



Minutes

ACCESSIBILITY ADVISORY COMMITTEE

Date: Thursday, April 11, 2019

Meeting No. 04-2019

Time: 1:30 P.M.

Location: West Thunder Community Centre
915 Edward Street S., Thunder Bay

MEMBERS

Mr. K. Crites
Mr. J. Gobeil
Ms. D. Hamilton
Ms. R. Harrison
Councillor R. Johnson
Mr. R. Rubenick
Mr. B. Spare
Mr. R. Sponchia
Ms. T. Soderberg
Mr. R. Wheeler

SECTOR REPRESENTATIVE

Mental Health
Citizen Representative
Speech Impairment
Service Agency
Council Representative
Senior with a disability
Hard of Hearing/Late Deafened
Development Disability
Visually Impaired or Blind
Brain Injury

OFFICIALS

Ms. K. Power, Deputy City Clerk
Mr. S. Garner, Municipal Accessibility Specialist
Ms. F. Track, Committee Coordinator
Mr. B. Maxwell, Inclusion Services
Mr. G. Mason, Planner II – Planning Services, Development & Emergency Services

GUESTS

Ms. T. Smith, Senior Director of Communications and Engagement - Thunder Bay Regional Hospital
Mr. F. Tarzia, Manager, Adult Mental Health -Thunder Bay Regional Hospital
Ms. K. Shewfelt, Director of Nursing Practice -Thunder Bay Regional Hospital
Ms. D.M. Perry, Chair, Accessibility Implementation Team – Thunder Bay Regional Hospital

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: Mr. R. Sponchia

SECONDED BY: Mr. M. Rubenick

With respect to the April 11, 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

Thunder Bay Regional Hospital – Multi Year Accessibility Plan

Ms. T. Smith – Senior Director of Communications and Engagement and Ms. D.M. Perry, Chair, Accessibility Implementation Team – Thunder Bay Regional Hospital provided an overview relative to the above noted and responded to questions.

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

- final plan has been posted to the website
- a more accessible website has been created
- patient information pages are available online and in paper
- ongoing customer service training
- inventories completed for the purpose of resource sharing within the hospital

Some concerns noted by members:

- automated appointment software is hard to understand
- is the website compatible with voiceover
- not all medical equipment is accessible ex: mammogram machine

Ms. T. Smith has invited the members of the Accessibility Advisory Committee to collaborate with the Accessibility Implementation Team with respect to their next Multi Year Accessibility Plan.

Minutes- Accessibility Advisory Committee

MEETING NO.: 04-2019

DATE: April 11, 2019

PAGE: 3 OF: 5

Mental Health and Wellness

Mr. F. Tarzia – Manager, Adult Mental Health and Ms. K. Shewfelt, Director of Nursing Practice - Thunder Bay Regional Hospital provided an overview relative to the above noted and responded to questions.

Some of the key items discussed relative to the Thunder Bay Regional Hospitals’ Adult Mental Health Unit were:

- customer service, respect, situational and “Challenging Assumptions” training is ongoing
- improved accessibility to services is ongoing
- working with community supports to improve waiting time for services
- liaison nurses available for any unit requiring mental health related assistance
- online accessibility to mental health services also provides direction to the correct services

Some concerns noted by members are:

- assumptions made by staff as to the reason a person is at the hospital
- doctors are not compassionate
- security personnel treating patients disrespectfully
- disrespectful comments being made by staff members

The meeting recessed for a coffee break at 2:47 p.m.

The meeting reconvened at 2:57 p.m.

At this time the Chair made a small presentation to acknowledge Mr. B. Maxwell, Inclusion Services, and thanked him on behalf of the Accessibility Advisory Committee for attending and providing assistance during the meetings over this past year.

5. **MINUTES OF PREVIOUS MEETING**

The Minutes of Meeting No. 03-2019 of the Accessibility Advisory Committee held on March 14, 2019, were distributed with the agenda on Thursday, April 4, 2019 to members of the AAC.

MOVED BY: Mr. R. Sponchia

SECONDED BY: Mr. J. Gobeil

THAT the Minutes of Meetings No. 03-2019 of the Accessibility Advisory Committee, held on March 14, 2019, be confirmed.

CARRIED

6. Letters to the Editor

Chronicle Journal, March 26, 2019 Edition, Section A-4, Letters to the editor entitled “It’s Time to Shout for True Accessibility” and “Observations on ramping up our City” attached for information.

7. TTC’s Please Offer Me A Seat program

Mr. S. Garner provided information relative to the TTC’s “Please offer me a seat” campaign. Ms. D. Earle, Supervisor, Customer Care & Administrative Services – Transit, to be invited to the next meeting of the AAC to provide an update relative to the “Please move back” campaign.

8. 2019 AAC OPEN HOUSE

Mr. S. Garner, Municipal Accessibility Specialist provided an update relative to the above noted. Mr. M. Rubenick and Mr. K. Crites volunteered to assist with the Open House plans.

9. ROUNDTABLE OF ACCESSIBILITY ISSUES

Item deferred.

10. WORKING GROUP UPDATES

10.1 Built Environment

Item deferred.

10.2 Public Art Committee

Mr. R. Wheeler provided an update relative to the above noted. Some upcoming events are the National Youth Arts Week which takes place May 1st to 7th and the Youth Music Showcase will take place on Saturday May 4th, 6:30-8:30 p.m. at the Kinsmen Youth Centre. Funding has been secured for 2 Art Buses, the first theme will be “Thunder Bay” and will support the City-wide 50th anniversary celebrations, and the second one will engage the theme “Maamawe – All together”.

10.3 Walkability Committee

Item was deferred.

11. NEW BUSINESS

12. NEXT MEETING

The Accessibility Advisory Committee will meet on the 2nd 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 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.