Advisory Committee for Persons with Disabilities
MINUTES
4:00 p.m.
Tuesday, May 12, 2009
Committee Room 207
Hamilton Convention Centre
One Summer’s Lane

Present:  F. Chesney (Acting Chair)
P. Cameron, R. Cameron, , B. Helwig, B. Lane, T. Manzuk, K.
Nolan, T. Nolan,  R. Semkow, M. Smithson,  
Regrets:  Councillor B. Morelli (City Business), D. Burkett, A. Mallett, T. 
Wallis  
Also Present:  E. Lee, Mayor’s Office
J. Lee, M. Carter, Customer Service, Access & Equity
M. Meyer, City Clerk’s Office

FOR THE INFORMATION OF COMMITTEE:

The meeting was called to order at 4:08 p.m.

(a)  CHANGES TO THE AGENDA (Item 1)

On a motion (K. Nolan/B. Semkow), the agenda was approved as presented.

(b)  DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c)  MINUTES (Item 3)

(i)  Minutes of the Advisory Committee for Persons with Disabilities
meeting held on April 14, 2009 (Item 3.1)

(R. Cameron/M. Smithson)
That the minutes of the Advisory Committee for Persons with
Disabilities meeting held on April 14, 2009 be approved.

CARRIED
(d) PRESENTATIONS (Item 4)

(i) Customer Service Standards (Item 4.1)

Mary Smithson made a presentation respecting Customer Service Standards. Highlights of the presentation included:

- Review of the action taken by the Customer Service Subcommittee in developing the draft Customer Service Standards implementation.
- Principles of service
- Overview of service delivery channels and accessible service delivery features
- Overview of specific services that were reviewed and provisions regarding specific service delivery

In response to questions from the Committee, Jane Lee, Director of Customer Service advised of the following:

- The recommendations from the Customer Service Subcommittee will be sent to Council. They will then likely be referred to staff, who would review their ability to implement the recommendations.
- The Ministry has not released any compliance requirements yet, but the City will likely monitor compliance once a year and the Ministry will probably have enforcement staff as well. The City is also working on implementing a system to track complaints and feedback and on developing training materials.
- This does not tie into the 2009 Accessibility Plan.

(K. Nolan/B. Semkow)
That the presentation respecting Customer Service Standards be received.

CARRIED

(ii) 2009 Accessibility Plan and Consultations (Item 4.2)

Maxine Carter, Access & Equity Coordinator, made a presentation respecting the 2009 Accessibility Plan and Consultations. She advised that she will send a hard copy of the plan to Committee by Friday, and that anyone wishing to receive an electronic copy should let her know. She asked that Committee review the plan and make comments, especially as it pertains to consultation activities at the subcommittee level, so that a thorough discussion respecting the plan could take place at the June meeting.

In response to questions from the Committee, Maxine Carter provided a brief overview of the process for developing the 2009 plan.
Fran Chesney, Acting Chair, advised that the subcommittee Chairs should ensure that some time is set aside at their next meetings to address consultation activities.

(R. Cameron/M. Smithson)
That the presentation respecting 2009 Accessibility Plan and Consultations be received. CARRIED

(e) SUBCOMMITTEE UPDATES (Item 5)

(i) Built Environment Sub-Committee (Item 5.1)

A. Recommendations/Reports for Approval from the Meeting held on April 24, 2009 (Item 5.1(a))

Maxine Carter, Access and Equity Coordinator, distributed copies of the Built Environment Subcommittee report.

Roger Cameron provided an overview of the report.

In response to concerns from the Committee, Mr. Cameron advised of the following:

• Daiene Verissimo from the CNIB is sending her recommendations for accessible pedestrian test sites based on the list that the Built Environment Subcommittee forwarded to her using a previously developed selection criteria.
• The recommendation respecting curb ramps at corners is so that staff can proceed with implementing a policy. The design portion will be dealt with separately by a working group.

1. Working Group to Develop a Standard for Pedestrian Crossing at Roundabouts

Some discussion ensued respecting recommendation (a)(i) of the Built Environment Subcommittee report, including but not limited to the following:

• The working group is part of the process of responding to concerns from a citizen which were forwarded by Council to the Advisory Committee for Persons with Disabilities and referred by ACPD to the Built Environment Subcommittee.
• Ron Gallo, Traffic Engineering and Systems, recommended a working group comprised of staff, Ministry representatives and members of the subcommittee.

(B. Lane/R. Cameron)
That Recommendation (a)(i) of the April 30, 2009 Built Environment Subcommittee Report be amended by deleting the word “approves” and replacing it with the word “endorses” to read as follows:

“(i) That the Built Environment Sub-committee endorses the recommended Working Group to develop a standard for pedestrian crossing at roundabouts, for persons with disabilities.”

Amendment CARRIED

(B. Lane/R. Cameron)
That the Built Environment Sub-committee endorses the recommended Working Group to develop a standard for pedestrian crossing at roundabouts, for persons with disabilities.

CARRIED as Amended

2. Appointment of Members to Working Group to Develop a Standard for Pedestrian Crossing at Roundabouts

Some discussion ensued respecting recommendation (a)(ii) of the Built Environment Subcommittee report, including but not limited to the following:

• The working group should report to the Built Environment Subcommittee because this was an issue referred to the Built Environment Subcommittee by the Advisory Committee for Persons with Disabilities.

