events have included accessibility-themed film screenings, guest speakers, accessibility awareness night and more! Save the date and stay tuned for more info. on 2016 recognition events to come!



Cultivate Inclusion poster with motto: When you appreciate the unique gifts inside people of all abilities, everyone grows. Image Source: Indiana Governor's Council for People with Disabilities 10

## ACCESSIBILITY ADVISORY COMMITTEE 2014-2018 WORK PLAN

**PP** – Policy & Procedure   **SD** – Service Delivery   **IC** – Information & Communications   **FI** – Facilities & Infrastructure   **CP** – Community Partnerships

PROJECT ITEM		OBJECTIVES & SUMMARY	LEAD	TIMELINE	STATUS / NOTES
1	<b>Committee Report to Council</b> (SD, CP, IC)	<ul style="list-style-type: none"> <li>Review of recent committee achievements and future projects</li> </ul>	<b>AAC Chair/Vice-Chair</b>	<b>Annual</b> (November/December)	May 2015 (NAAW Proclamation)
2	<b>Regional AAC Chairs Group Meetings</b> (CP, IC)	<ul style="list-style-type: none"> <li>Attendance at quarterly Regional AAC meetings to share best practices and resources</li> <li>Communication and participation in annual Regional Joint AAC Forum</li> </ul>	<b>AAC Chair/Vice-Chair</b>	<b>Quarterly</b>  September 2015 (Forum)	
3	<b>National Access Awareness Week Recognition</b> (CP, IC)	<ul style="list-style-type: none"> <li>Planning and execution of an event in recognition of National Access Awareness Week</li> <li>Council Proclamation</li> </ul>	<b>AAC</b> <b>S. Moore</b> <b>Ajax Public Library</b>	<b>Annual</b> Last week in May  May (proclamation)	May 28 – J. Dembe Event June 4 – Accessibility Awareness Night
4	<b>Multi-year Accessibility Plan</b> (PP, SD, IC, FI)	<ul style="list-style-type: none"> <li>Review and comment on development and implementation of the accessibility plan document</li> <li>Annual status report to Council</li> <li>Monitor Town compliance with AODA standards requirements</li> </ul>	<b>AAC</b> <b>S. Moore</b> <b>Town Departments</b>	<b>Annual</b> Status Report April 2015	Staff Report to Council June 2015
5	<b>Region of Durham Accessibility Award Nomination</b> (CP, IC, SD)	<ul style="list-style-type: none"> <li>Submit a nomination for Ajax business, individual or organization that has made efforts to improve accessibility and remove barriers</li> </ul>	<b>AAC</b>	<b>Annual</b> September (Awards Ceremony)	Committee could consider Regional Award Nominee for Town Volunteer Recognition Awards
6	<b>Town of Ajax Volunteer Recognition Awards</b> (CP, IC, SD)	<ul style="list-style-type: none"> <li>Submit a nomination for the Town of Ajax Accessibility Award</li> <li>1-2 members to participate in the Awards Selection Review Committee</li> </ul>	<b>AAC</b> <b>2 members to sit on selection committee</b>	<b>Annual</b> January- March (Nomination) April (Ceremony)	
7	<b>Town of Ajax Accessibility Newsletter – Access-i-Bulletin</b> (IC)	<ul style="list-style-type: none"> <li>Provide content to be included in staff accessibility newsletter</li> </ul>	<b>AAC</b> <b>S. Moore</b>	<b>Monthly?</b>	

