

---

## **Accessibility Advisory Committee**

### **Date**

2017/09/18

### **Time**

2:07 PM

### **Location**

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

### **Members Present**

Councillor Matt Mahoney, Ward 8

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

Asim Zaidi, Citizen Member

Mandi Buckner, Stakeholder Member

Sally Wall, Stakeholder Member

### **Members Absent**

Alfie Smith, Stakeholder Member

Mashkoor Sherwani, Citizen Member

### **Find it online**

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

**Staff Present**

Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Lori Kelly, Manager, Strategic Talent Management

Darren Cooper, Accessibility Specialist

Diana Simpson, Supervisor, Accessibility Planning

Amr Merdan, Urban Designer, Planning and Building

Shaesta Hussen, Planner, Planning and Building

Michael Foley, Manager, Mobile Licensing Enforcement

Lisa Boyce-Gonsalves, Community Development – Inclusion & Accessibility

Virginia Kalapaka, Project Manager, Park Development

Diana Krawczyk, Manager, Burnhamthorpe Library

Pamela Shanks, Corporate Policies Analyst

Christine Gabany, Manager, Talent Acquisition

Christopher Tham, Marketing Coordinator

Karen Morden, Legislative Coordinator, Office of the City Clerk

Trish Sarnicki, Legislative Coordinator, Office of the City Clerk

1. **CALL TO ORDER – 2:07 PM**

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

2. **APPROVAL OF AGENDA**

Diana Simpson, Supervisor, Accessibility Planning, requested time under “Other Business” to provide a quick debrief regarding the National Access Awareness Week Event.

Rabia Khedr, Citizen Member, requested time under “Other Business” to discuss a personal incident.

Approved, as amended (N. Husain)

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

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the April 10, 2017 Accessibility Advisory Committee meeting

Diana Simpson, Supervisor, Accessibility Planning, advised of a correction to be made to the minutes from the April 10, 2017, meeting to item 7.5, 3rd paragraph to read as follows: “Mr. Zaidi, advised the subcommittee was still waiting to hear from the Rick Hansen Foundation with respect to the grant application Accessibility Planning applied for.”

Darren Cooper, Accessibility Specialist, noted that Robert Bain, Citizen Member, and Christine Gabany, Manager, Talent Acquisition, were not at the April 10, 2017 meeting, and advised they be removed from minutes from the April 10, 2017, meeting under “Members Present” and “Staff Present”, respectively.

Approved, as amended (M. Taddeo)

5. **DEPUTATIONS**

5.1. Gus Mangos, Elections Coordinator, spoke regarding the 2018 Elections Accessibility Plan.

Mr. Mangos provided an overview of the 2018 Elections Accessibility Plan, noting that the document was created with Accessibility Staff at the City. Mr. Mangos requested feedback from the Accessibility Advisory Committee regarding the Plan and informed Members that once the Plan is finalized it will be made publically available to all electors.

Mr. Mangos provided a background and overview of the AutoMARK voter assist terminal, noting that the terminal was made available on advance poll days in 2014, and that is the proposed plan for 2018. Mr. Mangos informed the Committee that there are a variety of features, including braille, sip and puff, and different handheld buttons to assist electors in marking their ballot. Mr. Mangos noted operators at the polling stations will be trained by the vendor, and offered further one-on-one training at the Elections office for anyone that requests it. Rabia Khedr, Citizen Member, commented that she had used the AutoMARK in 2014 and appreciated the ability to mark her own ballot.

Questions from Committee Members arose regarding staff assistance at polling locations and advanced polling locations. Mr. Mangos noted that staff will be trained in the use of the AutoMARK and will be there to assist electors that require assistance, and that there will be 22 locations available with the AutoMARK, specifically, 2 polling locations per Ward on advanced polling days.

Ms. Khedr inquired whether electronic voting would be coming to the City of Mississauga, with Mr. Mangos responding that at this time, the City is strictly pursuing "vote anywhere" due to security concerns of online voting. Councillor Pat Saito commented that an entire meeting of Governance Committee was dedicated to finding ways to make voting more accessible in general to the entire community, noting that in municipalities where electronic voting is available, voter turnout did not increase. Ms. Khedr noted concerns that some residents are bedbound or are caregivers and cannot leave their house to vote, with Mr. Mangos responding that bedside voting is available in institutions and retirement homes. Councillor Saito noted that proxy voting is an option for those who cannot physically leave the house to vote, and that the City is looking into making the process easier.

