



# Minutes

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ACCESSIBILITY ADVISORY COMMITTEE

Meeting No. 05-2019

Date: Thursday, May 9, 2019

Time: 1:30

Location: West Thunder Community Centre

915 Edward Street S., Thunder Bay

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## MEMBERS

## SECTOR REPRESENTATIVE

Ms. A. Antenucci	Parent to a Child with a Disability
Mr. T. Brownlee	Caregiver to a Person with a Disability
Mr. K. Crites	Mental Health
Mr. J.P. Gamache	Mobility Disability
Mr. J. Gobeil	Citizen Representative
Ms. D. Hamilton	Speech Impairment
Ms. R. Harrison	Service Agency
Mr. M. Rubenick	Senior with a Disability
Mr. B. Spare	Hard of Hearing/Late Deafened
Mr. R. Sponchia	Development Disability
Ms. T. Soderberg	Visually Impaired or Blind

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## OFFICIALS

Ms. K. Power	Deputy City Clerk
Mr. S. Garner	Municipal Accessibility Specialist
Ms. F. Track	Committee Coordinator
Mr. B. Maxwell	Inclusion Services
Ms. L. Douglas	Election/Committee Coordinator

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## GUESTS

Ms. D. Earle	Supervisor, Customer Care & Administrative Services – Transit
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## AGENDA

### 1. WELCOME AND INTRODUCTIONS

The Chair called the meeting to order and a roundtable of introductions followed.

2. COMMUNICATION PROCESS

The communication process was explained and Mr. B. Spare agreed to keep the speakers list.

3. AGENDA APPROVAL

MOVED BY: Ms. D. Hamilton  
SECONDED BY: Ms. A. Antenucci

With respect to the May 9, 2019 meeting of the Accessibility Advisory Committee, we recommend that the Agenda as printed, including any additional information and new business, be confirmed.

CARRIED

4. PRESENTATIONS

“Please Move Back” Campaign

Ms. D. Earle, Supervisor, Customer Care & Administrative Services – Transit, utilizing large presentation boards, provided an overview relative to the above noted and responded to questions.

According to user feedback an accessible seating awareness campaign is necessary. Utilizing a similar campaign model, Toronto’s TTC campaign “Please offer me a seat”, Thunder Bay Transit has been working on the “please move back” campaign.

Some of the items discussed relative to the above noted were:

Font size for campaign material is easy to read

Adjust wording to “Please move back if you are able”

Education component should be presented to post-secondary students

Education brochures/posters should be provided to transfer hubs including City Hall

Ensure signage on bus windows does not block the passengers view

Bilingual signage

AAC members invited to media launch

Promotional stickers or universal accessibility sticker should be placed on plastic formed seat backs

How will buttons be distributed?

Utilize social media to promote the campaign through possible # contest

Awareness of accessible seating is recommended

Can the AVA (audio visual announcement) system provide regular announcements for this campaign and other common messages?

“Rider Responsibilities” located on the back of the driver’s seat will be updated

On behalf of the AAC the Chair thanked Ms. Earle for her presentation.

The meeting recessed for a coffee break at 2:32 p.m.

The meeting reconvened at 2:47 p.m.

5. MINUTES OF PREVIOUS MEETING

The Minutes of Meeting No. 04-2019 Accessibility Advisory Committee, held on April 11, 2019, to be confirmed.

MOVED BY: Mr. J.P. Gamache

SECONDED BY: Mr. B. Spare

THAT the Minutes of Meeting No. 04-2019 of the Accessibility Advisory Committee held on April 11, 2019 be confirmed.

CARRIED

6. 2019 AAC OPEN HOUSE

Mr. K. Crites provided a verbal update relative to the above noted and responded to questions.

Public consultation, relative to integrated accessibility, will be encouraged at this year’s Open House. Stations will be set up around the venue to promote discussion and feedback relative to the main pillars of the Integrated Accessibility Standards Regulation: General Requirements, Information & Communications, Employment, Transportation, and Design of Public Spaces.

Thunder Bay Regional Hospital will also be providing material relative to their Accessibility Plan, the progress made towards barriers removed, and future Accessibility Planning.

Ms. D. Earle, Supervisor, Customer Care & Administrative Services – Transit, will also be attending.