## ACCESSIBILITY ADVISORY COMMITTEE 2014-2018 WORK PLAN

8	<b>Building Approvals / Site Plan Review</b> (FI)	<ul style="list-style-type: none"> <li>Review of major community and Town development proposals/renovations/retrofits to provide feedback on accessibility elements for the built environment</li> </ul>	<b>AAC Planning &amp; Development</b> R. Ford	<b>Ongoing</b>	May 2015 June 2015
9	<b>Accessibility for Business Initiatives</b> (IC, CP, SD)	<ul style="list-style-type: none"> <li>Review ways to promote greater accessibility awareness with private sector and local Ajax businesses</li> </ul>	<b>AAC Business Development?</b>	<b>Ongoing</b>	April 2015 ABN
10	<b>Strengthen Community Partnerships &amp; Awareness</b> (IC, CP, SD)	<ul style="list-style-type: none"> <li>Invitation of local accessibility related organizations to present educational information to the Committee</li> <li>Investigate and participate in Town of Ajax and community events/presentation opportunities to build public awareness and education</li> </ul>	<b>AAC Local Accessibility Organizations</b>	<b>Ongoing</b>	
11	<b>Accessibility Informational Resource Development</b> (IC, CP, SD)	<ul style="list-style-type: none"> <li>Development of clear guidelines/reference materials for staff/external organizations on: <ul style="list-style-type: none"> <li>Accessible events</li> <li>Hosting accessible meetings</li> </ul> </li> </ul>	<b>AAC</b>	<b>Ongoing</b>	RespectABILITY training to Rec. Staff  Participation in Corporate Customer Service Symposium
12	<b>TO2015 Pan Am/Parapan Am Games</b> (IC, CP, SD)	<ul style="list-style-type: none"> <li>Engagement in recognition of Parapan Am Games</li> <li>Committee Liaison participation on Pan Am Local Host Committee</li> <li>Consultation on Accessibility Training for Urban Domain Volunteers</li> <li>Prepare and operate display table at community engagement events</li> </ul>	<b>AAC</b>	<b>To August 2015</b>	June 2015 August 2015
13	<b>Durham Regional Transit Specialized Services Update</b> (PP, SD, CP)	<ul style="list-style-type: none"> <li>Presentation and discussion of accessibility improvements to DRT conventional and specialized services, including AODA compliance and rider concerns</li> </ul>	<b>B. Eyre, DRT</b>	<b>Annual</b> <b>May 20, 2015</b>	

## ACCESSIBILITY ADVISORY COMMITTEE 2014-2018 WORK PLAN

14	<b>Taxi By-law Review</b> (SD, PP)	<ul style="list-style-type: none"> <li>Review of final proposed changes to Town of Ajax Taxi By-law prior to Council approval</li> </ul>	<b>D. Hannan R. Vokey</b>	<b>Early 2015</b>	% of Accessible taxi licences established by AAC in 2011
15	<b>Seniors Strategy and Age-Friendly Community Designation</b> (SD, CP, PP)	<ul style="list-style-type: none"> <li>Participate in consultations surrounding the Seniors Strategy that will seek to review current senior pricing, develop an inventory of programs for older adults, review existing and emerging clubs/organizations and research programming trends</li> </ul>	<b>R. Prochilo</b>	<b>2016/2017</b>	
16	<b>2018 Municipal Election</b> (PP, SD, IC)	<ul style="list-style-type: none"> <li>Development of Election Accessibility Plan</li> <li>Review of Accessible voting methods</li> <li>Site audits for potential voting place locations</li> </ul>	<b>Legislative Services</b>	<b>2017-2018</b>	
17	<b>AODA Implementation</b> (PP)	<ul style="list-style-type: none"> <li>Monitor AODA amendments and implementation of requirements</li> </ul>	<b>AAC Legislative Services</b>	<b>Ongoing</b> 2015 - Provincial Status Report	
18	<b>Waterfront Review</b> (PP, SD)	<ul style="list-style-type: none"> <li>Examine and provide comment on staff recommendations to changes in waterfront amenities (parking, washrooms, access routes etc.)</li> </ul>	<b>AAC Town Departments</b>	<b>2015/2016</b>	
19	<b>Town Event Participation</b> (SD, CC, IC)	<ul style="list-style-type: none"> <li>Prepare and operate display table at community engagement events <ul style="list-style-type: none"> <li>Ajax Business Network (April 1)</li> <li>Senior's BBQ (June 4)</li> <li>Parapan Am Torch Relay (August 6)</li> <li>Senior's Information &amp; Wellness Fair (October)</li> </ul> </li> </ul>	<b>AAC Recreation &amp; Culture</b>	<b>Annual</b>	
20	<b>Facility Audit Project</b>	<ul style="list-style-type: none"> <li>Develop criteria for reviewing built environment of Town Facilities and public spaces</li> <li>Create a "wish list" of renovations/retrofits</li> </ul>	<b>AAC Subcommittee</b>	<b>Summer 2015 - ongoing</b>	

**ACCESSIBILITY ADVISORY COMMITTEE  
2014-2018 WORK PLAN**