

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

## The Regional Municipality of Durham

### MINUTES

#### ACCESSIBILITY ADVISORY COMMITTEE

**Tuesday, September 26, 2023**

A meeting of the Accessibility Advisory Committee was held on Tuesday, September 26, 2023 at Regional Headquarters Building, 605 Rossland Road East, Whitby at 1:04 PM. Electronic participation was permitted for this meeting.

D. Campbell, Vice-Chair, read the following land acknowledgement:

We are currently located on land which has long served as a site of meeting and exchange among the Mississauga Peoples and is the traditional and treaty territory of the Mississauga of Scugog Island First Nation. We honour, recognize and respect this nation and Indigenous Peoples as the traditional stewards of the lands and waters on which we meet today.

#### 1. Roll Call

Present: A. Beach\*, Oshawa  
D. Campbell, Whitby, Vice Chair  
Councillor McDougall\*  
J. McEwen, Clarington  
S. Sones, Whitby  
**\*denotes members of the committee participating electronically**

Absent: A. Blum, Scugog  
W. Henshall, Whitby  
L. Houston, Community Care Durham  
R. Purnwasie, Ajax, Chair

#### Staff

Present: A. Hector-Alexander, Director, Diversity, Equity and Inclusion  
A. Chung, Systems Support Specialist, Corporate Services – IT  
P. Hines, Manager, Diversity, Equity, and Inclusion  
J. Nolan, Contact Centre Lead, myDurham 311 Project  
K. Smith, Committee Clerk, Corporate Services – Legislative Services  
J. Sochacki\*, Program Manager, Facilities Engineering  
K. Wall, Accessibility Coordinator, Office of the Chief Administrative Officer  
**\*denotes staff participating electronically**

#### 2. Declarations of Interest

There were no declarations of interest.

### **3. Adoption of Minutes**

Moved by J. McEwen, Seconded by S. Sones,  
That the minutes of the Accessibility Advisory Committee meeting held on  
Tuesday, June 27, 2023, be adopted.  
CARRIED

### **4. Presentations**

#### **A) Jacek Sochacki, Program Manager, Facilities Engineering, re: The Durham Standard**

---

Jacek Sochacki, Program Manager, Facilities Engineering, provided a PowerPoint presentation with regards to The Durham Standard.

Highlights of the presentation included:

- What is the Durham Standard?
- Purpose of the Durham Standard
- Cross-Departmental Development Team
- Standard Development Process
- Referenced External Standards
- Application
- Design Checklists
- Accessibility and Inclusivity Design Checklist
- Space Optimization Design Checklist
- Sustainability and Resilience Design Checklist
- Outcomes
- Ongoing Administration

At this time, a quorum of members was lost. The Committee recessed at 1:20 PM and reconvened at 1:30 PM.

Following the recess, the Committee Clerk conducted a roll call, and all members of the Committee were present with the exception of A. Blum, W. Henshall, L. Houston, and R. Purnwasie.

J. Sochacki responded to questions with regards to which consultants were used in preparing the Durham Standard; whether the plan is available online to review; how the Durham Standard will affect the building of the Seaton long-term care facility; whether the Durham Standard will be reviewed against existing facilities in Durham Region; and who is conducting the accessibility checks.

Discussion ensued with regards to whether construction on the Seaton long-term care home in Pickering has begun; and whether changes can be made to the Seaton long-term care home plans.

B) Brittany Brunt, Supervisor of Administration, Administrative Services, re: Mobile Self-Service Front Counters

---

In the absence of Brittany Brunt, Janet Nolan, Contact Centre Lead, myDurham 311 Project, provided a PowerPoint presentation with regards to Mobile Self-Service Front Counters.

Highlights of the presentation included:

- myDurham 311 Customer Portal
- myDurham 311 Self-Service Technology
- Mobile Stands Reviewed
- Mobile Stands Selected
- myDurham 311 Kiosk Reach
- myDurham 311 Objectives

J. Nolan responded to questions with regards to the services available on the mobile self service iPad; whether there will be a voice component on the iPad for those who are visually impaired; the height of the unit; whether a closed caption feature can be administered on the iPad; where the mobile self-service iPads will be located; whether there will be a person available to provide assistance with the mobile self-service iPads if needed; whether the search history information will be cleared after each use; and when the pilot project will commence and how long it will last.

