

Animal Welfare Advisory Committee

Report

The 3rd Meeting of the Animal Welfare Advisory Committee
February 6, 2020
Committee Room #4

Attendance PRESENT: W. Brown (Chair), M. Blosh, A. Hayes, P. Lystar, M. Toplak and D. Turner (Committee Clerk)

NOT PRESENT: A. Hames and M. Szabo

ALSO PRESENT: R. Oke and M. Stone

The meeting was called to order at 5:00 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

None.

2. Scheduled Items

2.1 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the presentation from M. Stone, Supervisor I, Municipal Policy (AODA), as appended to the agenda, with respect to 'Accessibility for Ontarians with Disabilities' customer service training, was received.

2.2 Approved Fostering Organizations/Rescue/Foster - Premise Capacity Discussion

That the Civic Administration BE ENCOURAGED to meet with representatives from the rescue organizations operating in London in order to determine what they require for the appropriate/safe operation of their facilities and for the proper fostering of their intake animals with respect to health, safety and well-being standards; it being noted that a verbal presentation from R. Oke, Animal Control and Welfare Coordinator, with respect to this matter, was received.

3. Consent

3.1 2nd Report of the Animal Welfare Advisory Committee

That it BE NOTED that the 2nd Report of the Animal Welfare Advisory Committee, from its meeting held on January 9, 2020, was received.

3.2 Municipal Council Resolution - 1st and 2nd Reports of the Animal Welfare Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on January 28, 2020, with respect to the 1st and 2nd Reports of the Animal Welfare Advisory Committee, was received.

3.3 Municipal Council Resolution - Advisory Committee Work Plans

That it BE NOTED that the Municipal Council resolution, from its meeting held on January 28, 2020, with respect to Advisory Committee work plans, was received.

4. Sub-Committees and Working Groups

4.1 2020 Work Plan Sub-Committee Update

That the attached 2020 Animal Welfare Advisory Committee work plan BE FORWARDED to Council for its consideration and approval.

5. Items for Discussion

5.1 2020 Go Wild, Grow Wild

That the following actions be taken with respect to the 2020 Go Wild, Grow Wild event:

- a) the expenditure of up to \$100.00 from the 2020 Animal Welfare Advisory Committee (AWAC) budget BE APPROVED for the printing of the 'Living with Urban Wildlife' infosheet to be distributed at the event;
- b) the AWAC BE PERMITTED to borrow Corporate accessibility equipment - including but not limited to an assistive hearing device - for public use at the event; and,
- c) the Civic Administration BE REQUESTED to provide AWAC with a display copy of the revised 'Be Coyote Aware' signage found in London's Environmentally Significant Areas.

5.2 You, Your Dog, and Nature in London

That the following actions be taken with respect to the *You, Your Dog and Nature in London* brochure:

- a) the expenditure of up to \$100.00 from the 2020 Animal Welfare Advisory Committee (AWAC) budget BE APPROVED for the printing of a revised version of the above-noted brochure for distribution at the 2020 Go Wild, Grow Wild event;

it being noted that the AWAC encourages the Environmental and Ecological Planning Committee to destroy any remaining copies of the brochure containing outdated information and to have copies reprinted for distribution at the 2020 Go Wild, Grow Wild event; and,

- b) the Civic Administration BE ENCOURAGED to update the "Coyotes in the City of London" web page by replacing any instances of or references to the outdated, reactionary coyote signage with the new, educational coyote signage being installed in Environmentally Significant Areas.

5.3 Feeding of Water Fowl

That consideration of agenda item 5.3, 'Feeding of Water Fowl', BE DEFERRED to the next meeting of the Animal Welfare Advisory Committee.

6. Adjournment

The meeting adjourned at 6:57 PM.



Accessibility for Ontarians with Disabilities (AODA) Customer Service Training



Melanie Stone

Accessibility Specialist, HR & Corporate Services



AODA

- Goal: To help make Ontario accessible for all



Photo Caption: This photo is of a woman in a Canadian Sledge Hockey Team jersey, seated in an ice sledge, holding 2 sledge hockey sticks. She is facing the camera with a serious expression on her face. She is holding the sledge hockey sticks with large hockey gloves.



