

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 or 905-619-2529 ext. 3347

1. Call to Order

2. Disclosure of Conflict of Interest

3. Approval of Minutes

3.1 February 17, 2016Page 3

4. Presentation/Discussion Items

4.1 Parks & Playgrounds Consultation [6:00 – 6:20 p.m.]

Andrew Jackson, Landscape Architect

- Seeking feedback on accessibility considerations and design

4.2 Lakeview Boulevard Improvements EA Community Working Group [6:20 – 6:30 p.m.]

Andrew Jackson, Landscape Architect

- Seeking a motion to appoint an AAC member on the CWG
- If multiple interests are expressed, Members will apply by online application

4.3 Committee Charter [6:30 – 6:40 p.m.] (M. Bowen / J. Harrison)

- Creation of rules and expectations for meeting conduct

4.4 National Access Awareness Week Planning [6:40 – 7:15 p.m.] (S. Moore / all)

- Identifying and updating action items for event plans
- Council Proclamation
- Advisory Committee Presentations (YEAC, Diversity & Community Engagement)

4.5 Communications Access Canada Module [7:15 – 7:30 p.m.] (S. Moore / all)

- Completion of Module 2

5. Correspondence

5.1 Comments on the Proposed Changes to Accessibility RegulationsPage 7

6. Update from Council

7. Standing Items

7.1 Work Plan Page 10

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

9. Adjournment

Next Meeting Date: *Wednesday, May 18, 2016 – River Plate Room, Town Hall, 6:00 p.m.*



DRAFT MINUTES
Accessibility Advisory Committee
February 17, 2016
River Plate Room, Town Hall
Meeting No. 2

Alternative formats available upon request by contacting:
accessibility@ajax.ca or 905-619-2529 ext. 3347

Committee Members:	Marcia Bowen - Chair Shandell Conboy Sepelene Deonarine Carion Fenn Jennifer Harrison Donna Mullings Kathreen Smith Julia Stevenson Heather Steeves
Staff:	Sarah Moore, Committee Coordinator
Guests:	Ryan Cole, OES Capital Projects Technologist
Regrets:	Barb Dowds, Councillor Pat Brown

1. Call to Order

Chair Bowen called the meeting to order at 6:00 p.m.

2. Disclosure of Conflict of Interest

None

3. Approval of Minutes

Moved By: K. Smith
Seconded By: H. Steeves

That the December 16, 2015 Meeting Minutes of the Accessibility Advisory Committee be approved.

CARRIED

4. Presentation/Discussion

4.1 HR Services – Town Hall Renovation Project

Ryan Cole, Capital Projects Technologist, reviewed the renovation project planned for the second floor HR Services area of Town Hall. The scope of the project will include security and

access improvements, removal of the wall in the corridor to allow for a customer service counter and glazed partition to be added. The counter height, knee clearance and width were reviewed and in compliance with the Town's Facility Accessibility Design Guidelines. The staff floor plan was also discussed, noting widening of door widths to open the space and repurposing of the door. Members inquired whether the door into the department will have an accessible door operator. R. Cole noted that at this time an accessible door operator is not identified in the budget. Access to the department will require and escort for security purposes.

4.2 Overview of 2015 Accessibility Plan Achievements

S. Moore noted that she is in the process of collecting submissions from across Town departments for inclusion in the annual status update of the Plan. A more fulsome summary will be provided at the March 23 Meeting. Members provided content to be included from a committee perspective:

- Accessibility Buzz Newsletter
- RespectABILITY training
- Communication Access Canada training
- Parapan Am Torch Relay
- National Access Awareness Week initiatives

Members were encouraged to forward additional content via email.

4.3 National Access Awareness Week Event Planning

S. Moore reviewed the dates confirmed for National Access Awareness Week events:

- May 16, 2016 – Council Proclamation
- May 27, 2016 – Film Screening at St. Francis Centre
- May 31, 201 – Tentative Scout/Guide accessibility presentation
- June 2, 2016 – 3rd Annual Accessibility Awareness Night at the Main Branch Library

She informed the Committee that Kyle MacNevin of Wear Your Label is available to attend and speak to the audience following the screening, and possibly with the Town's youth committee. She also noted that the Accessibility Directorate of Ontario is confirmed to take part in the Accessibility Awareness Night event. Members discussed potential organizations to invite to take part in the event. A list will be circulated to Members, along with templates for prize donation requests and invitation letters. Members also requested a calendar be circulated of the important dates and deadlines relative to NAAW. The Committee expressed interest in contacting local scout and guide groups to solicit interest in participating in an accessibility presentation to help earn an accessibility badge. Additional planning and discussion will take place via email and at the March 23, 2016 Meeting.

4.4 Communication Access Canada Module

Members collectively took part in Module 1 of the Communication Access Canada online training and completed the first quiz, scoring 100%.

