

# MEETING MINUTES



**MEETING** City of Guelph  
Accessibility Advisory Committee ( AAC)

**DATE** Tuesday, June 19, 2012

**LOCATION** City Hall, Room A

**TIME** 3:00 to 5:00 p.m.

**CHAIR:** Jennifer Popkey Bergen

**PRESENT:** Paul Reeve, Doug Grove, Janice Pearce Faubert, Cathy McCormack, Brad Howcroft, Carin Headrick, Julia Phillips, Tanya Davies, Tom Goettler, Jane McNamee, Derek Brodie, Missy Tolton, Leanne Warren (Liaison), Lyndsay Masters (Minutes), Lynne Briggs (Manager-Partnerships and Inclusion)

**REGRETS:** Mary Grad, Laurie Lanthier, Cory Chisholm

**No Peanut Products permitted at this meeting.  
Please refrain from wearing scented products.**

ITEM #	DESCRIPTION
1	<b>Welcome – Official Welcome to New Committee Member Missy Tolton</b>
2	<p><b>Approval of the Agenda</b>  <b>Motion:</b> Jane, 2<sup>nd</sup> Carin:            All in favour, <b>Carried</b></p> <p><b>Approval of Minutes of April 17, 2012</b>  <b>Motion:</b> Julia, 2<sup>nd</sup>: Doug            All in favour, <b>Carried</b></p>
3	<p><b>Business Arising:</b></p> <p><b>Waste Collection and Accessibility – For Discussion – Leanne Warren</b>            (<u>Heather Connell</u> – program manager for the new cart program from Solid Waste attended to present the following information to the committee. )</p> <ul style="list-style-type: none"> <li>• Cart selection will be rolled out over three years: 3 carts are provided</li> </ul>

according to the size that best fits your need

- Was approved for municipal best practise (savings benefit)
- City required elimination of plastic bags for more organized stream

## Questions and Answers Regarding the New Cart Program

- **Q:** How will the trucks be picking up garbage during times of great snow (e.g. behind snow banks)?
  - **A:** The automated arm will collect from snow banks and has a 16ft reach. Drivers are instructed to place the carts back outside of snow banks.
- **Q:** Will the bins obscure sidewalks in the winter?
  - **A:** Bins are to be placed at the curb. If they aren't in the right place, an individual can call the office and they will send out education staff to address the issue. The first truck is to arrive in July – staff will be trained on operations and accessibility issues (2-3 months training).
- **Q:** Has the given training been solidified regarding accessibility?
  - **A:** Employees will be trained as per the accessibility information covered by bylaw. Drivers will contact bylaw if people put bags/carts on the sidewalk. The training will be more formalized moving forward.
- **Q:** What options are there for people with hearing disabilities RE: calling in bylaw complaints?
  - **A:** We have email and a TTY number.
- **Q:** Is there proactive education to the public?
  - **A:** When carts are delivered in fall, an information package will be delivered as well to notify where to set containers and we can add reasons why it's important.
- **Q:** There are many streets without boulevards or front lawns (concerns about the bins obstructing the sidewalk). Where are the carts to be placed?
  - **A:** They are to be placed adjacent to the sidewalk if a lawn or at curb. We will have to address issues on a One-on-One basis per street. If there is a problem, we must check with other departments for protocol in placing carts on the street.
  - Goal is to have a proactive approach (e.g. not waiting for people to call). For those streets, a separate flyer may be given out for

education purposes (strollers, accessibility, etc.).

