



# MINUTES

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## MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

**MONDAY, JANUARY 19, 2009 – 2:25 p.m.**

**PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE**  
1275 Mississauga Valley Boulevard, Mississauga, ON L5A 3R8  
<http://www.mississauga.ca>

### **Members Present:**

Councillor Pat Saito, Ward 9  
Rabia Khedr, Citizen Member (Chair)  
Naz Husain, Citizen Member (Vice-Chair)  
Glenn Barnes, Citizen Member  
Kristine Beavis, Citizen Member  
Hans Bueschleb, Citizen Member  
Carol-Ann Chafe, Citizen Member  
Jim Hardman (The Canadian Hearing Society)  
Clement Lowe, Citizen Member  
Nazira Remtulla, Citizen Member

### **Members Absent:**

Councillor Katie Mahoney, Ward 8  
Al Cormier, Chair Transportation Accessibility Standards Development Committee

### **Staff Present:**

Sonja Banic, Manager, Public Affairs  
Jamie Hinton, Manager of Compliance & Licensing, Enforcement  
Michael Gusche, Project Coordinator / Engineer, Park Development  
Lydia Kowalyk, Senior Buyer  
Raymond Lau, Roadway Programmer  
Alana Tyers, Transit Planner  
Finola Pearson, Public Affairs Specialist  
Lisa Boyce-Gonsalves, Community Child and Youth Consultant  
Diana Simpson, Accessibility Coordinator  
Sacha Smith, Legislative Coordinator  
Nigel Roberts, Manager Departmental Systems IT  
Shawn Slack, Project Director, Customer Service Division  
Sylvio Cessario, Manager of Maintenance and Operations, T & W  
Margareta Jakobson, Manager, Office Services, Business Services Division T&W

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

**INDEX – JANUARY 19, 2009**

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

DEPUTATIONS

MATTERS TO BE CONSIDERED:

1. Administrative Matters
2. Draft City of Mississauga Accessibility Plan: 2008 Annual Report – 2009 Initiatives
3. Mississauga Transit Accessibility Plan: December 2008 Update
4. Snow Removal
5. AODA Standards
6. Subcommittee Report(s)
7. Pending Work Plan Items
8. Items for Information
9. Other Business
10. Date of Next Meeting(s)

ADJOURNMENT

CALL TO ORDER: 2:25 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST - NIL

DEPUTATIONS

A. Next Step to Active Living

Dawn Wilson, Activity Coordinator for the Next Step to Active Living will provide information about the program.

Dawn Wilson, Activity Coordinator presented a DVD about the Next Step program at South Common and Huron Park Community Centres. The DVD highlighted individuals that participated in the program and they explained how the program empowered them. Ms. Wilson explained that the Next Step program was a therapeutic recreation program for individuals with acquired disabilities. She further explained that the program was funded by the Ministry of Health and that the City of Mississauga was in partnership with Credit Valley Hospital.

Ms. Wilson commented that the program has two challenges and explained that the program has limited dedicated space within the community centres where only small groups could be serviced. She further advised that there is a need for more programming in the community setting, for example chair exercise classes as apart of the regular fitness membership.

Naz Husain enquired about the partnership between Credit Valley Hospital and Next Step. Ms. Wilson advised that there is an informal partnership between Credit Valley Hospital and the Next Step program as their health professionals refer patients to the program. She further advised that the community care access centre handles all referrals and applications. Health professionals from Credit Valley provide advice on programming to ensure that programs are executed safely and also provide ideas for the program.

Kristine Beavis enquired about the length of the Next Step program for patients. Ms. Wilson advised that typically individuals participate for 2 sessions which last for approximately 6 months. Ms. Beavis further enquired if programming was offered everyday. Ms. Wilson replied that individuals participate twice a week.

Councillor Pat Saito commented that she was familiar with the Next Step program and that it is an excellent program that would hopefully get an opportunity to expand. In closing, Ms. Wilson commented that she hoped the program could be expanded and that there were more appropriate programs available for individuals with disabilities.

Received for Information (Glenn Barnes)

See Recommendation AAC-0001-2009  
RA.08.NEX

- B. Steven Viera, resident of Mississauga will address the Committee regarding snow removal on City sidewalks and bus stops.

See Item 4  
RT.20

MATTERS CONSIDERED:

1. Administrative Matters:

1.1 Confirmation / Additions to the Agenda of this Meeting

Confirmation of the Agenda prepared for this meeting is requested. Members may request the addition of item(s) for Committee's approval to be added under "Other Business".

