

# Accessibility Advisory Committee

## Report

The 2nd Meeting of the Accessibility Advisory Committee  
February 27, 2020  
Committee Room #4

Attendance                      PRESENT: J. Menard (Chair), M. Dawthorne, N. Judges, J. Madden, P. Moore, P. Quesnel, D. Ruston and K. Steinmann and J. Bunn (Committee Clerk)

ABSENT: A. Bueschleb, T. Eadinger and G. LaHay

ALSO PRESENT: T. Hitchon, K. Husain and M. Stone

The meeting was called to order at 3:01 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

### 2. Scheduled Items

#### 2.1 Dundas Street - Old East Village

That it BE NOTED that the presentation, as appended to the agenda, from M. Pletch, Dillon Consulting, with respect to Dundas Street - Old East Village, was received.

#### 2.2 Accessibility for Ontarians with Disabilities Act Training

That the Accessibility for Ontarians with Disabilities Act Training BE DEFERRED to the March 2020 meeting of the Accessibility Advisory Committee.

### 3. Consent

#### 3.1 1st Report of the Accessibility Advisory Committee

That it BE NOTED that the 1st Report of the Accessibility Advisory Committee, from its meeting held on January 23, 2020, was received.

#### 3.2 Notice of Planning Application - Zoning By-law Amendment - City-wide Amendment to Section 4.11 (Household Sales) of Zoning By-law Z-1

That it BE NOTED that the Notice of Planning Application, dated February 5, 2020, from C. Parker, Senior Planner, with respect to a Zoning By-law Amendment related to a City-Wide Amendment to Section 4.11 (Household Sales) of Zoning By-law Z-1, was received.

### 4. Sub-Committees and Working Groups

None.

### 5. Items for Discussion

#### 5.1 Community Diversity and Inclusion Strategy Update from ACCAC Representative

That the following actions be taken with respect to the Community Diversity and Inclusion Strategy (CDIS):

- a) the Civic Administration BE REQUESTED to forward minutes from all future meetings of the CDIS Priority 4 Working Group, the Age Friendly Working Group and the CDIS Leadership Table for review; and,
- b) the verbal updates on the most recent meetings of the CDIS from P. Moore, D. Ruston and K. Husain, BE RECEIVED.

#### 5.2 Site Plan Checklist Comments

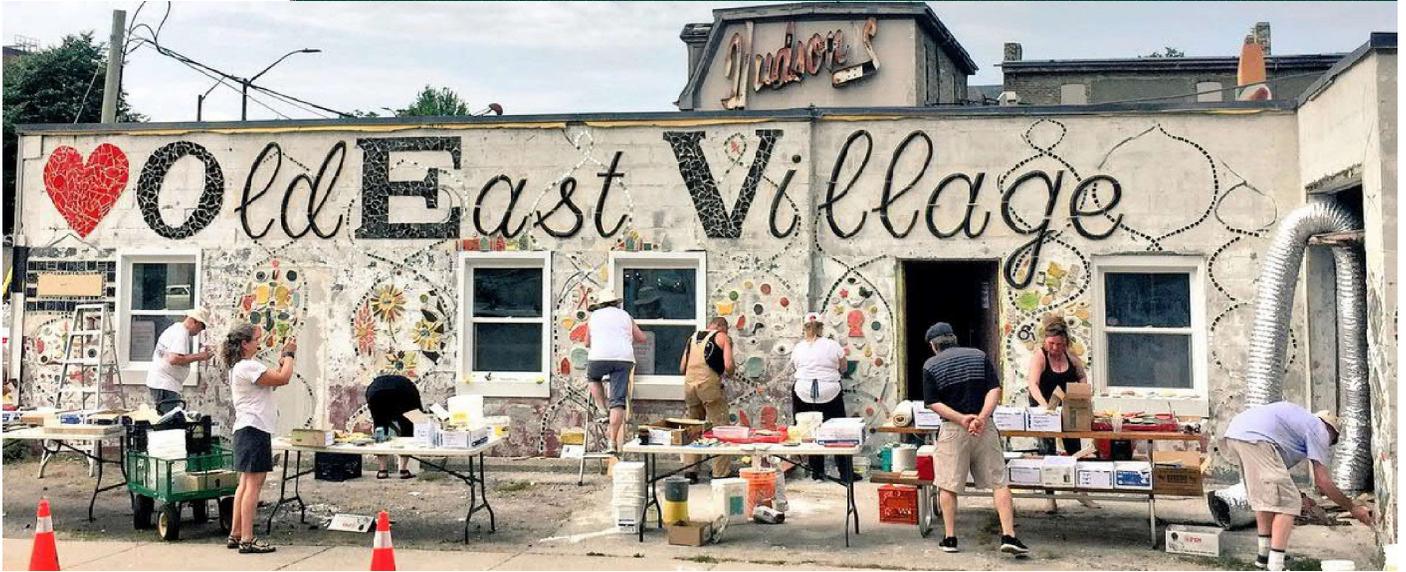
That it BE NOTED that the communication, as appended to the agenda, from J. Sanders, with respect to comments on the Site Plan Checklist, was received.

### 6. **Adjournment**

The meeting adjourned at 4:32 PM.



## Dundas Street – Old East Village



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Accessibility Advisory Committee – February 27, 2020



## Presentation Overview

- Background and Construction Staging
- Typical Cross Section
- Intersection & Sidewalk Treatments
- Pedestrian Crossovers
- Accessible Parking Space
- Conditions During Construction
- Proposed Layout
- Discussion

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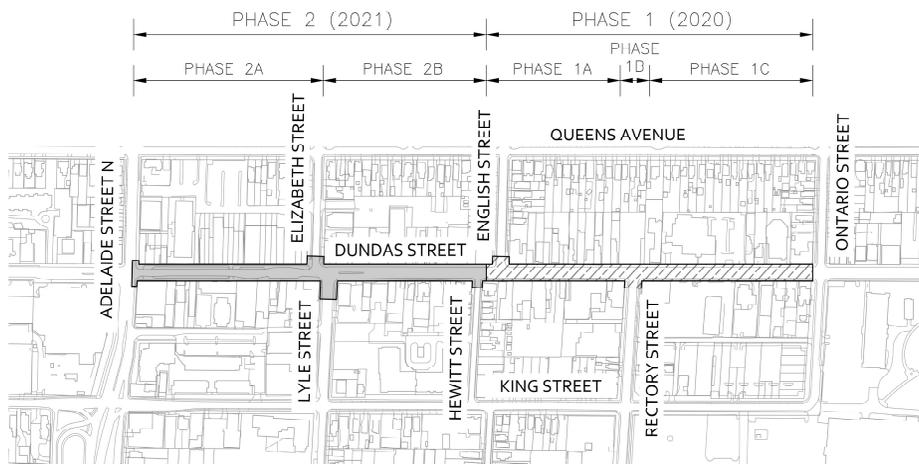
# Background

| Date                        | Key Milestones  |
|-----------------------------|---|
| March 2019                  | Old East Village Dundas Street Corridor Secondary Plan & East West Bikeway Approved by City Council |
| March 2019 to December 2019 | Detailed Design   |
| June 26, 2019               | Public Information Centre #1  |
| October 2019                | Third Party Review by Urban Systems Active Transportation Consultants (Vancouver)                   |
| December 5, 2019            | Public Information Centre #2  |
| January 2020                | Tendering   |
| April 2020 to Fall 2020     | Phase 1 Construction  |
| April 2021 to Fall 2021     | Phase 2 Construction  |

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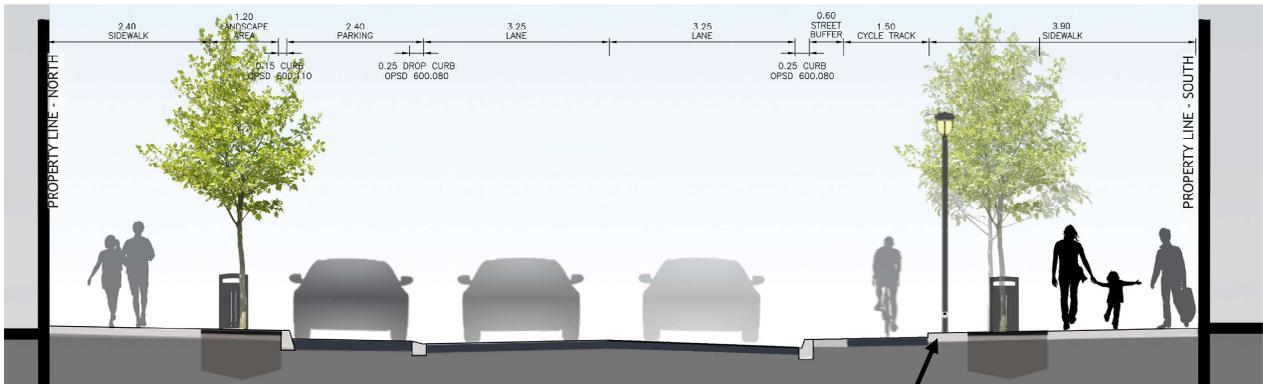
# Construction Staging



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# Typical Cross Section

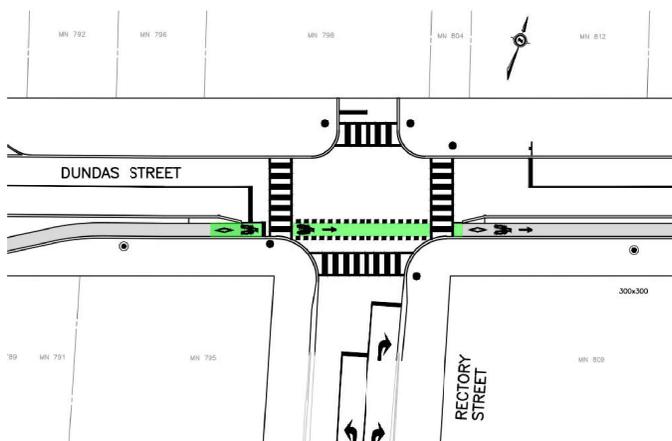


75mm High x 250mm Wide Mountable Curb

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# Typical Intersection Treatment