4.5 March Accessibility Buzz Newsletter

S. Moore reviewed the feedback received from Members for future newsletter content. She noted that the March issue will include information on the new Durham Region Transit Specialized Services Customer Newsletter, senior support programs, an assistive device and AccessON. A draft will be circulated for comment and review.

5. Correspondence

5.1 Follow-up Letter from First Capital Reality

5.2 Abilities Magazine

5.3 Volunteer Recognition Awards Reminder

With consent of all Members present, the items of correspondence reviewed were received for information.

6. Update from Council

None.

7. Standing Items

7.1 Work Plan

S. Moore is to update the Work Plan for the March 23, 2016 Meeting with newly established 2016 dates.

7.2 Regional AAC Chairs Meeting Update

Chair Bowen noted that the Regional AAC Chairs meetings have been rescheduled to twice annually, with the next meeting to occur in May 2016.

7.3 Regional AAC Update

None

7.4 Facility Site Audit Project Update

J. Harrison, on behalf of the Facility Audit Project Subcommittee, informed the Committee that with the assistance of K. Smith and H. Steeves, the audit for the Ajax Community Centre has been completed. She provided an overview of observations noting that lack of way-finding is a recurring theme. It was proposed that staff be invited to the Committee to discuss accessibility considerations for the Town's fitness centres and pools. S. Moore noted that she is in the process of coordinating staff to attend a future meeting.

8. New/Other Business

H. Steeve expressed concerns for the winter maintenance of pedestrian crossings (with specific reference to Kitney & Bayly). She noted ongoing concern for the timing of the light being too short to allow older adults and persons with mobility devices to cross safely. S. Moore noted she would forward comments to the Region and Operations Department for follow-up.

D. Mullings addressed the Committee and encouraged Members to be mindful of the language they use to discuss disability. She noted the negative connotation associated with the phrase “overcoming” disability and instead encouraged Members to use language that does not individualize disability, but reflects society’s collective response to disability.

9. Adjournment

Moved By: K. Smith
Seconded By: D. Mullings

That the February 17, 2016 Meeting of the Accessibility Advisory Committee be adjourned.
(7:50 p.m.)

CARRIED



**Legislative &
Information Services**

Tel. 905-683-4550
Fax. 905-683-1061

TOWN OF AJAX

65 Harwood Avenue South
Ajax ON L1S 2H9
www.ajax.ca

March 14, 2016

Accessibility Directorate of Ontario
Ontario Ministry of Economic Development, Employment and Infrastructure
Suite 601A, 777 Bay Street
Toronto, Ontario M7A 2J4

As the Accessibility Coordinator for the Town of Ajax, I am writing to share comments on the Accessibility Directorate of Ontario's proposed changes to accessibility regulations that were released for public review and comment, extended to March 14, 2016. The Town of Ajax appreciates the leadership that the Directorate has taken in providing a consultative process through this public review, however I would like to propose that in the future, a longer period for public comment submission be considered. There are several approval channels through which comments on behalf of a municipal organization are required to run through, prior to submission, and the limited time frame within which comments are to be submitted, in essence creates a systemic barrier, preventing many organizations from being able to provide formally approved comments.

The Town of Ajax has made great effort to promote a barrier free community for our employees, residents and visitors. Ajax is evolving into a fully inclusive community. Accessible, affordable programs and services, facilities and infrastructure are integral to the economic and social inclusion of people with disabilities. However, these improvements must be made in a sustainable, responsible way which balances the need for accessibility with many other community needs and public priorities. For this reason among others, I am concerned about the approach being taken in the proposed changes to the Accessibility Standards for Customer Service, OR 429/07 and Integrated Accessibility Standards, OR 191/11. I appreciate this opportunity to provide specific comments about the proposed changes.

In summary, I support the overall intent of the proposed changes to OR 191/11, through the revision of its terms to incorporate the Accessibility Standards for Customer Service as a part of the Integrated Accessibility Standards. This realignment, as well as minor amendments proposed to section titles and definitions, will provide for a more comprehensive, harmonized and consistent piece of accessibility legislation. However, there are three priority areas of concern amongst the proposed changes that I would like to acknowledge:

1. Use of Service Animals and Support Persons

- 80.47 (5)** *The provided may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,*
- (a) *a support person is necessary to protect the health or safety of the person with a disability or the health or safety of other on the premises; and*

- (b) *there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.*

...

- (7) *If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.*

This section of the proposed changes is quite unclear in identifying who is responsible for providing the support person, if the provider determines one is necessary. Is it the responsibility of the provider or the customer? Separate from an admission amount, if there is a fee for the service of the support person, who is responsible for paying such amount? The provider or the customer? If the onus is on the service provider to provide the support person, this provision could have significant financial impact on municipalities, especially in relation to recreational programming, where the need for additional support persons in the form of inclusion support staff could be determined to be required by the Town as a provider, for such occurrences.

