



Town of Newmarket
AGENDA

**Accessibility Advisory
Committee**

Thursday, September 21, 2017 at 10:30 AM
Council Chambers, 395 Mulock Drive

Additions and Corrections to the Agenda

Declarations of Pecuniary Interest

Presentations/Deputations

1. Accessibility in Restaurants
Brenda Munroe

Approval of Minutes

2. Accessibility Advisory Committee Meeting Minutes of June 22, 2107.

Items for Discussion

3. Internet Voting
4. Downtown Newmarket
 1. Staff Update
 2. Downtown Guelph Toolkit Example
5. Old Town Hall Facility Audit – Proposed Dates
 - Wednesday, October 11, 2017 – 10:30-11:30 AM
 - Wednesday, October 18, 2017 – 10:30-11:30 AM
 - Monday, October 23, 2017 – 10:30-11:30 AM
6. Workplan Discussion

7. The Evolution of Accessibility Film – Discussion
8. National Access Awareness Week Discussion
9. Updates to Council Chambers
9. Committee Vacancy and New Member

New Business

Adjournment

From: bmunroe
Sent: July-10-17 12:31 PM
To: Mayor Van Bynen
Cc: Taylor, John
Subject: Wheelchair Accessibility in Restaurants

Mayor tony Van Bymen, Deputy Mayor and Regional Councillor John Taylor,

Thank you in advance for taking the time to review my concerning email. Recently my husband has had a stroke and is now accessible by wheelchair. Last evening we visited Montana's Restaurant at Young and Davis. Prior to leaving I contacted the restaurant to ask if they were wheelchair accessible and was told Yes. Once we arrived at the restaurant my husband wanted to try and walk with my assistance which took a bit longer but managed.

Mid way through dinner my husband had to use the facilities so I again assisted him walking to the men's room. It is a good thing that we did not bring the wheelchair because he would not be able to maneuver the chair down the corridor. When we reached the men's room there was no button to press to open the door so I had to knock to ensure there was no one in the washroom and then I had to instruct him to walk to the stall unattended.

It is like anything else, you don't realize these things until you become dependent, like being able to go to the washroom or have accommodations in order to do so.

What I want clarity on is this. When an establishment shows wheelchair access is that only access into the establishment? What about access to facilities when you are in the establishment. This is very frustrating and would really like my voice heard.

Brenda Munroe

Client Relations

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The meeting of the Accessibility Advisory Committee was held on Thursday, June 22 2017 in Council Chambers, 395 Mulock Drive, Newmarket.

Members Present: Steve Foglia (Chair)
Linda Jones
Jeremy Slessor
Councillor Bisanz

Absent: Richard Wilson
Stephen MacKeznie

Staff Present: Jeff Bond, Acting Manager, Parks, Public Works Services
Mike Ashworth, Capital Projects Parks Development Coordinator
Andrew Ferguson, Greenspace Development Coordinator
Hannah Leznoff, Council/Committee Coordinator

The meeting was called to order at 10:40 AM.

Steve Foglia in the Chair.

Additions and Corrections to the Agenda

None.

Presentation and Deputations

None

Declaration of Pecuniary Interest

None

Approval of Minutes

1. Accessibility Advisory Committee Meeting Minutes of March 23, 2017.

Moved by: Linda Jones
Seconded by: Jeremy Slessor

1. That the Accessibility Advisory Committee Meeting Minutes of March 23, 2017 be approved.

Carried

Items for Discussion

2. College Manor Park Update

The Acting Manager, Parks provided the Members with a verbal update related to accessibility in College Manor Park. He advised that Members of Council and staff met with the complainant about accessibility in the park. He further advised the Committee that an accessible ramp would not be constructed at the location.

The Acting Manager, Parks and the Capital Projects Parks Development Coordinator addressed additional concerns raised by the Accessibility Advisory Committee including accessible restrooms, accessible benches, bridge access in the park, signage and accessible parking availability. It was also noted that grant funding only applies to one restroom upgrade per year and the 2017 funding will be used to upgrade at the restroom at Ken Sturgeon Park.

There was discussion regarding accessible features, and barriers in parks.