- **Q:** Some people have put out appliances/electronics and they have stayed outside for days past collection. Some people may not have access to hiring people to take them to the dump. Suggestions?
  - **A:** The city offers the Bulky Item program for most electronics. People can contact the 767 number (direct line to solid waste).
- **Q:** Are people who live in a house that has been converted to an apartment eligible?
  - **A:** Yes. Multi-residence properties can choose individual carts for each unit OR a communal cart.
- **Q:** Is there is a way to call in for assistance if you cannot physically get the cart to and from the curb? Qualification?
  - **A:** Yes, information will be presented in the brochure, website and package to be delivered to houses. Assistance can be used weekly or on a one-to-one based situation. It is based on an honours system – we do not check up on medical files, etc. to confirm the need.
- **Q:** Is there a cap on assistance?
  - **A:** There is no cap currently. Upon speaking with other municipalities, it's not a well-used service.
- **Q:** There have been concerns over medical waste/incontinent supplies.
  - **A:** Those materials will go into the grey cart, which can be lined with a plastic bag. This material is picked up every two weeks.
- **Q:** Will we be gathering feedback and will there be the option to discover why negative feedback was given?
  - **A:** We have been currently doing surveys to those who have received carts this year. Received 60% response rate on cart sizes. The survey has an open comment section for people to mention their concerns or issues.

### **More Details**

- Carts are designed to handle up to 50km/h winds (they must pass all designated requirements).
- Surveys from Toronto and Calgary taken before and after the implementation of the cart program shows a 94% satisfaction rate over the bag system.
- Cart says maximum weight allowed.
- Cathy volunteered to test the carts with a weight in them for movement.

No immediate issues were found based on flat, smooth ground surface.

- People can get another cart if the person has more than 6 garbage bags a week
- If a sufficient reason is provided, a second cart can be given out for free

**Recommendation:** Training and education to be given to all employees and the public in regards to accessibility and the new cart program, ensuring reasons for accessibility factors are provided (e.g. where to place the bins, keeping sidewalks free of the bins, etc.).

- Committee to review it via email. Deadline: Mid-July.
- Heather to send to Leanne.

**Motion:** Carin, 2<sup>nd</sup>: Cathy

All in favour, **Carried.**

### **New Business Item: Guelph Giants Hockey Team – For Recommendation - Derek Brodie**

Derek of the Guelph Giants Hockey addressed the committee with his concerns about a delay of a policy. Derek felt that this delay was affecting his group's access to more ice-time.

- The Guelph Giants hockey team started out as the Guelph's Special Hockey Foundation in 2006 and consists, until today, of only volunteers (no paid staff).
- Program is designed to give youth and adults with an intellectual disability the chance to play hockey. Registration has increased from 2 participants in 2006 to 40 this year, with many more on the waiting list
- This is a unique team in that there is not a lot of turnover of participants; in other team situations, the players will graduate to a different league as they get older however this with this team, that doesn't happen. Players join the team as a youth and stay on the team as long as they are healthy enough to play, including as adults.
- As a result the program is currently at safety capacity and desperately needs to expand in order to provide those on the waiting list the chance to participate.
- The City's previous policy (2001) does not incorporate allocations designated to groups geared to people with a disability. There have been no opportunities to grow and move forward within the confines of this policy.
- There is the potential to amend the policy to give opportunities to more

individuals however the policy that has been bumped from the priority list and now must wait until the Strategic Initiatives Program is in place.

- **Peter Avgoustis – City Manager (business services in CSS)** attended to discuss where the City is on the policy issue
  - The Strategic Initiatives Program (for all types of inclusion – disabilities, cultural, youth groups, etc.) is to go to council this September for discussion and approval.
  - If adopted, a facility booking would have an affiliation agreement requirement (e.g. what does the city give you in return?).
  - New initiatives will arise → an Allocation Policy will come (no set date). As such, a long-term strategy is in place but the first step will only go through in September.
  - Ice Allocation Policy was made in 2000 (outdoor and pool users do not have one) and only covers age (nothing regarding disabilities or income).
  - Waiting on Road Map to be implemented before all groups can be accommodated – would have to take away from one group to give to another.
  - Normally the City asks groups to try and work out allocation issues amongst themselves.

