



**Meeting:** City of Guelph Accessibility Advisory Committee – AAC

**Date:** Tuesday, February 17, 2004

**Time:** 3:00 – 5:00 p.m.

**Location:** Lion’s Lair – WECC – West End Community Centre

**Present:** Tony Wass; Leanne Warren – Guelph Services for Persons with Disabilities; Betty Richard – Disability Resource Coordinator (City of Guelph); France Tolhurst; Monique Lee – Community Living Guelph Wellington; Paul Reeve – Self-Help Alliance; Councilor David Birstwistle; Cory Chisholm, Murray McCrae – City of Guelph, Emily Vincent – Community Mental Health Clinic, Sharon Van Manen

**Regrets:** Trav Coleman – Chair AAC; Carol Murphy

## Discussion Items

Item	Description
1	Welcome and Introductions
2	AAC nominations 2004 <ul style="list-style-type: none"> <li>• Role of Chair and Vice Chair</li> <li>• Nomination to appoint Chairperson</li> <li>• Nomination to appoint Vice Chairperson</li> </ul>
3	Committee work to date <ul style="list-style-type: none"> <li>• Brief overview of AAC committee work/purpose and ODA Corporate Staff committee</li> <li>• Outline of meetings for year and purpose</li> <li>• Committee discussion – questions, clarification etc.</li> </ul>
4	Implementation of Accessibility Plan <ul style="list-style-type: none"> <li>• 20 Priorities approved by Council</li> <li>• Sub-committees necessary to begin projects</li> </ul>
5	Ministry Consultations on ODA <ul style="list-style-type: none"> <li>• Committee input into ODA</li> </ul>
6	Questions <ul style="list-style-type: none"> <li>• Committee comments, questions and concerns</li> </ul>
7	Next Meeting Agenda & Adjourn



## Action Items

Item	Assigned To	Due Date	Description
1	France		-To look into: increase vigilance ie. In malls etc. to ticket people that are parked illegally in parking spots - issues and comments to e-mail Betty by March 31
2	Murray		Check into the issue of #8
3	France		Contact City of Peterborough RE: #8
4	Murray/Betty		Develop policy, incorporate accessibility guideline in future buildings in City

### 1. Welcome and Introductions:

Leanne Warren opened the meeting with a greeting and everyone present introduced themselves and stated which agency they represent and/or what personal experiences they bring as a member of the Guelph Accessibility Advisory Committee.

### 2. AAC nominations 2004

#### **Role of Chair and Vice Chair**

- Chair would work with Betty Richard to determine agenda items, attend various meetings, liaise with groups and community etc.
- Vice Chair would assist the Chair when they are not able to be there.

#### **Nomination of the Chair:**

Motion by Sharon Van Manen, second by Leanne Warren that Trav Coleman be appointed as the AAC Chair person. All in Favor. Motion Passed.

#### **Nomination of Vice Chair:**

Motion by Monique Lee, second by ????? that Leanne Warren be appointed as the Vice-Chair. All in Favor. Motion Passed.

### 3. Committee work to date

A Brief overview of AAC committee work/purpose and ODA Corporate Staff committee was given by Betty Richard.

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- Corporate Steering Committee consists of 7 staff from various Depts. As well as Trav Coleman (AAC Chair). Departments consist of: Transit, Purchasing, Public Works, Finance, Zoning and Building, and Corporate Property Management.
  - Committee responsible in taking the lead in developing the Plan and to assist staff with identifying and removing barriers. Also in identifying the cost in removing barriers identified city is committed for next year
  - 75 barriers were identified within the first Accessibility Plan.
  - In August 2003 it was presented to the AAC and in September 2003, approved by City Council and forwarded to the province for the Sept 30, 2004 deadline
  - Plan is available on the City web site
  - Betty Richard also clarified role of the Barrier Free Advisory Committee and how they will work with the AAC

#### Outline of meetings for year and purpose

- Betty Richard briefly discussed the meetings scheduled for 2004. Trav Coleman, Leanne Warren and Betty Richard will meet to discuss agenda items/outline for upcoming meetings and bring back to committee.

#### 4. Implementation of Accessibility Plan

There are 75 barriers/issues identified within the 2003-2004 Plan. It was suggested by Staff that the AAC and Corporate Steering Committee prioritize the 75 barriers to give City staff direction for the upcoming year.

Twenty items were identified as listed below and approved by Guelph City Council in January 2004:

##### Section A – General Municipal Accessibility Practices

1. Increase awareness of Disability Resource Coordinator and division within the Corporation;
2. Increase awareness of TTY (Teletype) phones at Community Services, Fire Hall and Police station within the Corporation and ensure necessary staff is trained on its use. Ensure that availability of TTY phones are communicated to public (i.e. listed on business cards, website, etc);
3. Investigate the provision of corporate materials in alternate formats, including cost and develop policy for their provision;



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4. Investigate the provision of sign language interpretation at public meetings, including cost, and develop policy for requesting such a service;
  5. Increase awareness of City's Barrier Free Policy Statement within Corporation to ensure it is reflected when developing policy, practices, programs and services;
  6. Develop a formal system for public to provide input on barriers and gaps that exist in Municipal policy, practices, programs and services;
  7. Investigate funding supports that may be available to organizations involved in the provision of services for persons with disabilities;
  8. Recommend better promotion of Guelph Accessibility Guidelines as well as investigation of whether the City can impose additional requirements to those set out in the Ontario Building Code for inaccessible private businesses (Schools, religious institutions etc.).

