

MINUTES



MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

MONDAY, April 7, 2014 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

MEMBERS PRESENT:

Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor, Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Amy E. Wilkinson, Stakeholder Member

MEMBERS ABSENT:

Councillor Katie Mahoney, Ward 8
Darrin Ballard, Stakeholder Member
Glenn Barnes, Citizen Member
Janet Allison, Stakeholder Member

STAFF PRESENT:

Lisa Boyce-Gonsalves, Community Child/Youth Consultant
Frank Buckley, Manager, Parks South District
Jo-Ann Sutherland, Human Resources Consultant
Lawrence Franklin, Urban Designer
Virginia Kalapaca, Project Manager, Park Development
Ann Lehman-Allison, Senior Communications Advisor
Angie Melo, Legislative Coordinator
Pamela Shanks, Corporate Policy Analyst
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Plan Examination Services
Alana Tyers, Transit Planner
Graham Walsh, Legal Counsel

CALL TO ORDER – 2:02 p.m.

APPROVAL OF AGENDA

Approved (N. Hussain)

DECLARATIONS OF CONFLICT OF INTEREST - Nil

DEPUTATIONS

A. Kendall Wayow, Senior Project Manager, presented a PowerPoint presentation entitled “Civic Centre Renovations”, which illustrated the area designated for the new information desk and the changes to the existing cashiers desk. Mr. Wayow identified the changes that will be made to the existing area, they are as follows:

- Modified counter height
- Speaker hole at each station
- Installation of panels and remove bars
- Slot for exchange of documents

Committee members raised various issues including:

- A speaker hole is not adequate for people with hearing loss p; however, an amplified system may also be just as concerning with respect to people’s privacy; be aware of sound projection; persons with blindness may not be able to locate the speaker hole.
- That the customer counter area be large enough for signing documents.
- That privacy panels be installed between stations or a private separate area for customers to speak to staff confidentially, similar to banks.
- That cashier and information desk staff receive sensitivity training.

In response to the Committee’s above-noted comments, Mr. Wayow thanked committee members for their feedback. Mr. Wayow advised that he has made a note of the Committee’s comments and suggestions and will make the necessary inquiries.

Graham Walsh, Legal Counsel advised that a glass partition is a requirement as set out in the *Occupational Health & Safety Act*, with respect to workplace violence. Mr. Wayow also advised that cashier staff handle money and that

having a glass panel at the counter may be a requirement. Mr. Wayow will inquire about the cash handling policy.

Councillor Pat Saito applauds staff from Facilities & Property Management for the work they put into preparing the Corporate Report to recommend the information desk being re-established and the accessible enhancements to the cashiers counter. Councillor Saito further stated that staff really listened to the concerns expressed by the Accessibility Advisory committee.

RECOMMENDATION

1. That the PowerPoint presentation from Kendall Wayow, Senior Project Manager, regarding the site plans for the Civic Centre New Information and Cashiers Desk, be received;
2. That the Accessibility Advisory Committee is satisfied with the plans as presented; and,
3. That a site visit to further review this project is held with the Facility Accessibility Design Subcommittee on May 12, 2014.

RECEIVED – (C. Lowe)

- B. Chris Spinney, Linda Spinney, President, and Chelsea Mohler, Vice-President of TRAILBLAZERS provided a verbal overview of the TRAILBLAZERS Tandem Cycling Club. TRAILBLAZERS is a recreational cycling club for people who are partially sighted, blind and deaf-blind to have an opportunity to cycle with sighted volunteers on tandem bicycles. TRAILBLAZERS has been in operation since 1987 and is a registered charity for approximately 12 years. The TRAILBLAZERS currently have 56 members and 75 captains. Each new member, captain or volunteer must participate in an orientation and training ride. Members and volunteers are matched by weight and height. Members and volunteers can arrange impromptu recreational rides in addition to the scheduled group rides. Bikes are kept in sheds located in parks and recreational centres in Toronto.