3. Workplan Discussion

The Council/Committee Coordinator reminded Committee Members that the Committee Workshop presentation will take place on Monday, September 18th at 7:00 PM. She advised that all Committee Members are encouraged to attend and that one representative from the Committee will present Council with a workplan update and goals for the next year.

4. Facility Audit Update- Newmarket Theatre

The Chair provided Committee Members with an overview of the Facility Audit at Newmarket Theatre that was conducted on Thursday, June 12, 2017. He indicated that LED lights and tactile transitions slips are used to identify the stairs in the theatre, which was a concern that was raised. He also indicated that there was an adequate number of accessible seating and that the grounds and stage are all accessible. One area of improvement would be with the accessible washroom, specifically the hand rail and placement of the toilet paper dispenser and garbage disposal bin.

The Committee discussed performing a facility audit of the Old Town Hall in September.

5. Magna Centre Parking Lot Update

The Chair provided an update on the Magna Centre parking lot. He advised that two Committee Members had previously met with staff to provide input on the parking lot designs. The outcome was a drop of section and extra wide accessible spots near the entrance as well as additional accessible spots with a crosswalk between the additional spots and the main entrance, as per the Committee Members' suggestions.

6. Main Street

The Chair initiated discussion regarding Main Street and the lack of accessible entrances to business. He raised questions regarding property lines and how the entrances can be upgraded to be more accessible. The Committee discussed attending a Main Street BIA Board of Management meeting to discuss these issues with business owners and to bring photo examples. decided to bring photo examples to show the committee, both of good accessible entrances and areas of improvement. The Committee discussed how there would be a mutual interest, being increasing traffic on Main Street. The Committee is interested in looking into creative solutions to the accessibility challenges on the street. The Committee discussed developing a "seal of approval" decal incorporating the Town of Newmarket Logos as part of the campaign to make downtown Newmarket more accessible. Promoting accessible entrances to businesses will be a priority for the Committee in the fall.

7. Staff Updates

a. Committee Vacancy

The Council Committee Coordinator advised that the Town received an application for the vacant position on the Committee and that if the applicant is appointed at the June 26, 2017 Council Meeting, the applicant will be available to attend the next Committee Meeting in September.

The Committee discussed a current member that has not attended meeting since June 2016 and has not been responsive to emails circulated to the Committee regarding meetings. As per the Town's Appointment Policy the committee may request that the member be formally removed from the Committee and the seat be declared vacant and the Town advertise for a replacement Member.

Moved by: Jeremy Slessor
Seconded by Linda Jones

1. That the Accessibility Advisory Committee requests that Stephen Mackenzie be formally removed from the Accessibility Advisory Committee and that Council declare the seat vacant, as per the Town of Newmarket Appointment Policy.

b. Accessible Logo

The Committee discussed the proposal of a "Seal of Approval" or "Accessible" decal that could be designed with the Town of Newmarket logo to adhere on buildings that are fully or partially accessible. The development of a Committee Logo will be further discussed at a later time.

c. Accessible Taxis

The Council Committee Coordinator provided an update regarding the accessible taxi services offered through the City of Vaughan. She advised that after conflicting information regarding prices was provided to a Committee Member from one of the participating taxi companies, an investigation took place involving City of Vaughn By-law and Licensing officers. The Accessibility Coordinator in Vaughan confirmed that the three taxi companies are part of this service and should provide accessible taxi services at the meter cost. Prior to advertising this information on the Town website, the committee will do a final test call to ensure that the rates are accurate.

8. National Access Awareness Week Discussion

The Committee discussed National Access Awareness Week and the challenge with planning the event due to a lack of quorum for meetings this past year. The Committee suggested adding this item to the September meeting agenda to discuss this year's outcome and the plan for 2018.

New Business

The Chair provided an overview of the Regional Forum recently attending and provided the Committee with some details of a presentation regarding universal design. He also indicated that next year the Region is looking for other municipalities to host the meeting.

The Chair also reminded Committee Members that an AV demo is taking place on July 5th and July 6th regarding the technology upgrades in the Council Chambers.

Adjournment

Moved by: Linda Jones
Seconded by: Jeremy Slessor

1. That the meeting adjourn at 11:49 AM.

Carried

All Access Downtown Guelph

Come Celebrate / June 25, 11am-3pm



Getting around in **Downtown Guelph** is getting easier. Our community has been working hard towards a barrier-free downtown. To celebrate this, we are hosting an all-access party showcasing some of the big improvements such as **removing sidewalk trip hazards, StopGap Ramps, Accessnow.me, Signage, and Accessible Parking and Customer Service.**

Come celebrate with sidewalk art, live music, and special in-store discounts.

