
Accessibility Advisory Committee

Date

2016/06/06

Time

2:05 PM

Location

Civic Centre, Committee Room A - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members Present

Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member (Chair)
Melanie Taddeo, Citizen Member (Vice-Chair)
Naz Husain, Citizen Member
Rabia Khedr, Citizen Member
Clement Lowe, Citizen Member
Mashkoo Sherwani, Citizen Member
Asim Zaidi, Citizen Member
Alfie Smith, Stakeholder Member
Sally Wall, Stakeholder Member

Members Absent

Councillor Matt Mahoney, Ward 8
Robert Bain, Citizen Member
Mandi Buckner, Stakeholder Member

Find it online

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

Staff Working Group Present

Lisa Boyce-Gonsalves, Community Development – Inclusion
Lawrence Franklin, Development & Design
Virginia Kalapaca, Park Development
Diana Krawczyk, Library
Pamela Shanks, Corporate Policies Analyst
Diana Simpson, Supervisor, Accessibility Planning
Jo-Ann Sutherland, Human Resources
Alana Tyers, Transit Planning
Graham Walsh, Legal Counsel
Cynthia Ulba, Communications
Karen Morden, Legislative Coordinator

Other Staff Present

Christine Gabany, Manager, Talent Acquisition
Lori Kelly, Manager, Strategic Talent Management
Kendal Wayow, Manager, Building Services & Operations
Andy Harrypersad, Health & Safety Specialist
Wendy McClymont, Manager, 311 Citizen Contact Centre

1. **CALL TO ORDER – 2:05 PM**

Carol-Ann Chafe, Chair requested everyone present at the meeting to introduce themselves.

2. **APPROVAL OF AGENDA**

Naz Husain, Citizen Member requested to add congratulations to a Member of the Committee under “Other Business”.

Mashkoo Sherwani requested to add vocational programs at Sheridan College under “Other Business”.

Approved, as amended (N. Husain)

3. **DECLARATION OF CONFLICT OF INTEREST – Nil.**

4. **MINUTES OF PREVIOUS MEETING**

- 4.1. Minutes from the April 4, 2016 Accessibility Advisory Committee meeting.
Approved (M. Taddeo)

5. **DEPUTATIONS**

- 5.1. Robert MacKay, Stigma Superheroes with respect to the NIMBY Stigma Man's upcoming campaign.
Mr. MacKay spoke with respect to the NIMBY Stigma Man's upcoming campaign, providing background information on the formation of NIMBY Stigma Man, the meaning of NIMBY, the need to promote mental health awareness, and noted that the NIMBY Stigma Man would be walking around Mississauga during the campaign.

As there were no questions or comments from the Committee, Mr. MacKay's deputation was received.

RECOMMENDATION

That the deputation and associated PowerPoint presentation by Robert MacKay, Stigma Superheroes with respect to the NIMBY Stigma Man's upcoming campaign, be received.

Received (Councillor Saito)
Recommendation AAC-0017-2016

- 5.2. Kendall Wayow, Manager, Building Services & Operations and Andy Harrypersad,

Health & Safety Specialist spoke regarding evacuation procedure at the Civic Centre.

Mr. Wayow led the Committee Members through the emergency evacuation procedures at the Civic Centre, advising the Committee about the two-stage alarm system, the designated meeting place at the Living Arts Centre, the role of Fire Wardens, the evacuation procedure stickers that will be placed in each Committee Room, and the need to call 911 in addition to alerting Fire Wardens of their location in the event that they are unable to evacuate the building via the stairs.

Carol-Ann Chafe, Chair inquired as to the number of Evac Chairs that the City owns, to which Mr. Wayow advised that there are two at the Civic Centre. Diana Simpson, Supervisor, Accessibility Planning commented that there is also one at the Central Library. Andy Harrypersad, Health & Safety Specialist noted that there will also be three in Transit and advised that the Evac Chairs are not just for persons who use a wheelchair, but for anyone who has mobility issues.

Naz Husain, Citizen Member requested that an orientation to the Civic Centre be arranged for the AAC Members to become accustomed to building features such as doors, exits, elevators, and general wayfinding.

Virginia Kalapaca, Project Manager, Park Development inquired as to when the stickers would be placed at the Civic Centre, to which Mr. Wayow advised that they would be placed within the next month.

Sally Wall, Stakeholder Member inquired about visual alarm signaling for persons who are deaf, to which Mr. Wayow advised that there is strobe lighting in the hallways.

RECOMMENDATION

That the deputation by Kendall Wayow, Manager, Building Services and Operations and Andy Harrypersad, Health and Safety Specialist with respect to Civic Centre emergency procedures, be received.