#### RECOMMENDATION

1. That the deputation by Gus Mangos, Acting Elections Officer with respect to the 2018 Draft Elections Accessibility Plan, be received;
2. That Members of the Accessibility Advisory Committee send feedback and comments regarding the 2018 Draft Elections Accessibility Plan to the Acting Elections Officer.

Received (R. Khedr)  
Recommendation AAC-0025-2017

- 5.2. Renee Bazile-Jones, Senior Director of Learning, Canadian Centre for Diversity and Inclusion spoke regarding the Workforce Diversity and Inclusion Strategy.

#### Item 7.1.

Gary Kent, Commissioner of Corporate Services, thanked Diana Simpson, Supervisor, Accessibility Planning, for her work and contributions to the Committee, and to the City. Mr. Kent noted that the Workforce Diversity and Inclusion Strategy focuses on the internal workplace, not the external facing services provided. Mr. Kent further noted that the Corporate Report would be introduced to General Committee on October 18, 2017.

Renee Bazile-Jones, Senior Director of Learning, Canadian Centre for Diversity and Inclusion, provided an overview of the Workforce Diversity and Inclusion Strategy, and provided a background of the methodology used, as well as the key findings from the Current State Inclusivity Assessment. Ms. Bazile-Jones also spoke to the vision, values, and strategic goals that are reflected in the Workforce Diversity and Inclusion Action Plan. Ms. Bazile-Jones remarked that while employees reported significant improvement in diversity and inclusion over the past several years, their concerns noted inconsistencies across departments, divisions and teams, as well as the need to focus on bias, transparency and increasing zero tolerance standards for behaviour and comments deemed disrespectful. Ms. Bazile-Jones noted progress on a variety of fronts, including but not limited to: the City launching a Communications Plan later this September, Human Resources working on changing policies and procedures, the introduction of Diversity and Inclusion topics to the Fall elearning catalogue, and building Diversity and Inclusion competencies into new talent management software.

Questions from Committee Members pertained to the following:

- The terminology being used to discuss diversity and inclusion;
- The issue surrounding whether people will self-identify themselves as part of a marginalized group;
- Whether the City will be capturing demographic data in their Strategy;
- Whether the Strategy is making a change that is measureable, more specifically, in terms of recruitment;
- How the data will be presented.

Ms. Bazile-Jones commented that in discussing anti-oppression, the use of language in educating people was a priority. With regard to self-identification, Ms. Bazile-Jones responded that the return and completion rate for their surveys are 75% to 80%, most likely due to being an external vendor, and because each question has a “prefer not to answer” option. Ms. Bazile-Jones noted that with regard to demographic data, in November 2018, there will be an internal census to coincide with the next employee census. Mr. Kent commented that while customer service training is offered, it does not link back to who you are as an individual, with Ms. Simpson adding that the City follows accessible employment standard policy changes and training but does not have the numbers to show whether more people with disabilities have been hired. Lori Kelly, Manager, Strategic Talent Management noted that this will be the first time that people are asked to self-identity in the census, and Ms. Bazile-Jones added that the data will show multiple areas of identity and have a mathematical formulation to allow you to sub-segment, depending on the data one is seeking. Ms. Bazile-Jones concluded that she would appreciate feedback from the Committee Members, with Carol-Ann Chafe, Chair, adding that questions can be emailed to Ms. Bazile-Jones.

#### RECOMMENDATION

That the deputation and associated presentation by Renee Bazile-Jones, Senior Director of Learning, Canadian Centre for Diversity and Inclusion to the Accessibility Advisory Committee on September 19, 2017 with respect to the Workforce Diversity and Inclusion Strategy, be received.

Received (R. Khedr)  
Recommendation AAC-0026-2017

6. **PUBLIC QUESTION PERIOD**

No members of the public requested to speak.

7. **MATTERS CONSIDERED**

7.1. Report dated September 8, 2017 from the Commissioner of Corporate Services & Chief Financial Officer: Workforce Diversity and Inclusion Strategy.

RECOMMENDATION

That report entitled "Workforce Diversity and Inclusion Strategy" dated September 8, 2017 from the Commissioner of Corporate Services & Chief Financial Officer be received.