All Access

Downtown Guelph

All Access Downtown Guelph – A new event celebrating improvements to accessibility in Downtown Guelph

The past year has seen significant improvements in accessibility in Downtown Guelph, improvements that we think are worth celebrating. StopGap ramps were built and customized for nearly 40 downtown businesses, and the red bricks that had proven such a hindrance to folks with mobility issues were replaced by the City of Guelph with smooth concrete (read this article by DGBA Executive Director Marty Williams on why accessibility is good for business: issuu.com/ventureguelph/docs/june-july-2016/1).

In celebration of these successes, members of the community will be invited to attend **ALL ACCESS DOWNTOWN GUELPH** on June 25th from 11am – 3pm. From seniors and those with mobility issues, to individuals with physical or intellectual disabilities, to parents with strollers and wheelchair users, this event will highlight the improvements made in the Downtown core. There will be live performances, kid's activities, and an information booth where attendees can learn more about accessibility in Downtown Guelph. A map, researched and produced by the DGBA and highlighting accessible parking, washrooms, curb cut-outs and benches, will be handed out on the day.

WHAT CAN YOU DO BEFORE THE EVENT ?

1. **Read** through the attached **Accessibility Toolkit**. Produced by the DGBA with input from the provincial government and accessibility action groups, this toolkit will educate businesses on how best to accommodate those with additional needs, whether they be physical or intellectual. Please share this information with your staff.
2. **Promote the event**. Put an event poster in your window, and use the attached images for promoting the event on social media.

WHAT CAN YOU DO DURING THE EVENT ?

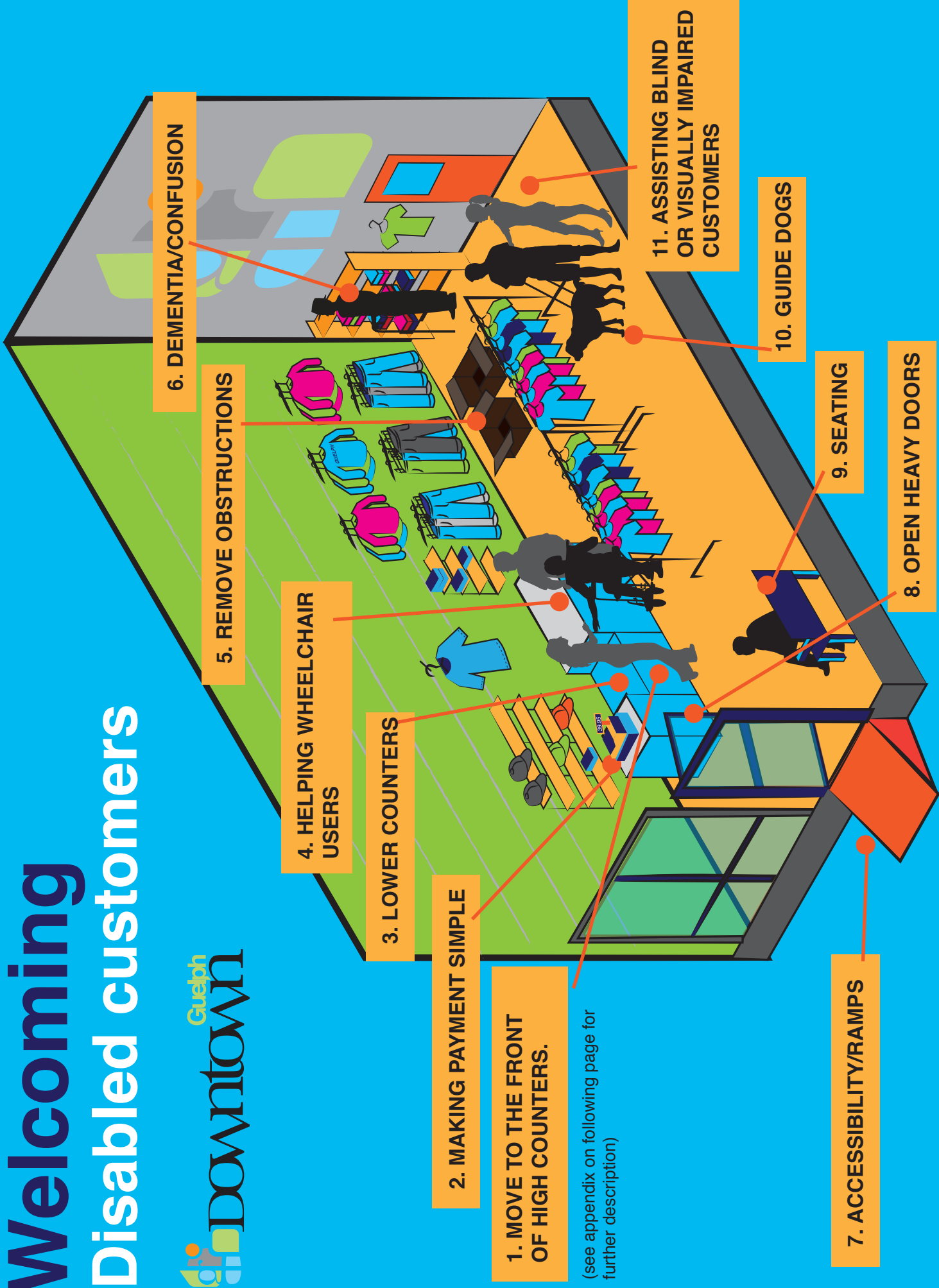
1. **Have a StopGap ramp ?** Please make sure you put it out for the duration of the event (11am – 3pm).
2. **Prop open your door for easier access.**
3. **Offer specials or discounts.** Let us know in advance so we can promote these with you.

