
Accessibility Advisory Committee

Date

September 23, 2019

Time

2:00 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
Emily Daigle, Citizen Member
Naz Husain, Citizen Member (Chair)
Asim Zaidi, Citizen Member (Vice-Chair)
Clement Lowe, Citizen Member
Steven Viera, Citizen Member
Alfie Smith, Stakeholder Member
Sally Wall, Stakeholder Member

Members Absent

Carol-Ann Chafe, Citizen Member (Vice-Chair)
Rabia Khedr, Citizen Member
Anita Sampson Binder, Stakeholder Member

Find it online

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

Staff Present

Daniel Saddler, Supervisor Accessibility
Jennifer Cowan, Accessibility Specialist
Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry
Ian Masini, Supervisor, Compliance & Licensing, Compliance and License Enforcement
Alex Liya, Traffic Operations Specialist, traffic Operations
Dayna Obaseki, Legislative Coordinator, Legislative Services

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Abraham Binder, Emergency Management Specialist, Emergency Management
Alana Tyers, Manager Service Development, MiWay
Amr Merda, Urban Designer, Development & Design
Anthony Frigo, Building Plans Examiner, Building
Cathy Onorato, Learning & Organizational Development Consultant, Human Resources
Darlene Utarid, Manager Asset Management and Accessibility, Asset Management & Accessibility
Dayna Obaseki, Legislative Coordinator, Legislative Services
Ihor Witowych, Manager Transit Operations – Employees, MiWay
Ingrid-Keuper-Dalton, Community Development Coordinator, Library Services
Jamal Hosein, e-Commerce Specialist, Information Technology
Jamie Ferguson, Manager Parks Services, Parks & Forestry
Jennifer Cowan, Accessibility Specialist, Asset Management & Accessibility
Kimberly Hicks, Senior Communications Advisor, Strategic Communications
Lorena Smith, Community Development Coordinator Older Adults, Recreation
Matthew Sweet, Manager Active Transportation, Transportation & Works
Megan Palmateer, Digital Content Consultant (NC), Strategic Communications
Michael Foley, Manager Mobile Licensing, Enforcement
Pam Shanks, Corporate Policies Analyst, Corporate Performance & Innovation
Robyn Heibert, Emergency Management Specialist, Emergency Management
Sergio Hernaiz, Project Leader Senior Capital Projects, Capital Design & Construction
Shazia Kalia, Senior Buyer Materiel Management
Stefan Szczepanski, Manager Parks Development, Parks & Forestry
Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry
Wesley Booker, Legal Counsel Labour & Employment, Legal Services
Yousef Malic-Elhereich, Traffic Signals Technician, Transportation & Works
Zainab Abassi, Planner, Culture

1. CALL TO ORDER – 2:08 p.m.

Naz Husain, Chair, requested everyone present at the meeting introduce themselves.

2. APPROVAL OF AGENDA

Carol-Ann Chafe, Committee Member requested to add an item under Other Business. This request was sent via email in lieu of her absence.

Approved, as amended (A. Smith)

3. DECLARATION OF CONFLICT OF INTEREST – Nil.**4. MINUTES OF PREVIOUS MEETING**

4.1. Accessibility Advisory Committee Minutes – June 17, 2019

Approved (A. Zaidi)

5. DEPUTATIONS/ PRESENTATIONS5.1. Accessibility Services and CELA at the Library

Rachel Young, Library Assistant - Child Youth, Library Child Youth Popular Collection to present on the Accessibility Services and CELA at the Library

Rachel Young presented on the accessibility services offered at the libraries across the City of Mississauga. The services offered are assistive workstations (located at the Central Library) that include zoom text functionality, screen readers and dictation; homebound service that delivers accessible materials to registered customers; CELA, which provides access to books and prints through the mail and/or via download; and DAISY (Digital Accessible Information System) readers and discs that allows the ability to add timed bookmarks, adjust tone and speed. The other additional services the libraries provide are the Direct to Player App, the Dolphin Easy Reader App, Lynda.com, TTY (teletypewriter) and sign language interpretation services.

Members of the Committee spoke to the matter and raised the following questions:

- Inquired if all the accessible materials listed are available at all locations;
- Inquired how the community is being informed of the services offered;
- Inquired about the potential language barrier;
- Inquired about how broad the audiobook selection is;
- Inquired if this information presented is available on the library's website;
- Suggested the use of tablets; and
- Suggested a subcommittee be established to help make the libraries more accessible.

Ms. Young responded to questions from the members of Committee;

- Accessible materials are mainly located at the Central Library, however takes approximately two days to have those materials transferred to another library for use.
- Community outreach by presenting this information at older age homes and training staff on the accessible materials to become better front line staff.
 - Suggested including this information in an E-Newsletter.
- Some of the materials are offered in a number of different languages.
- The selection of audio books is quite broad and if the resident I registered with CELA - the selection is greater.
- This information is provided on the Library's webpage, however needs to be more focused and easily located.

Direction was given to staff to include a brief overview on Accessible Materials and Services offered by the library to be forwarded to Councillor Saito's office to be included in the Councillor's E-Newsletter.

RECOMMENDATION

That the deputation and associated presentation by Rachel Young, Library Assistant – Child Youth, Library Child youth Popular Collection presented on the Accessibility Services and CELA at the Library be received.