AODA Components

- The AODA (Accessibility for Ontarians with Disabilities Act) and Integrated Accessibility Standards Regulation (IASR)
- Customer Service
- Information & Communication Standard
- Design of Public Spaces
- Transportation
- Employment



Thinking about disability

The AODA uses the Ontario Human Rights definition of disability. which includes physical disabilities as well as vision, hearing, speech, developmental, learning and mental health disabilities.

One in 7, to 1 in 5 Ontarians has a disability.

- **Who are people with disabilities?**
- Disabilities can be visible or non-visible. We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.
- The Accessibility for Ontarians with Disabilities Act, 2005 uses the same definition of disability as the Ontario Human Rights Code



Who is a customer?

- The standards must be followed by:
- the Ontario Government and Legislative Assembly
- all designated public sector organizations, which include municipalities, universities, colleges, hospitals, school boards and public transportation organizations
- private businesses and not-for-profit organizations that have one or more employees in Ontario
- **Who is a customer?**
- A customer can be anyone who is accessing your organization's goods, services or facilities. They may include paying and non-paying members of the public, and individuals your organization might call customers, such as clients, members, patrons or patients.
- Customers can also be other businesses or organizations (also referred to as third parties).



Ontario Human Rights Definition of Disability

- Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions.
- A disability may have been present at birth, caused by an accident, or developed over time.
- Section 10 of the Code defines “disability” as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,



- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. “Disability” should be interpreted in broad terms.



Ableism

- Discrimination in favour of able bodied people.
- Understanding that the world is built for particular bodies, and workplaces, policies, public spaces, buildings and their contents are often designed in favour of able-bodied people or people without disabilities
- The Supreme Court of Canada — the highest court — has also recognized that there is a social component to disability. It has called this social component “social handicapping.” What this means is that society’s response to persons with disabilities is often the cause of the “handicap” that persons with disabilities experience.



Who is required to take this training?

- The following people must be trained on serving customers with disabilities:
- all employees and **volunteers** (paid and unpaid, full-time, part-time and contract positions)
- **anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners)**
- anyone who provides goods, services or facilities to customers on your organization's behalf (such as external contact centres or facilities management companies)
- Training must be completed as soon as possible after an employee or volunteer joins your organization.
- Training must also be provided when there are any changes to your organization's accessible customer service policies.



Customer Service Policies

- The Corporation of the City of London has its own accessible customer service policies.
- We provide information on how to use any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities



Follow up training will be provided

- More detail on additional tools will be provided in the New Year as we roll out new policies and technology.
- Each committee has different policy requirements under the AODA. Please review the sections applicable to you so that your policy work is informed by accessibility legislation. For example, if you are involved in advising about public spaces, be sure you review the details of the public space standards.



Customer Service Standard

- Our job is to ensure better accessible structures, programs and services so that we aren't the barrier that prevents people from participation
- The AODA requires commitment to providing quality goods, services and facilities that are accessible to all persons we serve
- We will continue to work with the community and allocate appropriate resources towards the elimination of accessibility barriers in customer service



City of London Accessible Customer Service Policy

- All of our staff are trained during orientation about how to provide accessible customer service.
- We have a number of tools available for customers to communicate



Common Mistakes

- Common mistakes
 - Leaning down inappropriately to talk to someone
 - Speaking loudly and slowly without being asked to
 - Being patronizing (good for you! You're outside doing things!)
 - Having different expectations/making decisions on someone's behalf
 - Speaking to a support person/partner only
 - Assuming someone is a support person and not a partner/family member/spouse
 - Offering unsolicited advice
 - Sharing personal stories of disability
 - Assessing someone's disability and worthiness for an accommodation (bathrooms & parking spots are common)
 - Describing people as their mobility aid "We need to move this wheelchair."
 - Moving a mobility aid without direction or permission



Tips

- Ask before you help. People with disabilities often have their own ways of doing things.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without their permission.
- If you have permission to move a person's wheelchair or mobility aid, don't leave them in an awkward, dangerous or difficult position, such as facing a wall or in the path of opening doors or elevators.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level if appropriate or invited.



Visible and invisible

- There are visible and invisible disabilities. There are temporary and permanent disabilities and there are episodic disabilities.
- Many people have disabilities that involve all three or different intersecting disabilities such as mental health and physical disability.
- For this reason, ask how you can help. Needs change and what works one day may not work the next.



