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, May 22, 2007, commencing at 12:40 p.m. in Committee Room 4.

ATTENDANCE

Committee: Jocelyne Gagne, Chair; Jean Bennett, Grimsby; Geoff Eden, Welland; Ian Greaves, Niagara Falls; Diann Krieger, Fort Erie; Anita MacKenzie, Niagara Falls; Carol Walker, Niagara-on-the-Lake; Mary Lou Whitty, Port Colborne; Griz Witlib, Wainfleet

Staff: Diana Lecinski, Accessibility Coordinator; Anne Hepplewhite, Manager Corporate Records and Archives Services; Steve Murphy, Community Services; Robyn Slee, Corporate Services – Clerks; Wendy Middleton, Corporate Services – Clerks

Introductions were made around the table to familiarize and welcome back Wendy. Jocelyne took this opportunity to thank Robyn for her administrative work on the Committee and wished her good luck in her future endeavors.

Technological changes within Committee Room 4 were evident and Anne provided a brief update. In the Region’s efforts to provide more services by electronic means, changes have been made such as the additional cabling in the middle of the conference table and on the floor.

The Regional Clerk and Deputy Clerk are meeting with Mr. Rick Eady, Architect to discuss the electronic and accessibility updates needed for Council Chambers. The desire is to have all updates incorporated and done all at once.

Geoff added that this would be an excellent time to include infrared FM listening devices to the Council Chambers.
ADOPITION OF AGENDA

36. Moved by Jean Bennett
    Seconded by Geoff Eden

That Agenda 4-2007, being the agenda for the Accessibility Advisory Committee meeting of Tuesday, May 22, 2007, be approved as amended to include three items under Other Business.

Carried.

ADOPITION OF MINUTES

37. Moved by Carol Walker
    Seconded by Anita MacKenzie

That Report 3-2007, being the minutes of the Accessibility Advisory Committee meeting of Tuesday, April 10, 2007, be approved as distributed.

Carried.

CORRESPONDENCE

38. 36-2007 Accessible Parking, Regional Road 20 – Regional Council Motion
    Diana stated that accessible on street parking is in place. Although they haven’t been begun, curb cuts will be created as well.

39. 38-2007 Wheelchair Accessible Taxicabs Needed in City
    Questions were raised regarding the regulation and licensing of accessible taxicabs. Steve noted that the Niagara Regional Police Service do indeed issue all licenses for taxis as well as ParaTransit vehicles. Municipalities do not have any authority over the determination of numbers, condition of vehicles, ratio of ordinary cabs versus ParaTransit or any other taxi related business. Further information can be found at the following website http://www.nrps.com/psb/bylaws/267-2004.pdf.

    Anita added that she knows of a taxicab company in Niagara Falls that currently has four accessible taxicabs in their fleet. Anita will get back to the Committee with the company name.
40. On September 18, 2007 the Region will be hosting an Ontario Historical Society Workshop pertaining to accessibility measures in historical buildings. Approximately 50 people can attend and it would be ideal if one or two people from this committee could be present.

**ANNUAL ACCESSIBILITY PLAN UPDATE**

41. The July 3, 2007 AAC Meeting has been dedicated to reviewing the Accessibility Plan. A subsequent meeting may be required to complete the review. The goal is to review the Plan in an efficient and logical order as the final Plan needs to be approved by both the AAC and PHSS committees before being forwarded to Council in September for approval.

It was noted that all AAC staff representatives should be present so a thorough review can be made of the plan.

42. **Customer Service Sensitivity Training and Awareness**

Diana suggested a Lunch and Learn this summer for all Regional Staff featuring a detailed 15 minute video titled Customer Service for People with Disabilities.

Diana offered to be the host and it was suggested that AAC committee members attend as well. Committee member attendance would bring some personal level to the Lunch and Learn as well as provide some insight into what the AAC does.

Steve noted that it would be a good idea to have the Lunch and Learn in each Community Services office as well, in an effort to reach the vast number of Community Services employees.

Diana offered to bring the Customer Service for People with Disabilities video in for the next committee meeting and for those who are interested in purchasing the video can do so at the following link [http://www.csa-intl.org/onlinestore/GetCatalogItemDetails.asp?mat=000000000002018732](http://www.csa-intl.org/onlinestore/GetCatalogItemDetails.asp?mat=000000000002018732).

In addition to the video, Geoff recommended the companion document titled B480, its degree in detail make it an excellent teaching resource.
43. **New Addition at Headquarters**  
During her visit to the new addition at Regional Headquarters Anita noted the following items which do not follow the Facility Accessibility Design Standards – 2005, (which were passed at the October 25, 2006, Public Works Committee meeting.)

- No interior automatic doors
- Washroom toilet too low and safety bar too high
- Sink not high enough to get wheelchair underneath
- Soap dispenser can not be reached by those in a wheelchair
- Water fountains do not accommodate those in a wheelchair

It was agreed that an audit of the new addition needs to take place. Jocelyne will send an invitation to Mahendra Shah, Project Manager Buildings, respecting the audit of the new addition. The audit should take place before the new Accessibility Plan is made. Anita, Diana, Ian and Griz volunteered to participate in the audit. The audit sheet to be used can be found in the Facility Accessibility Design Standards – 2005.

The new Social Assistance and Employment Opportunities location on Bunting Road requires an audit as well. Diana will follow up and report back to the Committee.


**OTHER BUSINESS**

44. **Senior Achievement Award**  
Those interested in nominating someone for the Senior Achievement Award can speak to Diana who has copies of the submittal forms.

45. **TTY Phone**  

Confirmation was given that information regarding the TTY is now listed on the Region of Niagara webpage at the following link [http://www.regional.niagara.on.ca/news/psa/TTY-Teletypewriter.aspx](http://www.regional.niagara.on.ca/news/psa/TTY-Teletypewriter.aspx). Both the local and 800 TTY number can be found on the “Contact Us” webpage.

46. **Retirement**  

Anne announced that Larry Bousfield was retiring on July 20, 2007 and noted the Committee’s appreciation for his work and effort on the committee.
47. Niagara Health System

Diana brought the committees attention to the Niagara Health System Open House to be held on Wednesday, May 30, 2007. More information on this Open House can be found in the Correspondence package under 47-2007.

48. Breaking The Barrier Awards

Jocelyne brought the committees attention to the Breaking The Barrier Awards Ceremony which recognize businesses and individuals who have promoted integration and equal access to people with disabilities. Event to be held on Thursday, May 31, 2007 at Lakeside Park in Port Dalhousie.

49. St. Catharines Mayor’s Advisory Committee on Accessibility

The St. Catharines Mayor’s Advisory Committee on Accessibility will be hosting an Open House on Monday, June 18, 2007 at the downtown St. Catharines Market Square from 10 a.m. – 2 p.m. Invitations will be sent to builders, architects, contractors, etc., in an effort to capture those who may not realize how important accessibility is.

50. Facility Accessibility Design Standards

Jean noted that the Grimsby City Council adopted the Facility Accessibility Design Standards.

**ADJOURNMENT**

It was moved by Dian Krieger that the Committee be adjourned at 2:10 p.m. to meet again on Tuesday, July 3, 2007 at 12:30 p.m. in Committee Room 4.