#### Section B – Human Resources

9. Assess the need for staff disability awareness training. (Under Sections E and G, sensitivity training for Transportation drivers and front line staff has been specifically sited;

#### Section D – Planning/Development/Tech Services/Traffic Operations/Public Works

10. Develop policy ensuring corporate construction projects are in compliance with the latest edition of the city's Accessibility Guidelines including renovations and redevelopment of public outdoor spaces and that RFP's ensure their compliance;
11. Finalize Curb Ramp standards that have been developed in consultation with the Barrier Free Advisory Committee and ensure standards are complied with in all installation of curb ramps and retrofits. Identify amount of funding required to deal with replacement of curbs ramps and determine yearly budget to meet demand;
12. Removal of snow in areas where persons with disabilities live and work, including bus shelters and curb ramps is problematic. Ensure best possible and timely solution that is cost effective and discuss possibility of adjusting priorities;

#### Section E – Transportation and Traffic

13. Conduct accessibility audit of all bus shelters and determine necessary upgrades;
14. Investigate means to ensure that city Taxi companies provide accessible vehicles;

#### Section F – Parking and By-Law Enforcement

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15. Develop inventory of accessible parking spaces including both private and public and ensure information is available to public;

#### Section G – Recreation, Leisure, Culture, Libraries, Museum

16. Develop Inclusion Policy to guide provision of Municipal Recreation, Leisure and Cultural programs;
17. AAC and Library Board to discuss general issues around access to library services;
18. AAC and Library Board to discuss issue of accessibility of washrooms at sub-library branches and determine if upgrades can occur before 2006 as scheduled in Capital Budget;

#### Section H – Facilities, Property and Project Management

19. Update City of Guelph Accessibility Guidelines;
20. Develop facility evacuation procedures for persons with disabilities (ensure staff training in area) and investigate any necessary equipment that would aid in their safety (i.e. wheelchair, communication devices etc);

The committee discussed suggested steps to begin work on each item. This information will also be brought to the Corporate Steering Committee meeting for further discussion and input.

AAC Sub-committees necessary:

Betty Richard identified that the following sub-committees are necessary to work on the above priorities – Curb-Ramp (already formed); Site Plan Review; Facilities; and Library. These committees will work with staff to advise and assist with developing the strategies for barrier removal.

### **5. Ministry Consultation on ODA**

Betty Richard indicated that the Ministry responsible for the ODA is holding public consultations to obtain input from the public, AAC's and Municipality Staff to on how the ODA can be strengthened as well as what supports are necessary for AAC's and Municipalities in developing their Accessibility Plans. A group of AAC members will attend the consultations in Hamilton on Feb 19. Those not able to attend are encouraged to submit their comments in writing to the Minister.



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Betty Richard identified some areas that she will present: More education for both AAC's and Municipal Staff; Development of and association for AAC's to network; 1-2% increase in development charges (funds to be used for accessibility i.e. Curbs, ramps etc)

**NEXT AAC MEETING: Tuesday April 20, 2004**  
**Lion's Lair – WECC**



**Meeting:** City of Guelph Accessibility Advisory Committee – AAC

**Date:** Tuesday April 20, 2004

**Time:** 3:00 – 5:00 p.m.

**Location:** Lion’s Lair – WECC – West End Community Centre

**Present:** Emily Vincent; Councillor David Birtwistle; Doug Grove; Paul Reeve; Tony Wass; Leanne Warren; Trav Coleman; Betty Richard; Gus Stahlmann; Randal French; Lionel Sharpe; France Tolhurst; Murray McCrae; Mary Carson - Minutes

**Regrets:** Sharon Van Manen

**Absent:** Carol Murphy

## Discussion Items

Item #	Description
1	<p><b>Welcome and Introductions</b> Trav welcomed all members and guests to the meeting</p>
2	<p><b>Approval of the Agenda</b> Motion by T. Coleman and 2<sup>nd</sup> by Councillor David Birtwistle to approve the Agenda</p> <p><b>Approval of the Minutes of February 17/04</b> Motion by L. Warren and 2<sup>nd</sup> by F. Tolhurst to approve the Minutes of February 17/04</p>
3	<p><b>Presentation of City Process – Gus Stahlmann, Commissioner of Community Services</b> Gus Stahlmann explained to the committee how the City and Council are structured and how both the Capital and Operating budgets are developed and approved.</p>
4	<p>2004 Budget Approval – Murray McCrae</p> <ul style="list-style-type: none"> <li>• The 2004 budget has been approved by City Council. Not all items were approved including some expansion items to improve accessibility (Curb-Ramps).</li> <li>• Murray indicated that if the AAC feels strongly about an item it would be worthwhile to send a delegation to Council to speak to the issue.</li> <li>• Committee agreed that letters and emails may not be enough</li> <li>• Funds for the updates to the Accessibility Standards were approved and this project will go ahead.</li> </ul>
5	<p><b>Ministry Consultation on ODA – Feedback from France Tolhurst, Paul Reeves, Betty Richard</b></p>



A number of AAC members went to Hamilton to the ODA consultations. There were many presentations by individuals with disabilities speaking on a number of issues including the ODA. The Ministry indicated that changes to the ODA will be released in the fall after the consultations are complete.

**6** **Update on Accessibility Plan – Betty Richard, Leanne Warren, Randall French**

- Memo to management – a memo was sent to all management on March 25, 2004 (copied to all AAC members) outlining the 20 priorities and actions recommended by the AAC and Corporate Steering Committee.
- Betty has received calls from staff and work has begun to deal with the issues outlined.

**Priorities:**

**1. Inventory of Accessible parking spaces – (Priority 15) – Randall French**

- Randall is committed to doing an inventory on Municipal lots and facilities but has no resources at this time to do the private sector.
- Suggestion from committee that malls also be done

**2. TTY – Clerks, 24 hr (Priority 2)**

- Betty has met with staff from Information Services dept. to look at purchasing a TTY phone for main City Switchboard. This is proceeding ahead and will include training of staff by CHS.
- Transit is working on obtaining their TTY
- Spoke to Mike Onions in Works dept. regarding city's 24 hour emergency service. The company the City uses does not have a TTY however those who require this service can use Bell Relay. Trav will send an email to Janet Laird regarding this issue.