Myself or my colleague Diana will visit your store prior to the event, however in the meantime if you have any questions, please do not hesitate to contact me.

Thanks for your support and with your help (promote promote promote !) we can make this event a success !

Meg Dunning
Event Organizer
Downtown Guelph Business Association
519-836-6144
info@downtownguelph.com

Welcoming Disabled customers



6. DEMENTIA/CONFUSION

5. REMOVE OBSTRUCTIONS

4. HELPING WHEELCHAIR USERS

3. LOWER COUNTERS

2. MAKING PAYMENT SIMPLE

1. MOVE TO THE FRONT OF HIGH COUNTERS.
(see appendix on following page for further description)

7. ACCESSIBILITY/RAMPS

8. OPEN HEAVY DOORS

9. SEATING

10. GUIDE DOGS

11. ASSISTING BLIND OR VISUALLY IMPAIRED CUSTOMERS

Welcoming Disabled customers

APPENDIX TO INFOGRAPH

1. MOVE TO THE FRONT OF HIGH COUNTERS

If you need to speak to someone in a wheelchair for more than a few moments, it is advisable to move to the front of any high counters in-store. Try to put yourself at a wheelchair user's eye-level to avoid stiff necks.

2. MAKING PAYMENT SIMPLE

- Tell the customer clearly how much their items cost and ask the customer how they want to pay.
- Remember to tell the customers about any offers or promotions.
- If a disabled customer gives you cash, count change out loud, coin by coin, as you place it in the customer's hand.
- Allow the customer to pick up a card machine and hold it close to see the numbers as they enter their pin.
- Offer payment by chip and signature. Use a signature stamp provided by their bank.
- Tell customers if you offer contactless payment.

3. LOWER COUNTERS

Lower counters will help you to serve customers using wheelchairs more easily.

4. HELPING WHEELCHAIR USERS

- Avoid leaning on a wheelchair. This is the equivalent of leaning or hanging onto a person.
- Remember to speak to the wheelchair user, not their companion unless instructed otherwise.
- A wheelchair is a user's personal space. Never push a wheelchair without the user's consent, or move crutches, canes or walking frames, without the user's consent.

5. REMOVE OBSTRUCTIONS

Try to keep aisles free from obstacles and ensure furniture does not restrict access for people with mobility impairments or sight problems. This will aid customers navigation in-store, such as those using wheelchairs or scooters and people who have difficulty walking.