Individuals with vision loss

- Vision loss can restrict someone's ability to read documents or signs, locate landmarks or see hazards. Some people may use a guide dog, a white cane, or a support person such as a sighted guide, while others may not.
- **Tips:**
- When you know someone has vision loss, don't assume the person can't see you. Not everyone with vision loss is blind. Many have some or fluctuating vision.
- Identify yourself and speak directly to your customer if they are with a companion.
- Ask if they would like you to read any printed information out loud to them, such as a policy or a bill or schedule of fees. Not everyone can read braille so ask how you can be of assistance.



- When providing directions or instructions, be precise and descriptive (for example, "two steps in front of you" or "a metre to your left"). Don't say "over there" or point in the direction indicated.
- Offer your elbow to guide them if needed. If they accept, lead – don't pull.
- Identify landmarks or other details to orient the person to the surroundings. For example, if you're approaching stairs or an obstacle, say so.
- If you need to leave the customer, let them know by telling them you'll be back or saying goodbye.
- Don't leave your customer in the middle of a room – guide them to a comfortable location.



People who are deaf/Deaf or hard of hearing

- People who have hearing loss may identify in different ways. They may identify as deaf/Deaf, oral deaf, deafened, or hard of hearing. These terms are used to describe different levels of hearing or the way a person's hearing was diminished or lost.
- A person with hearing loss might use a hearing aid, an amplification device or hearing ear dog. They may have preferred ways to communicate, for example, through sign language, by lip reading or using a pen and paper.



- Once a customer has self-identified as having hearing loss, make sure you face the customer when talking and that you are in a well-lit area so the person can see you clearly.
- As needed, attract the person's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- Maintain eye contact. Use body language, gestures and facial expression to help you communicate.
- If the person uses a hearing aid, reduce background noise or if possible, move to a quieter area.
- Don't assume that the customer knows sign language or reads lips.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- When using a sign language interpreter, look and speak directly to the customer, not the sign language interpreter. For example, say "What would you like?" not "Ask her what she'd like."



Speech

- Cerebral palsy, stroke, hearing loss or other medical conditions or disabilities may make it difficult for a person to pronounce words or express themselves. Some people who have severe difficulties may use a communication board or other assistive devices.
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- **Tips:**
- Don't assume that a person who has difficulty speaking doesn't understand you.
- Speak directly to the customer and not to their companion or support person.
- Whenever possible, ask questions that can be answered "yes" or "no."
- If the person uses a communication device, take a moment to read visible instructions for communicating with them.
- Be patient. Don't interrupt or finish your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you're not sure.
- If necessary, provide other ways for the customer to contact you, such as email.



Learning Disabilities

- The term "learning disabilities" refers to a range of disabilities. One example of a learning disability is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when the person has difficulty reading material or understanding the information you are providing.
- People with learning disabilities just learn in a different way.
- **Tips:**
- Be patient and allow extra time if needed. People with some learning disabilities may take a little longer to process information or to understand and respond.
- Try to provide information in a way that works for your customer. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.
- Be willing to rephrase or explain something again in another way, if needed.



Developmental or intellectual disability

- Developmental disabilities (such as Down syndrome) or intellectual disabilities can mildly or profoundly limit a person's ability to learn, communicate, do everyday physical activities or live independently. Supports, encouragement and inclusion
- **Tips:**
 - Don't make assumptions about what a person can or cannot do.
 - Don't exaggerate your speech or speak in a patronizing way.
 - Use plain language.
 - Provide one piece of information at a time.
 - If you're not sure of what is being said to you, confirm by summarizing or repeating what was said, or politely ask them to repeat it – don't pretend if you're not sure.
 - Ask the customer if they would like help reading your material or completing a form, and wait for them to accept the offer of assistance.
 - Be patient and allow extra time if needed.



Mental Health

- Did you know that one in five Canadians will experience a mental health disability at some point in their lives?
- Mental health disability is a broad term for many disorders that can range in severity. A person with a mental health disability may experience depression or acute mood swings, anxiety due to phobias or panic disorder, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
- You may not know someone has this disability unless you are told. Stigma and lack of understanding are major barriers for people with mental health disabilities.
- **Tips:**
 - If you sense or know that a customer has a mental health disability, treat people with the same respect and consideration you have for everyone else.
 - Be confident, calm and reassuring. Ask the customer for what they need.
 - Listen carefully, and work with the customer to meet their needs. For example, acknowledge that you have heard and understood what the person has said or asked.
 - Respect your customer's personal space.
 - Limit distractions that could affect your customer's ability to focus or concentrate. For example, loud noise, crowded areas and interruptions could cause stress.