**3. Accessibility Standards – Facility, Site plan (Priority 6)**

- Budget has been approved for updating Accessibility Guidelines
- Betty has met with other organizations (School Boards, Hospitals, and County of Wellington etc.) that are also responsible for developing accessibility plans.
- These organizations have identified access to their facilities as a major barrier
- There has been some interest expressed in developing joint standards that would be used across the County.
- There is a possibility that site plan standards can also be included as part of document.
- The City of London design standards will be used as a basis and London has given us permission to use theirs.
- Betty has spoken with Bob Topping (Universal Design expert) who has submitted information on what will be involved in updating our standards.
- A meeting is set with community organizations for May 14<sup>th</sup> to begin discussions
- Process will include meeting with City staff and AAC members
- A sub-committee of AAC members will be developed to work on project. (Trav and France have indicated that they are interested).
- Policy needs to be developed to ensure Standards are implemented in all city





constructions and retrofits.

**4. Curb ramp standards (priority 11)**

- Expansion package for additional ramps was not approved
- 66 ramps identified this year, 24 where prioritized by BFAC
- Leanne indicated that in the future it would be beneficial for the AAC to send a delegation to speak to council about this issue and others that require new funding.

**5. Disability Awareness Training (Priority 9)**

- Betty has met with staff from Human Resources department to begin discussions on disability awareness training for all staff.
- In the process of researching programs that would be available. If anyone knows of speakers/training programs, could you please email Betty?
- Looking at developing training that would be part of customer service training as well as geared towards management/council that focuses on long range planning, policy issues and technical standards etc.

**6. City's Barrier Free Policy Statement (Priority 5)**

- Betty has met with HR staff to ensure that city's barrier free policy statement is included in an employee orientation manual that will go to all employees.
- Will update committee at a later date on other actions to take place

**7. Public input process (Priority 6)**

- Betty will be meeting with Information Services staff on May 12 to discuss a city program that could possibly be used to help to gather information regarding barriers.
- AAC is also interested in holding a public meeting to gather information to help develop next years plan and to communicate what we have done to date.

**8. Snow removal (Priority 12)**

- Public Works is looking into ways of improving the level of winter control service delivered to the public in the next winter season. They are thinking along the lines of a shovel out assistance program. They had numerous calls this season from, mostly seniors, requesting assistance. They have asked Betty to provide them with information on how many people may utilize this type of program after a snow storm, if one were implemented.
- Works is aiming at a response time of say, 16 hours after the end of a storm.

**9. Taxi Issue (Priority 14)**

- Barrier Free Transportation Committee is dealing with this issue.
- They have met with Police services board chair and staff to discuss changing the by-law that controls taxi licenses.
- Betty is meeting with legal department to discuss process and doing research of other municipalities.
- Issue has been brought back in public eye with a number of articles in the paper over the last couple of weeks.

**10. Bus stop/shelter (Priority 13)**

- BFTC is developing standards to be used so that they can be audited for accessibility.



## Other new items

### 11. By-laws to review – Taxi, Dog

- Poop and Scoop: Legal department is looking at updating this by-law. It presently states that persons who use Guide dogs are exempt from having to clean up after their dogs. Betty has been in contact with org's that train guide dogs as well as the CNIB and CHS who have all stated that persons who use service dogs are responsible to ensure they clean up after them. They insist that the person who owns the dog must make arrangements for someone else to do this. Betty has received letters to support this and they will accompany a recommendation to council to change the by-law.

### 12. AAC's review of Leased Facilities

- The ODA states that:
  1. The council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building structure or Premises.
  2. that the council purchases, constructs or significantly renovates.
  3. For which the council enters into a new lease
- The issue of reviewing leased space came up this past month and due to a critical time line, the AAC was not able to officially provide feedback.
- One member of the AAC was able to meet and provide input into accessibility matters.
- In discussion with staff from City's legal dept. it was felt that a policy be developed that would provide staff with standards to follow when looking at possible leased space. It could be as simple as referring to the Accessibility standards once they are updated.
- It was discussed that it be put in the policy that Betty be able to speak on behalf of the AAC should time not permit the committee to review information that is timely. It could state that at least one other AAC member is involved.

### 13. Promotion of Accessibility Standards in Private Sector and Lack of Information on Accessible restaurants and amenities in the community

- Betty and Murray met with Peter Cartwright (Director of Economic Development) to discuss issue of how city can better promote accessibility in private sector and economic impact of accessibility in our community.
- The following was decided: a letter would be written by Trav (and Peter) to this effect and will reference the city's accessibility standards as well as the Opening doors manual developed by the BFEC that promotes accessibility among businesses.
- Peter has agreed to look into developing a booklet that would identify the accessibility of restaurants, business etc. and would be available to the public. This item was identified in the Accessibility plan but was not made a top 20 priority.
- ED is conducting a needs assessment of businesses and has agreed to provide accessibility questions in the needs assessment.



	<ul style="list-style-type: none"><li>• Ed has agreed to link their web-site to the Barrier Free Committees website and the section of the city's website that includes accessibility information.</li><li>• Committee suggested that we also promote Standards through the Chamber of Commerce.</li></ul>
<b>7</b>	<p><b>1. Public Meeting/Consultation to gather information on barriers</b></p> <ul style="list-style-type: none"><li>• Committee agrees that a public meeting would be beneficial to gather information on barriers. They have suggested that we also invite other obligated sectors (school board etc.) Suggestion that both management and council be invited to attend.</li><li>• Opportunity for us to update community on our Plan and to help us create a priority list for 2005</li><li>• Meeting could include discussion on: How we determined the priorities, progress, still have 55 items in the Plan to deal with, budget issues, and any items we may have missed.</li><li>• Committee agrees we need to hold this meeting in June which will give us time to gather information for budget process.</li><li>• A sub-committee was struck (Trav, France, Doug) who will meet to begin discussions on format/agenda of meeting</li></ul>
<b>8</b>	<p><b>Next Meeting &amp; Adjourn</b></p> <ul style="list-style-type: none"><li>• Tuesday June 15, 2004 – Lion's Lair – West End Recreation Centre</li></ul> <p><b>Meeting adjourned at 5:00 PM</b></p>

