

SPRINGWATER ACCESSIBILITY ADVISORY COMMITTEE
... Eliminating barriers to access for people with disabilities

Meeting of January 27, 2010 – 3:00 pm
Boardroom, Springwater Administration Centre
2231 Nursery Rd., Minesing

DRAFT MINUTES

PRESENT:

Judy Thwaites, Committee Chair
Mary Madaleno
Marg O'Neill
Peggy Norton-Harris

ALSO PRESENT:

Kayla Thibeault, Research & Policy Analyst
Ron Belcourt, Director of Recreation Services

REGRETS:

Linda MacDonald
Deputy Mayor Tony Hope

1. CALL TO ORDER

Resolution No. SAAC-001-2010

Moved By: O'Neill

Seconded By: Norton-Harris

THAT this meeting of the Springwater Accessibility Advisory Committee come to order at 3:00 p.m.

CARRIED

2. MINUTES OF NOVEMBER 25, 2009 S.A.A.C. MEETING

The Committee reviewed and approved the minutes as presented.

Resolution No. SAAC-002-2010

Moved By: Norton-Harris

Seconded By: O'Neill

THAT the minutes of the November 25, 2009 Springwater Accessibility Advisory Committee meeting be approved.

CARRIED

3. UPDATE REGARDING SAAC INFORMATION ON TOWNSHIP WEBSITE

- Standing Item: report of website links recommended by SAAC to be included on the Township of Springwater's webpage.
- No new links were added at this time.

UPDATE ON THE ACCESSIBLE CUSTOMER SERVICE POLICY

- Throughout December 2009 and January 2010 the Township of Springwater has been participating in an intensive schedule of Accessible Customer Service Training to be compliant with the Accessible Customer Service Standard.
- The Research and Policy Analyst reviewed the training completed to date:
 - Internal staff have completed a three hour training program which included information on the AODA, Springwater's Accessible Customer Service Policy, strategies for proper accessible customer service and simulation exercise. The program has been well received and will continue for all new employees including summer students. The Committee commented on the importance of the simulation exercises in identifying the challenges those with disabilities face when accessing services.
 - Public Works and Parks and Recreation staff will receive the four page information pamphlet. In the spring, these members of staff will participate in the the hour in-depth sessions.
 - Volunteer firefighters will receive training through the Fire & Emergency Training Officer who has completed an accessible customer service training program.
 - Springwater Council, Volunteers and Third Party Representatives will receive the information pamphlet and be invited to participate in one of three evening information sessions. The sessions will focus on further aspects of the AODA, Springwater's policy and providing accessible customer service.
 - Marg O'Neill outlined the steps the library were taking to provide accessible customer service training to library staff members. She identified the various new technologies that were continuing to be added, such as new screen readers, to provide better service from those who require the assistance.

UPDATE ON THE VISUAL IDENTITY PROGRAM

- The Research and Policy Analyst outlined the progress made on the visual identity program. Staff are in the midst of developing visual identity guidelines to include the new corporate logo.
- Within the visual identity guideline, the CNIB guidelines (as previously adopted by Council) will be referenced throughout the text and included as an appendix to the final document. These references will help to ensure that corporate communications and information created by the municipality are accessible to all members of the public.

UPDATE ON THE TREE NURSERY SPORTS PARK DEVELOPMENTS

- Ron Belcourt, Director of Recreation Services, outlined the progress of the new amenities building a baseball diamonds to be constructed at Tree Nursery Sports Park.
- Staff have participated in the initial design sessions. Prior to construction, staff will bring the designs to SAAC to ensure they are accessible.
- There will be walkways between the ball diamonds which will be made of crushed limestone to create a hard compact surface. In the long term, the trails also hope to be linked to MNR and County trails.
- The facilities are to be completely accessible including the change rooms, water stations, and washroom facilities.

Resolution No. SAAC-003-2010

Moved By: O'Neill

Seconded By: Norton-Harris

THAT the verbal updates have been received.

CARRIED

4. REVIEW OF DRAFTED LETTER TO THE SPRINGWATER CHAMBER OF COMMERCE

The Committee reviewed the drafted letter to the Springwater Chamber of Commerce regarding information on the Accessible Customer Service Standard. The letter includes information about the AODA and the information business will need in order to be compliant by January 1, 2012. The letter also included an opportunity for SAAC to follow up with any further questions that local business may have about the legislation.

Members of the Committee requested the compliance date to be bolded as well as place emphasis on the fines developed by the Ministry for those organizations who are not compliant with the standards.

The Research and Policy Analyst will make the requested revisions and forward to the Springwater Chamber of Commerce.

Resolution No. SAAC-004-2010

Moved By: Madaleno

Seconded By: O'Neill

THAT the drafted letter to the Springwater Chamber of Commerce regarding the Accessible Customer Service Standard be received, and

THAT the Committee approves the letter as revised, and

THAT the Committee will forward the letter regarding the Accessible Customer Service Standard to the Springwater Chamber of Commerce.

CARRIED

5. NEW BUSINESS

No New business was introduced at this time.

6. ADJOURNMENT

Resolution No. SAAC- 040-2009

Moved by: O'Neill

Seconded by:

THAT this meeting of the Springwater Accessibility Advisory Committee adjourn at 4:00 p.m., to meet again on March 24, 2010 at 3:00 p.m. in the Meeting Room at the Elmvale Library in Elmvale.

CARRIED

Judy Thwaites
Committee Chair

Kayla Thibeault
Research and Policy Analyst