Approved (Nazira Remtulla)  
MG.26

1.2 Minutes of Previous Meeting – November 24, 2008

Adopted as Presented (Carol-Anne Chafe)  
MG.26

2. Draft City of Mississauga Accessibility Plan: 2008 Annual Report – 2009 Initiatives (Arising out of November 24, 2008 meeting)

Memorandum dated January 6, 2009 from Diana Simpson, Accessibility Coordinator enclosing the draft City of Mississauga Accessibility Plan: 2008 Annual Report – 2009 Initiatives.

Diana Simpson, Accessibility Coordinator advised that the draft City of Mississauga Accessibility Plan was reviewed to see how it could be adjusted to meet with the new accessibility standards. She advised that a communication strategy and awareness education event were added as an action item. She further advised that lever handles were installed on the doors for the underground parking lot at the Civic Centre. Automatic doors were installed at the southwest entrance/exit and the doors on the 2<sup>nd</sup> Floor leading to the Committee Rooms and Council Chambers at the Civic Centre. Ms. Simpson highlighted that accessibility training, policy review and development and the City of Mississauga design handbook in conjunction with the new standards would be new initiatives for the Committee.

Supported (Nazira Remtulla)

See Recommendation AAC-0003-2009  
MG.26

3. Mississauga Transit Accessibility Plan: December 2008 Update

Memorandum dated January 7, 2009 from Alana Tyers, Transit Planner Service Development enclosing the Mississauga Transit Accessibility Plan: December 2008 Update.

Alana Tyers, Transit Planner explained that there were various updates and initiatives. She did a brief overview of the upcoming initiatives and advised that the Committee would be updated on an annual basis. She further advised that the Mississauga Transit Accessibility Plan would be incorporated in the City of Mississauga Accessibility Plan and it would also be available on the Transit website.

Received for Information (Naz Husain)

See Recommendation AAC-0004-2009  
TS.14.ACC

4. Snow Removal

Letter from Mr. Steven Viera, resident, dated December 18, 2008 to Councillor Iannicca (Ward 7) regarding snow removal on City sidewalks and bus stops.

Steven Viera and Lenny Buyers, residents addressed the Accessibility Advisory Committee to state their concerns about snow removal on the City sidewalks. Mr. Viera advised that he had experienced difficulty with utilizing his wheelchair

on the City sidewalks as the sidewalks and curbs were not properly cleared. As a result, Mr. Viera advised that he had used the roadway to avoid the sidewalks and had been stopped by the Peel Regional Police for that reason. Mr. Buyers advised that he had also experienced difficulty with his wheelchair on the City sidewalks as the curbs were not properly cleared.

Rabia Khedr, Chair commented that there has been a lot of snow during this winter season, and it has caused difficulty for individuals that use mobility devices. She further commented that the Committee needs to work with the City towards coming to a reasonable solution. Councillor Pat Saito advised that Council has directed the Transportation & Works Department to increase their service level on sidewalk snow clearing from 36 hours to 24 hours. She noted that some sidewalks have priority and would be cleared first. She further noted that service levels for bus stops have increased by clearing the walkways to enter and exit the transit buses.

Glenn Barnes enquired about the snow maintenance budget and suggested that heating coils for sidewalks be installed for major routes, new sidewalks and renovated sidewalks. Councillor Saito replied that it would be costly to install heating coils for a small area and it would be hard to prioritize what areas would receive them as only new communities would get new sidewalks and not many of the existing sidewalks would be renovated.

Rabia Khedr, Chair advised that snowplows create windrows and make it difficult for primary care workers to enter a home, she enquired about the City's policy on windrows. Councillor Saito advised that there was a Corporate Report on windrows and it advised that the snowplows for windrows could not work on lots that were less than 44 feet and 50% of Mississauga residents fit into that category. In addition, all residents would pay a 2% tax increase for this service. Comments from the Town of Markham and City of Toronto showed that the operation for windrow clearing was problematic and expensive. She further advised that it was also reviewed to provide service for certain groups with private contractors, and there were no bids on the contract.

Sylvio Cesario, Manager of Maintenance and Operations explained that the sidewalks were cleared by small snowplows and during its operation it may leave some residual amount of snow at the curb. The only way to remove this amount of snow is by hand or waiting until it melts. He advised that next year the intentions are to have the service levels for snow removal within 24 hours of snowfall for the bus stops, sidewalks and roads.

Councillor Saito suggested that the Chair write a letter summarizing the Committee's concerns to the Budget Committee, as Council would be reviewing the budget book next week Monday.

Mr. Barnes moved that the Chair forward a letter on behalf of the Committee to the Budget Committee to review with respect to concerns about snow removal on the City sidewalks. This motion was voted on and carried.