Additionally, subsection (5) refers to '*available evidence*'. This term is lacking a definition and a requirement to document such information to provide the customer with notification of the rationale for the provider's determination that a support person is necessary.

2. Exterior paths of travel, accessible pedestrian signals

- 80.28 (1)** *Where new pedestrian signals are being installed at a pedestrian crossover or existing pedestrian signals are being replaced as a signal-controlled pedestrian crossing, the pedestrian signals must be accessible pedestrian signals.*

"pedestrian crossover" means a pedestrian crossover as defined in subsection 1 (1) of the Highway Traffic Act. O. Reg. 413/12, s. 6.

"signal-controlled pedestrian crossing: means an intersection where pedestrian control signals are installed. ("passage pour piétons muni de signaux")

While it is helpful to see clarified language relating to pedestrian crossovers and the newly defined signal-controlled pedestrian crossing, there still remains significant conflict and lacking definitions for the language used in association with determining the location criteria for tactile surface indicators:

Exterior paths of travel, curb ramps

- 80.26 (1)** *5. Where the curb ramp is provided at a **pedestrian crossing**, it must have tactile walking surface indicators that,*

- i, have raised tactile profiles,*
- ii. have high tonal contrast with the adjacent surface,*
- iii. are located at the bottom of the curb ramp,*
- iv. are set back between 150 mm and 200 mm from the curb edge,*
- v. extend the full width of the curb ramp, and*
- vi. are a minimum of 610 mm in depth.*

There is no definition for the term '**pedestrian crossing**' in any part of the regulation, nor in the *Highway Traffic Act*. Therefore, it is unclear as to whether tactile surface indicators are required where curb ramps are present at '**pedestrian crossovers**', at '**signal-controlled pedestrian crossings**' or something different altogether. It is disappointing to see that after several requests for clarification on this section have been sent to the Accessibility Directorate of Ontario by municipalities across the province, that no changes to improve interpretation have yet been made. I am proposing that the term '**pedestrian crossing**' be removed from Sec. 80.26 (1) and replaced with a clearly defined term.

3. Commencement

Finally, the anticipated July 1, 2016 enactment of the proposed changes amending O. Reg. 191/11 include immediate compliance of the proposed changes. Being that any changes to accessibility legislation trigger required amendments to internal policies, practices and training of employees, et al, which all take time and have processes for approval and implementation, I am requesting that the commencement of the amendment does not take effect until 3-6 months from the date of enactment. Such a time period would provide sufficient opportunities for planning of operational changes and implementation of the new amendments.

The Town of Ajax is strongly committed to improving accessibility within its organization and community. It is believed that removing barriers and building an accessible community improves the quality of life for citizens of all ages and abilities, and we are not alone in that belief. We support ideals and objectives of the AODA and are confident that our shared commitment with Accessibility Directorate of Ontario will ensure a more inclusive, accessible Ontario in the future.

Thank you for the opportunity to submit feedback on proposed changes to accessibility regulations. I trust that these comments and recommendations will be considered and look forward to seeing an approved revised standard that takes a balanced approach to incorporate the feedback received.

Sincerely,

Sarah Moore

Committee & Accessibility Coordinator
Legislative Services
Town Hall, 65 Harwood Ave. S.
Ajax, ON L1S 2H9

T: 905-619-2529 ext. 3347

E: sarah.moore@ajax.ca

TextNet: 1-866-460-4489

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	Committee Report to Council (SD, CP, IC)	<ul style="list-style-type: none"> Review of recent committee achievements and future projects 	AAC Chair/Vice-Chair	Annual	May 2016 (during NAAW Proclamation)
2	Regional AAC Chairs Group Meetings (CP, IC)	<ul style="list-style-type: none"> Attendance at quarterly Regional AAC meetings to share best practices and resources Communication and participation in annual Regional Joint AAC Forum 	AAC Chair/Vice-Chair	Bi-annually September (Forum)	
3	National Access Awareness Week Recognition (CP, IC)	<ul style="list-style-type: none"> Planning and execution of an event in recognition of National Access Awareness Week Council Proclamation 	AAC S. Moore Ajax Public Library Recreation & Culture	Annual Last week in May May (proclamation)	May 16 – Council May 27 – Film May 30 – Scout Pres. June 2 - Awareness Night
4	Multi-year Accessibility Plan (PP, SD, IC, FI)	<ul style="list-style-type: none"> Review and comment on development and implementation of the accessibility plan document Annual status report to Council Monitor Town compliance with AODA standards requirements 	AAC S. Moore Town Departments	Annual Status Report April 2016	Staff Report to General Gov't Cttee. April 11, 2016
5	Region of Durham Accessibility Award Nomination (CP, IC, SD)	<ul style="list-style-type: none"> Submit a nomination for Ajax business, individual or organization that has made efforts to improve accessibility and remove barriers 	AAC	Annual September (Awards Ceremony)	Committee could consider Regional Award Nominee for Town Volunteer Recognition Awards
6	Town of Ajax Volunteer Recognition Awards (CP, IC, SD)	<ul style="list-style-type: none"> Submit a nomination for the Town of Ajax Accessibility Award 1-2 members to participate in the Awards Selection Review Committee 	AAC 2 members to sit on selection committee	Annual January- March (Nomination) April (Ceremony)	<ul style="list-style-type: none"> Heather Steeves Donna Mullings
7	Accessibility Newsletter – Ajax Accessibility Buzz (IC)	<ul style="list-style-type: none"> Provide content to be included in staff accessibility newsletter 	AAC S. Moore	Monthly	