Committee Members inquired about the likelihood of opening a branch in Mississauga. Mr. Spinney replied that they would be open to having a Mississauga branch. Committee Members would like to have further discussion on this matter. Naz Husain, Melanie Taddeo, Amy Wilkinson and Rabia Khedr

will work together to and meet with the Cycling Committee of Mississauga to discuss this matter further.

To access the TRAILBLAZERS website, kindly click on the link below:

<http://www.torontotrailblazers.org/index.shtml>

RECOMMENDATION

1. That the verbal presentation by Chris Spinney, Operations Manager, Lynda Spinney, President, and Chelsea Mohler, Vice-President of TRAILBLAZERS with respect to the TRAILBLAZERS' Program be received; and,
2. That Naz Husain, Melanie Taddeo, Amy Wilkinson, and Rabia Khedr form a working group to meet with member(s) of the Cycling Committee to have further discussion on the concept of accessible cycling.

RECEIVED/DIRECTION – (N. Husain)

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – February 3, 2014

Approved (N. Hussain)

2. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

- 2.1 Accessibility for Ontarians with Disabilities Act Review

Diana Simpson, Accessibility Coordinator, wanted to remind the Committee Members that there are two separate reviews of the Ontario's accessibility laws, which are currently underway and that written submissions will be accepted until June 1, 2014, and the public in-person consultation session is scheduled in Toronto on April 29, 2014.

RECOMMENDATION

That the verbal update from Diana Simpson, Accessibility Coordinator, with respect to the *Accessibility for Ontarians with Disabilities Act* review be received.

RECEIVED – (A. Wilkinson)

2.2 Accessible Customer Service Regulation

Diana Simpson, Accessibility Coordinator, provided a verbal reminder that there is a review of the Customer Service Standard. . Written submissions are accepted until April 16, 2014.

RECOMMENDATION

That the verbal update from Diana Simpson, Accessibility Coordinator, with respect to the Accessible Customer Service Regulation be received.

RECEIVED – (A. Wilkinson)

2.3 Integrated Accessibility Standards Regulation (IASR)

Daryl Bell, Manager, Mobile Licensing, was unable to attend the meeting. Mr. Bell will provide an update regarding accessible taxis at the next Accessibility Advisory Committee meeting.

It was suggested that the Legislative Coordinator send an email to the staff person who will be speaking to a matter on the agenda, to highlight that their presence is required.

RECOMMENDATION

That the update from Daryl Bell, Manager, Mobile Licensing regarding accessible taxicabs be deferred to the next Mississauga Accessibility Advisory Committee meeting.

APPROVED – (Councillor P. Saito)

3. TTC Support Person ID Card Process

Discussion regarding the Toronto Transit Commission's (TTC), decision to allow support persons to ride for free provided they show their TTC Support Person Assistance Card, while accompanying a fare paying customer with disabilities. To obtain a TTC Support Person Assistance Card, one must attend at selected TTC subway stations with proper identification and submit their application. Dates, times and locations will be posted on the TTC's website.

Carol MacEachern commented on the TTC's decision and feels that TTC's decision is very inconvenient and is very happy that the City of Mississauga Transit is on the honour system.

Rabia Khedr commented that in some cases transit operators will accept the CNIB identification card; however, the City of Toronto will now only be accepting their own identification cards. In the case of GO transit, they too require that you show an identification card, which you can obtain by attending at union station. To obtain these identification cards is a nuisance

Alana Tyers confirmed that persons with disabilities accompanied by a support person while riding on City of Mississauga Transit will only be required to pay one fare. Transit operators are all aware of this policy

RECOMMENDATION

That the News Release dated January 6, 2014 from the Toronto Transit Commission with respect to support persons travelling with people with disabilities, be received for information.

APPROVED - (N. Husain)

4. Abilities Awards Event

Diana Simpson, Accessibility Coordinator, advised the Committee that the cost for venue rental and audio visual services for the 2nd Annual Abilities Awards event in December 2014 will cost approximately \$21,000.00. It is anticipated that the revenue generated from this event will be approximately \$8,900.00. Ms. Simpson asked AAC Members whether they support a request to seek funding from Council. If Committee Members agree, Diana Simpson would prepare a Corporate Report to Council seeking funding of \$15,000.00,

Naz Husain suggested that perhaps the City of Mississauga could partner with the Region's Accessibility Advisory Committee with respect to funding. Ms. Husain advised that if the Members agreed, she would raise this issue at the Regional's AAC meeting on Friday.