Received for Information / Referred (Glenn Barnes)

See Recommendation AAC-0002-2009  
RT.20

5. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Standards

5.1 General Information:

Letter from Association of Municipalities of Ontario to the Honourable Madeleine Meilleur dated December 17, 2008 requesting that the Regulation of the remaining Standards (Employment, Information & Communications & Transportation) at the same time as the Built Environment Standard.

Diana Simpson, advised that the letter from the Association of Municipalities of Ontario requested that the Minister of Community and Social Services not release any information on the Employment, Information & Communications and Transportation Standards until the Built Environment Standards have been finalized.

5.2 Transportation Accessibility Standards

No discussion occurred.

5.3 Ontario Regulation 429/07 - Accessibility Standards for Customer Service

Diana Simpson, Accessibility Coordinator will provide a verbal update.

Shawn Slack, Director, Customer Service advised that the Accessibility Standards for Customer Service would be law by 2010. He further advised that a request was sent to the Accessibility Advisory Committee to participate in the training video to demonstrate some of the challenges that a customer may experience. He noted that there would be training internally for staff to provide awareness and eventually it would be launched externally.

#### 5.4 Built Environment Accessibility Standards

Communiqué regarding the Built Environment Accessibility Standards Development Committee Meeting #7 on January 14 & 15, 2009 to the Members and Staff Working Group prior to the meeting.

Diana Simpson, Accessibility Coordinator advised that there are two task group meetings being held. She sits on the Standards Development Committee with the Accessibility Coordinator for the City of Brampton, co-representing the Association of Municipalities of Ontario. She further advised that there were discussions about the Built Environment Accessibility Standards with respect to timelines and technical aspects of the standards. She explained that the standards would cover facilities and outdoor environments. Some of the areas of the standards would match the Ontario Building Code while others would be above the building code. Ms. Simpson advised that a draft of the standard would be available on January 30, 2009 until March 6, 2009 for comments and the goal is to submit it to the Minister of Community and Social Services by May 2009.

#### 5.5 Employment Accessibility Standards

Communiqués regarding the Employment Accessibility Standards Development Committee Meeting #7 on November 12 and 13, 2008 and Meeting # 8 on December 10 and 11, 2008.

Naz Husain advised that the Employment Accessibility Standards was completed and submitted to the Minister of Community and Social Services. She further advised that the standards may be released in January 2009.

#### 5.6 Information and Communications Accessibility Standards

Communication from the Accessibility Directorate of Ontario dated December 8, 2008 advising of an extension of Public Review Period for the Information and Communications Standard to February 6, 2009.

Sonja Banic, Manager of Public Affairs advised that the deadline for a response to the province was due on February 6, 2009. She explained that the draft Information and Communications Standard was very broad in scope and that there were some issues that required clarification. She noted that the proposed standards would call for implementation within two years and that it could be challenging to meet that timeline. She noted that there were some concerns with the private sector not having to comply with the standards until two years after the public sector has implemented the standards. Ms. Banic advised that based upon the



proposed standards for a small municipality it could cost between \$35,000 to \$1.0-\$3.0 million a year. She commented that staff support the principle of the standard and would try to support and provide accessible documents when possible.

Received for Information (Glenn Barnes)

See Recommendation AAC-0005-2009  
TS.14.ACC / CS.12.DIS

6. Subcommittee Report(s)

6.1 Report from the Facility Accessibility Design Subcommittee meeting on December 11, 2008 regarding the Proposed Fire Station

Recommendation:

1. That the preliminary site plan and floor plans for the proposed Fire Station 116/Regional Paramedic Reporting Station at 6825 Tomken Road as presented by Mr. Chris Kubbinga, Architect of Thomas Brown Architects Inc., to the Facility Accessibility Design Subcommittee at its meeting on December 11, 2008, be received for information.
2. That the Accessibility Advisory Committee at its meeting on January 19, 2009 supports the suggestions contained in the Facility Accessibility Design Subcommittee Report dated December 11, 2008.

Supported (Naz Husain)

See Recommendation AAC-0006-2009  
MG.26.FAC

7. Pending Work Plan Items (Updates to be provided as necessary)

- 7.1 Pending Work Plan Items Report dated January 19, 2009 on the status of items emanating out of previous Accessibility Advisory Committee meetings.

Received for Information (Clement Lowe)

See Recommendation AAC-0007-2009  
MG.26

8. Items for Information

- 8.1 The Star article titled "Airlines Lose Seat Appeal" dated November 20, 2008.

