
Accessibility Advisory Committee

Date

2018/04/30

Time

1:30 PM

Location

Civic Centre, Hearing Room - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1

Members Present

Councillor Matt Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member (Chair)
Melanie Taddeo, Citizen Member (Vice-Chair)
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Asim Zaidi, Citizen Member
Alfie Smith, Stakeholder Member

Members Absent

Mashkoo Sherwani, Citizen Member
Sally Wall, Stakeholder Member
Rabia Khedr, Citizen Member
Mandi Buckner, Stakeholder Member

Staff Present

Rasul Kassam, Supervisor, Accessibility Planning
Jennifer Cowan, Accessibility Specialist
Anna Cascioli, Senior Manager, Facilities Development & Accessibility
Virginia Kalapaca, Project Manager, Park Development
Christine Gabany, Manager, Talent Acquisition, Human Resources
Christopher Tham, Marketing Coordinator
Trish Sarnicki, Legislative Coordinator, Office of the City Clerk
Virginia Kalapaca, Project Manager, Park Development
Pamela Shanks, Corporate Policies Analyst

Find it online

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

1. **CALL TO ORDER – 1:35 PM**

Carol-Ann Chafe, Chair, requested everyone present at the meeting introduce themselves.

2. **APPROVAL OF AGENDA**

Rasul Kassam, Supervisor, Accessibility Planning noted that on May 16, 2018 at 1:30 p.m. Mayor Crombie will attend a public event at the courthouse to paint the dynamic symbol on the parking pavement markers. Mr. Kassam noted that the Accessibility Advisory Committee (AAC) is invited to join in this event and requested that AAC Members notify Mr. Kassam or Jennifer Cowan, Accessibility Specialist by May 4, 2018 to confirm their attendance.

Approved (M. Taddeo)

3. **DECLARATION OF CONFLICT OF INTEREST – Nil.**

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the February 5, 2018 Accessibility Advisory Committee meeting

Approved (A. Smith)

5. **DEPUTATIONS**

5.1. Judy Kerling, Manager, Employee Health Services spoke regarding Human Resources: Accommodation Practices

Ms. Kerling provided an overview of Human Resources Accommodation Practices and noted that Employee Health Services (EHS) supports people with accommodations under the People Strategy: Healthy Workplace strategic priority. Ms. Kerling spoke to temporary and permanent accommodations, noting they may be required at the time of hire or require time away from work. Ms. Kerling spoke to the various wellness initiatives offered by the City with respect to prevention, intervention and recovery, and noted the focus on prevention and keeping people well. Ms. Kerling stated that the City helped support 210 accommodations in 2017.

Questions from Committee Members arose with regard to the following:

- Clarification with respect to how many employees work for the City to understand the percentage of accommodations;
- Whether a specific type of disability is being accommodated more frequently.

In response to these questions, Ms. Kerling explained that the percentage of people who

were accommodated in 2017 is 5.3% and that the information for specific disabilities being accommodated is not available but that Human Resources is making progress with respect to understanding the ways in which employees can be supported, especially with regard to mental health awareness.

RECOMMENDATION

That the deputation and associated presentation by Judy Kerling, Manager, Employee Health Services with respect to Human Resources: Accommodation Practices, be received.

Received (Councillor Saito)

Recommendation AAC-0012-2018

5.2. David Margiotta, Manager, Performance Measurement and Master Plan Implementation, TransHelp and Mike Bechard, Project Advisor, TransHelp provided an update regarding Accessible Transportation - Region of Peel

Mr. Margiotta and Mr. Bechard provided an update with respect to the Accessible Transportation Master Plan (ATMP), noting the Region began the ATMP in 2012 and it continues to be updated regularly, with consistent extensive stakeholder engagement. Mr. Margiotta spoke to the redesign of the TransHelp website and the addition of an online application process. Mr. Margiotta noted that due to new AODA eligibility requirements which now include cognitive and mental health, the client profile has significantly expanded in 2017. Mr. Margiotta noted the effectiveness of the application, noting only 4% of applicants are ineligible, but that eligibility decisions are rarely appealed. Mr. Margiotta spoke to the client re-certification process currently underway, with most clients continuing to receive some level of service. Mr. Margiotta spoke to focus areas with respect to passenger travel training, the passenger assist program, new technology, and investing in quality and noted client satisfaction is at 88% based on surveys, with plans continuously developed to improve service.

