

City of St. Catharines

Mayor's Advisory Committee on Accessibility (MACOA) MINUTES, Wednesday, November 27th, 2013

A meeting of the Mayor's Advisory Committee on Accessibility was held on
Wednesday, November 27th, 2013 in Committee Room #1
at City Hall at 1:30 p.m.

Present: Shelley Stewart, Co-chairperson
Diane Foster, Co-chairperson
Bob Asham
Chantal Barrette
Steve Byers
Ian Crawford
Steve Kurtic-Lentinello
Julie Morris
Linda Marie O'Hagan
David Reed
Mary Jane Waszynski

Regrets: Councillor Matthew Harris

Staff: Diana Lecinski, Accessibility Coordinator, CSS
Matt Skubel, Student Volunteer
Victor Paola, Manager of Customer Service, EDCS
Vince Covatta, Project Supervisor, TES
Evan McGinty, Corporate Communications Asst., Office of CAO

Facility Accessibility Design Standards (FADS):

The FADS guideline was approved by the Region of Niagara in September 2005 and adopted by the City of St. Catharines Council on April 24, 2006 for use in municipal facilities.

1. Call to order:

Shelley Stewart, co-chairperson called the meeting to order at 1:33 p.m.

2. Introductions:

Everyone was welcomed and round table introductions were made.

3. Approval of Previous Minutes:

The minutes of the Mayor's Advisory Committee on Accessibility for October 23, 2013 were approved.

That the minutes of October 23, 2013 be approved.

Motion by: Diane Foster
Seconded by: Chantal Barrette

CARRIED

4. Presentations/Discussions

- a. Victor provided an overview of the City's new Customer Service initiative. This program will result in the consolidation of services for the public in a centralized location. Front line staff will be equipped with the tools and training to contribute to an accessible environment.

The UbiDuo demonstration illustrated how the City is working to remove barriers in customer service by simplifying communication through technology.

Vince Covatta presented the City's design of the Customer Service Area. The member of staff highlighted the accessible counter height and the adjacent customer service discussion office.

Several comments were made by MACOA members that included:

- inquiry regarding centralization of dog licensing
- services for Seymour Hannah Sports and Entertainment Centre and Parks and Recreation service might be centralized through Customer Services
- ensure staff receive "how may I help you" training to ensure accessible customer service is provided

- ensure the location of the new CSR initiative and accessibility with proper signage
 - confidential conversations will be provided for at the adjacent and accessible Customer Service Office
- b. Evan McGinty from Corporate Communications explained the reconstructed vision of website accessibility. Staff is working with E-solutions to ensure that users can accessibly navigate the website using various supportive technologies. The City's website is being brought up to date with AODA accessibility standards. MACOA was also informed of the upcoming launch of a new mobile site set for January 6th.
- c. Diana Lecinski provided the City's Integrated Accessibility Standard training via E-module to MACOA. It was noted that the City's accessibility training includes all staff, fulltime, part-time, casual as well as volunteers. This training is available via internet E-module, hardcopy large print booklets or group training sessions. As noted previously, thank you to Chantal Barrette who provided an introduction for the group training sessions. This training was launched on October 7th and is to be completed by year-end. The Integrated Accessibility Standard training will become part of the City's orientation along with the on-going Customer Service Standard training.

5. Business Arising from Minutes:

a. Meridian Centre ;

The 90% drawings for the Meridian Centre did not contain enough detail. Ian Crawford informed the Committee of concerns relating to site plan elements including sidewalk way-finding and tactile surfaces.

Accessibility staff noted that tactile and truncated domes were proposed for the Meridian Centre to meet the AODA's new Design of Public Spaces Standard. Julie Morris noted way-finding and safe guiding throughout this large site would benefit people with low vision. Toronto had a test intersection last year and feedback was in favour of steel products. Previous feedback from Brock University Accessibility Advisory Committee reps was that plastic products did not hold up well after winter snow clearing. Oakville recently installed the steel truncated domes around Town Hall with similar designs to the Meridian Centre for vehicle drop-off areas, accessible parking spaces and curb ramps. MACOA was supportive of this.

6. Updates:

a. Site plan review, new process

The City has created a site plan review process through the AMANDA system which is an online portal that applicants can now access on-line. Staff currently duplicate many of the comments made by MACOA as part of their site plan commenting. Several elements are required as part of zoning or by-laws such as size of accessible parking spaces, ratio number of accessible parking spaces, enforceable signage and curb ramps. The Planning Services Department will ensure that staff enforce these specifically outlined accessibility elements and that MACOA should still comment on preferred locations for accessible parking and continue advocating for accessible entry doors as a best practices.

MACOA noted several concerns relating to previous developments that may not meet their accessible site plan comments. Accessibility staff noted that several Planning staff have been invited to MACOA's February meeting. It was requested that details and addresses be given to Diana Lecinski to arrange for photos that demonstrate the conditions and concerns of various sites for February's meeting. Shelley Stewart asked that staff send an email notification to all members as a reminder for details and addresses by January 15th.

b. DDRC, Bob Asham

DDRC will be meeting shortly and information will be provided at the next meeting.

c. Niagara ACC, Linda Marie O'Hagan

Linda Marie O'Hagan informed MACOA members regarding several presentations she had attended. She also provided an update on the role and service of orthopedics being changed in the new hospital to be more accessible.

d. Other

- Photos were placed on the bulletin board of the newly renovated St. Catharines Cenotaph. The new accessible ramp design was ready for ceremonies by Remembrance Day 2013.
- Diana reminded the committee due to City Hall redesign and construction her office will be relocated into the area formerly occupied by the Clerk's office.

7. Next Meeting:

Wednesday, January 22nd, 2014 at **1:30pm** in Committee Room #1.

- Reminder regarding MACOA elections in January.
- Accessibility Plan updates by departmental staff representatives.
- MACOA members are asked to submit locations and issues of site plan concern by January 15th. Photos should be provided to demonstrate concerns or accessibility staff should be requested well in advance to take photos at specific locations by MACOA members to support the overall content of February's site plan focus meeting.

8. Adjournment:

The meeting of the Mayor's Advisory Committee on Accessibility adjourned.

Moved by: Julie Morris
Seconded by: Bob Asham

That this meeting do now adjourn.

The meeting adjourned at 3:13 p.m.

CARRIED