

To: Susan Cassel
City Clerk

May 10, 2019

From: Tim Higgins
Accessibility Coordinator

Copy: Chief Administrative Officer
Directors

Subject: Accessibility Advisory Committee
- 2018 Year End Report and 2019 Proposed Work Plan
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The Pickering Accessibility Advisory Committee (ACC) is pleased to present its 2018 Year End Report and 2019 Proposed Work Plan.

2018 Year End Report

The Accessibility Advisory Committee achieved the following in 2018:

Meetings and Membership

- The Committee maintained its full authorized complement of ten, highly-qualified members throughout the year. The Accessibility Advisory Committee held nine regular meetings, normally on the second Wednesday of each month.
- Since 2018 was a municipal election year, all Advisory Committee terms ended in November. Four members retired and were successfully replaced for 2019 forwards.

Awareness Activities

- Presented 2017 accessibility accomplishments and 2018 Work Plan to City Council on May 14, 2018, identifying priorities for 2018. This presentation provided an opportunity for an exchange of information and ideas on the status of accessibility within the community and how it might be improved for the benefit of all City residents.
- AAC members attended various City events including the Your City/Artfest, Accessibility Awareness Week at the Pickering Town Centre, Pickering 101, RibFest, Canada Day, the Durham Regional Police Children's Games, and Tree Lighting to profile the City's accessibility accomplishments, raise awareness of accessibility issues within the community, and consult with the public on accessibility.
- AAC representatives attended the Pickering Cenotaph on Remembrance Day to lay a wreath on behalf of the Committee.
- Accessible transit letter prepared with respect to the motion approved at Pickering Council on December 11, 2017 in regards to identifying potential improvements to accessible transit in

Durham Region. AAC members provided interviews to inform a related Pickering News Advertiser story in January.

- Members received a presentation from Pickering Library representatives and participated in a tour of the library's innovative new Maker Space.
- Fostered/promoted/supported submissions for local, Regional, and Provincial awards and grants to profile Pickering's accessibility achievements and commitment.
- Hosted a children's train at the 2018 Canada Day celebration at Esplanade Park.
- Several AAC members attended the 2018 DRPS Children's Games for disabled youth between the ages of 5 and 18 at the Pickering Recreation Complex on October 27th.
- An AAC member attended an Aging in Place / Home Modification Conference in Vaughan that provided valuable information with respect to seniors' needs.
- An AAC member attended a half-day workshop at the University of Guelph 10th Annual Accessibility Conference on May 28, 2018.

Policies, Standards and Implementation

- Monitored emerging legislation, regulations, standards, policies, and practices from the Federal, Ontario and other provincial and municipal governments; for example, regarding employment, transportation, affordable/accessible housing, customer service, health, education, the built environment, youth programs after the age of 21, etc.
- Participated in the Accessibility Directorate of Ontario's province-wide focus group on accessibility advisory committee best practices. Determined that the processes and achievements of Pickering's Accessibility Advisory Committee compared quite favourably to such committees in other municipalities.
- AAC members participated in the Whitby Chamber of Commerce, DiscoverAbility seminar March 15, 2018 which featured Mark Wafer's presentation entitled Employing People with Disabilities.
- AAC members participated in the March 21, 2018 "Intersection of Race and Accessibility Forum" hosted by the Canadian Alliance on Race and Disability.
- The AAC received several presentations from City staff, and provided advice regarding upcoming accessibility related capital projects budgeted for 2018 such as sidewalk and multi-use paths; Rotary Frenchman's Bay West Park reconstruction; LED streetlights; installation of tactile plates at intersections; and regional roads with open ditches and grading issues.
- Monitored various planned or completed City of Pickering improvements, such as the following:
 - Health & Wellness Centre planned for corner of Brock Road and Taunton Road
 - Rotary Frenchman's Bay West Park
 - Pickering Innovation Corridor
 - Kingston Road Corridor Intensification Study
 - Self-service kiosks installed at George Ashe Library & Community Centre and Pickering Recreation Complex
 - Nelson F. Tomlinson Community Centre accessibility improvements