# City of Guelph

Meeting Agenda



Meeting: Public Meeting  
 Date: Tuesday June 22, 2004  
 Time: 7:00 to 9:00pm  
 Location: Harpo's Banquet Hall

Chair: Trav Coleman; Speakers: France Tolhurst – AAC member; Betty Richard – Disability Resource Coordinator

Present:

Minutes: Betty Richard

Report for Meeting – Comments from the Public regarding barriers to the accessibility of City Services are outlined below

Item #	Description	Action Taken
1	<b>Council Support</b> of Accessibility issues is important to ensure initiatives outlined in the Municipalities Accessibility Plan are dealt with.	
2	<b>Parking for Persons with Disability</b> – more persons with disabilities are using accessible spaces today as apposed to years ago. This puts a strain on availability of accessible parking spaces. <ul style="list-style-type: none"> <li>- The fines for parking illegally in an accessible parking space have increase to \$300.00 and many people have received tickets.</li> <li>- A big problem is that many people abuse the fact that they have a parking permit in their car but it does not necessarily belong to them and therefore they don't need the space. This needs to be enforced more.</li> <li>- There are 250,000 illegal parking permits in Ont.</li> </ul>	
3	<b>Attitude and Behaviors:</b> Concerns were expressed regarding a bus driver of Guelph Transit Services in assisting persons who need to be secured in the wheelchair spots on the low floor buses <ul style="list-style-type: none"> <li>- An incident occurred with a driver who was not supportive at all</li> <li>- The individual had to get assistance from 2 passengers. Driver called supervisor to complain about person's request for assistance.</li> <li>- Bus travel in our community is not supportive of independence.</li> <li>- The passenger spoke to Ely Van Der Made from Transit who was supportive.</li> <li>- There is a concern that training will not deal with attitudinal barriers of some people. Also concerned that some drivers are not familiar with equipment.</li> <li>- Mr. Randall French (Director of Transportation) addressed this issue. He indicated that he realizes that this is a concern and she should not have been treated that way – no excuse for this behavior.</li> </ul>	



	<ul style="list-style-type: none"> <li>- If it happens again, she should call Transit. Drivers are not required to actually secure people, but they can assist people with how to do it. Companions are encouraged to ride for free.</li> <li>- Bus 144 indicates that drivers will assist persons with disabilities. If this is not the practice then the sign should be changed.</li> <li>- Perhaps drivers should be taken out on a wheelchair to learn sensitivity.</li> <li>- Concern that the policy of drivers not assisting those who require it does not promote independence of persons with disabilities.</li> <li>- Concern as to what if the person does not have a PAL to go with them?</li> <li>- Mr. French – Assistance of drivers can cause problems with schedule. Different Municipalities have dealt with this issue by having rear facing seats, but this is against legislation.</li> </ul>	
4	<p><b>Access of Local School's</b></p> <ul style="list-style-type: none"> <li>- How can the municipality's AAC influence accessibility for the local schools?</li> <li>- Are they obligated to make all schools accessible?</li> <li>- Betty Richard: indicated that the municipality or the AAC has not jurisdiction over what the school boards do other than complying with the Ontario Building Code. She indicated that she will provide the contact for the school board so that contact can be made to express any concerns with access at our local schools.</li> </ul>	
5	<p><b>Accessibility Standards</b></p> <ul style="list-style-type: none"> <li>- Is the Province committed to developing Accessibility Standards?</li> <li>- Unfortunately the Province has not committed to developing standards at this time even though they have been lobbied to do so.</li> <li>- Betty Richard indicated that she has been meeting with many other Municipalities across South Western Ontario to share resources and work on issues together.</li> <li>- Province has not committed to developing ACC Standards but has committed to improving the OBC to ensure compliance with Accessibility Standards.</li> </ul>	Betty
6	<p><b>24 Emergency Service has no TTY</b></p> <ul style="list-style-type: none"> <li>- This will be installed so persons needing a TTY to access emergency after hours can do so.</li> </ul>	
7	<p><b>Attitude problems are persuasive</b> – especially with the general public</p> <ul style="list-style-type: none"> <li>- 17,000 Person's with disabilities in Guelph. It is important that people speak up so their issues can be heard and addressed</li> <li>- Attitude represents what the priorities are with City Council</li> </ul>	
8	<p><b>Curb-ramp standards</b> – have been developed but funding now needs to be put in place to deal with those needing to be retrofitted</p> <ul style="list-style-type: none"> <li>- Leanne Warren: Only 12 are done per year even though there have been over 80 that have been identified by the public as necessary</li> <li>- How are curbs prioritized? Information is gathered by the Public Works dept</li> </ul>	



	<p>each year as to the areas where curb ramps are required. The Barrier Free Advisory Committee works with Public Works to prioritize which ramps will be retrofitted.</p> <ul style="list-style-type: none"> <li>- The AAC has committed to advocate to Council to increase this amount.</li> <li>- The Environment &amp; Transportation Dept will put forward a request to increase this amount for 2005</li> </ul>	
9	<p><b>Ontario Building Code</b> – The OBC is in the process of being updated.</p> <ul style="list-style-type: none"> <li>- The draft changes are on the OBC website</li> <li>- They are to come into place in 2006.</li> </ul> <p><b>Does the AAC work with Seniors to ensure Access?</b></p> <ul style="list-style-type: none"> <li>- The AAC promotes Universal design principles which the new Accessibility Standards will be based on. Universal design ensures access for all people regardless of their ability, including seniors.</li> </ul> <p><b>Are they as educated about this issue?</b></p> <ul style="list-style-type: none"> <li>- AAC does work with Senior Centre</li> </ul>	
10	<p><b>Spinal Cord injury programs for person's with disabilities s are very limited, especially at the local Recreation Centres.</b></p> <ul style="list-style-type: none"> <li>- Betty Richard indicated that Jane Serafini is the City's Inclusion Coordinator who can be contacted regarding this issue and the possibility of looking at developing more programs at our community rec centers.</li> </ul>	