• Because this is a joint citizen-staff committee, staff will not likely bring forward a report without endorsement or comments from the Advisory Committee for Persons with Disabilities.

(K. Nolan/B. Lane)
That two members of the Built Environment Sub-Committee or the Advisory Committee for Persons with Disabilities sit on the Roundabout Accessibility Working Group and that the Working Group report to the Built Environment Sub-Committee.

CARRIED
3. Curb Cuts at Intersection Corners

Some discussion ensued respecting recommendation (a)(ii) of the Built Environment Subcommittee report, including but not limited to the following:

- Should say “with due consideration to safety and feasibility”
- Intent is to separate the policy and design components
- There are currently curb cut standards in place which would be followed
- Should not approve the policy portion until the design is finalized

(R. Cameron/B. Lane)
That two (2) curb cuts be built on each corner of an intersection, in both directions.

MOTION WITHDRAWN

(T. Nolan/B. Lane)
That ACPD recommends that sidewalks be designed in such a way that persons with disabilities may exit a sidewalk corner in any direction they may choose, with due consideration to safety & feasibility.

CARRIED

Tom Manzuk wished to be recorded opposed.

4. Accessible Pedestrian Pathway Working Group

(B. Lane/T. Nolan)
That the following motion be referred back to the Built Environment Subcommittee for further discussion:

“That the Advisory Committee for Persons with Disabilities recommends that an Accessible Pedestrian Pathway Working Group, comprised of persons with disabilities, including representatives of ACPD, and staff, be appointed to review the entire sidewalk design, and that they consult with the working group on roundabouts.”

Motion to Refer CARRIED

Committee members were invited to attend the next Built Environment Subcommittee meeting, which will be held on
May 22, 2009 on the 9th floor of the Standard Life Building. Committee members were asked to advise Maxine Carter in advance if they are planning to attend, to ensure that there is enough space available.

B. Minutes of the Meeting held on March 20, 2009 (Item 5.1(b))

(B. Lane/B. Helwig)
That the minutes of the Built Environment Sub-Committee meeting held on March 20, 2009 be received. CARRIED

(ii) Customer Service Sub-Committee (Item 5.2)

A. Recommendations/Reports for Approval from the meeting held on April 29, 2009 (to be distributed) (Item 5.2(a))

Mary Smithson provided an overview of the report.

Some discussion ensued, including but not limited to the following:

- Concerns respecting confidentiality of medical conditions and personal information – The Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA) provide protection.
- A person with a mental health disability may be competent to sign a consent form at times, but may not be fully competent at other times. Need sensitivity training to deal with that.

(B. Lane/M. Smithson)
(a) That the proposed measures for implementation of the Customer Service Standards under the Accessibility for Ontarians with Disabilities Act, attached hereto as Appendix A, be adopted;

(b) That the Guidelines for Accessible Meetings and Presentations, attached hereto as Appendix B, be approved; and

(c) That the Service Methods, attached hereto as Appendix C, be approved for inclusion in the development of the Customer Service training. CARRIED
B. Minutes of the meeting held on March 23, 2009 (Item 5.2(b))

(T. Nolan/B. Lane)
That the minutes of the Customer Service Sub-Committee meeting held on March 23, 2009 be received.

CARRIED

(iii) Draft Employment Standards Working Group (Item 5.3)

(R. Cameron/P. Cameron)
That the comments attached hereto respecting the Draft Employment Standard under the AODA be approved and forwarded to the Accessibility Directorate of Ontario.

CARRIED

Committee agreed that a recommendation should be added to the “What is Missing from the Standards” section that organizations establish layoff and return to work policies to ensure that persons with disabilities are treated equitably.

(f) Requests for Letters of Support (Item 6.1)

Deferred to next meeting

(g) Accessibility Advisory Committees Regional Forums – Selection of Two Members to Attend (Item 6.2)

(B. Lane/P. Cameron)
That Tim Nolan and Kim Nolan be selected to attend the Accessibility Advisory Committee Regional Forum in Toronto.

CARRIED

(h) Request for Reinstatement on the Advisory Committee for Persons with Disabilities – Sharon Derkach (Item 6.3)

(B. Lane/T. Nolan)
That Sharon Derkach be reinstated as a member of the Advisory Committee for Persons with Disabilities for the 2006 to 2010 term of Council or until such time as a successor is appointed by Council.

CARRIED
(i) NEW BUSINESS (Item 7)

(i) City Hall Renovations

Maxine Carter, Access and Equity Coordinator, distributed a memo from Wendy Shearer, Landscape Architect, respecting barrier-free improvements to Hamilton City Hall. She provided an overview of the memo and advised that she would start a discussion via e-mail, as the tendering for outside work is going out soon.

(ii) HSR Review

Fran Chesney, Acting Chair, reminded Committee that Tim Nolan is looking for comments respecting HSR service by Friday.

(j) ADJOURNMENT (Item 8)

(B. Lane/R. Cameron)

The Advisory Committee for Persons with Disabilities adjourned at 6:14 p.m.

Respectfully submitted,

Tim Nolan, Chair
Advisory Committee for Persons with Disabilities

Mary-Ann Meyer
Legislative Assistant
May 12, 2009