Clement Lowe inquired about sponsorship. Rabia Khedr remarked that sponsorships are welcomed; however, that at this time, we will need to seek funding based on the costs and projected revenue from exhibitors, and, that if sponsors come forward with funds, it will mean less of a bill for the City of Mississauga at the end.

RECOMMENDATION

1. That the Memorandum dated March 25, 2014 from Diana Simpson, Accessibility Coordinator, with respect to the 2nd Annual Abilities Awards Event be received;
2. That the Accessibility Advisory Committee is in support of requesting funding from the Corporation of the City of Mississauga for a portion of the costs associated with the 2nd Annual Abilities Awards Event.

APPROVED – (C. Lowe)

SUBCOMMITTEE REPORT

5. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on February 24, 2014

RECOMMENDATION

1. That the PowerPoint presentation regarding Fire Station 119, and Peel Regional Paramedic Services Satellite Station S11, located at 6375 Airport Road, as provided and presented by Priscilla Ladouceur, Hossack & Associates Architects, to the Facility Accessibility Design Subcommittee on February 24, 2014, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with the site plans for the Fire Station 119, and Peel Regional Paramedic Services Satellite Station S11, located at 6375 Airport Road, as presented.

APPROVED – (C. Lowe)

6. Pending Work Plan items dated March 26, 2014

Councillor Pat Saito provided an update on the fees for support persons for the Meadowvale Theatre with respect to Diana Simpson's comment regarding the process implemented to ensure staff at Meadowvale Theatre are aware of not charging for support persons. Councillor Saito wanted to clarify that the Meadowvale Theatre does not primarily run programs that are sponsored by the City of Mississauga. The Meadowvale Theatre can only make decisions based on the programs that the City provides. The majority of the shows and performances at the Meadowvale Theatre are rentals. Councillor Saito raised the issue at a special Advisory Board meeting of the Meadowvale Theatre Board of Directors. The Board of Directors are very supportive of making allowances

for waiving fees for support workers to all of the shows. The City of Mississauga would have to make a requirement on the rental agreement to anyone renting the Meadowvale Theatre. A Board member has sent a list of suggestions for inclusion on the rental contract. Organizing groups pay fees based on the number of available seats to be sold. Many groups are community non-profit groups, who are on a tight budget; they have asked the city to reduce the number of available seats at the theatre in all the advertising and on the rental to accommodate the allowance for not collecting fees for support workers. For organizing groups to break even they need to sell 80% of the seats. There has been great suggestions submitted to the City's Culture Division, and Councillor Saito is in agreement with these suggestions. I am hopeful that there will be a process in place within the next couple of weeks; however, until such time, the Meadowvale Theatre cannot commit to allow support persons to attend for free, unless the show is put on by the City of Mississauga.

Councillor Saito further commented on the accessibility at the Meadowvale Theatre and noted that the theatre was built at a time when accessibility was not a matter of priority. The Board members discussed some issues that some may have experienced and/or have been identified with respect to interior and exterior accessibility issues at the Meadowvale Theatre and the Board will continue to have dialogue about this matter.

RECEIVED – (C. MacEachern)

That the Pending Work Plan Items chart for the Mississauga Accessibility Advisory Committee, dated March 26, 2014, from Angie Melo, Legislative Coordinator, be received.

OTHER BUSINESS

DATE OF NEXT MEETING(S)

Monday, May 12, 2014, 1:30 p.m.:

Facility Accessibility Design Subcommittee meeting, Committee Room A, Mississauga Civic Centre, 300 City Centre Drive, 2nd Floor.

Monday, May 26, 2014, 2:00 p.m.:

Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre, 1275 Mississauga Valley Boulevard.

ADJOURNMENT – 3:50 p.m.