Received (R. Khedr)  
Recommendation AAC-0027-2017

(AAC-0028-2017 was inadvertently missed)

7.2. 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 there are many standards coming out in the near future, that the City will need to comply with.

Received (N. Husain)

7.3. Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member, Accessibility Advisory Committee and Member, Region of Peel Accessibility Advisory Committee noted that there was no report, as the meeting was postponed to Thursday, September 21, 2017.

Received (A. Zaidi)

7.4. Darren Cooper, Accessibility Specialist provided a brief verbal update with respect to the Facility Audits Project, noting that 97 facilities have been audited so far, with a presentation forthcoming at either the Facility Accessibility Design Subcommittee October meeting, or the Accessibility Advisory Committee November meeting.

RECOMMENDATION

That the verbal update by Darren Cooper, Accessibility Specialist with respect to the Facility Audits Project, be received.

Received (M. Taddeo)  
Recommendation AAC-0029-2017

7.5. Peel Regional Paramedic Services Satellite Stations - Site Plan Review

Diana Simpson, Supervisor, Accessibility Planning, spoke to the Facility Accessibility Design Standards with regard to the Peel Regional Paramedic Services Satellite Stations.

RECOMMENDATION

1. That the Peel Regional Paramedic Services Satellite Stations Site Plan Review, be received;
2. That the Legislative Coordinator prepare correspondence to the Region of Peel Accessibility Specialist, outlining the City of Mississauga's Accessibility Design Standards currently in use and a link to the online document.

Received (N. Husain)  
Recommendation AAC-0030-2017

7.6. Review of Accessibility Advisory Committee Membership on Various Committees

Carol-Ann Chafe, Chair spoke to her current committee involvements and provided an update on their progress noting that the International Transportation Engineers Committee had completed their mandate, the Riverwood Enabling Garden Committee were nearly complete, the Lakeshore Connecting Communities Committee had just begun their work.

Naz Husain, Citizen Member, noted she would no longer be able to attend the Lakeshore Connecting Communities Committee.

7.7. Accessibility Advisory Committee November Luncheon

Rabia Khedr, Citizen Member inquired whether halal was an option and commented that choosing halal as an option should not increase the cost of food, with Karen Morden, Legislative Coordinator responding that halal is offered as an option.

Councillor Pat Saito gave her regrets that she could not attend the November 7, 2017 luncheon.

RECOMMENDATION

That the amount of \$500.00 be approved for the costs associated with the Accessibility Advisory Committee November Luncheon.

Received (N. Khedr)  
Recommendation AAC-0031-2017

7.8. Accessibility Advisory Committee Pending Work Plan Items

Diana Simpson, Supervisor, Accessibility Planning noted that the items listed on the current Work Plan are at completion and moving forward, the Work Plan must be considered by the Committee to add additional items.

RECOMMENDATION

That the Accessibility Advisory Committee Pending Work Plan Items, be received for information.

Received (R. Khedr)  
Recommendation AAC-0032-2017

(AAC-0033-2017 was inadvertently missed)

8. **SUBCOMMITTEE REPORTS**

8.1. Facility Accessibility Design Subcommittee Report - May 29, 2017

No discussion took place on this item. This item will be placed on a future agenda.

9. **INFORMATION ITEMS**

- 9.1. Email dated August 28, 2017 from Lawrence Franklin, Urban Designer (Retired) with respect to his retirement wishes to the Members of the Accessibility Advisory Committee.

RECOMMENDATION

That the email dated August 28, 2017 from Lawrence Franklin, Urban Designer (Retired) with respect to his retirement wishes to the Members of the Accessibility Advisory Committee, be received for information.

Received (N. Husain)  
Recommendation AAC-0034-2017

10. **COMMITTEE UPDATE/OTHER BUSINESS**

Diana Simpson, Supervisor, Accessibility Planning, commented that every two years, the National Access Awareness Event takes place, and that she would like feedback as to what members liked best about it, and what improvements could be made. Members expressed their appreciation of the event and noted that a formal survey may be helpful for feedback purposes.

Rabia Khedr, Citizen Member informed members of a disappointing incident at a local business that questioned her ability to sign her own documents.

11. **DATE OF NEXT MEETING** – Monday, November 6, 2017

12. **ADJOURNMENT** – 4:07 p.m.