- Parks maintenance and enhancements
 - Language translation services
- Special AAC guest Ather Shabbar from the Ontario Ministry of the Attorney General and a recent graduate of the Masters of Inclusive program at OCAD University provided a stimulating presentation and discussion, explaining the benefits of Inclusive Design and how it can be used to improve governance and create a more inclusive environment.
 - AAC member D. Hughes provided a presentation to the Committee on residential accessibility design standards outlining Ontario Building Code requirements as well as additional desirable accessibility features. This presentation profiled emergent best accessibility practices in the residential construction industry.
 - The AAC received information and expressed support for the proposed Notice of Motion presented by Councillor Brenner and Councillor Cumming, regarding the licensing of service dogs and the clarification to standards for support animals. The motion was subsequently passed by Council noting that that more regulations are needed with respect to service/support animal standards and establishing the expectation for the working group to explore related issues and to report back to Council around March 2019 with an update. The AAC agreed to play a leadership role, suggesting that insights from the City could be brought forward to the new Provincial Government with a view to informing future provincial policy and guideline revisions.
 - Provided accessibility advice regarding Pickering's new Operation Centre planning and implementation.
 - Provided advice on 2018 Canada Day preparations including: management of temporary accessible parking; accessible bus routes/stops, and washrooms.
 - Monitored new staff and volunteer training processes related to accessibility.
 - Discussed AAC support for a petition that the Older Women's Network (OWN) was bringing forward to the House of Commons with a view to immediately amending the National Building Code of Canada, making it mandatory that all housing in any way under the jurisdiction of the Government of Canada reflect universal design principles.
 - AAC member D. Hughes provided ongoing updates with respect to Axxess Condos to be developed at the intersection of Pickering Parkway and Valley Farm Road and which are ambitiously planned to be 100% accessible.
 - City staff presented the AAC with an outline of renovations to be completed at the Pickering Recreation Complex and sought the AAC's input prior to holding an open house for the public in January, 2019.
 - City staff presented the AAC with an outline of renovations planned for the c. 1970 Fire Hall at 553 Kingston Road (Station 2) to include a barrier free washroom with an adult change table and to provide more privacy within the living areas.
 - The Committee reviewed provincial funding available to assist persons with disabilities, in particular those turning 21.

Collaboration

- In March 2018, Pickering AAC members joined Ajax AAC members to perform a joint accessibility audit of the Ajax Welcome Centre.
- Received a presentation by representatives of AutoLux Ltd., operating as Rapid City Transportation. This Pickering-based organization provides non-emergency medical transportation for individuals that require special care, and operates across Ontario. Through discussion, Committee members explored AutoLux' approach to accessible transit customer service.
- Pickering AAC members hosted seminal discussions with Durham Region Transit and Durham Region Accessibility Coordinators regarding improved standards for specialized accessibility services; the DRT specialized services appeal process; and DRT's accessible customer service.
- AAC members attended and made presentations at the Region of Durham Accessibility Advisory Committee regarding enhancing accessible transit to express the intent of the motion passed by the Pickering City Council. Subsequently, accessibility coordinators around the Region attended a meeting with the General Manager of Durham Transit in March to express the need for customer service improvements. The representatives from DRT listened as the area coordinators relayed examples of recent issues residents had experienced, and conceded that regular meetings would be helpful. The area coordinators felt they received positive feedback with a greater commitment from DRT to attend regular meetings for consultation on accessibility, as well as seeking improved communication and consultation with accessibility coordinators across the Region.
- AAC members precipitated and participated in a meeting with Durham Transit on June 13th, which included all Accessibility Coordinators across Durham Region, as well as many Accessibility Advisory Committee members from all the Durham municipalities. This was the first major step for Durham Transit to consult with the Durham community on accessibility.
- Received a presentation from representatives of the Pickering Public Library addressing: the Pickering Public Library Connect project to support and assist the community through education and training; the wireless hotspot lending program that provides residents access to the internet wherever they go; and mobile circulation services where library representatives visit residents who are unable to leave their homes.
- Received a presentation from representatives of the Pickering Soccer Club regarding its innovative "In Motion" program, promotes active living for adults aged 55+, and which is funded by the Ontario Sport and Recreation Communities Fund and the Pickering Soccer Club.
- Received a presentation from a representative of WindReach Farms that outlined the various year-round programs for youth and adults with various disabilities offered at the 105 acre, highly accessible, working farm.
- Received a presentation from a representative of Parks Canada which profiled creative partnership opportunities to provide greater accessibility to Rouge National Urban Park which covers approximately 35 kilometers from north to south and adjoins the City of Pickering on its eastern boundary.