ACCESSIBILITY ADVISORY COMMITTEE 2014-2018 WORK PLAN

8	Building Approvals / Site Plan Review (FI)	<ul style="list-style-type: none"> Review of major community and Town development proposals/renovations/retrofits to provide feedback on accessibility elements for the built environment 	AAC Planning & Development Operations	Ongoing	HR - February 2016 Parks – March 2016
9	Accessibility for Business Initiatives (IC, CP, SD)	<ul style="list-style-type: none"> Review ways to promote greater accessibility awareness with private sector and local Ajax businesses 	AAC Business Development	Ongoing	
10	Strengthen Community Partnerships & Awareness (IC, CP, SD)	<ul style="list-style-type: none"> Invitation of local accessibility related organizations to present educational information to the Committee Investigate and participate in Town of Ajax and community events/presentation opportunities to build public awareness and education 	AAC Local Accessibility Organizations	Ongoing	
11	Accessibility Informational Resource Development (IC, CP, SD)	<ul style="list-style-type: none"> Development of clear guidelines/reference materials for staff/external organizations on: <ul style="list-style-type: none"> Accessible events Hosting accessible meetings 	AAC	Ongoing	RespectABILITY training presentation
12	TO2015 Pan Am/Parapan Am Games (IC, CP, SD)	<ul style="list-style-type: none"> Engagement in recognition of Parapan Am Games Committee Liaison participation on Pan Am Local Host Committee Consultation on Accessibility Training for Urban Domain Volunteers Prepare and operate display table at community engagement events 	AAC	Complete	<ul style="list-style-type: none"> Accessibility Home Run challenge for Business Parapan Am Torch Relay Info. Booth
13	Durham Regional Transit Specialized Services Update (PP, SD, CP)	<ul style="list-style-type: none"> Presentation and discussion of accessibility improvements to DRT conventional and specialized services, including AODA compliance and rider concerns 	B. Eyre, DRT	Annual	June 15, 2016 - TBC

ACCESSIBILITY ADVISORY COMMITTEE 2014-2018 WORK PLAN

14	Taxi By-law Review (SD, PP)	<ul style="list-style-type: none"> Review of final proposed changes to Town of Ajax Taxi By-law prior to Council approval 	D. Hannan R. Vokey	Ongoing	% of Accessible taxi licences established by AAC in 2011
15	Seniors Strategy and Age-Friendly Community Designation (SD, CP, PP)	<ul style="list-style-type: none"> 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 	R. Prochilo	2016/2017	
16	2018 Municipal Election (PP, SD, IC)	<ul style="list-style-type: none"> Development of Election Accessibility Plan Review of Accessible voting methods Site audits for potential voting place locations 	Legislative Services	2017-2018	
17	AODA Implementation (PP)	<ul style="list-style-type: none"> Monitor AODA amendments and implementation of requirements 	AAC Legislative Services	Ongoing	<ul style="list-style-type: none"> 2015 Status Report 2016 – ADO Audit 2017 Status Report
18	Waterfront Review (PP, SD)	<ul style="list-style-type: none"> Examine and provide comment on staff recommendations to changes in waterfront amenities (parking, washrooms, access routes etc.) 	AAC Town Departments	2015/2016	
19	Town Event Participation (SD, CC, IC)	<ul style="list-style-type: none"> Prepare and operate display table at community engagement events <ul style="list-style-type: none"> Ajax Business Network Senior's BBQ Parapan Am Torch Relay Senior's Information & Wellness Fair 	AAC Recreation & Culture	Annual	
20	Facility Audit Project	<ul style="list-style-type: none"> Develop criteria for reviewing built environment of Town Facilities and public spaces Create a "wish list" of renovations/retrofits 	AAC Subcommittee	Summer 2015 - ongoing	<ul style="list-style-type: none"> Phase 1 (Town buildings) Phase 2 (pavilion & outdoor pool) Phase 3 (parks & trails)