What creates disabling conditions?

- Expectations of fast pace & quick travel
- Ignorance or dismissive attitudes
- Lack of appropriate support technology
- Lack of creativity/problem solving
- Structural inaccessibility (stairs, poor lighting, temperature fluctuations, flashing lights, lack of snow removal, etc...)
- Inequitable funding
- Fear of doing the “wrong” thing so doing nothing at all
- Fear in the workplace
- Distractions and loud noises
- Not providing enough information for someone to request assistance ahead of time.



Accommodations

- Support persons for customers with disabilities are common and welcome at all city facilities
- Consent is required if confidential information is going to be discussed
- Support person is free to enter City facilities at no charge
- Speak directly to the customer, not the support person unless you are directed to do so



Service animals

- Customers with disabilities are permitted to:
- Enter all public City facilities with service animals
- Go anywhere customers normally have access unless excluded by law
- Customer is responsible for the care and supervision of their service animal
- Avoid talking to, touching or making eye contact with the working animal
- Employees with disabilities are able to bring their service dogs into any area they are required to work with very few exceptions.



Service Disruptions

- We are required by law to provide public facing information about all service disruptions.
- If a service/program or building is to be closed or cancelled you should post your service disruption information on your website and other areas easily accessible to patrons.



This photo is an image of a person holding a temporary closure sign. The person's hands are in the photo and their blue shirt is in the background.



If you host an event or customers be sure to accessible details

- If it applies, inform your customer of the accessible features in the immediate area (such as automatic doors, accessible washrooms, elevators or ramps).
- Think ahead and remove any items that may cause a physical barrier, such as boxes left in an aisle.
- If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Use a clipboard handy if filling in forms or providing a signature is required.
- Keep in mind that a person's physical disability may not be visible or obvious. For example, a person may have difficulty standing for long periods of time and may ask to sit while waiting to be served.



Additional Assistance Available

Visit www.london.ca/accessibility

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist
ext. 2425 mstone@london.ca or
accessibility@London.ca

Animal Welfare Advisory Committee

Report

The 2nd Meeting of the Animal Welfare Advisory Committee
January 9, 2020
Committee Room #4

Attendance PRESENT: W. Brown (Chair), M. Blosh, A. Hames, A. Hayes, M. Szabo and D. Turner (Committee Clerk)

NOT PRESENT: P. Lystar and M. Toplak

ALSO PRESENT: None

The meeting was called to order at 5:07 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

None.

3. Consent

3.1 1st Report of the Animal Welfare Advisory Committee

That it BE NOTED that the 1st Report of the Animal Welfare Advisory Committee, from its meeting held on December 5, 2019, was received.

3.2 Municipal Council Resolution - 10th Report of the Animal Welfare Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on December 10, 2019, with respect to the 10th Report of the Animal Welfare Advisory Committee, was received.

4. Sub-Committees and Working Groups

4.1 AWAC Sub-Committee - 2020 Work Plan

That it BE NOTED that the committee held a general discussion with respect to the 2020 work plan, including timeline for completion and the incorporation of various initiatives.

5. Items for Discussion

5.1 Harmful Wildlife Feeding Practices - Ducks and Bread - J. Kogelheide

That it BE NOTED that the committee supports, in principle, the recommendations put forward in the letter from J. Kogelheide, and that the issue of ethical, safe bird feeding will be explored further via the committee's 2020 work plan; it being further noted that the aforementioned letter, as appended to the agenda, was received.

5.2 Mobile Zoos in London

That it BE NOTED that the committee held a general discussion with respect to mobile zoos in London and the current status of governing by-laws; it being further noted that this issue will be incorporated in the committee's 2020 work plan.

5.3 Go Wild, Grow Wild

That the following actions be taken with respect to the Spring 2020 Go Wild, Grow Wild (GWGW) event:

a) the Animal Welfare Advisory Committee BE PERMITTED to attend the 2020 GWGW event in order to promote public education/awareness of animal welfare related issues in London; and,

b) the expenditure of up to \$295.00 + tax from the 2020 AWAC budget BE APPROVED to pay for entry and booth space at the event;

it being noted that the Animal Welfare Advisory Committee and the Environmental and Ecological Planning Advisory Committee may seek to share the above-noted booth space and associated cost.