Committee discussion:

- Peak times for the rink are 5pm – 11pm or 5am – 8am, West End
- Program currently has 2 hour ice time on Saturday mornings and requests more weekday prime time hours that are currently held by other groups
- Has worked with Minor Hockey on securing different time spots, but really needs the consistency of a set day and time.
- This need/request has been demonstrated for 2 years.
- Concerns were raised regarding not enough public education/notification on the availability of this type of program.
- New approaches are needed to provide kids and adults the opportunity to participate, outside of regular sessions (Tanya) would like to hear from the city what the current status is on the policies, future visions, etc. before forming motion

**Future Recommendation (to be discussed further at August meeting):**

- The AAC is to recommend that the City amends its current (Ice Allocation) policy in regards to providing consideration to people with a disability in Guelph, in that they have [equitable] access to recreation

facilities as soon as possible, on a proportional basis and based on a demonstrated need → Will be worded to emphasize the growth of this (and future) programs and future accommodations of interested applicants

- The recommendation could include the committee has asked for city staff to report back on how they would incorporate such accessibility ideas moving forward.

### **Accessible Pedestrian Signals – For Recommendation – Leanne Warren and Doug Grove**

- APS were promised to be installed at the specific intersections Leanne had funded.
- Half of the intersections were not installed with APS
- There is a policy/standard operating procedure that notes every new intersection (without the right turn lane) should have an APS → In the process of being sent to Leanne
- It seems that the budget tends to allow for one “fix” a year for older intersections; all new intersections should automatically have APS installed
- Deb Lashbrook (CNIB) has noted to Leanne that not every intersection needs an APS as individuals have alternative options for cues (e.g. listen to traffic flow)
- Leanne to Contact CNIB in Toronto to learn more about best practices
- **Recommendation:** Deferred to August once policy has been obtained and reviewed

### **Affordable Bus Pass Pilot Program – Update –Leanne Warren**

- First passes went on sale June 18<sup>th</sup> (takes over the Subsidized Bus Pass Program)
- Just over 1200 applications have been reviewed and 1244 have been approved
- There are roughly 400 people who were under the subsidized program and have yet to apply for the affordable bus pass – have been notified since January as each pick up their bus pass
- Will make every attempt to process new applications (should they arrive next week) in 24 hours

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4	<p><b>New Business:</b></p> <p><b>Communications with Council – Paul Reeve</b></p> <ul style="list-style-type: none"> <li>• Now that the AAC is reporting to Council more often, it was noted that AAC recommendations be taken in quotes and sent forward verbatim</li> <li>• The AAC are open to learn more appropriate language for impact on Council reports. The committee are also always open to a council members attending their meetings to provide some of this assistance</li> </ul> <p><b>Downtown Patios – For Discussion – Brad Howcroft</b></p> <ul style="list-style-type: none"> <li>• Downtown business are important to the City but some are still not compliant with accessible space on sidewalks or patios</li> <li>• Jim Stokes will be asked to come to next meeting and report on what he has experienced. He is aware of complaints regarding this issue.</li> <li>• The committee is interested to learn if the encroachment agreement includes leaving the 2.44m of the sidewalk available in a straight line for the accessible route.</li> <li>• Suggestion was made that if there is an agreement should be enforceable</li> <li>• <b>Motion:</b> Carin, 2<sup>nd</sup>: Cathy.</li> </ul>
5	<p><b>Identify and Assign Future Agenda Items:</b></p> <ol style="list-style-type: none"> <li>1. Vulnerable Persons Registry – Update</li> <li>2. Accessible Integrated Standard – 5 Year AODA Plan – For Discussion – Leanne Warren             <ul style="list-style-type: none"> <li>• Committee member’s were asked to think about what City accessibility should look like in 5 years time (what should we be striving towards)?</li> </ul> </li> <li>3. Items from this meeting for AAC’s Annual Report – For Discussion – All</li> </ol>
6	<p><b>Meeting Adjourned: 4:58 pm</b></p>
7	<p><b>Next Meetings:</b> August 21, 2012 from 3 – 5 p.m. City Hall meeting room B</p>