- Received a presentation/update from City staff on progress of the Museum's Conservation Building and provided advice.
- Received a City staff presentation on the new Youth Exceptionalities Camp, which aims to provide more programming for youth with special needs. The camp, for youth between the ages of 13 and 19, was designed to help them to socialize and integrate into the community and was held at the Pickering Recreation Complex.
- Received a presentation from a resident to seek support for a proposal to locate the Rouge Park Visitor Centre at the park side location of Meadowvale Road, Toronto, for the Rouge National Park. The Committee provided a letter of support since the proposal would enhance Rouge National Park accessibility.
- Received a presentation from the Pickering Rouge Canoe Club seeking a letter of support to build accessible docks at Rotary Frenchman's Bay West Park.
- During National Access Awareness Week the Pickering AAC shared an information booth on Saturday, May 26th with the Ajax AAC at Pickering Town Centre.
- Collaborated and consulted with Regional and Provincial accessibility professionals and advocates, such as the Ontario Network of Accessibility Professionals (ONAP) to stay abreast of emerging issues and successful practices.
- Monitored Regional AAC minutes and selectively attended Regional, Provincial, and Federal learning and networking opportunities related to accessibility.
- Consulted with the Toronto Region Conservation Authority, Parks Canada, and Altona Forest representatives to consider innovative methods of providing access to rugged, natural outdoor spaces such as the Rouge National Park.
- Received presentations from CNIB community ambassadors. For example, the CNIB representatives provided information on ShopTalk, an innovative program for those with sight loss enabling them to explore businesses more easily and independently.
- Detective Debby Sabo, Durham Region Police Service, provided the AAC members with a video regarding the 2017 DRPS Children's Games outlining the Games' various events and activities for disabled youth between the ages of 5 and 18. The City of Pickering has actively partnered since 1985 with Durham Regional Police Services, Grandview Children's Centre, the March of Dimes and other community partners to host this annual inclusive event for young athletes with physical disabilities. Detective Sabo noted that the 2018 Games would take place at the Pickering Recreation Complex on October 27th, and invited the AAC members to attend. AAC members provided planning input and a number of them attended the 34th Annual Durham Regional Police Children's Games.
- Judy Hanson, President and Founder of Autism Home Base Durham, presented a description of this community organization. Ms. Hanson outlined challenges which prevent individuals from participating in community activities, explaining what autism looks and feels like, as well as public perceptions related to non-traditional disabilities.
- T. Lyle-Gravlev of the Pickering Soccer Club presented an update to the AAC on the In Motion program which was designed to create an opportunity for individuals 55+ to become more active. The program which began in January 2018 with 18 participants was reported to currently have grown to approximately 220 participants. The AAC agreed to provide letters of

support for grant applications being prepared by the Pickering Soccer Club with respect to the In Motion program.

- City staff presented a proposal to the AAC regarding Accessible Service Tariffs for Transportation Network Companies with a view to amending the Taxicab Licensing Bylaw to include Transportation Network Companies, such as Uber. AAC members were asked to provide ongoing feedback to staff on Pickering's accessible taxi cab service levels.
- In November 2018 the AAC members met jointly with Pickering's Accessibility Core Staff Team to team-build and network.

Site Plan Application Reviews

- Continued to work with City staff through an ongoing site plan application review process to encourage the proactive integration of accessibility considerations into the City planning process. The AAC reviewed the following site plans:
 - 1474 Bayly Street
 - 1956 Altona Road
 - 1496 Bayly Street
 - 2510 Brock Road
 - 1870 Notion Road
 - Taunton Road
 - 895 Sandy Beach Road
 - 405 Woodsmere Crescent
 - 1720 Eighth Concession Road
 - 1902 Bayly Street
 - Kubota Canada Limited
 - Universal City Condominiums

2019 Proposed Work Plan

Specifically, the Accessibility Advisory Committee aims to achieve the following in 2019:

Awareness Activities

- AAC members will attend various City events such as the Your City/Artfest, Accessibility Awareness Week at the Pickering Town Centre, Canada Day, the Durham Regional Police Children's Games and Tree Lighting to profile the City's accessibility accomplishments, raise awareness of accessibility issues within the community, and consult with the public on accessibility.