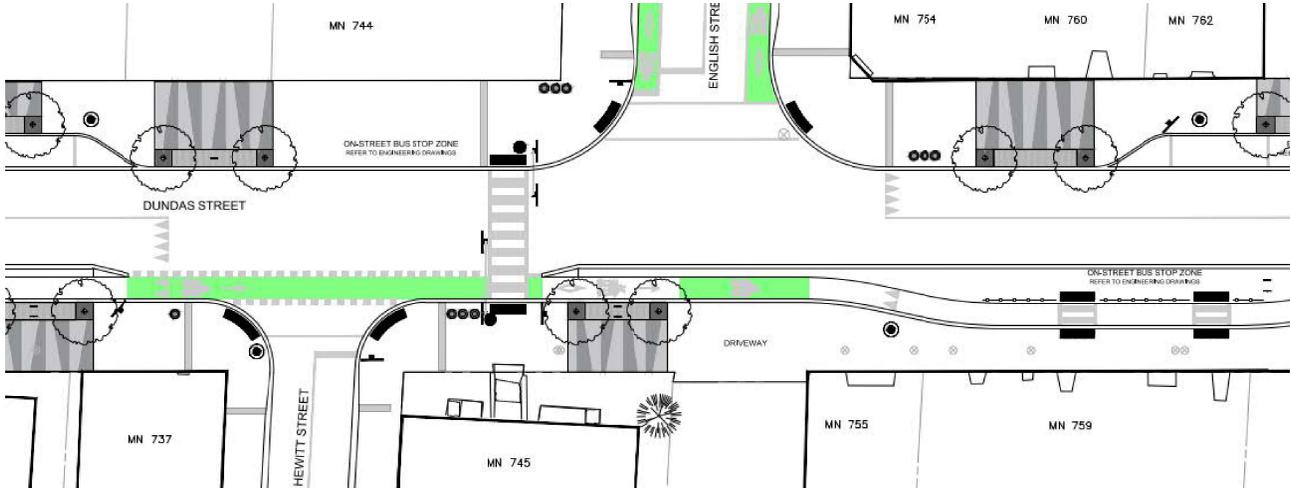


- Cycle Track Converts to an On-Street Bike Lane Across Intersections
- Intersection design to Current Standards (tactile plates, audible push buttons, etc...)

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# Intersection & Sidewalk Treatments

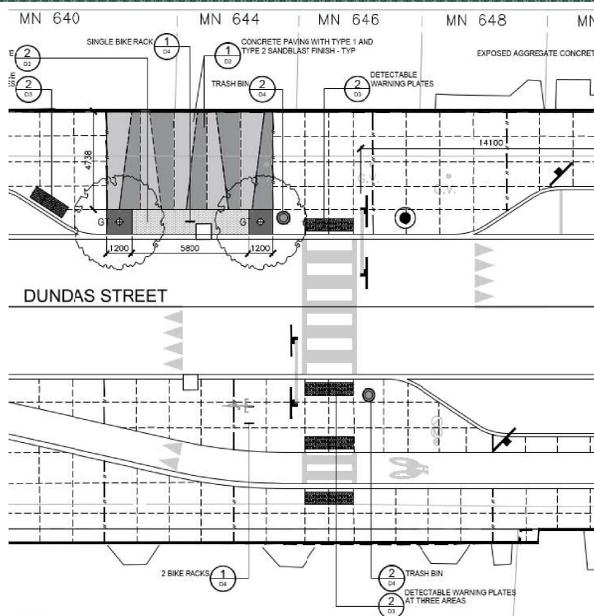


- Minimum 2.4m Walkway at Building Faces
- Pedestrian Crossovers (PXO) to Current Standards
- Minimum 2.1m Sign Height (min).

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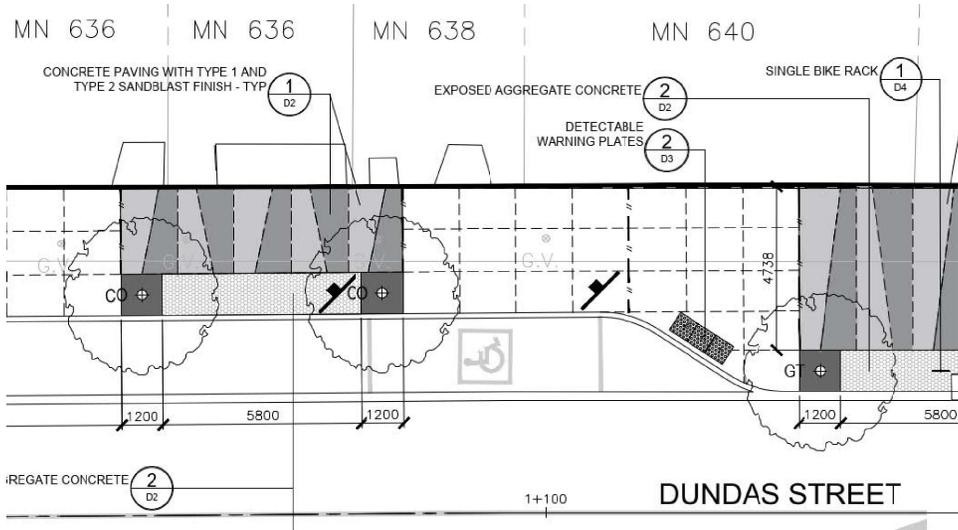
# Pedestrian Crossovers



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# Accessible Parking Spaces

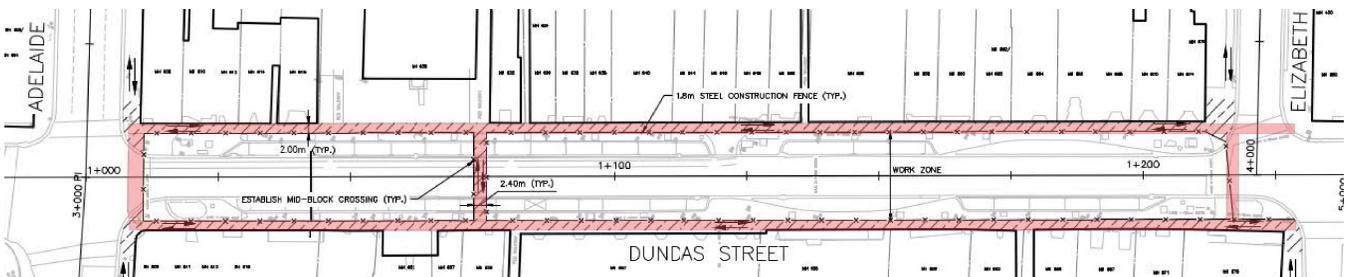


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- 4 Accessible Spaces (1 per block)



# Conditions During Construction



- 2.0m Wide Hard Surface Accessible Sidewalk
- Mid-Block Crossings
- Higher Illumination Levels
- Extensive Information Signage

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**DUNDAS PLACE CONSTRUCTION ZONE**

Today's accessible routes are shown below:

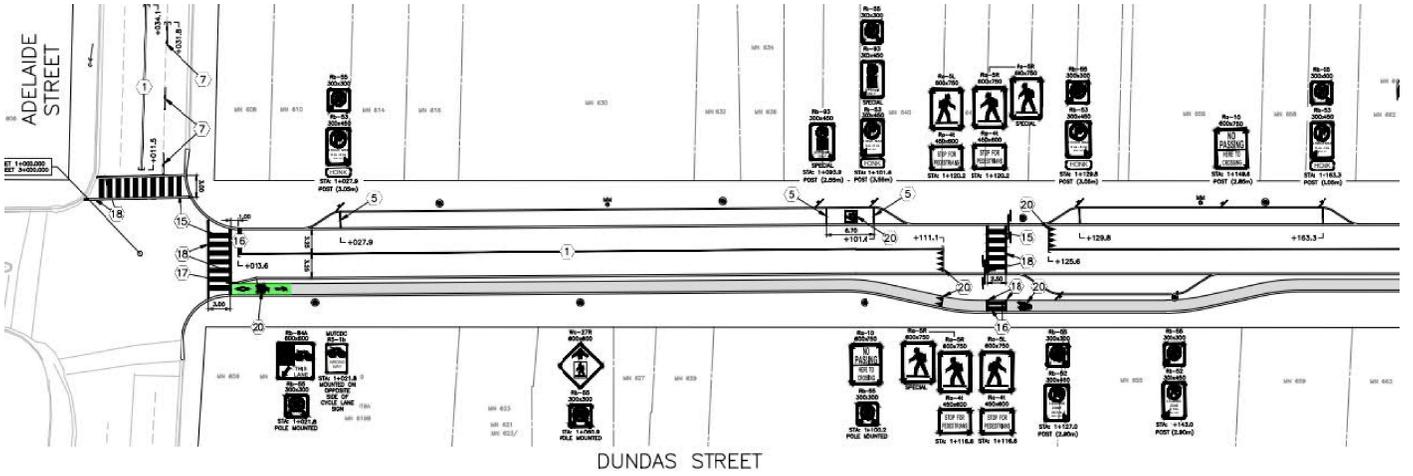
DATE: \_\_\_\_\_

**Dundas Place**  
Community of its core.

Connecting our future.  
To learn more, visit [dundaspark.ca](http://dundaspark.ca)