Received (M. Taddeo)

Recommendation AAC-0018-2016

- 5.3. Diana Simpson, Supervisor, Accessibility Planning, Wendy McClymont, Manager, 311 Citizen Contact Centre and Sally Wall, AAC Stakeholder Member with respect to Textnet.

Sally Wall, Stakeholder Member provided information with respect to Textnet, an Internet-based communication tool that replaces TTY technology, commenting on the benefits of Textnet with regard to being fully accessible telephone communication, improved customer service, advanced call management, the utilization of existing PCs and networks, improvement of internal staff efficiencies, and the ease of installation and

operation. Ms. Wall further noted a large number of Canadian companies who are already using Textnet such as Bell, the Canadian Cancer Society, and Elections Canada, among many others.

Diana Simpson, Supervisor, Accessibility Planning spoke to a meeting that was held with Wendy McClymont, Manager, 311 Citizen Contact Centre regarding the TTY system, noting that the Centre has used TTY for 10 years with only a few legitimate calls. Ms. McClymont commented that she is seeking the Accessibility Advisory Committee's feedback on the program.

Ms. Wall showed a demonstration of the program's features, spoke to the comparative costs of both TTY and Textnet, and noted that Textnet would allow people who are deaf to access 311.

Naz Husain, Citizen Member inquired whether the City was planning to replace TTY and mentioned that some people do not have computers, to which Ms. Wall explained that the deaf community still use regular TTY but would be able to access the City of Mississauga via Textnet.

Rabia Khedr, Citizen Member commented that the program would work well for technical support as well and expressed support of utilizing Textnet, to which other Members agreed.

RECOMMENDATION

1. That the deputation by Sally Wall, Stakeholder Member, Diana Simpson, Supervisor, Accessibility Planning, and Wendy McClymont, Manager, 311 Citizen Contact Centre with respect to Textnet, be received;
2. That the Accessibility Advisory Committee is in full support of staff initiating the implementation of Textnet at the City of Mississauga.

Received/approved (N. Husain)
Recommendation AAC-0019-2016

6. **MATTERS CONSIDERED**

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

Diana Simpson, Supervisor, Accessibility Planning provided a brief verbal update with respect to the *ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)*, noting that the changes to the Customer Service Standards had not yet been received, that there are new Transportation Standards in the works that will address municipal transit and specialized transit, and advised that the Annual Report brochure is available online. Ms. Simpson further noted that she would share the new Customer

Service Standards with Members once they become available.

6.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member and Chair of the Region of Peel Accessibility Advisory Committee spoke to the Region's TransHelp program with respect to the changes in eligibility and noted that the pilot program, Passenger Assist, may be terminated. Ms. Husain also advised that a resource guide outlining all of the Region's programs and services had been developed and suggested that the City of Mississauga may wish to do the same.

Councillor Saito spoke to the possible termination of the Passenger Assist pilot program, noting her concern if the program does not continue as it is very beneficial, but further noted that it would rely on funding. Councillor Saito further commented that a report would be coming to Regional Council in July 2016 with respect to the Accessible Transportation Master Plan and suggested that the Committee may have comments that they wish to direct to Regional Council for consideration.

Ms. Husain commented that people were very concerned that the program could be terminated and proposed that the Committee write a letter to Regional Council expressing their position on the issue, to which the Members agreed.

RECOMMENDATION

1. That the verbal update by Naz Husain, Mississauga Accessibility Advisory Committee Citizen Member and Chair, Region of Peel Accessibility Advisory Committee, be received;
2. That the Accessibility Advisory Committee send a letter to Peel Regional Council to express concern with the possible termination of the Transhelp Passenger Assist Program and express support for continued funding and operation of the Program.

Received/Approved (M. Taddeo)
Recommendation AAC-0020-2016

6.3. Results of AAC and Accessibility Staff Working Group Planning Sessions

Ms. Simpson provided an overview of the planning session results for both the Committee Members' session and the Staff Working Group session, advising that the Staff Working Group examined their role, the ways they can contribute, the action items that were developed, and that the group is renamed "StART" (Staff Accessibility Resource Team).

Carol-Ann Chafe, Chair and Naz Husain, Citizen Member congratulated and praised

staff for their commitment to accessibility.

6.4. 2017 National Access Awareness Week

Ms. Simpson spoke to the National Access Awareness Week and noted that the City of Mississauga hosts an event very two years.

Lisa Boyce-Gonsalves, Community Development Coordinator – Inclusion highlighted the activities that the Recreation Division had done for National Access Awareness Week including outreach to youth, incorporating para-sport activities into the At-Play Program, and having Recreation staff lead small segments on inclusive language.