5.4 Feeding of Water Fowl

That it BE NOTED that the committee held a general discussion with respect to the feeding of water fowl in London, the current status of governing by-laws, and potential plans to combat unsafe/nuisance feeding; it being further noted that this issue will be incorporated in the committee's 2020 work plan.

5.5 Migratory Birds and Bird Friendly Development

That it BE NOTED that the committee held a general discussion with respect to upcoming meeting dates for the Bird Friendly Development working group.

6. Adjournment

The meeting adjourned at 5:56 PM.



London
CANADA

P.O. Box 5035
300 Dufferin Avenue
London, ON
N6A 4L9

January 29, 2020

Chairs and Members
Animal Welfare Advisory Committee

I hereby certify that the Municipal Council, at its meeting held on January 28, 2020 resolved:

That the following actions be taken with respect to the 1st and 2nd Reports of the Animal Welfare Advisory Committee (AWAC), from the meetings held on December 5, 2019 and January 9, 2020, respectively:

- a) the 1st Report of the AWAC BE RECEIVED; and,
- b) that the following actions be taken with respect to the 2nd Report of the AWAC:
 - i) that the following actions be taken with respect to the Spring 2020 Go Wild, Grow Wild (GWGW) event:
 - A) the Animal Welfare Advisory Committee BE PERMITTED to attend the 2020 GWGW event in order to promote public education/awareness of animal welfare related issues in London; and,
 - B) the expenditure of up to \$295.00 + tax from the 2020 AWAC budget BE APPROVED to pay for entry and booth space at the event; it being noted that the AWAC and the Environmental and Ecological Planning Advisory Committee may seek to share the above-noted booth and associated costs; and,
 - ii) clauses 1.1, 3.1, 3.2, 4.1, 5.1, 5.2, 5.4 and 5.5, BE RECEIVED. (2.3/2/CPSC)

C. Saunders
City Clerk
/ap

cc: Chair and Members, Environmental and Ecological Planning Advisory Committee



P.O. Box 5035
300 Dufferin Avenue
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London
CANADA

January 29, 2020

Accessibility Advisory Committee
Animal Welfare Advisory Committee
Childcare Advisory Committee
Community Safety and Crime Prevention Advisory Committee
Diversity, Inclusion and Anti-Oppression Advisory Committee
London Housing Advisory Committee

I hereby certify that the Municipal Council, at its meeting held on January 28, 2020 resolved:

That the Advisory Committees that report to the Community and Protective Services Committee (CPSC) BE DIRECTED to submit a 2020 Work Plan for review and approval at the meeting of the CPSC directly following the next meeting of each Advisory Committee. (5.2/2/CPSC)

C. Saunders
City Clerk
/ap

Animal Welfare Advisory Committee – 2020 Work Plan

Activity	Background	Responsibility	Timeline	Proposed Budget	Strategic Plan Alignment
Animal Care Services - Potential Service Improvements	<ul style="list-style-type: none"> The AWAC will research best practices in other municipalities including new initiatives, processes and products for enhanced service provision, promote licensing, return to owner, adoption etc. and provide updates to Civic Administration and Municipal Council to assist with possible new initiatives. The AWAC will research design strategies for reducing conflict and increase safety for dogs/owners using dog parks. AWAC will provide recommendations to civic administration and municipal council guided by research findings. Develop educational materials (in cooperation with Civic Administration) to provide the community with information about caring for domestic and companion animals. (eg choosing the right animal, care of pets, safety, etc) Host a booth for “Go Wild, Grow Wild” in 2020 to educate and disseminate educational materials. 	<p>AWAC Working Group</p> <p>London Dog Owners’ Association</p>	Ongoing		<ul style="list-style-type: none"> Strengthening Communities, Caring and Compassionate Services, 3.E Healthy, Safe, 5.F
Creation of a list of allowable species in the City and a restriction on the sources and sales for specific species (domestic and exotic) from retail stores	<ul style="list-style-type: none"> The AWAC will research the practices of other municipalities with respect to restrictions on the sales of specific species from retail stores. These actions would assist with minimizing the local ecological impacts of potential invasive species and the global ecological impact of sourcing species from other countries. This would alleviate the pressure on rescue organizations and animal services. A positive list would improve animal welfare by increasing Licensing ability to assess requirements for species in pet stores. 	AWAC Working Group	Ongoing		<ul style="list-style-type: none"> Strengthening Communities, Caring and Compassionate Services, 3.E