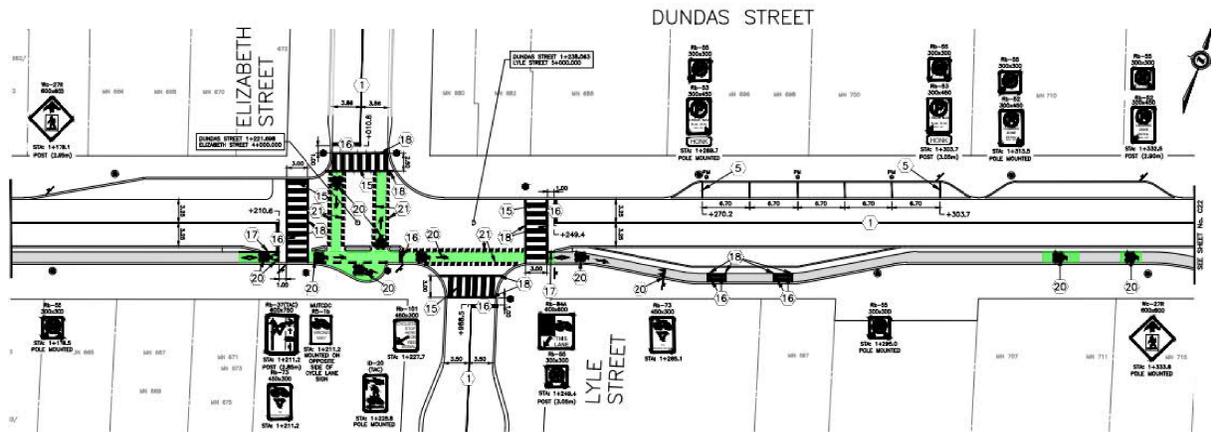
# Proposed Layout



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# Proposed Layout

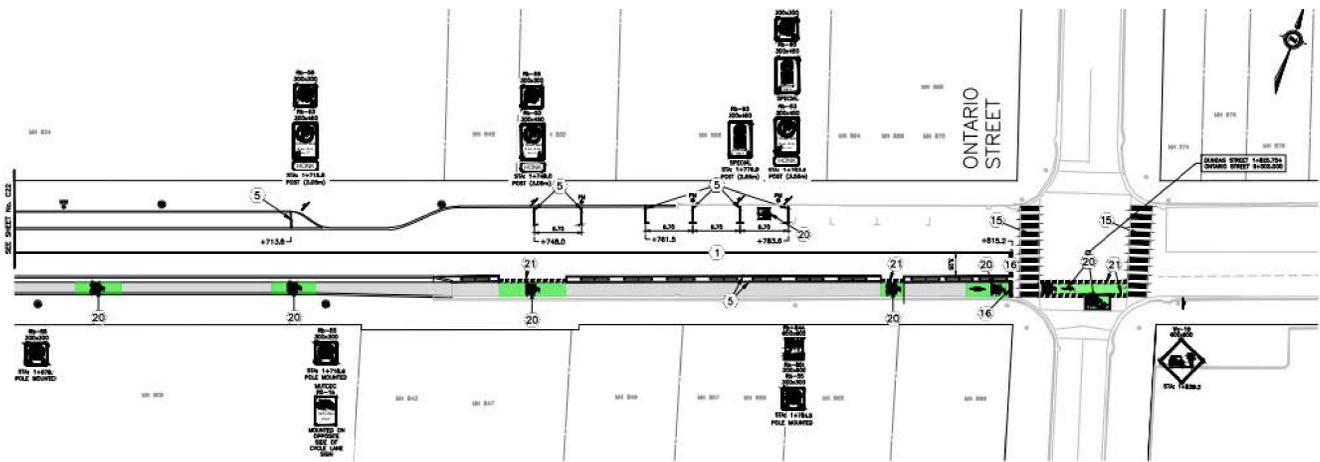


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# Proposed Layout



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# Discussion

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Attachment: Contract Drawings

C21 to C23 – Pavement Markings and Signage  
L1 to L11 – Landscape Plan

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**CONSTRUCTION NOTES**

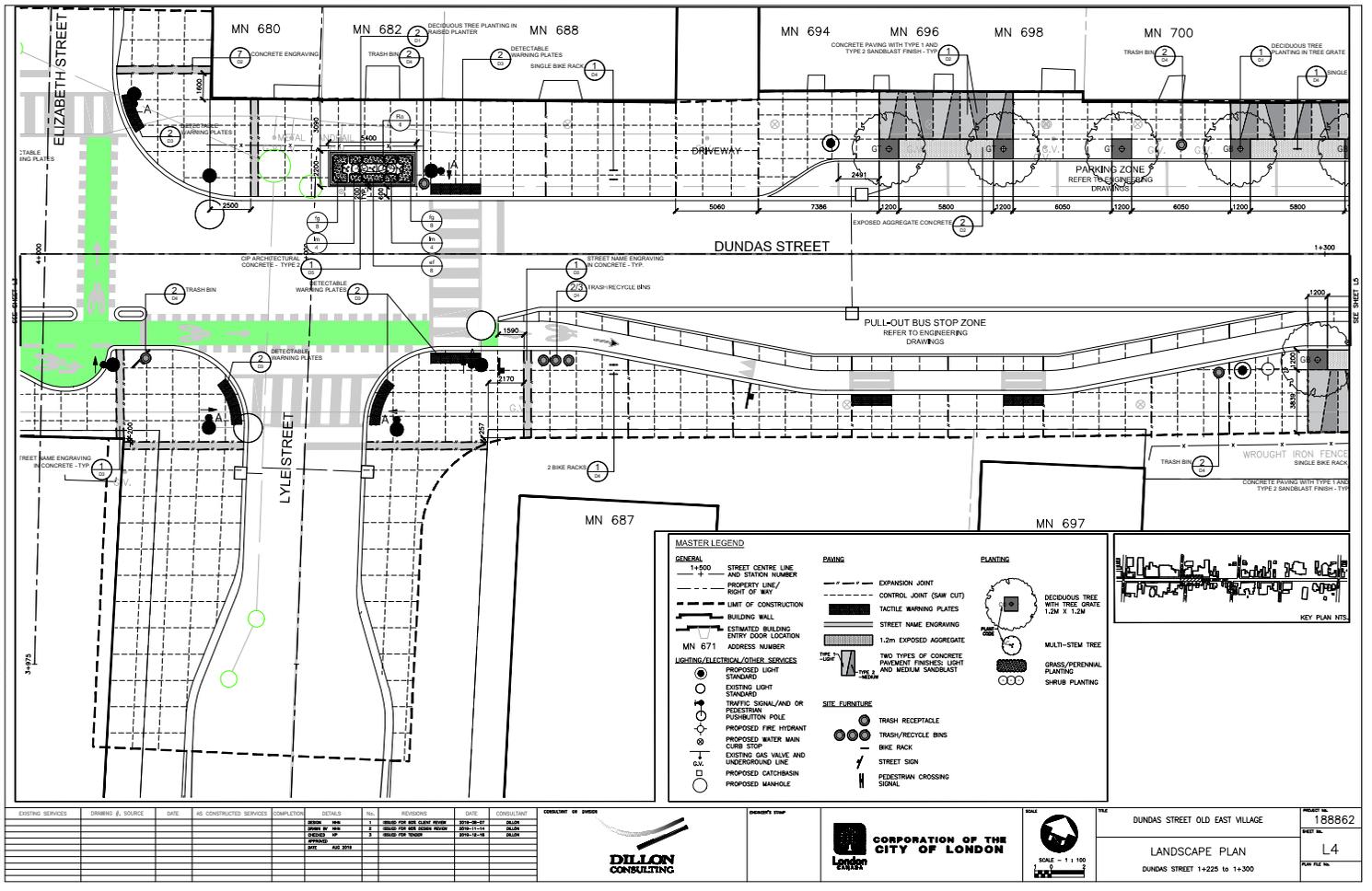
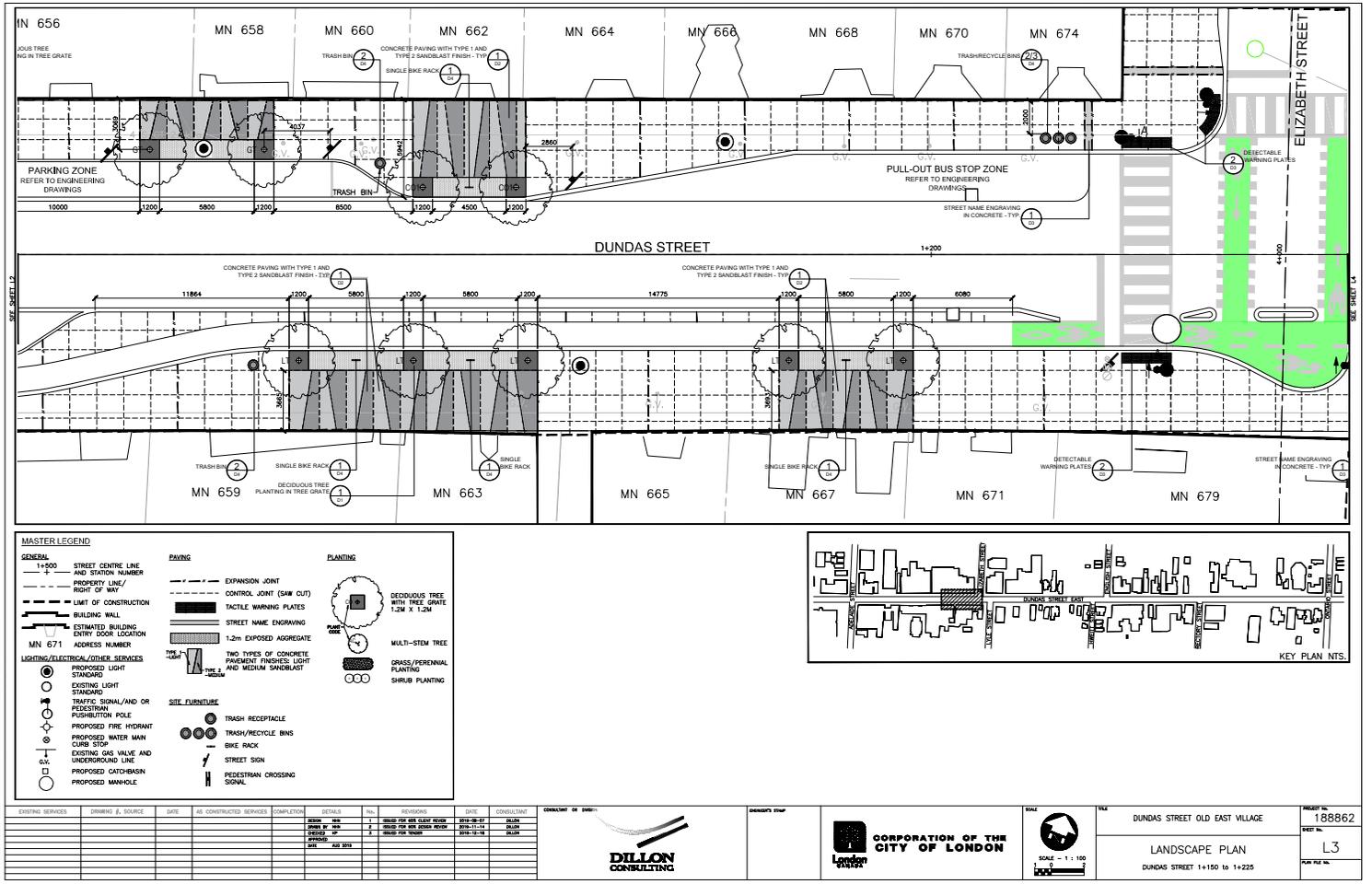
- THE POST SIZE INDICATED DOES NOT INCLUDE THE LENGTH BELOW GROUND.
- THE MEASUREMENT IS TO THE UNDERSIDE OF THE LATEST SIGN S-2104.