Ms. Simpson spoke to a training session on standards and experiential accessibility training for Planning and Building staff, noting that Carol-Ann Chafe, Chair and Melanie Taddeo, Vice-Chair would be speaking at the session.

Discussion ensued amongst Members with respect to planning the 2017 event which included capturing the Canada 150 celebrations, historical contributors to the advancement of accessibility, a focus on technology and advancement, and staff accessibility practices.

Diana Krawczyk, Manager, Library Services offered to connect the Committee with the Canada 150 Planning Team.

Members suggested that planning for the 2017 National Access Awareness Week event could take place at meetings of the Promotional Awareness Subcommittee.

7. **SUBCOMMITTEE REPORTS**

7.1. Facility Accessibility Design Subcommittee Report - April 25, 2015

Members reviewed the report from the Facility Accessibility Design Subcommittee dated April 25, 2016 and approved the recommendation.

RECOMMENDATION

1. That the PowerPoint presentation regarding the Ogden Pedestrian Bridge Project to the Facility Accessibility Design Subcommittee on April 25, 2016, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Ogden Pedestrian Bridge Project, as presented;
3. That staff be requested to bring the Ogden Pedestrian Bridge Project back to the Facility Accessibility Design Subcommittee for further review, when the project is at a more detailed stage of development.

Approved (M. Taddeo)

Recommendation AAC-0021-2016

8. **INFORMATION ITEMS**

8.1. AAC Pending Work Plan Items

Discussion amongst Members ensued with respect to the invitation to participate in a “Virtual Focus Group” from Human Resources, focused on workplace diversity. Several Members advised that the virtual focus group platform was not accessible to them and that they would not be able to participate.

Lori Kelly, Manager, Strategic Talent Management spoke to the consultants, CCDI (Canadian Centre for Diversity and Inclusion), noting that CCDI expressed that they receive more robust participation using a virtual format and further commented that she is open to discussion if the format will not work.

Melanie Taddeo inquired as to whether CCDI had worked previously with persons with disabilities, to which Ms. Kelly confirmed that they had.

Rabia Khedr and Naz Husain, Citizen Members advised that the virtual focus group is not accessible. Ms. Husain offered to test the system for accessibility and inquired what the next steps would be if it was not accessible.

Councillor Saito advised staff that there is an issue with their participation and that the consultant needs to meet with the AAC Members to conduct an in-person, face-to-face focus group, to which Members expressed agreement.

RECOMMENDATION

That the AAC Pending Work Plan Items chart updated for the June 6, 2016 meeting of the Accessibility Advisory Committee, be received.

Received (A. Smith)

Recommendation AAC-0022-2016

8.2. Resolution 0094-2016 - IBI Therapy

No discussion took place on this item.

RECOMMENDATION

That Council Resolution 0094-2016 with respect to the preservation of IBI Therapy in Ontario, be received.

Received (M. Taddeo)

Recommendation AAC-0023-2016

8.3. Invitation to AGM for Coalition for Persons with Disabilities

No discussion took place on this item.

RECOMMENDATION

That the invitation to the AGM for Coalition of Persons with Disabilities, be received.

Received (N. Husain)

Recommendation AAC-0024-2016

8.4. Festival of Recognition - March of Dimes Canada

No discussion took place on this item.

RECOMMENDATION

That the Festival of Recognition information sheet from March of Dimes Canada, be received.

Received (R. Khedr)

Recommendation AAC-0025-2016

8.5. New Booklet: Planning Accessible Events

Naz Husain, Citizen Member requested that the booklet be sent to her electronically.

RECOMMENDATION

That the new publication entitled, "Planning Accessible Events", be received.

Received (N. Husain)

Recommendation AAC-0026-2016

9. **COMMITTEE UPDATE/OTHER BUSINESS**

9.1. Naz Husain, Citizen Member expressed congratulations to Rabia Khedr, Citizen Member for the opening of an extended hours day program in Clarkson through the Muneeba Centre. Ms. Husain requested that Ms. Khedr make a presentation about the centre at the September 2016 AAC meeting.

9.2. Mashkoor Sherwani spoke to his letters and email with respect to requesting programming for students with developmental disabilities at Sheridan College. Members advised that, while empathizing with the issue, directing the College to provide programming was not within the Terms of Reference for the Accessibility Advisory Committee.

The Legislative Coordinator advised Mr. Sherwani that Mandi Buckner, Stakeholder

Member would be in touch with him to connect him with the appropriate staff at Sheridan College.

Mr. Sherwani commented that he felt the Committee could still do something, to which the Legislative Coordinator spoke to the Terms of Reference.

10. **DATE OF NEXT MEETING** - Monday, September 12, 2016 - 2:00 PM, Civic Centre, Committee Room A
11. **ADJOURNMENT** – 4:10 PM