Questions and comments from Committee Members arose with regard to the following:

- How clients are re-certified so quickly;
- Whether there has been any progress with respect to LHIN funding;
- The ratio of applicants who qualify compared to those that do not;
- The amount of people who qualify on temporary basis, such as seniors;
- How extensions are provided for those who require them;
- With expansion of clients, whether there is an adequate amount of equipment and staffing;
- Concerns that an annual client satisfaction survey is not often enough;
- How the Region will cope financially with increase of users;
- Whether those with mental health disabilities can apply for TransHelp;
- Whether the appeals process is automatic, and how long after being denied can someone appeal;
- Whether consideration is given to those with sporadic disabilities.

In response to these questions, Mr. Margiotta noted that the majority of re-certifications were relatively easy, as there was enough information on the client to make a decision. With respect to LHIN funding, Mr. Margiotta noted that currently the proposal period has closed and they are yet to announce a successful agency to provide the service, however, LHIN will likely be funding some level of service. Mr. Margiotta responded that in a month there are approximately 300 applicants with roughly 12 that are ineligible, with 20% of applicants qualifying for temporarily eligibility (noting a difference between conditional eligibility, which would give you certain access on a more permanent basis) and added that supervisors are authorized to grant an extension to someone who requires a longer temporary permit. Mr. Margiotta noted that with respect to equipment and staffing, there is a 0% decline rate, which means that persons will not be declined a ride, and that currently needs are being met, with staff and fleet levels actively being evaluated to ensure they provide adequate service. Mr. Margiotta acknowledged concerns that the annual survey is not enough, and noted that there is also a TransHelp Advisory Committee, as well as various partnerships in place. With respect to the funding of TransHelp, Councillor Saito responded that it is fully funded by property taxes on the regional tax bill and can only be expanded by increasing taxes. Mr. Margiotta noted that eligibility is based on barriers to conventional transportation and noted the appeals process is not automatic, but that an appeal is available immediately, and that a person can re-apply in 6 months, or if the condition changes. Lastly, Mr. Margiotta noted that sporadic disabilities are considered, and added that in the spirit of the AODA, the service is provided to those who need it.

RECOMMENDATION

That the update by David Margiotta, Manager, Performance Measurement and Master Plan Implementation, TransHelp and Mike Bechard, Project Advisor, TransHelp with respect to Accessible Transportation - Region of Peel, be received.

Received (M. Taddeo)
Recommendation AAC-0013-2018

6. **PUBLIC QUESTION PERIOD**

No members of the public requested to speak.

7. **MATTERS CONSIDERED**

7.1. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

Jennifer Cowan, Accessibility Specialist provided a brief verbal update with respect to the *Accessibility For Ontarians With Disabilities Act, 2005 (AODA)*. Ms. Cowan noted the Employment Standards Development Committee (SDC) has released a set of 8 recommendations that they will be presenting to the Minister regarding changes to the Accessible Employment Standard. Based on Accessibility Planning's review, the changes being proposed will not likely have a significant impact on the City of Mississauga. Ms. Cowan again encouraged members to submit comments to the

Employment SDC if they do not agree with the recommendations at:

<https://www.ontario.ca/page/improving-accessibility-standards-employment>

RECOMMENDATION

That the verbal update by Jennifer Cowan, Accessibility Specialist with respect to the Accessibility For Ontarians With Disabilities Act, 2005 (AODA) be received.

Received (A. Smith)

Recommendation AAC-0014-2018

7.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member provided an update with respect to the Region of Peel Accessibility Advisory Committee, noting a food certification program for anyone working in the food industry will have accommodations being put in place. Ms. Husain added that Caledon is having a Seniors' Day on June 6, 2018 from 10AM to 2PM, with a theme of food and nutrition. Ms. Husain noted that the Region is going to be involved in a lot of updates to regional roads and that the Committee is working on a checklist, which includes a lot of criteria.

RECOMMENDATION

That the verbal update by Naz Husain, Citizen Member with respect to the Region of Peel Accessibility Advisory Committee be received.

Received (M. Taddeo)

Recommendation AAC-0015-2018

7.3. Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report

Rasul Kassam, Accessibility Supervisor spoke to the Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan and noted that following AAC consultation the Report and Plan had been revised to include a message from the Mayor, a message from Members of Mississauga City Council, a message from Mississauga AAC, and that the AAC has a dedicated section (section 6) in the report with 2017 Achievements by Mississauga AAC. Mr. Kassam spoke to the next steps and noted that the intention was for the Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report be adopted in the General Committee Meeting on May 16, 2018.