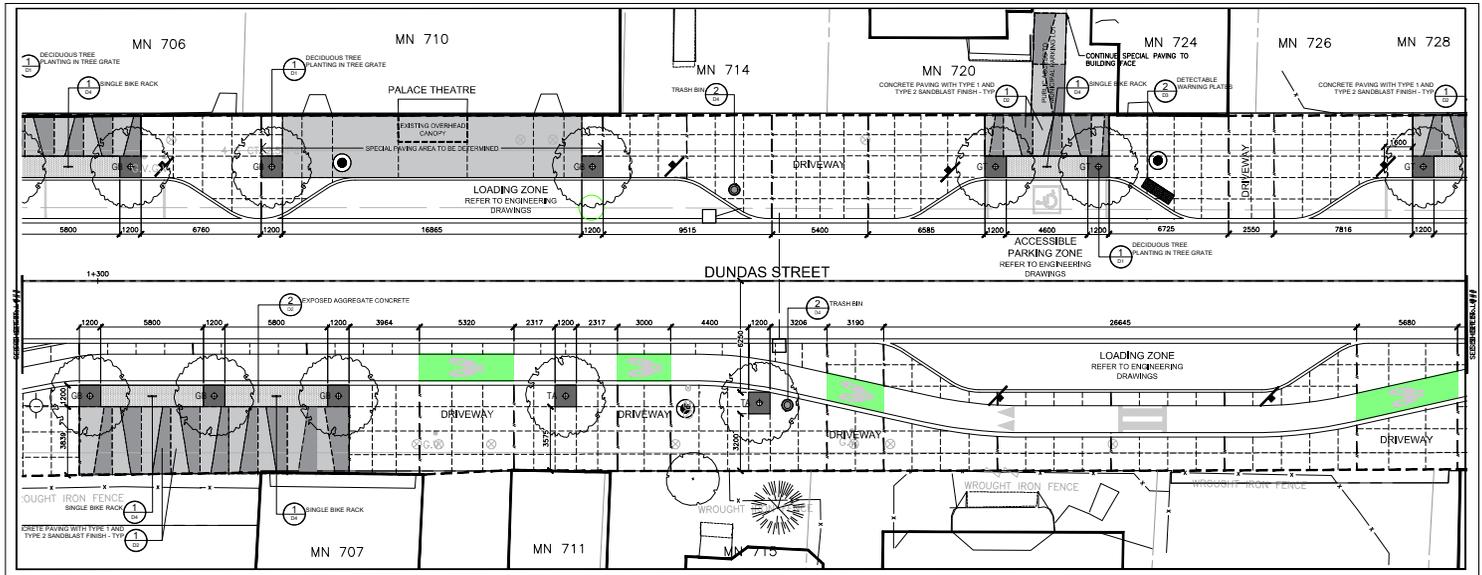
| NAME OF LINE       | DIMENSIONS (in) | SYMBOL | USE   |
|--------------------|-----------------|--------|---|
| SOLID              | 4               | (1)    | ONE DIRECTIONAL DIVIDING LINES (YELLOW)             |
| SOLID              | 4               | (5)    | ROAD LANE PROHIBITING LANE CHANGES (WHITE)          |
| BROKEN             | 4               | (7)    | GUIDING LINES (E.G. INTERSECTION PROHIBITING LINES) |
| COORDINATED BROKEN | 4               | (10)   | URBAN LANE LINES, LOW SPEED (WHITE)                 |
| LAGGER             | 4               | (15)   | LAGGER CROSSWALKS (WHITE)                           |
| STOP               | 4               | (16)   | INTERSECTION STOP LINES (WHITE)                     |
| CROSSWALK          | 4               | (17)   | CROSSWALKS (WHITE)                                  |
| CROSSWALK          | 4               | (18)   | CROSSWALKS (WHITE)                                  |
| SYMBOLS            | 20              | (20)   | VARIOUS   |
| ELEVATION'S FEET   | 4               | (21)   | CROSSINGS AT INTERSECTIONS (WHITE)                  |
| GREEN PLASTIC      | 4               | (22)   | CONCRETE AREAS (GREEN)                              |

PROJECT: DUNDAS STREET OLD EAST VILLAGE  
 SHEET NO.: 188862  
 DRAWING: PAVEMENT MARKINGS & SIGNAGE  
 SHEET NO.: C21  
 PROJECT NO.: DUNDAS STREET 04-975 to 14-325