Policies, Standards and Implementation

- Following a staff presentation on basic procedures for the committee, including quorum, delegations and reporting procedures, the AAC reviewed and endorsed the Committee's Terms of Reference.
- Members participated in the province's AAC member orientation webinar.
- The Committee reviewed David Onley's report to the Ontario Government on the AODA.
- City staff presented the AAC with plans for the Pickering Heritage and Community Centre to house program, archival and storage space all under one roof. Washrooms will be barrier free, with a universal washroom to feature an adult change table. Phase 2 plans include a multi-purpose space for weddings, theatrical groups, a gymnasium, as well as gallery space to accommodate art exhibits with support space to house costumes for Museum volunteers. AAC members discussed surrounding accessibility features and mobility within the facility.
- Provide advice on Canada Day preparations including management of temporary accessible parking, accessible shuttle bus routes/stops, and washrooms.
- Monitor and provide accessibility advice regarding walkway reconstructions, sidewalk retrofits, new multi-use paths, installation of tactile plates at intersections, curb cuts, traffic light timing, parks, playgrounds, special event accessible parking, etc. AAC members provided specific concerns regarding pedestrian paths of travel and transit stops in the vicinity of Highway 2 and Whites Road.
- Monitor new staff and volunteer training process related to accessibility.
- Axess Condos representative and AAC member D. Hughes presented members with a video of an interview conducted with Global News showcasing the world's first fully-accessible condos, to be located on land situated on the Pickering Parkway, north of Highway 401.
- A Pickering resident appeared before the Committee to share his life experiences and complex challenges in dealing with complex cognitive disabilities. A Committee discussion ensued with members noting issue with respect to employment for the disabled, and the need to change the psychological barriers and stigma that preclude employment opportunities.
- Review progress and update Pickering's five year accessibility plan.

Collaboration

- Members attended and provided input to the Metrolinx Navigation Consultation at the Pickering Go Station on January 23rd.
- An AAC member attended a focus group meeting with respect to the Kingston Road Corridor Intensification study.
- Collaborate and consult with Regional and Provincial accessibility professionals and advocates, such as the ONAP, to stay abreast of emerging issues and successful practices.
- Monitor regional AAC minutes and selectively attend regional, provincial and federal learning and networking opportunities; for example, Metrolinx consultation, ONAP conferences, Durham Region Accessibility training and development, etc.

- Monitored emerging legislation, regulations, standards, and policies from the Ontario and Federal governments, for example, with respect to employment of people with disabilities.
- Foster/promote/support submissions for local, regional and provincial awards and grants to profile Pickering's accessibility achievements and commitment.
- Provide advice and support to the City of Pickering's regionally-scoped camp staff training all-day workshop, as part of its Summer Camp Accessibility initiative hosted at the Pickering Recreation Complex.
- Continue to engage with Durham Transit and the City of Toronto regarding concerns with delays for specialized transit customers crossing over boundaries into other municipalities.

Site Plan Application Reviews

- Work with City staff through the Site Plan Application Review process to encourage the proactive integration of accessibility considerations into the City planning process.

Recognition

- Presentation of David C. Onley Champion Award for Leadership in Accessibility took place at the April 23rd meeting of Pickering's City Council. The City of Pickering was awarded this (third) Champion Award for its 2017 confederation youth fair that went beyond requirements under the Accessibility for Ontarians with Disabilities Act (AODA) to remove barriers in workplaces and communities.
- Review and provide input to the City of Pickering's 2019 Accessibility Compliance Report to the Ontario Ministry for Seniors and Accessibility.

Priorities

Going forward, the Pickering Accessibility Advisory Committee has identified the following areas of priority:

- encouraging and highlighting further examples of accessibility excellence in City programs, services, and facilities
- improving public transportation and walk-ability/roll-ability accessibility
- promoting more accessible housing options and inventory
- facilitating employment opportunities for people with disabilities and showcasing related benefits to local businesses
- the Pickering Service Animal Task Group initiative
- expanding community programs for youth with disabilities

Submitted on behalf of the Pickering Accessibility Advisory Committee members serving in 2018 and/or 2019:

Peter Bashaw, Pickering Accessibility Advisory Committee Member
Andrew Doucette, Pickering Accessibility Advisory Committee (former) Member
Bianca D'Souza, Pickering Accessibility Advisory Committee Member
Saima Fatima, Pickering Accessibility Advisory Committee Member
Edward Fulton, Pickering Accessibility Advisory Committee (former) Member
Donna Holmes, Pickering Accessibility Advisory Committee Member
Daniel Hughes, Pickering Accessibility Advisory Committee Member
Glenn Lang, Pickering Accessibility Advisory Committee Member
Anthony Lue, Pickering Accessibility Advisory Committee Member
Vincenza Ronaldi, Pickering Accessibility Advisory Committee (former) Member
Megan Thorpe Ross, Pickering Accessibility Advisory Committee Member
Jeannette Whynot, Pickering Accessibility Advisory Committee (former) Member
Susan Wilkinson, Pickering Accessibility Advisory Committee Member
David Wysocki, Pickering Accessibility Advisory Committee Member
John McLellan, Ajax-Pickering Board of Trade

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