# City of Guelp

Meeting Minutes



**Meeting:** City of Guelp Accessibility Advisory Committee - AAC  
**Date:** Tuesday August 17, 2004  
**Time:** 3:00 – 5:00 p.m.  
**Location:** Lion’s Lair – WECC - West End Community Centre  
**Present:** Betty Richard; Trav Coleman; Leanne Warren; Doug Grove; Paul Reeve; Jane McNamee; Ron Noel; Emily Vincent; Cyndy McLean; Councilor David Birtwistle; Sharon Van Manen; Lionel Sharp  
**Regrets:** Franc Tolhurst, Molly Kriksic  
**Absent:** Carol Murphy  
**Chair:** Trav Coleman  
**Minutes:** Mary Carson

## Discussion Items

Item #	Description	Action Taken
1	Welcome to new AAC members: Cyndy McLean, Molly Kriksic, Jane McNamee	Trav Coleman
2	Approval of the Agenda – Trav Coleman <b>Motion to approve by: Paul Reeve,</b> <b>2<sup>nd</sup> by: Sharon Van Manen</b>  Approval of the Minutes of April 20/04 – Trav Coleman <b>Motion to approve by: Jane McNamee,</b> <b>2<sup>nd</sup> by: Councilor David Birtwistle</b>	
3	<b>Guest Presentation – Ron Noel, Speed Humps</b> Mr. Ron Noel presented his concerns regarding the City’s use of speed humps being used for traffic calming. He wants the committee to put into the 2005 Accessibility Plan that the speed humps not be used for calming traffic.  The committee agreed on the issue and will write to the PET committee stating that they oppose the use of speed humps as a method of traffic calming.	Trav Coleman
4	<b>Review of 2005 Accessibility Plan</b> 1) Review of Section 5 – 3 main issues 5.3 Review of 2004 Priorities – pgs 14 – 24	Betty Richard



Betty Richard indicated that this information is updated at each meeting that the committee needed to focus on Sections 5.4 and 5.5

5.4 Barriers Identified in 2004 – these are the barriers that have been identified in 2004 either through the public meeting or through phone calls/letters. They are not listed in priority.

**Barrier Issue #1:** Poop and Scoop by-law is out of date and needs to be updated to reflect current terminology and the policies of organizations who train service dogs.

**Barrier Issue #2:** Curb-ramps. Funding insufficient to deal with amount of curbs identified each year for retro-fits. AAC supports increase in funds and will lobby City Council for increase during budget deliberations

**Barrier Issue #3:** Abuse of use of parking permits by non-disabled citizens. Public should be educated regarding parking permits.

**Barrier Issue #4:** Programs for person's with complex disabilities ie. CP, MS, MD, Parkinson's disabilities are very limited, especially at the local recreation centres.

Current City recreation programs are limited to people with specific abilities and are not inclusive. City recreation programs to include programming, and support for those programs, for persons with complex disabilities i.e. Cerebral Palsy, Multiple Sclerosis, Muscular Dystrophy, etc.

**Barrier Issue #5:** Low Floor Accessible bus routes need to be expanded

**Barrier Issue #6:** The number of subsidized bus passes needs to be increased to accommodate those on the waiting list (approx. 200). Parking pass criteria (income level) needs to be reviewed as well.

**Barrier Issue #7:** Computers at Main library branch are not available in large font.

**Barrier Issue #8:** Use of speed humps as a form of traffic calming is a barrier. Issue discussed during Ron Noel's presentation - see Item #3 Page 1 of these minutes.

**Barrier Issue #9:** not all city policies consider accessibility to persons with disabilities and should be updated to reflect this.

**Barrier Issue #10:** Family washrooms at River Run do not have accessible door openers, therefore, recommendation is to install automatic door openers

**Barrier Issue #11:** Parking Pass program needs to be evaluated including criteria for approval (income level)

**Additional Barriers identified by committee**

**Barrier Issue #12:** Minimum fine (\$300) for parking violation of accessible parking spaces is often reduced

**Barrier Issue #13:** Limited Mobility Service in Community





<p><b>Barrier Issue #14:</b> City Mission/Vision statement does not include reference to accessibility for persons with disabilities</p> <p><b>Barrier Issue #15:</b> Persons with disabilities are not actively recruited in HR employment practices. Committee suggests that the City pro-actively include people with disabilities in their recruitment in the work place which includes accommodations in the interview processes. A policy should be written.</p> <p><b>Barrier Issue #16:</b> Washroom at main library branch is not accessible. Committee is concerned that until a new library is built, there will not be an accessible washroom. Issue needs to be looked at.</p> <p><b>5.5 Barrier Priorities to be addressed in 2005</b> - Committee discussed the priorities for 2005.</p> <p>All of the items identified in section 5.4 will be carried over as priorities to 2005, including the following barriers from last years Plan (2003-04).</p> <ol style="list-style-type: none"><li>1. Persons with disabilities are not actively recruited in HR employment practices.</li><li>2. Written policies on recruitment practices are required.</li><li>3. Voting stations not accessible to persons with disabilities</li><li>4. No consistency in the consideration to accessibility in the purchasing of goods and services.</li><li>5. Information not available on City website in text based format to make it accessible to people who use reading software.</li><li>6. Zoning provisions should be consistent with Guelph Accessibility Standards.</li><li>7. Blocking of sidewalks i.e. newspaper stands or newspaper vending machines, patio cafes causes problems for persons with disabilities.</li><li>8. Lack of accessible standards for public outdoor recreational spaces</li><li>9. Library website not accessible and “user friendly” to persons with disabilities</li><li>10. Communication devices for persons who are hard of hearing are only available in River Run and Evergreen</li><li>11. No policies and procedures on fire safety and education to general public on access issues faced by persons with a disability.</li></ol> <p>AAC members are to review last years plan and forward on their suggestions for items that should be prioritized for 2005 to B Richard.</p> <p><b>The committee discussed some of the items from the 2003-04 Plan</b></p>	<p>All</p>
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	<p><b>which were listed as priorities for 2004 and will continue:</b></p> <p><b>Section E - Transportation:</b> Disability Awareness training for drivers and transportation staff</p> <p><b>Section G - Library:</b> Washrooms – committee recommends posting signs that state that the washrooms may not be accessible to all persons. Committee recommends that washroom be a priority regardless when the new library goes in and that this issue is to be looked at in 2005. Committee will make a presentation to Council during budget deliberations. Washrooms in other branches have also been identified as an issue</p>	Trav Coleman
5	<p><b>Next Steps – Betty Richard</b>          Timelines for 2005 Plan Approval  <b>Aug. 17</b> – AAC to provide feedback on Draft 2  <b>Aug. 23</b> – ODA Corporate Steering Committee to review Draft 2 of 2005 Accessibility Plan  <b>Aug. 24 – Sept. 24</b> – management staff to review 2005 Plan and provide feedback  <b>Oct. 4</b> – Staff report due to Clerks – Betty  <b>Oct. 13</b> – Community Services committee approval of 2005 Plan – Betty  <b>Oct. 18</b> – Council approval of 2005 Plan  <b>Oct. 19</b> – 2005 Plan submitted to Province</p>	
6	<b>Public Meeting feedback – to be deferred to next meeting</b>	
7	<b>Sept. 11 Forum in London</b> – if you wish to attend and need a ride, contact Betty	
8	<p><b>Motion to Adjourn</b> 1<sup>st</sup>: Jane McNamee; 2<sup>nd</sup>: Lionel Sharp</p> <p><b>Next AAC Meeting: October 19, 2004</b></p>	