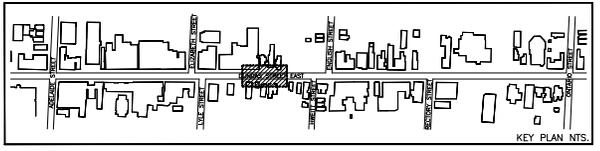




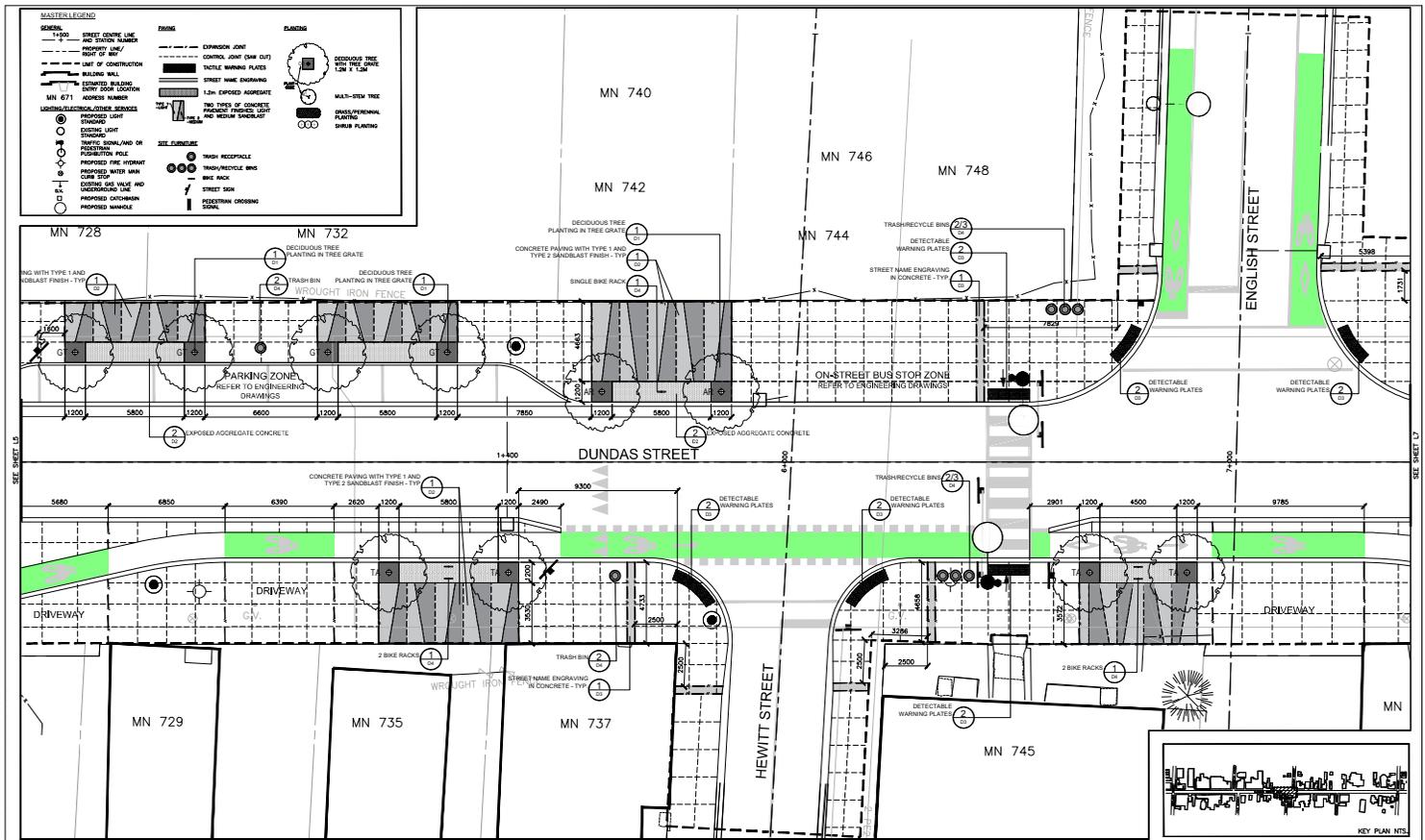




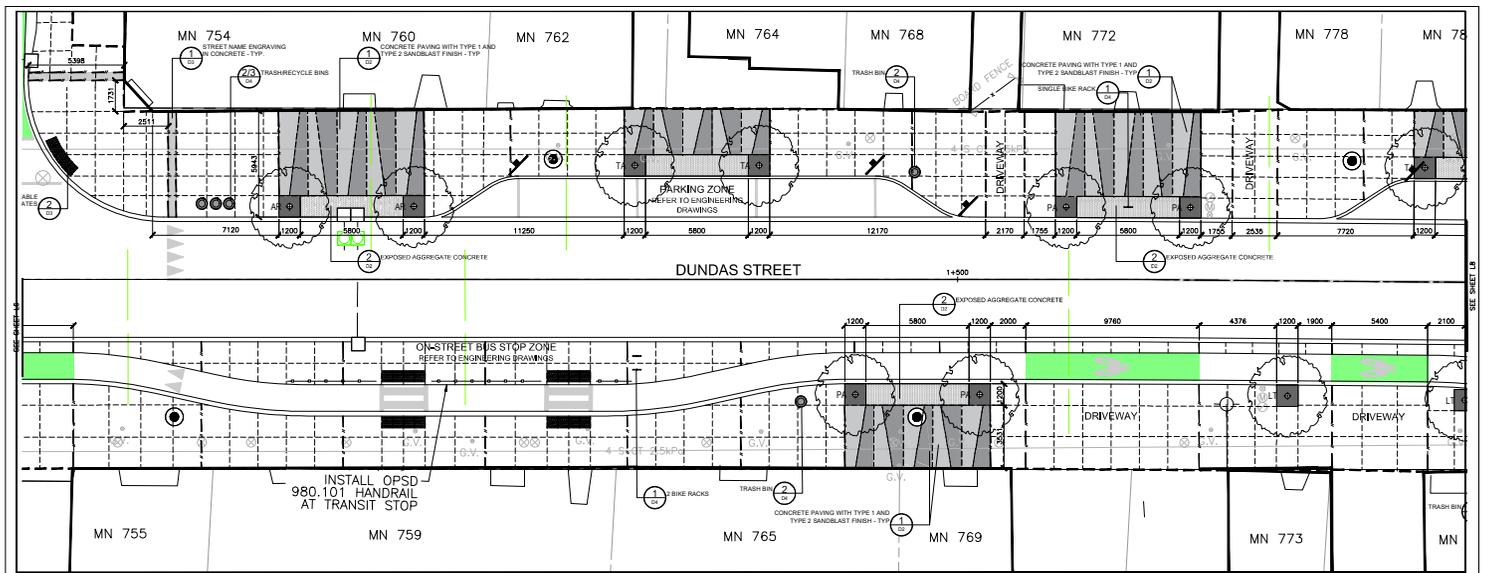
| GENERAL |   |  | PAVING   |  |  | PLANTING |  |  |
|---------|---|--|--|--|--|----------|--|--|
| 14+300  | STREET CENTRE LINE AND STATION NUMBER                 |  | EXPANSION JOINT  |  | DECIDUOUS TREE WITH TREE GRATE 1.2M X 1.2M |          |  |  |
| ---     | PROPERTY LINE / RIGHT OF WAY                          |  | CONTROL JOINT (SAW CUT)  |  | MULTI-STEM TREE                            |          |  |  |
| ---     | LIMIT OF CONSTRUCTION                                 |  | TACTILE WARNING PLATES   |  | GRASS/PERENNIAL PLANTING                   |          |  |  |
| ---     | BUILDING WALL   |  | STREET NAME ENGRAVING  |  | SHRUB PLANTING                             |          |  |  |
| ---     | ESTIMATED BUILDING ENTRY DOOR LOCATION ADDRESS NUMBER |  | 1.2M EXPOSED AGGREGATE   |  |  |          |  |  |
| ---     | LIGHTING/ELECTRICAL/OTHER SERVICES                    |  | TWO TYPES OF CONCRETE PAVERMENT FINISHES: LIGHT AND MEDIUM SANDBLAST |  |  |          |  |  |
| ○       | PROPOSED LIGHT STANDARD                               |  |  |  |  |          |  |  |
| ○       | EXISTING LIGHT STANDARD                               |  |  |  |  |          |  |  |
| ○       | TRAFFIC SIGNAL/AND OR PUSHPULLION POLE                |  |  |  |  |          |  |  |
| ○       | PROPOSED FIRE HYDRANT                                 |  |  |  |  |          |  |  |
| ○       | PROPOSED WATER MAIN CURB STOP                         |  |  |  |  |          |  |  |
| ○       | EXISTING GAS VALVE AND UNDERGROUND LINE               |  |  |  |  |          |  |  |
| ○       | PROPOSED CATCHBASIN                                   |  |  |  |  |          |  |  |
| ○       | PROPOSED MANHOLE                                      |  |  |  |  |          |  |  |



| EXISTING SERVICES | DRAWING #, SOURCE | DATE | AS CONSTRUCTED SERVICES | COMPLETION | REVISION | NO. | DESCRIPTION              | DATE       | CONTRACTOR         | APPROVED BY OWNER | DRAWN BY | SCALE | SHEET NO. | PROJECT NO. |
|-------------------|-------------------|------|-------------------------|------------|----------|-----|--------------------------|------------|--------------------|-------------------|----------|-------|-----------|-------------|
|                   |                   |      |                         |            | 1        | 1   | ISSUED FOR PERMIT REVIEW | 2018-07-27 | DILLION CONSULTING |                   |          | 1:100 | L5        | 188862      |
|                   |                   |      |                         |            | 2        | 2   | ISSUED FOR PERMIT REVIEW | 2018-11-14 | DILLION CONSULTING |                   |          | 1:100 | L5        | 188862      |
|                   |                   |      |                         |            | 3        | 3   | ISSUED FOR PERMIT REVIEW | 2019-01-18 | DILLION CONSULTING |                   |          | 1:100 | L5        | 188862      |
|                   |                   |      |                         |            | 4        | 4   | ISSUED FOR PERMIT REVIEW | 2019-03-15 | DILLION CONSULTING |                   |          | 1:100 | L5        | 188862      |

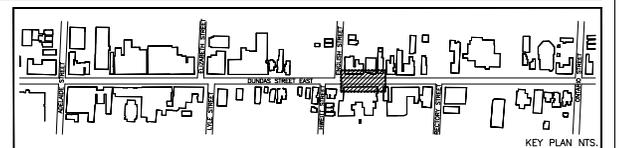


| EXISTING SERVICES | DRAWING #, SOURCE | DATE | AS CONSTRUCTED SERVICES | COMPLETION | REVISION | NO. | DESCRIPTION              | DATE       | CONTRACTOR         | APPROVED BY OWNER | DRAWN BY | SCALE | SHEET NO. | PROJECT NO. |
|-------------------|-------------------|------|-------------------------|------------|----------|-----|--------------------------|------------|--------------------|-------------------|----------|-------|-----------|-------------|
|                   |                   |      |                         |            | 1        | 1   | ISSUED FOR PERMIT REVIEW | 2018-07-27 | DILLION CONSULTING |                   |          | 1:100 | L6        | 188862      |
|                   |                   |      |                         |            | 2        | 2   | ISSUED FOR PERMIT REVIEW | 2018-11-14 | DILLION CONSULTING |                   |          | 1:100 | L6        | 188862      |
|                   |                   |      |                         |            | 3        | 3   | ISSUED FOR PERMIT REVIEW | 2019-01-18 | DILLION CONSULTING |                   |          | 1:100 | L6        | 188862      |
|                   |                   |      |                         |            | 4        | 4   | ISSUED FOR PERMIT REVIEW | 2019-03-15 | DILLION CONSULTING |                   |          | 1:100 | L6        | 188862      |



**MASTER LEGEND**

| GENERAL   | PAVING  | PLANTING                                   |
|---|---|--|
| 14500 STREET CENTRE LINE AND STATION NUMBER           | EXPANSION JOINT   | DECIDUOUS TREE WITH TREE GAUGE 1.2M X 1.2M |
| PROPERTY LINE/RIGHT OF WAY                            | CONTROL JOINT (SAW CUT)   | MULTI-STEM TREE                            |
| LIMIT OF CONSTRUCTION                                 | TACTILE WARNING PLATES  | GRASS/PERENNIAL PLANTING                   |
| BUILDING WALL   | STREET NAME ENGRAVING   | SHRUB PLANTING                             |
| ESTIMATED BUILDING ENTRY DOOR LOCATION ADDRESS NUMBER | 1.2m EXPOSED AGGREGATE  |  |
| LIGHTING/ELECTRICAL/OTHER SERVICES                    | TWO TYPES OF CONCRETE PAVEMENT FINISHES: LIGHT AND MEDIUM SANDBLAST |  |
| PROPOSED LIGHT STANDARD                               |   |  |
| EXISTING LIGHT STANDARD                               |   |  |
| TRAFFIC SIGNAL/AND OR PEDESTRIAN PUSHBUTTON POLE      |   |  |
| PROPOSED FIRE HYDRANT                                 |   |  |
| PROPOSED WATER MAIN CURB STOP                         |   |  |
| EXISTING GAS VALVE AND UNDERGROUND LINE               |   |  |
| PROPOSED CATCHBASIN                                   |   |  |
| PROPOSED MANHOLE                                      |   |  |
|   | <b>SITE FURNITURE</b>   |  |
|   | TRASH RECEPTACLE  |  |
|   | TRASH/RECYCLE BINS  |  |
|   | BIKE RACK   |  |
|   | STREET SIGN   |  |
|   | PEDESTRIAN CROSSING SIGNAL  |  |



| DATE       | DESCRIPTION              | BY | APP'D |
|------------|--------------------------|----|-------|
| 2018-07-27 | ISSUED FOR PERMIT REVIEW |    |       |
| 2018-11-14 | ISSUED FOR PERMIT REVIEW |    |       |
| 2018-11-14 | ISSUED FOR PERMIT REVIEW |    |       |
| 2018-11-14 | ISSUED FOR PERMIT REVIEW |    |       |