	<ul style="list-style-type: none"> • Work with Civic Administration to develop a positive list of animals allowed in the City. • AWAC to be available to provide support and input as needed as it relates to the Business Licensing of Pet Stores, and to provide Bylaw recommendations endorsed by City Council. 				
Living With Wildlife – Resources for the Community	<ul style="list-style-type: none"> • Research best practices to promote peaceful co-existence with wildlife and in accordance with the Humane Urban Wildlife Conflict Policy. • Develop awareness strategies and educational materials to provide the community. • Host a booth for “Go Wild, Grow Wild” in 2020 to educate and disseminate educational materials. 	AWAC Working Group	Ongoing		<ul style="list-style-type: none"> • Strengthening Communities, Health, Safe 3.E, 5.F • Building Sustainable City Strong Healthy Environment 3.C
Development of a Communication Strategy	<ul style="list-style-type: none"> • Work with the local Libraries and school boards to distribute wildlife and companion animal educational awareness strategies and materials. • Work with Civic Administration to distribute wildlife and companion animal educational awareness strategies and materials online and at city facilities. 	AWAC Working Group	Ongoing		
Wildlife Control Practices	<ul style="list-style-type: none"> • Work with Civic Administration to ensure that tenders be awarded to service providers based on their compliance with the City of London’s Humane Urban Wildlife Conflict Policy. 	AWAC Working Group	Ongoing		<ul style="list-style-type: none"> • Strengthening Communities, Health, Safe 3.E
Travelling Zoos	<ul style="list-style-type: none"> • By-law recommendations regarding travelling zoos 		Ongoing		
Animals in Cars During Summer Months – Public Awareness Campaign	<ul style="list-style-type: none"> • Educate the public regarding pets in hot cars. • Approaching the London Police Services Board, the OSPCA and the London Humane Society to determine their policies and practices. • Approaching Councillors and rescue agencies with a request to put the information on Facebook and Twitter. • Getting the message out that an animal only has minutes if left in a hot car and immediate action is required. • Work with local businesses to allow people to bring pets into the business. 	AWAC Working Group	Ongoing		

<p>Bird Friendly Guidelines as it relates to urban design and development and light pollution</p>	<ul style="list-style-type: none"> • Working with EEPAC and ACE to create recommendations for the development of a policy with respect to urban design and development as it relates to glass applications and light pollution for reducing migratory bird deaths. • Provide research of current practices in other municipalities with respect to window treatments and lighting and dark skies initiatives. • This will assist in reducing bird strikes and bird mortality and prevent disruption of migration. • Continue to work with EEPAC and ACE to bring recommendations to Civic Administration and City Council. AWAC recommends assisting and supporting city staff and Civic Administration to effectively implement recommendations for urban design and development regarding light pollution and glass applications for reducing migratory bird deaths. 	<p>AWAC Working Group</p>	<p>Ongoing</p>		<ul style="list-style-type: none"> • Strengthening Communities, Health, Safe 3.E 5.F • Building Sustainable City Strong Healthy Environment 3.C • Growing our Economy, Urban Regeneration, 2.C • Building a Sustainable City, 4.C
<p>Municipal Coyote Resource</p>	<ul style="list-style-type: none"> • Facilitate opportunities for Coyote Watch Canada to work with the Municipality and community stakeholders to develop resources to support the community that empower it's residents to use preventative strategies and wildlife safety practices that promote lasting and effective co-existence. Provide the City of London with the implementation of protocols that reflect the values outlined in the City of London's Humane Wildlife Conflict Policy. • Provide the public and media with accurate coyote information, education and safety guidelines to effectively enhance a sustainable approach while minimizing human and wildlife conflict. Highlighting a Wildlife Strategy Framework (WSF). The four cornerstones of the WSF are Investigation, Education, Prevention and Enforcement. A WSF encourages and supports community wildlife resiliency and presents successful, non-lethal alternatives that are 	<p>AWAC Working Group</p>	<p>Ongoing</p>		<ul style="list-style-type: none"> • Strengthening Communities, Health, Safe, 3.E, 5.F

	<p>available to every community that are long term, cost effective and that promote safety for wildlife, pets and residents. Coexisting with wildlife and meeting the challenges that are occurring in a community warrant a commitment from all stakeholders.</p>				
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