# City of Guelph

Meeting Minutes



**Meeting:** City of Guelph Accessibility Advisory Committee - AAC

**Date:** Tuesday October 19, 2004

**Time:** 3:00 – 5:00 p.m.

**Location:** WECC 0 West End Community Centre – Lion’s Lair

**Present:** **Lionel Sharp; Molly Kriksic; Sam Mattina – PW; Cory Chisholm; Adrian Van Eck – ODA Staff Committee; Allan Berberich – Parks Dept; Debbie Lashbrook; Councillor David Birtwistle; Doug Grove; Randall French – ODA Staff Committee; Tony Wass; Leanne Warren; Trav Coleman; Betty Richard; Lois Payne – ODA Staff Committee; Sharon Van Manen; Murray McCrae; Jane McNamee; Cyndy McLean**

**Regrets:** **France Tolhurst,**

**Chair:** Trav Coleman

**Minutes:** Mary Carson

## Discussion Items

Item #	Description	Action Taken
1	Welcome to new ODA Corporate Steering Committee members and guests: Lois Payne, Randall French, Adrian Van Eck and Staff – Sam Mattina, and Al Berberich	
2	Approval of the Agenda – Trav Coleman <b>Motion to approve by: Trav Coleman 2<sup>nd</sup> by Councillor David Birtwistle</b> Approval of the Minutes of Aug. 17/04 – Trav Coleman <b>Motion to approve by: Councilor David Birtwistle, 2<sup>nd</sup> Doug Grove</b>	
3	<b>Staff Presentation –</b> <b>Snow Removal Program, City of Guelph – Sam Mattina, Public Works</b> <b>Plowing of Trails – Al Berberich, Parks Department</b> <u>Plowing of Trails:</u> Trav and Councillor David Birtwistle had a meeting of the SOS at the Evergreen Senior centre. A gentleman raised the issue regarding the trails behind the 2 apartment buildings on Neeve St., which are not kept clear. People have to go onto the street. Trav stated that since it is not city property, it would not be the city’s responsibility, but that he will raise the issue. Al Berberich said that the trail on South side of the river off Neeve St. –	



	<p>by Danby, was not getting plowed as it is too small of an area. The plows cannot get through, the cost would be too high, therefore, they put signs up - no winter maintenance, plus they put a gate across in the winter. The city has 100 kilometers of trails to maintain, there is no staff and no budget.</p> <p>Snow Plowing: Sharon expressed concern and hopes that the sidewalks are better plowed this winter especially at the Woolwich by Speedvale crosswalk.</p> <p>Sam Mattina from Public Works explained that any problems can be reported to Public Works. They bought 7 new snow blowers last year.</p> <p>Doug Gove expressed his concern regarding the bus stops/shelters. Sam said that the Transit Department takes care of that, but that Public Works will help out as needed.</p> <p>Snow Survey: Asked if residents would be in support of a snow windrow removal program. The survey came up, 48% in support for charge for services; 52% for tax base service. The expansion package went to council for fee for service, if approved by council, people will be charged as early as this winter for service which is approximately \$10.00. Sam will let Betty know when this issue will be discussed by council during budget deliberations.</p> <p><b>Some concerns that were voiced by the committee:</b></p> <ol style="list-style-type: none"> <li>1) Woolwich by Evergreen, snow not plowed by the push button sign on the sidewalk, therefore, not able to access the push button (this is a problem by many crosswalks). Al indicated that Parks staff could shovel it out when they do the Evergreen lot;</li> <li>2) People cannot get through to Public Works to report a snow concern. Betty can e-mail Sam with the concerns;</li> <li>3) Norfolk Medical Centre: cannot reach the meters. Randall will put this concern on the agenda for their next staff meeting</li> </ol>	<p>Sam Mattina</p> <p>Sam Mattina</p> <p>Al Berberich Betty Richard</p> <p>Randall French</p>
4	<p><b>2005 Accessibility Plan:</b> went to Council and it was approved October 18, 2004. Copies will be available in print and in PDF on the city website. The Plan is also available in alternate format upon request</p> <p>Trav took the time to thank Betty Richard and the Council for making the Accessibility Plan happens so fast.</p> <p>Paul Reeve stated that the plan does not have anything regarding Employment Equity. HR has a problem with calling it Employment</p>	<p>Paul/Betty</p>