**DILLON CONSULTING**

**CORPORATION OF THE CITY OF LONDON**

SCALE - 1:100

DUNDAS STREET OLD EAST VILLAGE

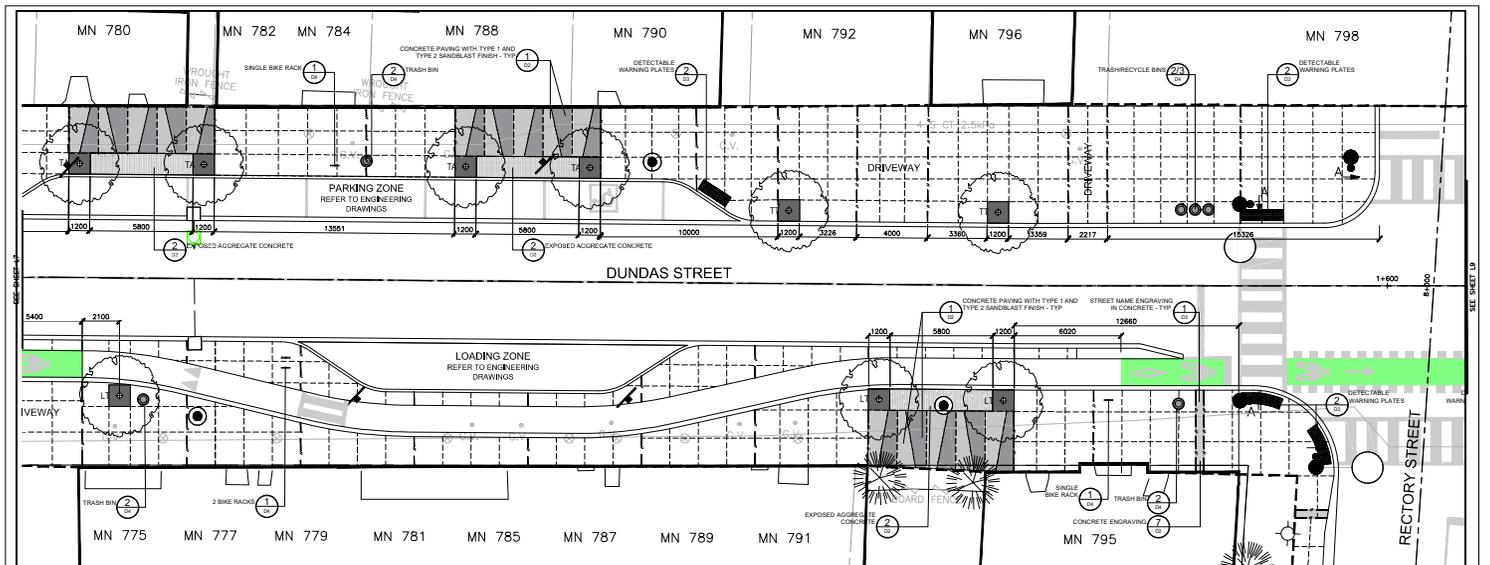
LANDSCAPE PLAN

DUNDAS STREET 14450 TO 14600

PROJECT NO. 188862

SHEET NO. L7

FOR FILE NO.



**MASTER LEGEND**

| GENERAL   | PAVING  | PLANTING                                   |
|---|---|--|
| 14500 STREET CENTRE LINE AND STATION NUMBER           | EXPANSION JOINT   | DECIDUOUS TREE WITH TREE GAUGE 1.2M X 1.2M |
| PROPERTY LINE/RIGHT OF WAY                            | CONTROL JOINT (SAW CUT)   | MULTI-STEM TREE                            |
| LIMIT OF CONSTRUCTION                                 | TACTILE WARNING PLATES  | GRASS/PERENNIAL PLANTING                   |
| BUILDING WALL   | STREET NAME ENGRAVING   | SHRUB PLANTING                             |
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| PROPOSED LIGHT STANDARD                               |   |  |
| EXISTING LIGHT STANDARD                               |   |  |
| TRAFFIC SIGNAL/AND OR PEDESTRIAN PUSHBUTTON POLE      |   |  |
| PROPOSED FIRE HYDRANT                                 |   |  |
| PROPOSED WATER MAIN CURB STOP                         |   |  |
| EXISTING GAS VALVE AND UNDERGROUND LINE               |   |  |
| PROPOSED CATCHBASIN                                   |   |  |
| PROPOSED MANHOLE                                      |   |  |
|   | <b>SITE FURNITURE</b>   |  |
|   | TRASH RECEPTACLE  |  |
|   | TRASH/RECYCLE BINS  |  |
|   | BIKE RACK   |  |
|   | STREET SIGN   |  |
|   | PEDESTRIAN CROSSING SIGNAL  |  |



| DATE       | DESCRIPTION              | BY | APP'D |
|------------|--------------------------|----|-------|
| 2018-07-27 | ISSUED FOR PERMIT REVIEW |    |       |
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| 2018-11-14 | ISSUED FOR PERMIT REVIEW |    |       |
| 2018-11-14 | ISSUED FOR PERMIT REVIEW |    |       |

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**CORPORATION OF THE CITY OF LONDON**

SCALE - 1:100

DUNDAS STREET OLD EAST VILLAGE

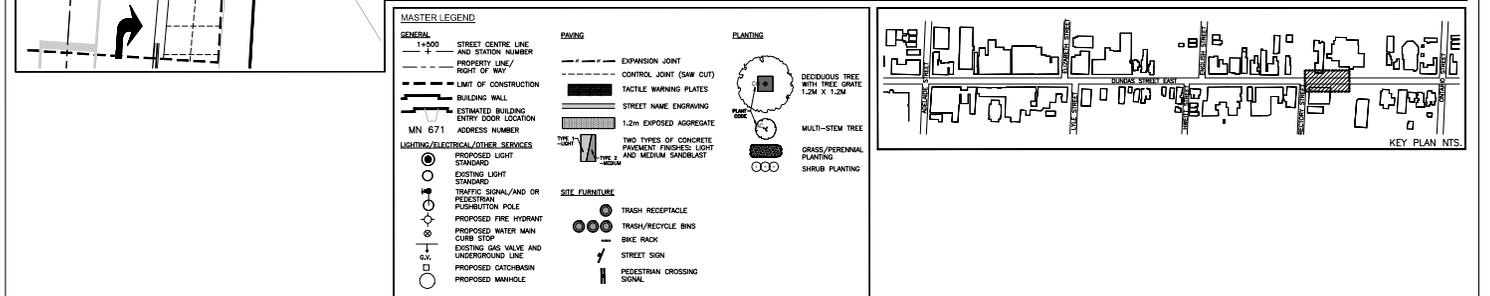
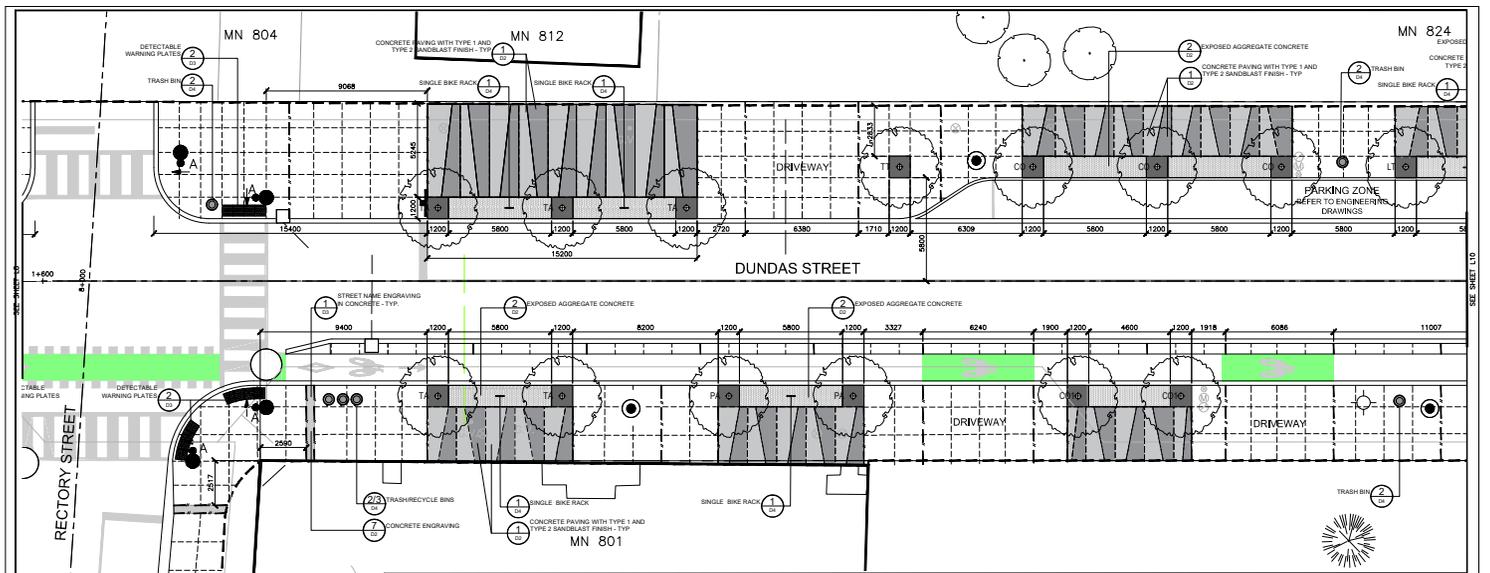
LANDSCAPE PLAN

DUNDAS STREET 14450 TO 14600

PROJECT NO. 188862

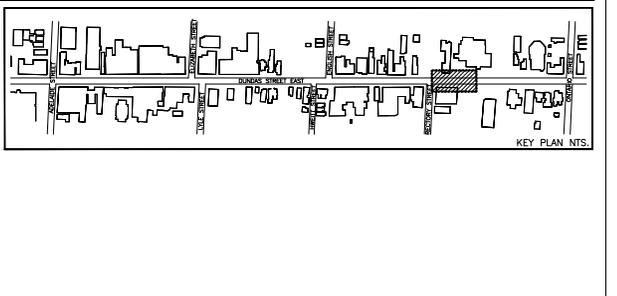
SHEET NO. L8

FOR FILE NO.