It was the consensus of the Committee to recess at this time. The Committee recessed at 2:09 PM and reconvened at 2:20 PM.

Following the recess, the Committee Clerk conducted a roll call, and all members of the Committee were present with the exception of A. Blum, W. Henshall, L. Houston, and R. Purnwasie.

**5. Discussion Items**

A) Terms of Reference Review

---

K. Wall advised that the Accessibility Advisory Committee Terms of Reference is currently under review and that she will share a copy of the document following the meeting. She indicated that there are two changes that she would like feedback on from the group, the date and time of the meetings and the length of time the Committee is required to wait for a quorum before the meeting can begin.

Discussion ensued with regards to moving the Accessibility Advisory Committee meetings to the third Wednesday of the month beginning at 6:30 PM; and changing the wait time for a quorum from 30 minutes to 15 minutes.

B) Canadian National Institute of the Blind (CNIB) Accessible Transit Campaign in Durham Region

---

K. Wall advised she is working with Durham Region Transit on the CNIB accessible transit advocacy campaign and asked Committee members to share this with their networks. The campaign is running from October 2 to 13, 2023 and invites Canadian's who are blind, partially sighted, and family members and caregivers for someone with sight loss, to report on the barriers they encounter when using public transit.

K. Wall advised that on October 4 or 5, 2023, Neisha Mitchell from CNIB is inviting people to ride along with officials on Durham Region Transit buses, and on October 12, 2023, CNIB will be discussing the shared experiences which will be used to consider pathways to future improvements.

**6. Correspondence**

There were no items of correspondence to consider.

**7. Information Items**

A) Education Sub-Committee Update

---

K. Wall advised that the Education Sub-Committee met in July and is looking for a Committee member to Chair the meetings.

K. Wall displayed an image of a draft Accessibility Advisory Committee pop-up banner that will be showcased at the Joint Forum on November 7, 2023.

The Committee provided their input on the Accessibility Advisory Committee pop-up banner with regards to the font size and colour; the use of the heart symbol and whether the word "heart" should be in text only; and the size of the banner.

K. Wall advised she would provide an alternative image of the pop-up banner following the meeting to Committee members for their review and comment.

B) Update on the Transit Advisory Committee (TAC)

---

The September 19, 2023 Transit Advisory Committee meeting update from J. McEwen and W. Henshall was emailed to Committee members prior to the meeting.

J. McEwen brought forward concerns that there was a lack of seat belts on the buses being contracted to Durham Region Transit. K. Wall advised she would follow up with Durham Region Transit staff.

C) Accessibility Coordinator Update

---

K. Wall advised that she has received nominations from each municipality for the Joint Forum Accessibility Awards with broad representation from the community of business owners, organizations, and outreach programs. The agenda will consist of keynote speaker Meenu Sikand, Assistant Deputy Minister, Accessibility for Ontarians with Disabilities Division, Ministry for Seniors and Accessibility, and Canadian comedian Courtney Gilmour.

K. Wall asked Committee members for their suggestions on nominees for the Durham Accessibility Award for 2023 and it was the consensus of the Committee to nominate Doreen Hume-McKenna.

K. Wall also advised that the 2022 Accessibility Report is being presented to Regional Council on September 27, 2023 for approval.

**8. Reports for Information**

There were no reports to consider.

**9. Other Business**

A) Future Agenda Item

---

D. Campbell requested that an Introduction of New Members be included on the November 28, 2023 Accessibility Advisory Committee agenda.

**10. Date of Next Meeting**

The next regularly scheduled Accessibility Advisory Committee meeting will be held on Tuesday, November 28, 2023 at 1:00 PM.

**11. Adjournment**

Moved by J. McEwen, Seconded by S. Sones,  
That the meeting be adjourned.

CARRIED

The meeting adjourned at 3:02 PM

Respectfully submitted,

---

D. Campbell, Vice-Chair, Accessibility Advisory  
Committee

---

K. Smith, Committee Clerk