

**THE REGIONAL MUNICIPALITY OF NIAGARA  
ACCESSIBILITY ADVISORY COMMITTEE  
ONTARIANS WITH DISABILITIES ACT**

**REPORT 7-2009**

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Minutes of a meeting of the Region of Niagara Accessibility Advisory Committee (RNAAC), Ontarians with Disabilities Act held in the Regional Municipal Building, Thorold, Ontario, on Tuesday, September 29, 2009, commencing at 12:45 p.m. in Committee Room 4.

**ATTENDANCE**

Committee: Jocelyne Gagne, Chair, Jean Bennett, Krystine Donato, Geoff Eden, Christine Keith, Brian Kon, Diann Krieger, Anita MacKenzie, Carol Walker, Mary Lou Whitty, Griz Witlib

Committee

Regrets: Councillor Cindy Forster, Ian Greaves

Staff: Mary Eagles, Eric Flora, Steve Murphy, Accessibility Advisory Coordinator, Penny Pitt, Administrative Assistant,

Staff regrets: Mary Balfour, Anne Hepplewhite, Kim Koz, Gord Low, Catherine O'Leary, Denise Papaiz, Kumar Ranjan, Judy Sobchak

Guests: Renee McKinley (Oral Interpreter)

Jocelyne Gagne welcomed everyone and called the meeting to order. Introductions were made around the table for the benefit of everyone in attendance.

**ADOPTION OF AGENDA**

81. **Moved by Carole Walker.**  
**Seconded by Diann Krieger**

**That Agenda 7-2009, being the agenda for the Accessibility Advisory Committee meeting of September 21, 2009 be approved as amended to include two additional items under Transit Update and an update on the Wainfleet Town Hall.**

**Carried.**

**ADOPTION OF MINUTES**

82. **Moved by Jean Bennett**  
**Seconded by Mary Lou Whitty**

**That Report 6-2009, being the minutes of the Accessibility Advisory Committee meeting of August 18, 2009 be approved as distributed.**

**Carried.**

## **UPDATE OF TERMS OF REFERENCE**

83. Steve Murphy gave an explanation of the updates made to the Terms of Reference. He advised the committee that the terms must be correct and available to the public. During discussion a question was presented regarding expenses for conferences, etc. being covered in the budget. Payment for conference expenses would be dependable upon the circumstances and reviewed individually case by case.

**Moved by Brian Kon**

**Seconded by Anita MacKenzie**

**That the Accessibility Advisory Committee approves the changes to the Terms of Reference as presented.**

**Carried**

## **AODA- UPDATE**

84. Built Environment Feedback

Steve Murphy thanked the committee for their feedback regarding the Built Environment Standard. The Niagara Regional Housing department provided comments separately. Feedback will be compiled in two separate documents and sent out by email to the committee

The Built Environment Standard concentrates on new builds and the standard appears to be easier on retrofits and renovations. During committee discussion, the following observations were noted:

- Personal and community safety had not been addressed in the standard
- Walled in ramps made people in wheelchairs out of site – opportunity for mugging
- Long hallways were distressing to people in wheelchairs
- There should be no areas of entrapment
- Legislature for retrofitting homes to offices should include bathrooms
- Part 3 of Building Code should include public universal design throughout new builds
- Apartment buildings should be adaptable for easier retrofitting
- Percentage of a building should be accessible
- Percentage of a building should be available to make accessible
- Standard should include specific items such as fire alarms with flashing lights
- Standard for private homes different

The committee was urged to email with any other ideas or suggestions for the Built Environment Standard to Steve Murphy by the end of the week.

## **NIAGARA SPECIALIZED TRANSIT (NST) UPDATE**

### 85. Transit Update

Eric Flora informed the committee that the quarterly report for the end of September would be available at the next meeting.

The following motions regarding the Inter-municipal Transit Work Plan study were made and approved at the ICPPWC meeting of September 23, 2009 and will go on to Regional Council on October 1, 2009 for ratification. The next step will be a for-discussion purposes report and presentation by the consultant to the Council Business Planning Session on October 29, 2009.