	<p>Equity; therefore, the suggestion is to change it from Employment Equity to Lack of Employment Accessibility. Paul and Betty will get together with the Director of HR to discuss this issue as the Employment Equity Act is 20 years old and nothing has been changed.</p>	
5	<p><b>Library:</b> Murray McCrae and Lawrence Murphy went to look at the downtown library; they both agreed that the elevator is the main issue, the washrooms; nothing can be done as it is too expensive.</p> <p>Sharon stated that she was at the library and she feels that the elevator is not so much of an issue as what the washrooms are.</p> <p><b>Sharon Van Manen, Cyndy McLean, Leanne Warren, Betty Richard and Trav Coleman are interested in the Library Issues and will meet on site with Murray McCrae to develop a checklist of items to be discussed at an upcoming Library Board meeting.</b></p> <p>Councilor Birtwistle stated that there is a City Councilor on the Library Board – Public Libraries Act gives them the authority that they don’t have to be accountable to Council</p> <p>Betty sent out an e-mail on September 13 regarding the Provincial Governments introduction of the new Accessibility Ontarians with Disabilities Act – Bill 118.</p> <ul style="list-style-type: none"> <li>- Goal by 2025 – Ontario will be an accessible province</li> <li>- Private sector is included in new Bill as well as development of “Accessibility Standards” (no detail as to what standards would be developed)</li> <li>- ODA committee in Toronto wants comments and feedback</li> </ul> <p>Trav said that the standards do not have anything regarding the building code. He believes that it will take 5 years beyond their mandate and the course of action should be to realize their objective, which is in deriving their mandate</p> <p>It is going to take 21 years to achieve their objective and that is assuming that there is no change in the government which means there could be a change in policy.</p> <p>Course of action: take a more aggressive and collaborate effort in meeting and putting our standards in place.</p> <p>Committee agreed that Guelph should continue to move forward on updating our Facility Accessibility Standards and that Betty will write a letter to the Province indicating that we continue to move forward. The letter will also indicate that this is a collaborative project between the City</p>	



	<p>and other obligated sectors under the ODA.</p> <p>Randall suggests that we ask the province for money to help develop standards. Trav will assist Betty in writing a letter to the Minister and cc Deputy Minister to seek funds of 50% in sharing the cost and everyone was in agreement to continue to work on our standards.</p> <p>Betty will work on letter to talk to Consortium of proceeding with our standards.</p>	<p>Trav Coleman</p> <p>Betty Richard</p>
6	<p><b>Public Meeting feedback – Trav Coleman</b> Trav thanked Cyndy McLean for providing comments and feedback at the Public Meeting...</p> <p>Cyndy commented that where the meeting was being held, it was not very accessible. Betty suggests at the next meeting which is in spring/early summer, that we find a more accessible location.</p> <p>Committee also agreed that individual issues should be discussed at separate Public meetings (i.e. mobility etc)</p>	<p>Trav Coleman</p>
7	<p><b>September 11 Forum in London – Trav Coleman</b> Trav said that it was not as good as the one in Kitchener last year, but it was a good social event where he met with his colleagues and was able to share information. The next meeting will be in Burlington</p> <p><b>Stoop and scoop By-law changes:</b> went forward, stoop and scoop will be the responsibility of the dog owner.</p> <p>Gloria Kovach commented in regards to media’s disservice to the blind. Committee is also concerned with the press sensationalizing people with disabilities. Committee all agreed that Trav would write a letter to the Mercury expressing the committees concern</p>	<p>Trav Coleman</p>
8	<p><b>Randall French and David Birtwistle</b> both commended the committees on their hard work and diligence in working to make Guelph more accessible</p>	
9	<p><b>Next Meeting &amp; Adjourn – Trav Coleman</b> <b>December 21, 2004</b></p>	

# City of Guelph

Meeting Minutes



**Meeting:** City of Guelph Accessibility Advisory Committee - AAC  
**Date:** Tuesday December 21, 2004  
**Time:** 3:00 – 5:00 p.m.  
**Location:** Lion’s Lair – WECC 0 West End Community Centre  
**Present:** Betty Richard; Trav Coleman; Doug Grove; Paul Reeve; France Tolhurst; Tony Wass; Murray McCrae  
**Regrets:** Cyndy McLean; Lionel Sharpe; Councillor Birtwistle; Leanne Warren; Sharon Van Manen; Jane McNam  
**Absent:** Molly Kriksic; Debbie Lashbrook  
**Chair:** Trav Coleman  
**Minutes:** Mary Carson

## Discussion Items

Item #	Description	Action Taken
1	Welcome	Trav Coleman
2	<p><b>Approval of the Agenda – Trav Coleman</b></p> <p><b>Approval of the Minutes of April 20/04</b>            Deferred to Feb 15, 2005 meeting. No Quorum.  <b>(Minutes approved at Feb 15, 2005 meeting - Motion to approve by: Trav Coleman, 2<sup>nd</sup> by Doug Grove)</b>            )</p>	
3	<p><b>Business Arising (Accessibility Plan initiatives):</b></p> <p><b>1) Curb ramps (o4 and 05 Plan)</b></p> <ul style="list-style-type: none"> <li>- At the PET committee meeting of December 13, Leanne Warren made a Power point presentation and Trav Coleman presented on behalf of the AAC regarding increasing the amount of funds spend each year on curb-ramp retrofits/installations</li> <li>- Unanimous motion from PET committee stating:</li> <li>- “THAT the report be entitled Curb Ramp Repairs/Installation and retrofits and dated December 13, 2004 be received for information</li> <li>- AND THAT the report be referred to the Budget process;</li> <li>- AND THAT the Planning, Environment and Transportation Committee supports the recommended expansion package;</li> <li>- AND THAT the Commissioner of Environment and Transportation report back on the attempt by Public Works to</li> </ul>	Trav