Rabia Khedr, Chair advised that she was involved with looking at accessibility in the airline industry. She met with officials from West Jet Airlines as they are trying to implement the Supreme Court Decision that airlines adopt a policy of "one person, one fare". She further advised that the policy was principally around no restrictions for primary care attendants and that she was looking forward to how the policy is implemented.

- 8.2 Coalition Connector dated December 5, 2008 from the Coalition for Persons with Disabilities.

Received for Information (Kristine Beavis)

See Recommendation AAC-0008-2009  
MG.26

9. Other Business

10. Date of Next Meeting(s)

Thursday, February 12, 2009 at 1:30 p.m. – Facility Accessibility Advisory Subcommittee, Committee Room C, Civic Centre 300 City Centre Drive

Thursday, February 19, 2009 at 2:00 p.m. – Corporate Policies & Procedures Subcommittee, Committee Room B, Civic Centre 300 City Centre Drive  
Monday, March 9, 2009 at 2:00 p.m. - Accessibility Advisory Committee, Program Room 1, Mississauga Valley Community Centre

ADJOURNMENT: 3:50 p.m.

REPORT 1-2009

TO: CHAIR AND MEMBERS OF COUNCIL

The Accessibility Advisory Committee presents its first report for 2009 and recommends:

AAC-0001-2009

That the DVD presentation by Dawn Wilson, Activity Coordinator for the Next Step to Active Living, to the Accessibility Advisory Committee, at its meeting on January 19, 2009, regarding the Next Step to Active Living program, be received for information.

RA.08.NEX

(AAC-0001-2009)

AAC-0002-2009

1. That the deputation by Steven Viera, resident of Mississauga, to the Accessibility Advisory Committee, at its meeting on January 19, 2009, regarding snow removal on City sidewalks and bus stops, be received for information.

2. That the Chair of the Accessibility Advisory Committee forward a letter articulating a summary of concerns of the Accessibility Advisory Committee to the Budget Committee regarding snow removal on City sidewalks.

RT.20

(AAC-0002-2009)

AAC-0003-2009

That the memorandum dated January 6, 2009 from Diana Simpson, Accessibility Coordinator enclosing the draft City of Mississauga Accessibility Plan: 2008 Annual Report – 2009 Initiatives, be received and that the Accessibility Advisory Committee supports the draft City of Mississauga Accessibility Plan: 2008 Annual Report – 2009 Initiatives.

MG.26

(AAC-0003-2009)

AAC-0004-2009

That the memorandum dated January 7, 2009 from Alana Tyers, Transit Planner Service Development enclosing the Mississauga Transit Accessibility Plan: December 2008 Update, be received for information.

TS.14.ACC

(AAC-0004-2009)

AAC-0005-2009

1. That the letter from Association of Municipalities of Ontario to the Honourable Madeleine Meilleur dated December 17, 2008 regarding the regulation of the remaining Accessibility for Ontarians with Disabilities Act, 2005 Standards, be received for information.

2. That the communication from the Accessibility Directorate of Ontario dated December 8, 2008 advising of an extension of Public Review Period for the Information and Communications Standard to February 6, 2009, be received for information.

3. That the communiqués and verbal updates to the Accessibility Advisory Committee at its meeting on January 19, 2009, regarding the Standards Development Committees under the Accessibility for Ontarians with Disabilities Act, 2005, be received for information.

CS.12.DIS / TS.14.ACC  
(AAC-0005-2009)

AAC-0006-2009

1. That the preliminary site plan and floor plans for the proposed Fire Station 116/Regional Paramedic Reporting Station at 6825 Tomken Road as presented by Mr. Chris Kubbinga, Architect of Thomas Brown Architects Inc., to the Facility Accessibility Design Subcommittee at its meeting on December 11, 2008, be received for information.

2. That the Accessibility Advisory Committee at its meeting on January 19, 2009 supports the suggestions contained in the Facility Accessibility Design Subcommittee Report dated December 11, 2008.

MG.26.FAC  
(AAC-0006-2009)

AAC-0007-2009

That the Pending Work Plan Items Report dated January 19, 2009 on the status of items emanating out of previous Accessibility Advisory Committee meetings, be received for information.

MG.26  
(AAC-0007-2009)

AAC-0008-2009

That the following items, presented to the Accessibility Advisory Committee at its meeting on January 19, 2009, be received for information:

1. The Star article titled "Airlines Lose Seat Appeal" dated November 20, 2008.
2. Coalition Connector dated December 5, 2008 from the Coalition for Persons with Disabilities.

MG.26  
(AAC-0008-2009)