Eric Flora apprised the committee that staff had recently been apprised by the MTO were willing to include a pedestrian/cycling bridge over the Recreational Welland Canal adjacent to the Trillium train bridge as part of the tendering process for the 406 expansion project. While this pedestrian bridge is not part of the Highway 406 expansion; its construction would support environmentally sustainable active transportation modes and provide a valuable piece of community development infrastructure. Staff will be meeting with other stakeholders next week to discuss how to move this project forward.

*That the Inter Municipal Transit Work Plan Presentation, ENTRA (GENIVAR) Consultants, be received;*

*That the Inter-Municipal Transit Work-Plan Draft Report from ENTRA Consultants be received;*

*That the Short Term Extended Municipal Service governance recommendation be approved;*

*That Staff be directed to immediately begin Phase 2 of the Inter Municipal Transit Work Plan Study; and*

*That Staff report on establishing a Niagara Transit Service Advisory Board and the suggested membership.*

Copies of the Inter Municipal Transit Work Plan Presentation and the corresponding draft report were distributed to the committee.

Moved by Geoff Eden

Seconded by Diann Krieger

To improve communication methods, particularly with seniors, if the Phase 2 component of the transit review includes additional survey work.

Carried

#### 86. Pedestrian/Cycling Structure Over Welland River

Eric Flora apprised the committee that staff had recently heard that MTO were willing to include a pedestrian bridge over the Welland River adjacent to the Trillium train bridge as part of the tendering process for the 406 expansion project. While this pedestrian bridge is not part of the Highway 406 expansion; its construction would support environmentally sustainable active transportation modes and provide a valuable piece of community development infrastructure.

#### 87. Thorold-Fonthill Trail

Eric Flora informed the committee the funding of the Thorold-Fonthill Trails will be provided by the Waterfront Trust under the Canada-Ontario Infrastructure Program. It is anticipated that the City of Thorold and/or Town of Pelham will manage this project. Steve Murphy offered to complete an audit once the work was completed

### **OTHER BUSINESS**

#### 88. Yellow Ramp Project

In follow up with the last AAC meeting discussion of the Yellow Ramp Project, Steve Murphy informed the committee that the Niagara Region as an upper tier Municipality are not able to take on a this type of project. If this were to go forward, the lower tier municipalities would have to be involved. Steve Murphy had attended an Accessibility Advisory Committee meeting in Welland and found the committee to be enthusiastic and willing to participate. He also apprised our committee that the two school boards in Welland were on board with this type of project. Municipalities that have both Catholic and Public School Boards such as Port Colborne, Welland, and Niagara Falls would be ideal partners in this type of project. Sample pictures of cities that are utilizing the Yellow Ramp Project will be distributed to the committee.

#### 89. Charge Back Opportunities

Because of the amount of AODA Customer Service Training that has transpired at Regional Headquarters as well as offsite locations, Steve Murphy has been contacted by other agencies with requests to provide their training. This may be an opportunity to provide revenue to the Region while providing the mandatory training to others such as Niagara College. The committee will be kept apprised of the outcome.

#### 90. Third Party Service Provider

As clarification regarding AODA Customer Service Training to Third Party Service Providers who are being hired by the Niagara Region, they are responsible to providing training to their employees. It was suggested that possibly through the Purchasing Department when remitting RFP'S (Request for Proposal) a statement about the required staff training could be included. A pamphlet describing the AODA Customer

Service Standard legislation could be provided to business owners. Further Committee comments are welcome and should be provided to Steve Murphy.

#### 91. Ontario Network of Accessibility Professionals (ONAP) Meeting

On September 10, 2009, Steve Murphy attended the ONAP meeting held in Fort Erie. Discussions regarding the Built Environment Standard were held determining how far along each municipality had progressed. Niagara Region is considerably further along than most. Steve Murphy will be the liaison to the ONAP Committee. The next ONAP meeting on December 6, 2009 will be hosted by the Niagara Region.

#### 92. Update on Wainfleet Town Hall

Griz Witlib informed the committee that no definite dates have been set for the Wainfleet Official Plan Committee Meeting.

#### 93. Customer Service Standard Notice of Disruption

Steve Murphy gave a brief overview of the Notice of Disruption Customer Service Standard and provided a sample "Notice of Service Disruption" sign for use when a disruption of service occurs.