	<p>reduce the cost per curb ramp installation.</p> <ul style="list-style-type: none"> <li>- There are 110,00 curbs and assuming that there will be no further growth in Guelph, all of the new and old will be according to the new standards.</li> <li>- In the Building Department, the Inspectors are not educated according to the new standards. It was recommended that one inspector be trained and have him come in to inspect any new City facilities that are being built or retrofitted.</li> <li>- Betty will send an e-mail to the Building Department inviting them to the next AAC meeting on February 15, 2005.</li> </ul> <p><b>2) Library Accessibility (04 and 05 Plan) – Betty</b></p> <ul style="list-style-type: none"> <li>- a number of AAC committee members met at the library to review access issues</li> <li>- Betty has prepared a draft copy of the Library report to go to the Library Board and Council for their Jan. 18 Board meeting. Trav is writing a cover letter to council</li> <li>- A delegation of interested committee members are asked to attend the meeting on January 18<sup>th</sup> to speak on the issues in the report, so far it is Trav, France and Betty. Betty would need feedback on this report before Jan. 5 so that she can send it on to the board and council.</li> <li>- Trav will follow up with library staff regarding the accessibility of the meeting location.</li> <li>- <b>Issues in report include:</b></li> <li>- Removal of bookcases in halls blocking turning radius</li> <li>- Washrooms – addition grab bar</li> <li>- Replace sink with smaller one to allow bigger turning radius</li> <li>- Lower towel bar</li> <li>- Sub-Library – need accessible washrooms, when the lease comes up, to request that the washrooms be updated</li> <li>- Better signage</li> <li>- Accessible services for low vision and hearing loss</li> </ul> <p><b>3) Facility Standards project update – Betty</b></p> <ul style="list-style-type: none"> <li>- Update of our facility standards is set to start</li> <li>- The Upper Grand District School Board, Homewood, and Wellington County will be partnering with the City to develop joint facility accessibility standards.</li> <li>- New standards are based on City of London's. Betty will e-mail standards to everyone who wish to provide input</li> <li>- Project to set to start in the new year.</li> <li>- The 4 partners agreed to have two of their AAC committee members sit on the committee who will work with staff and the</li> </ul>	<p>Betty</p> <p>Betty Trav</p> <p>Betty</p>
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	<p>consultant.</p> <ul style="list-style-type: none"><li>- 2 AAC members are needed. There will be number of meetings planned that you must attend as well as documents to review and comment on. France and Doug agreed to do that</li></ul> <p><b>4) Employment Equity Meeting with HR (05 Plan) – Betty, Paul</b></p> <ul style="list-style-type: none"><li>- Meeting with HR was cancelled and needs to be re-scheduled. Betty will e-mail Paul for next meeting and what dates are suitable.</li></ul> <p><b>5) Taxi Issue (04 Plan) – Betty</b></p> <ul style="list-style-type: none"><li>- The Barrier Free Transportation Committee has gone to 2 Police Services Board (PSB) meetings over this issue</li><li>- The PSB deferred their decision until their January meeting so that staff could meet with the 2 taxi companies to discuss the operation of accessible taxis in Guelph.</li><li>- The chair of the PSB, Dave Clark indicated that they are very committed to making this work.</li><li>- The PSB will be meeting on January 25 at 2:30 and a decision is to be made regarding the service. It would be a good idea if a delegation of AAC members were in attendance to show support. The Barrier Free Transportation group will be there</li><li>- Betty will send out meeting information and any information she receives from the Board prior to their meeting.</li></ul> <p><b>6) Subsidized Bus Pass (05 Plan) – Betty</b></p> <ul style="list-style-type: none"><li>- The waiting list (approx 200) for the subsidized bus pass has been processed; there are no more on the waiting list. All new applicants will be processed as there is no cap on the number of people that can be approved.</li><li>- All applications received are processed monthly</li><li>- There are approximately 300 adults with a disability who have been approved to purchase a subsidized bus pass.</li></ul> <p><b>7) Purchasing Policy (05 Plan) – Betty</b></p> <ul style="list-style-type: none"><li>- The City has developed a new purchasing policy for goods and services. From a recommendation by Betty, a section has been added to the policy related to accessibility. Under a section titled <u>ONTARIANS WITH DISABILITIES ACT</u>, it states: In accordance with the Ontarians With Disabilities Act, 2001, S.O. 2001, c.32, the City shall have regard to the accessibility for persons with disabilities to the Goods and Services purchased by the City.</li><li>- Policy had to go to Council December 20, it did not go through.</li></ul>	France/ Doug Betty/ Paul
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	<p><b>8) Other – All</b>  <b>Schedule of Public meetings for 2005 – suggestion for dates and issues – All</b></p> <ul style="list-style-type: none"> <li>- At the last AAC meeting, the committee discussed the idea of hosting a number of public meetings specific to municipal accessibility issues.</li> <li>- Betty would like to get some feedback from the committee on the issues that should be discussed as well as a suggestion for when the meetings should be held (keeping in mind that the plan must be submitted by the end of September).</li> <li>- Need to hold Barrier free Mobility and Transportation meeting, the survey has to be sent out and given a deadline.</li> <li>- Betty will be gone in March to end of April, Trav Coleman has agreed to help out and any issues, he would convey to Murray McCrae.</li> <li>- Trav suggested that the next Transportation General meeting be held at the end of May.</li> </ul>	
4	<p><b>New Business (Accessibility Plan initiatives)</b></p> <p>1) Recreation Programs for Persons with complex disabilities (05 Plan)</p> <ul style="list-style-type: none"> <li>- Betty will be organizing a meeting with Recreation providers in the community and staff to begin discussing this issue. She will report back</li> </ul>	Betty
5	<p><b>Update on Bill 118 - Accessibility for Ontarians with Disabilities Act (AODA)</b></p> <ul style="list-style-type: none"> <li>- Trav inquired who would be interested in going to any of these sessions</li> <li>- So far it would be Trav, Doug and Betty</li> <li>- Betty will e-mail when the session are and if anybody is interested in car pooling.</li> </ul>	
6	<p><b>Next Meeting: February 15, 2004 Adjourn - Trav Coleman</b></p>	