6. DEMENTIA/CONFUSION

Customers may become confused or distressed and not know where they are or why, for example those with dementia. Reassure them and allow them to sit down somewhere quiet. Tell the customer where they are and ask if they know what they want. People with dyslexia or Asperger's, may also require guidance.

Welcoming Disabled customers

APPENDIX TO INFOGRAPH

7. ACCESSIBILITY/RAMPS

If location permits your business should accommodate people who use a wheelchair or scooter. Try to make your premises step free or accessible by using permanent or portable ramps. Deep-pile carpets or rugs can also be barriers to access.

8. OPEN HEAVY DOORS

Offer to open heavy doors for customers who use sticks, crutches, walking frames or wheelchairs.

9. SEATING

People who use walking aids may find it hard to use their hands when standing up, for example to count out money. Offer a seat if you can and offer to open doors. If a customer has difficulty walking be prepared to offer more personalized service. Find a place for the customer to sit down and bring goods directly to them.

10. GUIDE DOGS

The customer may have a guide dog. Remember these are working dogs and should not be treated as a pet. Speak to the customer rather than making a fuss of the dog. More information about helping customers with guide dogs is available at <http://www.guidedogs.ca/>

10. ASSISTING BLIND OR VISUALLY IMPAIRED CUSTOMERS

- Ask the customer how you can help.
- Remember to talk and speak clearly
- Offer an arm to guide the customer to their requested location in-store

Other ways in which to serve customers who cannot get into your shop include:

- Serving the customer outside if it is a small item.
- Shop for the customer and bring the goods to them.
- Regular customers could call you with a list of what they want and have their shopping ready for them to pick up later.

Check List for Businesses

– Meeting the Needs of Your Customers

“Understand, Engage, Advocate”

Good business means anticipating what your customers want and need. It is a good idea to talk to your customers about any issues they may have when accessing your facilities and using your services. The following is a checklist of items to assist you in meeting the needs of your older customers and customers with disabilities. Many of these are no or low cost improvements.

- Entrance:** Easy to use door handles, automatic door opener, hand railings on both sides that can be easily gripped, good lighting. Avoid mats that are not flush and make sure ramps are non-slip, not too steep and strong enough to handle a mobility scooter/power wheelchair.
- Signage:** Large/clear font, plain language, good contrast. A-frames should be appropriately placed to not be a trip hazard.
- Training:** Customer service training, including disability (AODA) and age friendly training. Staff should know how to use accessibility equipment (e.g. portable ramps) and how to provide practical support to customers.
- Marketing:** Diversity, positive identity, clear and appropriate language. Choose a simple layout with legible text.
- Website:**
 - o Does your website conform to the World Wide Web Consortium (W3C) Web Content Accessibility Guideline?
 - o Is the information on your website clear and easy to use? Does it have clear language which is easy to understand, easy to read, good sized text, and use of images with text?
 - o Is there useful and accurate information about the facilities including: Accessible parking, barrier-free features, accessible washrooms for customers, hearing enhancement systems, assistance available for customers, restricted access.
- Customer Service:**
 - o Confident communication - “May I help you?”. Good manners, practical assistance, avoid making assumptions, maintain eye contact, speak slowly and clearly.
 - o Providing good customer service to disabled customers will sometimes mean doing things differently – ask your customer how best to assist them.
- Additional features** that may make it easier to meet the needs of older customers and customers with disabilities:
 - o Large print
 - o Clear Signage
 - o Lower counters
 - o Designated seating

Resources

Age Friendly Information:

<http://guelph.ca/living/recreation/recreation-programs/support-services/>
www.guelph.ca/agefriendly

Accessibility for Ontarians with Disabilities (AODA):

<https://www.ontario.ca/page/accessibility-laws>
<http://www.aoda.ca/>
<http://www.accessforward.ca/>

Information regarding disability:

<http://theonnc.ca/resources/infographics/>
BIA Handbook: <http://obiaa.com/accessibility/>

Business Case for Accessibility:

https://navigator.wlu.ca/content/documents/fileItemController/business_case_for_accessibility.pdf

Accessibility:

www.guelphaccessibilityproject.com
<http://guelph.ca/living/accessibility/>

Web:

<http://www.w3.org/WAI/>

Venues:

<http://www.planat.com/>
<http://accessnow.me/>
www.stopgap.ca
www.refugerestrooms.org