The following is an excerpt from the Customer Service Standards:

*5. (1) If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.*

*(2) Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.*

*(3) Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.*

*If you have facilities or services that people with disabilities need to use to access your goods or services, then you must provide public notice when those facilities or services are temporarily unavailable or if they are expected to be temporarily unavailable in the near future. This notice is important to people with disabilities because they often go to a lot of trouble to access your goods or services.*

*You must provide a notification of disruption for any location, technology or method that a person with a disability must use in order for your goods or services to be accessible to them. You must provide notice of all disruptions, even those that you did not expect. If you know ahead of time that a disruption will occur, provide notice a reasonable time in advance. When a disruption occurs unexpectedly, such as when technology breaks down, you must still provide notice as soon as possible.*

#### 94. H1N1 Virus

A brief discussion regarding the impending H1N1 Virus was held. Committee members were advised that if not feeling well do not come in to meetings. If necessary, meetings could be conducted through teleconference capable with in-house equipment. Up to five call-ins could be handled and anything more would have to utilize Bell Conferencing System. Steve Murphy and Geoff Eden will confer about methods to accomplish this.

### **INFORMATION ITEMS**

#### 95. Items for Information Summary

105-2009	Kemptville – Aug 27 09 – A presidential decision
106-2009	Welland Tribune – Aug 17 09 – A voice on behalf of others
107-2009	Chatham Daily News – Sept 17 09 – Able to race
108-2009	Hamilton Spectator – Sept 24 09 – Accessibility crucial at doctors' offices
109-2009	Burlington Post – Sept 16 09 – Accessibility focus of discussion
110-2009	Kingston Whig-Standard – Aug 17 09 – Accessibility is going to be everyone's responsibility
111-2009	Durham Business Times – Aug 31 09 – Accessible buildings a balancing act
112-2009	Kingston Whig-Standard – Aug 11 09 – Accessible cabs a must
113-2009	Northumberland Today – Sept 1 09 – Accessible transportation now available through Aging @ HOME van
114-2009	Pembroke Observer – Aug 25 09 – Barrier-free apartments
115-2009	Vancouver Sun – Aug 13 09 – Broken elevator leaves man housebound
116-2009	Cambridge Times – Sept 8 09 – Cambridge is great but we can do better
117-2009	Kingston Whig-Standard – Sept 4 09 – Celebrate our inclusiveness
118-2009	North Bay Nugget – Aug 17 09 – City has full plate on AMO agenda
119-2009	Lindsay Post – Aug 28 09 – CKL trails get boost of more that \$220,000
120-2009	Kingston Whig-Standard – Aug 21 09 – Easier access granted
121-2009	The Record – Aug 19 09 – City eyes ways to make park more accessible
122-2009	Welland Tribune – Aug 13 09 – End of a chapter

123-2009	The Post – Aug 21 09 – Fingers crossed for West Grey library funding
124-2009	Welland Tribune – Aug 11 09 – Green thumbs reinvigorated
125-2009	Kingston Whig-Standard – Aug 28 09 – Group seeks Grand timeline
126-2009	Hamilton Spectator – Hamilton needs supportive housing
127-2009	Bizzia – Aug 26 09 – Idaho developer sued by Justice Department
128-2009	Brantford Expositor – Sept 4 09 – Inaction decried on jobs front for disabled
129-2009	Kirkland Lake Northern News – Sept 18 09 – Handicap parking may be limited
130-2009	Midland Free Press – Sept 2 09 – Infrastructure funds will help cover costs of town hall addition
131-2009	Pembroke Observer – Sept 4 09 – January 1 is deadline
132-2009	Kingston Whig-Standard – Sept 16 09 – Smaller wheelchairs not an option at Grand
133-2009	North Peel Region – Sept 16 09 – Playground for all in East Ward Park
134-2009	Whitby This Week – Sept 17 09 – Seniors in motion at Whitby Centre
135-2009	Timmins Daily Press – Aug 27 09 – Transit adds Nova bus
136-2009	Waterloo Chronicle – Sept 23 09 – We need better accessibility

Information Items AAC 105-2009 to AAC 136-2009 were reviewed and received.

### **ADJOURNMENT**

Moved by Mary Lou Whitty

That the Committee be adjourned at 2:45 .p.m. to meet again on Tuesday, November 10, 2009.at 12:30 p.m. in Committee Room 4.

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Jocelyne Gagne  
Chairperson

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Penny Pitt  
Administrative Assistant  
Council Support