Received (E. Daigle)

Recommendation AAC-0033-2019

5.2. Accessible Parking Signage

Members of the Committee discussed their concerns around accessible parking signage and enforcement. Alex Liya, Traffic Operations Technologist, Traffic Operations, and Ian Masini, Supervisor, Compliance & Licensing, Compliance & License Enforcement North responded to all questions and concerns. Councillor Saito recommended that an enforcement telephone number be added to all accessible parking signs to help strengthen the enforcement of parking violations.

Direction was given to staff to further investigate a VRS (video relay service) for the deaf and hard of hearing community to be possibility included in the future development of accessible parking signs.

RECOMMENDATION

1. That the Accessibility Advisory Committee recommends that an enforcement telephone number be added to all accessible parking signs on all City property.
2. That the staff investigate and report back on how to further implement adding an enforcement telephone number to all accessible parking signage on private property within the City of Mississauga.

Received (Councillor Saito)

Recommendation AAC-0034-2019

RECOMMENDATION

That subject to the comments discussed regarding Accessible Parking Signage be received.

Received (S. Vieira)

Recommendation AAC-0035-2019

6. PUBLIC QUESTION PERIOD

Hassan Karkour, Resident inquired about interlocking stones on the pavement in certain areas of the City of Mississauga and expressed concern that it causes damage to wheelchairs.

Direction was given to staff to further investigate.

7. MATTERS CONSIDERED**7.1. Accessibility for Ontarians with Disabilities Act**

Dan Sadler, Accessibility Supervisor spoke to this item regarding the corporate report entitled "Review of the Information and Communications Standards – 2019 Initial Recommendations for the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*" that went to General Committee on September 18, 2019.

Naz Husain, Chair inquired about the staggered timelines of having 50% accessibility in regards to the webpages and why compliance with AODA would surpass 2025. Mr. Sadler responded by noting that the 2021 deadline is not realistic and requires additional time to ensure full accessible compliance. Jennifer Cowan, Accessibility Specialist also noted that the City plans to build their own achievable targeted deadlines.

RECOMMENDATION

That the verbal update provided by Dan Sadler, Accessibility Supervisor with respect to the *Accessibility for Ontarians with Disabilities Act (AODA)* be received.

Received (E. Daigle)

Recommendation AAC-0036-2019

7.2. Region of Peel Accessibility Advisory Committee Update

Carol-Ann Chafe, Citizen Member via email noted that International Day of Persons with Disabilities (IDPD) will be held on December 3, 2019 at Embassy Grand Convention Centre in Brampton from 8:30am to 4:30pm.

Naz Husain, Chair noted the Housing and Homelessness service is working on their 10 year plan and looking for participants to partake in a workshop. Ms. Husain also noted that Transhelp is implementing a new mobile app and installing cameras on all buses.

Councillor Mahoney noted that a detailed design regarding mobility charging stations will be taking place.

RECOMMENDATION

That the verbal update regarding the Region of Peel's Accessibility Advisory Committee provided by Naz Husain, Citizen Member and Member of the ROP AAC be received.

Received (S. Wall)

Recommendation AAC-0037-2019

7.3. Accessibility Advisory Committee December Luncheon

Dayna Obaseki, Legislative Coordinator briefly spoke to this item. Ms. Obaseki inquired if any members had any dietary restrictions and will send out an official email invite to the Members of the Committee closer to the date.

RECOMMENDATION

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

Approved (C. Lowe)

Recommendation AAC-0038-2019

7.4. Accessibility Advisory Committee Work Plan

Dan Sadler, Accessibility Supervisor spoke to this item informing the AAC members that upcoming facilitated session to draft a work plan combined with a meet and greet will take place. The session will run for approximately three hours in either late October or early November.

Members requested that a three week notice is provided to ensure availability to attend.

RECOMMENDATION

That a proposed Accessibility Advisory Committee Work Plan be brought forward to a future AAC meeting after a facilitated session takes place to review, approve and implement the AAC Work Plan.

Received (A. Smith)

Recommendation AAC-0039-2019

8. SUBCOMMITTEE REPORTS**8.1. Facility Accessibility Design Subcommittee Report – June 24, 2019****RECOMMENDATION**

1. That the presentation regarding LifeCycle Replacement – Lakefront Promenade Park to the Facility Accessibility Design Subcommittee on June 24, 2019, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that Dillon Consulting Limited and The City are undertaking with respect to Lakefront Promenade Park lifecycle replacement.

Received (Councillor Mahoney)
Recommendation AAC-0040-2019

9. INFORMATION ITEMS – Nil.**10. COMMITTEE UPDATE/OTHER BUSINESS**

- 10.1. Carol-Ann Chafe, Citizen Member via email invited Members of the Committee to attend Building Your Employ-Ability at the Alliance for Equality of Blind Canadians event at the Holland Bloor Conference Centre on Saturday, September 28, 2019 from 9am to 12pm.
- 10.2. Naz Husain, Chair noted that Rabia Khedr, Citizen Member was recently appointed the Canadian Accessibility Standards Development Organization Board of Directors (CASDO). This is the new agency created under the *Accessible Canada Act*.
11. **DATE OF NEXT MEETING(S)** – Monday, December 2nd, 2019 at 2:00 PM in the Hearing Room, 2nd Floor at the Civic Centre – 300 City Centre Drive, Mississauga
12. **ADJOURNMENT** – 3:49 p.m. (A. Smith)