**MASTER LEGEND**

| GENERAL   | PAVING                     | PLANTING                                   |
|---|----------------------------|--|
| 14+500 STREET CENTRE LINE AND STATION NUMBER      | EXPANSION JOINT            | DECIDUOUS TREE WITH TREE GRATE 1.2M X 1.2M |
| PROPERTY LINE/RIGHT OF WAY                        | CONTROL JOINT (SAW CUT)    | MULTI-STEM TREE                            |
| LIMIT OF CONSTRUCTION                             | TACTILE WARNING PLATES     | GRASS/PERENNIAL PLANTING                   |
| BUILDING WALL                                     | STREET NAME ENGRAVING      | SHRUB PLANTING                             |
| ESTIMATED BUILDING ENTRY DOOR LOCATION            | 1.2m EXPOSED AGGREGATE     |  |
| MN 671 ADDRESS NUMBER                             | TYPE 1                     |  |
| PROPOSED LIGHT STANDARD                           | TYPE 2                     |  |
| EXISTING LIGHT STANDARD                           |                            |  |
| TRAFFIC SIGNAL/AND OR PEDESTRIAN PUSH-BUTTON POLE |                            |  |
| PROPOSED FIRE HYDRANT                             |                            |  |
| PROPOSED WATER MAIN CURB STOP                     |                            |  |
| EXISTING GAS VALVE AND UNDERGROUND LINE           |                            |  |
| PROPOSED CATCHBASIN                               |                            |  |
| PROPOSED MANHOLE                                  |                            |  |
|   | SITE FURNITURE             |  |
|   | TRASH RECEPTACLE           |  |
|   | TRASH/RECYCLE BINS         |  |
|   | BIKE RACK                  |  |
|   | STREET SIGN                |  |
|   | PEDESTRIAN CROSSING SIGNAL |  |



| DATE       | DESCRIPTION              | BY          | CHECKED     |
|------------|--------------------------|-------------|-------------|
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |

**DILLION CONSULTING**

**CORPORATION OF THE CITY OF LONDON**

SCALE - 1:100

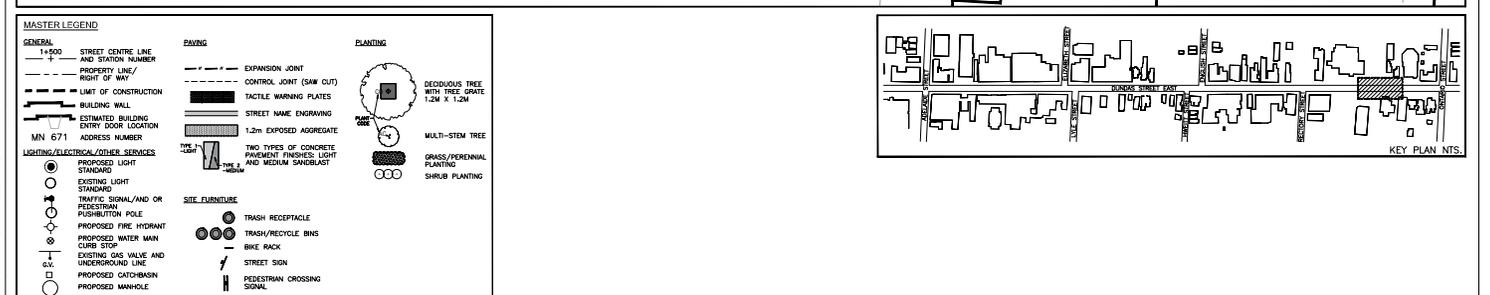
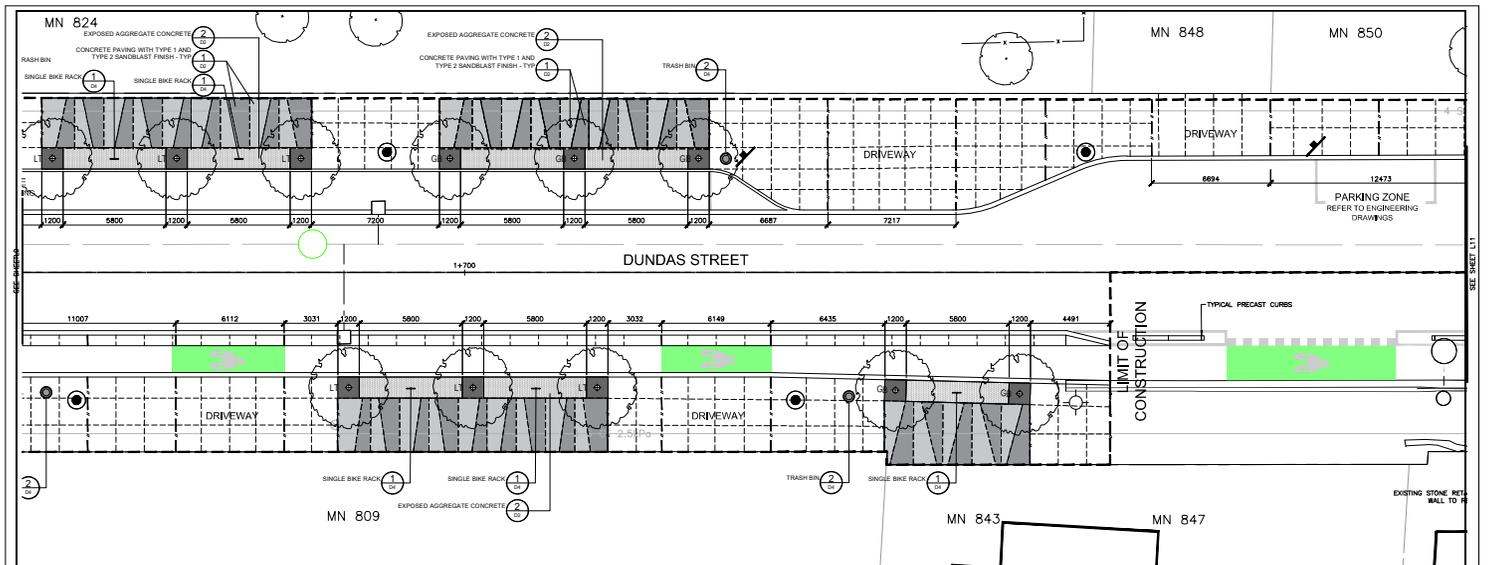
DUNDAS STREET OLD EAST VILLAGE

LANDSCAPE PLAN

DUNDAS STREET 14+000 TO 14+675

PROJECT NO. 188862

SHEET NO. L9



**MASTER LEGEND**

| GENERAL   | PAVING                     | PLANTING                                   |
|---|----------------------------|--|
| 14+500 STREET CENTRE LINE AND STATION NUMBER      | EXPANSION JOINT            | DECIDUOUS TREE WITH TREE GRATE 1.2M X 1.2M |
| PROPERTY LINE/RIGHT OF WAY                        | CONTROL JOINT (SAW CUT)    | MULTI-STEM TREE                            |
| LIMIT OF CONSTRUCTION                             | TACTILE WARNING PLATES     | GRASS/PERENNIAL PLANTING                   |
| BUILDING WALL                                     | STREET NAME ENGRAVING      | SHRUB PLANTING                             |
| ESTIMATED BUILDING ENTRY DOOR LOCATION            | 1.2m EXPOSED AGGREGATE     |  |
| MN 671 ADDRESS NUMBER                             | TYPE 1                     |  |
| PROPOSED LIGHT STANDARD                           | TYPE 2                     |  |
| EXISTING LIGHT STANDARD                           |                            |  |
| TRAFFIC SIGNAL/AND OR PEDESTRIAN PUSH-BUTTON POLE |                            |  |
| PROPOSED FIRE HYDRANT                             |                            |  |
| PROPOSED WATER MAIN CURB STOP                     |                            |  |
| EXISTING GAS VALVE AND UNDERGROUND LINE           |                            |  |
| PROPOSED CATCHBASIN                               |                            |  |
| PROPOSED MANHOLE                                  |                            |  |
|   | SITE FURNITURE             |  |
|   | TRASH RECEPTACLE           |  |
|   | TRASH/RECYCLE BINS         |  |
|   | BIKE RACK                  |  |
|   | STREET SIGN                |  |
|   | PEDESTRIAN CROSSING SIGNAL |  |

| DATE       | DESCRIPTION              | BY          | CHECKED     |
|------------|--------------------------|-------------|-------------|
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |
| 2018-08-20 | ISSUED FOR PERMIT REVIEW | [Signature] | [Signature] |

**DILLION CONSULTING**

**CORPORATION OF THE CITY OF LONDON**

SCALE - 1:100

DUNDAS STREET OLD EAST VILLAGE

LANDSCAPE PLAN

DUNDAS STREET 14+675 TO 14+700

PROJECT NO. 188862

SHEET NO. L10





# 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.



## 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.



## 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.



## 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](http://www.london.ca/accessibility)

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist  
ext. 2425 [mstone@london.ca](mailto:mstone@london.ca) or  
[accessibility@London.ca](mailto:accessibility@London.ca)

# Accessibility Advisory Committee

## Report

1st Meeting of the Accessibility Advisory Committee  
January 23, 2020  
Committee Room #4

Attendance                   PRESENT: J. Menard (Chair), M. Dawthorne, N. Judges, G. LaHay, J. Madden, P. Moore, P. Quesnel and D. Ruston and J. Bunn (Committee Clerk)

ABSENT: A. Bueschleb, T. Eadinger and K. Steinmann

ALSO PRESENT: D. Baxter, K. Husain, J. Kostyniuk, H. McNeely, M. Pease and M. Stone

The meeting was called to order at 2:00 PM.

