

Sent by Email

March 3, 2025

John Henry  
Regional Chair  
The Regional Municipality of Durham  
605 Rossland Road East  
Whitby, ON L1N 6A3  
[chair@durham.ca](mailto:chair@durham.ca)

Subject: Supporting Hidden Disabilities - Hidden Disabilities Sunflower Program

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The Council of The Corporation of the City of Pickering considered the above matter at a Meeting held on February 24, 2025 and adopted the following resolution:

WHEREAS, many Canadians live with hidden disabilities, the Hidden Disabilities Sunflower program was created to encourage inclusivity, acceptance, and understanding;

And Whereas, the Hidden Disabilities Sunflower program provides support to individuals living with hidden disabilities by providing a simple and discrete tool that allows individuals to voluntarily identify their needs without disclosing a particular condition;

And Whereas, the Hidden Disabilities Sunflower program provides an opportunity to recognize that someone may need a helping hand, understanding or more time in public spaces. Some disabilities, conditions, or chronic illnesses are not immediately obvious to others;

And Whereas, other municipalities and corporations such as the Town of Ajax, Durham Region Transit, Billy Bishop and Toronto Pearson Airports, and Metrolinx are also members of the Hidden Disabilities Sunflower program;

And Whereas, participation in this program provides for staff training, and aligns with the City of Pickering Multi-Year Accessibility Goal of working toward removing existing barriers for persons with disabilities;

Now therefore be it resolved that the Council of The Corporation of the City of Pickering directs through the Office of the CAO:

1. That the City of Pickering will join the Hidden Disabilities Sunflower program and continue to explore new ways to make the City of Pickering's customer experience more inclusive for all;
2. That staff research the appropriate level of Hidden Disabilities Sunflower membership including associated costs and report back to Council no later than the end of Q2 2025; and,
3. That a copy of this resolution be sent to John Henry, Chair of the Regional Municipality of Durham, the Durham Region Health and Social Services Committee, Durham Ontario Health Team, Community Care Durham, Durham Mental Health Services, and the Pickering Accessibility Advisory Committee

Should you require further information, please do not hesitate to contact the undersigned at 905.420.4660, extension 2019.

Yours truly



Susan Cassel  
City Clerk

SC:am

Copy: Durham Region Health and Social Services Committee  
Durham Ontario Health Team  
Community Care Durham  
Durham Mental Health Services

Chief Administrative Officer  
Accessibility Coordinator