

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

**REPORT 2-2009**

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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 February 17, 2009, commencing at 12:45 p.m. in Committee Room 4.

**ATTENDANCE**

Committee: Chair Jocelyne Gagne, Kristine Donato, Geoff Eden, Ian Greaves, Brian Kon, Diann Krieger, Anita MacKenzie, Mary Lou Whitty, Griz Witlib

Committee

Regrets: Jean Bennett, Councillor Forster, Janet Genge, Carol Walker,

Staff: Steve Murphy, Accessibility Coordinator, Mary Balfour, Human Resources, Mary Eagles, Niagara Regional Housing, Eric Flora, Transportation Services, Anne Hepplewhite, NRPS, Judy Sobchak, Community Services, Penny Pitt, Clerk's Department

Staff regrets: Janice Emeneau, ICP, Kumar Ranjan, Transportation Services, Gord Low, Project Manager, Catherine O'Leary, Public Health

Guests: Christine Keith, Gus Mancini (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**

- 11. Moved by Brian Kon  
Seconded by Anita MacKenzie**

**That Agenda 2-2009, being the agenda for the Accessibility Advisory Committee meeting of February 17, 2009, be approved**

**Carried.**

## ADOPTION OF MINUTES

12. Moved by Diann Krieger  
Seconded by Ian Greaves

That Report 1-2009, being the minutes of the Accessibility Advisory Committee meeting of January 6, be approved as distributed.

Carried.

## ACCESSIBILITY PLAN 2008-2009 – UPDATE

13. Steve Murphy apprised the committee of the members representing the different departments of Human Resources, Niagara Regional Housing, Integrated Community Planning, Transportation, Niagara Regional Police Services, Facilities, Public Health, Communications and Community Services. Staff members meet before each AAC meeting in order to discuss internal logistics, policies, training etc. These meetings will also provide information and updates to the AAC meeting for members in absenteeism.

A “Trainer the Trainer” session is being held at Durham College. Customer service training for Councillors should be added onto Councillor Business Planning Sessions. A suggestion was made to utilize people with disabilities to assist in training.

### Priorities for 2009

- Comply with Customer Service Regulation
- Business cards with larger clearer print – Braille website for feedback
- Staff work with Canadian National Institute for the Blind (CNIB) and the public asking for audible pedestrian signals. The Region has \$100, 000 for signals in 8 -10 locations.
- Staff currently drafting policies for CMT approval to go forward with Region wide Customer Service Training in a variety of formats.
- 3 – 4 varieties of training packages are needed
  1. Frontline staff
  2. Upper management and Council
  3. e-training for police and 24/7 staff

## AODA UPDATE

14. Geoff Eden reported that he is anticipating a meeting within the month with the editing committee regarding the communications standard.

Eric Flora remarked that the Transportation Standard is not a common standard. The region only operates Niagara Specialized Transit for appointments, education, and employment, not a fixed route schedule. Diann Krieger apprised the committee that there would be no public review of the standard.

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

15. Eric Flora commented to the committee that a recent newspaper article entitled “Specialized Transit Proves Costly” is misleading. The Provincial Gas Tax money is meant for capital purchases and expanding service, not day-to-day operations. Funding to municipalities is based on ridership and Regional staff has suggested billing the cities and towns by usage. On March 10, 2009 at the Transportation Strategy Steering Committee meeting, Joe Cousins, Director of Transportation Services, will be making a presentation on Niagara Specialized Transit – Municipal Funding Calculation and Cost Sharing for 2009 Budget based on Reports PWA 11-2009 and CSC 10 2009, costs are expected to be reviewed. Members are encouraged to attend.

### **INFORMATION ITEMS**

16. Summary of Information Items

Information Items AAC 1-2009 to AAC13-2009 were reviewed and received for information.

### **OTHER BUSINESS**

17. Selection of representative of the NHS-TIP Working Group

The first meeting of the Niagara Health System –Transportation Improvement Plan Committee (NHS-TIP) was held on February 10, 2009. Councillor Bruce Timms and Councillor David Alexander were elected as Co-Chairs of the NHS-TIP. Mr. Bala Kathiresan, CEO of the Niagara Health System (NHS) provided an overview of the Transportation Improvement Plan (TIP) and purpose of the committee. Eric Flora provided an overview of the ridership. Geoff Eden and Diann Krieger agreed to be the Accessibility Advisory Committee’s representatives on the NHS-TIP Committee.

#### EMS Presentation

Previously, it was suggested that the committee invite a representative from the Emergency Management Services (EMS) to give a presentation regarding emergency preparedness for people with disabilities. During discussion of the need for a presentation on this topic the following comments/questions were made:

1. What fire alarm system was in place for people with hearing impairments?
2. How can people with disabilities be identified?
3. Establishment of a municipal data base that is updated every few years.
4. Literature could be placed on NST buses and ODSP satellite offices.
5. A major tool in preparedness could be a table top/mock exercise where staff could present possible problems.
6. Niagara Regional Housing has confidential “mobility logs” that the fire department finds helpful in attending to those that need to be help first.
7. Emergency planning was the responsibility of each municipality.

**ADJOURNMENT**

**Moved by Geoff Eden  
Seconded by Diann Krieger**

**18.**

**That the Committee be adjourned at 2:45 p.m. to meet again on Monday, April 14, 2009 at 12:30 p.m. in Committee Room 4.**

**Carried**

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Jocelyne Gagne  
Chairperson

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Penny Pitt  
Administrative Assistant  
Council Support