Members of the Committee thanked Mr. Kassam for taking the time to meet with them, and for making changes based on their input. Committee Members of the Accessibility Advisory Committee endorse and are in full support of the 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report.

RECOMMENDATION

1. That the City of Mississauga 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report, be received for information;
2. That the Accessibility Advisory Committee is in full support of the City of Mississauga 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report.

Received (N. Husain)

Recommendation AAC-0016-2018

7.4. Electronic Participation in Committee meetings

Trish Sarnicki, Legislative Coordinator requested feedback from Committee Members with respect to whether they would like to pursue electronic participation for the AAC, and if so, whether there shall be voting capabilities for the person who is to be participating electronically.

Discussion amongst Committee Members pertained to whether electronic participation should be applicable to all committees, the technology to be used, if it should be applicable to all persons or only those with disabilities, issues surrounding disclosure of a disability, concerns regarding whether the effort made to provide for electronic participation will provide an overall benefit to the Committee, whether a policy would need to be in place for abuse of the system with respect to attending meetings and how quorum would be decided.

Councillor Saito noted there is already a policy in place for attendance, noting that missing three meetings in a row may result in removal from the Committee.

Committee Members agreed that electronic participation should be applicable to all advisory committees, including the capability to vote, for individuals with disabilities, where an accommodation has been requested.

Councillor Saito requested that the Committee's recommendation be referred to Governance Committee for discussion and review, to which the Committee agreed.

RECOMMENDATION

1. That the Accessibility Advisory Committee supports electronic participation for all advisory committee meetings, including the capability to vote, for individuals with disabilities, where an accommodation has been requested.
2. That the Accessibility Advisory Committee's request for electronic participation be forwarded to Governance Committee for discussion and review.

Received (Councillor Mahoney)

Recommendation AAC-0017-2018

7.5 Access 2 Card

Jennifer Cowan, Accessibility Specialist spoke to the matter of Access 2 Card Program for City of Mississauga Facilities.

Councillor Saito noted the Access 2 Card may be used at Meadowvale Theatre, the City's Recreational Programming, and MiWay and noted that when using public transit a caregiver does not have to pay for a ticket.

Discussion amongst Committee Members pertained to whether the card is accepted everywhere in the City, that most venues now offer the card for free, the issue of having residents pay for a card where their needs are already accommodated, and what is being asked of the AAC.

Direction was given to Accessibility staff to refer this matter back to Councillor Fonseca for clarification as to where the Access 2 Card is unable to be used.

RECOMMENDATION

1. That the memorandum dated April 3, 2018 from Jennifer Cowan, Accessibility Specialist with respect to the Access 2 Card Program for City of Mississauga Facilities be received for information.
2. That the matter of the Access 2 Card Program for City of Mississauga Facilities be deferred to the next Accessibility Advisory Committee meeting on June 18, 2018.

Received (M. Taddeo)
Recommendation AAC-0018-2018

7.6. Accessibility Advisory Committee Work Plan

No discussion took place on this item.

RECOMMENDATION

That the Accessibility Advisory Committee Work Plan updated for the April 16, 2018 meeting of the Accessibility Advisory Committee be approved.

Received (A. Smith)
Recommendation AAC-0019-2018

8. **SUBCOMMITTEE REPORTS**

8.1 Facility Accessibility Design Subcommittee Report – February 12, 2018

RECOMMENDATION

1. That the presentation regarding Mount Charles Park Transit Washroom to the Facility Accessibility Design Subcommittee on February 12, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Mount Charles Park Transit Washroom.

Received (A. Zaidi)
Recommendation AAC-0020-2018

RECOMMENDATION

1. That the presentation regarding Iceland Arena Renovations to the Facility Accessibility Design Subcommittee on February 12, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Iceland Arena Renovations

Received (A. Zaidi)
Recommendation AAC-0021-2018

8.2 Facility Accessibility Design Subcommittee Report - March 26, 2018

RECOMMENDATION

1. That the presentation regarding the Parking Master Plan to the Facility Accessibility Design Subcommittee on March 26, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Parking Master Plan.

Received (A. Zaidi)
Recommendation AAC-0022-2018

9. **OTHER BUSINESS**

Rasul Kassam, Accessibility Supervisor noted that the Connections Resource Fair for Persons with Disabilities will take place at the Living Arts Centre on May 2, 2018 from 12 PM to 7 PM.

10. **DATE OF NEXT MEETING** – Monday, June 18, 2018 – 2:00 PM, Civic Centre, Committee Room A, 2nd Floor

11. **ADJOURNMENT** – 3:15 PM