### 1. Call to Order

#### 1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

#### 1.2 Election of Chair and Vice Chair for the term ending November 30, 2020

That it BE NOTED that the Accessibility Advisory Committee elected J. Menard and J. Madden as Chair and Vice Chair, respectively, for the term ending November 30, 2020.

### 2. Scheduled Items

#### 2.1 Site Plan Checklist – Update

That it BE NOTED that the ~~attached~~ presentation from M. Pease, Manager, Development Planning and H. McNeely, Manager, Development Services (Site Plan), with respect to an update on the Site Plan Checklist, was received.

#### 2.2 Connected and Automated Vehicle Strategic Plan

That it BE NOTED that the presentation, as appended to the agenda, from J. Kostyniuk, Traffic and Transportation Engineer, with respect to the Connected and Automated Vehicle Strategic Plan, was received.

#### 2.3 BlindSquare Pilot Project

That it BE NOTED that the ~~attached~~ presentation from M. Stone, Accessibility Specialist, with respect to a BlindSquare Pilot Project, was received.

### 3. Consent

#### 3.1 11th Report of the Accessibility Advisory Committee

That it BE NOTED that the 11th Report of the Accessibility Advisory Committee, from its meeting held on November 28, 2019, was received.

3.2 Municipal Council Resolution - 11th Report of the Accessibility Advisory Committee

That it BE NOTED that the Municipal Council resolution, from its meeting held on December 10, 2019, with respect to the 11th Report of the Accessibility Advisory Committee, was received.

**4. Sub-Committees and Working Groups**

4.1 ACCAC Sub-Committee Report

That it BE NOTED that the Accessibility Advisory Committee Sub-Committee Report, from the meeting held on December 5, 2019, was received.

**5. Items for Discussion**

5.1 March of Dimes Conference

That it BE NOTED that a verbal update from G. LaHay, with respect to the upcoming March of Dimes Conference, was received.

5.2 Community Diversity and Inclusion Strategy – Update

That the following actions be taken with respect to the Community Diversity and Inclusion Strategy (CDIS):

a) a standing item, entitled “Community Diversity and Inclusion Strategy – Updates” BE ADDED to all future Accessibility Advisory Committee (ACCAC) agendas, until further notice; and,

b) the verbal update, from P. Moore, with respect to the CDIS, BE RECEIVED.

5.3 2020 ACCAC Work Plan

That the revised ~~attached~~ 2020 Work Plan for the Accessibility Advisory Committee BE FORWARDED to the Municipal Council for consideration.

**6. Adjournment**

The meeting adjourned at 3:37 PM.



# NOTICE OF PLANNING APPLICATION

## Zoning By-Law Amendment

### City – wide Amendment to Section 4.11 (Household Sales) of Zoning By-law Z-1

**File: Z-9166**

**Applicant: City of  
London**

#### **What is Proposed?**

Zoning amendment to

- Revise Section 4.11 (Household Sales) of Zoning By-law Z-1 to allow people who grow produce on their property to sell it on their property more than two times a year. This meets one of the goals of the Urban Agriculture Strategy, passed by Council in November 2017, to make it easier for the public to have better access to fresh food.
- A draft revised section reads;

#### **4.11 HOUSEHOLD SALES**

*No household sale shall be permitted except where a premises has a dwelling unit, and there shall not be more than two household sales per annum at one location and no such sale shall exceed two days in duration **except for agricultural products (excluding cannabis) grown on the property.***

# LEARN MORE & PROVIDE INPUT

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Please provide any comments by **March 2, 2020**

Chuck Parker

cparker@london.ca

519-661-CITY (2489) ext. 4648

City Planning, City of London, 206 Dundas St., London ON N6A 1G7

File: Z-9166

www.london.ca

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You may also discuss any concerns you have with your Ward Councillor:

## Application Details

Commonly Used Planning Terms are available at [london.ca](http://london.ca).

### Requested Zoning By-law Amendment

The Urban Agriculture Steering Committee has requested this amendment to make locally grown produce more available to the general public, one of the goals of the Urban Agriculture Strategy. They want to be able to allow homeowners who grow extra produce to be able to sell it from their property more than twice a year. City staff have reviewed the request and the amendment that would be required is to revise Section 4.11 (Household Sales) of Zoning By-law Z-1. This revision may take a form similar to the following;

#### **4.11 HOUSEHOLD SALES**

*No household sale shall be permitted except where a premises has a dwelling unit, and there shall not be more than two household sales per annum at one location and no such sale shall exceed two days in duration **except for agricultural products (excluding cannabis) grown on the property.***

### Planning Policies

Policies 648 to 686 of the London Plan encourage the creation of a food system in London. Policies range from the general to the very specific. [Click here](#) to enter text.

## How Can You Participate in the Planning Process?

The City reviews and makes decisions on such planning applications in accordance with the requirements of the *Planning Act*. The ways you can participate in the City's planning review and decision making process are summarized below. For more detailed information about the public process, go to the [Participating in the Planning Process](#) page at [london.ca](http://london.ca).

### See More Information

You can review additional information and material about this application by:

- visiting City Planning at 206 Dundas Street, Monday to Friday between 8:30am and 4:30pm;
- contacting the City's Planner listed on the first page of this Notice.

### Reply to this Notice of Application

We are inviting your comments on the requested changes at this time so that we can consider them as we review the application and prepare a report that will include City Planning staff's recommendation to the City's Planning and Environment Committee. Planning considerations usually include such matters as land use, development intensity, and form of development.

## **Attend a Future Public Participation Meeting**

The Planning and Environment Committee will consider the requested zoning change on a date that has not yet been scheduled. The City will provide another Living in the City notice in the *Londoner*, which is required by the *Planning Act*. You will also be invited to provide your comments at this public participation meeting. The Planning and Environment Committee will make a recommendation to Council, which will make its decision at a future Council meeting.

## **What Are Your Legal Rights?**

### **Notification of Council Decision**

If you wish to be notified of the decision of the City of London on the proposed zoning by-law amendment, you must make a written request to the City Clerk, 300 Dufferin Ave., P.O. Box 5035, London, ON, N6A 4L9, or at [docservices@london.ca](mailto:docservices@london.ca). You will also be notified if you speak to the Planning and Environment Committee at the public meeting about this application and leave your name and address with the Secretary of the Committee.

### **Right to Appeal to the Local Planning Appeal Tribunal**

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Local Planning Appeal Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

For more information go to <http://elto.gov.on.ca/tribunals/lpat/about-lpat/>.

### **Notice of Collection of Personal Information**

Personal information collected and recorded at the Public Participation Meeting, or through written submissions on this subject, is collected under the authority of the *Municipal Act*, 2001, as amended, and the *Planning Act*, 1990 R.S.O. 1990, c.P.13 and will be used by Members of Council and City of London staff in their consideration of this matter. The written submissions, including names and contact information and the associated reports arising from the public participation process, will be made available to the public, including publishing on the City's website. Video recordings of the Public Participation Meeting may also be posted to the City of London's website. Questions about this collection should be referred to Cathy Saunders, City Clerk, 519-661-CITY(2489) ext. 4937.

Jackie, Jerri-Joanne

cc: Michael

Again, my sincere apologies for missing that meeting!!!

Few points I'd like to add, and open up for discussion (if I may)

First off, I am surprised to read that this checklist format was only implemented in October 2018, as my notes show that we received the final draft and approved it use back in July 2017.

However, that simply is what it is as we are all aware that the wheels of bureaucracy turn very slowly!

Positive that it is being used, and is being recognized as a valuable tool. (with examples of use)

Next is the comment about: What are we trying to achieve?

Re: am curious as to why this was even asked?

Background is that within my tenure on the committee, there were several of us that were (simply-put) inundated with email after email and site plan after site plan to "review" for accessibility compliance issues.

Yes, I agree that the AODA did legislate this level of check/review to the Advisory Committee, and yes the City is/was also mandated to provide training to the Advisory Committee to do this task in a professional manner. However reality is that the time required to review these often extremely complex site plans in a timely and effective manner was simply NOT practical for our committee (et al) to do within a monthly meeting.

Hence, time after time the sending of site-plans to the select few of our committee members was simply a rubber stamp requirement that the City did because they had to (versus wanted to). That, and for those times when we (mostly Michael D, and myself) did review the plans in great detail and did find errors or omissions those comments were NEVER acknowledged by staff as received and/or addressed!

Hence what WE were trying to achieve is a simple system that all site plans were to be systematically reviewed by, and one that our Committee would be confident in that required points were being recognized and addressed up front.

In other words when those site plans were sent to our committee members, and when those plans included this checklist (with all relevant points checked-off) the job of our members would be significantly easier and more effective!

And yes, this "plan" was discussed with, approved by, and supported by, the planning staff for approx. three years (first mtg April 2015) prior to the development of this final draft checklist. Hence, the question of "what are we trying to achieve" seems really out of sorts to me. (but maybe I'm reading to much into that)

Challenge comment: "difficult to compel" also raises my curiosity. Wonder what they meant by that? In that the ADA, AODA, and/or OBC requirements are clear and obvious, so to me they MUST comply. And this checklist with it's simplified format should be a clean tool to help enforce that. And/or a clean tool to show the reader aspects that are not applicable to the particular site plan review.

Re: submitter agrees to it, and signs off...so it is either done, or else. Versus being overlooked and accepted after the fact, as we pointed out many examples during my tenure.

#### QUESTIONS:

1) Between Oct 2018 and Oct 2019, did the reviewing members of our committee find the 49-required site-plan submissions (to them), all include this checklist? (expect answer yes, but am skeptical)

2) And if so, did those members (of our committee) find the completed checklist form valuable? (as if yes, then enough said and ignore much of above ranting)

Note: I am using the term submission intentionally, as I do not assume that site plan applications would have this tool available to them at that stage.....but that's another day.

Jim Sanders