7. MULTI YEAR ACCESSIBILITY PLAN

Mr. S. Garner, Municipal Accessibility Specialist provided a verbal update relative to the above noted and responded to questions.

Human Space, a division of Quadrangle has begun their 1<sup>st</sup> week of public facility audits, and will be returning at the end of June to complete the remaining facilities. 11 audits have been completed to date.

8. ACCESSIBILITY ADVISORY COMMITTEE LOGO

Mr. S. Garner, Municipal Accessibility Specialist, referencing examples from communities of scale, provided an overview relative to the above noted and a discussion followed.

In an effort to build champions within our community and promote awareness around the goals and mandate of the Accessibility Advisory Committee, a logo can make a significant impact with recognition and public perception.

Some of the key items discussed were:

Design  
Letterhead  
Flag  
Networking  
Social Media

9. ROUNDTABLE OF ACCESSIBILITY ISSUES

Committee members reported on accessibility issues encountered in the community.

It was noted that the intake process for patients at the Thunder Bay Regional Health Sciences Centre is very efficient but the information taken at this stage and previous patient history doesn't seem to follow the patient through the system to various specialists and technicians. Having to re-explain patient history takes away time from treatment and testing if necessary. This makes it more difficult, and can increase stress for the patient and/or the caregiver.

It was also noted that Security Guards contracted by the City of Thunder Bay are requiring further training relative to service animals. A member of the AAC had a verbal exchange with security on Monday, May 6, 2019, while attending a Mother's day craft fair at Victoriaville Mall. A man asked if her dog was a service dog, she responded "yes" at which point the man said she needed to wear a harness. The member picked up the handle of the harness and asked

him “what does this look like?” The member was standing at a table holding the dog leash looking at something, the harness was not in her hand at that instant. He then said the dog needs to be wearing a sign indicating she is a service animal, the member informed the man that she doesn't and this exchange went back and forth once or twice with the no she doesn't, yes she does, at which point the security guard told the member if he saw her there again he'd kick her out of the mall and that she'd been warned. He was very aggressive and not interested in hearing anything the member had to say. He did not ask for identification for the dog or what service she performed both of which are questions the member understands can and should be asked in this situation.

10. WORKING GROUP UPDATES

10.1 Built Environment

Item deferred

10.2 Public Art Committee

Item deferred

10.3 Walkability Committee

Item deferred

11. NEW BUSINESS

Review of 2018 Municipal and School Board Elections

- 11.1 Memorandum dated April 25, 2019 from Mr. J. Hannam, City Clerk, relative to the Municipal and School Board Elections Voter's List, presented to City Council on Monday, April 29, 2019 was distributed with the Agenda, for information.

Report No. R62/2019 (City Manager's Office – Office of the City Clerk) Review of the 2018 Municipal and School Board Elections, presented to City Council on Monday, April 29, 2019 was distributed with the Agenda, for information.

Ms. L. Douglas, Elections/Committee Coordinator, provided an overview relative to the above noted.

Draft 2019 – 2022 Corporate Strategic Plan

- 11.2 Memorandum dated April 18, 2019 from Ms. K. Lewis relative to Draft 2019-2022 Corporate Strategic Plan, presented to City Council on Monday, April 29, 2019 was distributed with the Agenda, for information.

Document entitled “One City, All Together 2019 – 2022” presented to City Council on Monday, April 29, 2019 was distributed with the Agenda, for information.

Ms. K. Power, Deputy City Clerk, provided an overview relative to the above noted and a discussion followed.

It was noted that the Draft 2019-2022 Corporate Strategic Plan did not mention an accessibility component.

12. NEXT MEETING

The Accessibility Advisory Committee will meet on the 2<sup>nd</sup> Thursday of every month, except July, August and December, from 1:30 to 3:30 p.m., at the West Thunder Community Centre, 915 Edward Street South, Thunder Bay, unless otherwise notified.

- Thursday, May 30, 2019 Annual Open House
- Thursday, June 13, 2019
- No meeting in July 2019
- No meeting in August 2019
- Thursday, September 12, 2019
- Thursday, October 10, 2019
- Thursday, November 14, 2019

13. ADJOURNMENT

The meeting adjourned at 3:30 p.m.