

**4TH REPORT OF THE**  
**ACCESSIBILITY ADVISORY COMMITTEE**

Meeting held on April 27, 2017, commencing at 3:04 PM, in Committee Room #4, Second Floor, London City Hall.

**PRESENT:** M. Dawthorne (Chair), J. Bell, M. Cairns, F. de Lasa, A. Forrest, J. Madden, J. Menard, and J. Sanders and J. Bunn (Secretary).

**ABSENT:** J. Higgins, B. Quesnel and J. Quigg.

**ALSO PRESENT:** G. Bridge, P. D'Hollander, M. Dellamora, J. Devito, K. Grabowski, K. Koltun and A. Macpherson.

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**I. CALL TO ORDER**

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

**II. SCHEDULED ITEMS**

2. Age Friendly London Action Plan

That it BE NOTED that the attached presentation by M. Dellamora, Special Projects Coordinator, Age Friendly London with respect to the Age Friendly London Action Plan, was received; it being noted that the "Age Friendly London Action Plan 2017-2020 Draft Strategies and Actions" and the "Age Friendly London Report to the Community from October 2016" are on file in the City Clerk's Office.

3. Community Gardens Program

That it BE NOTED that the attached presentation from V. Kinsley, Supervisor, Community Development with respect to the Community Gardens Program, was received.

4. Community Diversity and Inclusion Strategy Update

That the strategies stemming from the Community Diversity and Inclusion Strategy meetings BE FORWARDED to the Accessibility Advisory Committee (ACCAC) Sub-Committees for review at their May meetings; it being noted that the ACCAC received a presentation from K. Koltun, Government and External Relations Officer, as appended to the agenda, with respect to this matter.

### **III. SUB-COMMITTEES & WORKING GROUPS**

#### **5. Education and Awareness Sub-Committee**

That it BE NOTED that the Education and Awareness Sub-Committee report from its meeting held on March 6, 2017, was received.

#### **6. Policy Sub-Committee**

That Civic Administration BE REQUESTED to consider the revised attached updates to the City of London "Guide: How to Plan Accessible Outdoor Events."

#### **7. Built Environment and Facilities Sub-Committee**

That the following actions be taken with respect to the Built Environment and Facilities Sub-Committee report from its meeting held on April 10, 2017:

- a) a representative of the Roads Division, Construction Management BE INVITED to attend an upcoming meeting of the Accessibility Advisory Committee (ACCAC) to discuss policies or best practice procedures used with respect to temporary paths of travel during road/sidewalk construction; and
- b) the Civic Administration BE REQUESTED to provide the Built Environment and Facilities Sub-Committee with copies of such practices, procedures or policies for review.

### **IV. CONSENT ITEMS**

#### **8. 3rd Report of the Accessibility Advisory Committee**

That it BE NOTED that the 3rd Report of the Accessibility Advisory Committee from its meeting held on March 23, 2017, was received.

#### **9. Municipal Council Resolution - New Members**

That it BE NOTED that the Municipal Council resolution from its meeting held on April 4, 2017, with respect to appointments to the Accessibility Advisory Committee, was received.

**10. City of London Multi-Year Accessibility Plan - Annual Status Update 2015**

That it BE NOTED that the City of London Multi-Year Accessibility Plan Annual Status Update 2015, as submitted by C. Da Silva, Specialist I, Municipal Policy (AODA), was received.

**V. ITEMS FOR DISCUSSION**

None.

**VI. DEFERRED MATTERS/ADDITIONAL BUSINESS**

None.

**VII. ADJOURNMENT**

The meeting adjourned at 4:04 PM.

**NEXT MEETING DATE:** May 25, 2017

# THE AGE FRIENDLY LONDON NETWORK

New Action Plan - DRAFT Strategies & Actions

Michelle Dellamora  
Supervisor, Age Friendly London  
Neighbourhood, Children and Fire Services

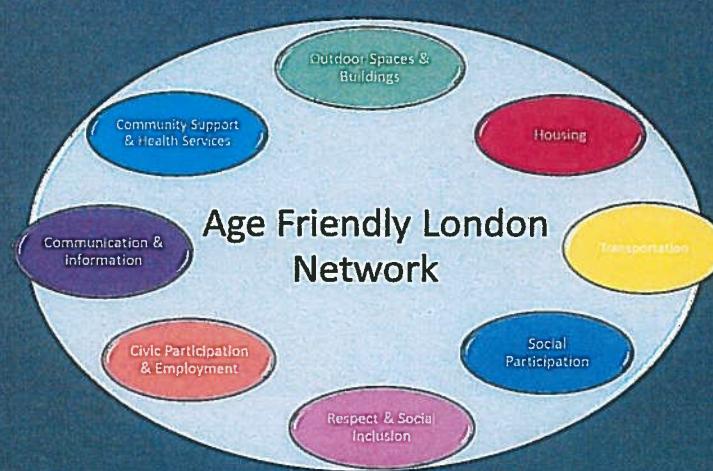
## AGE FRIENDLY LONDON BACKGROUND

## The Age Friendly London Network

- A community-based group of volunteers, including:
  - Older adults
  - Service providers
  - Senior-serving organizations
  - Businesses
  - City of London staff
  - Others



## The Age Friendly London Network

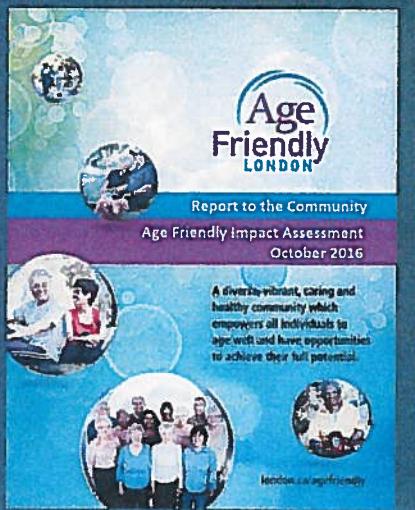




## Age Friendly Impact Assessment

**Purpose:**  
To assess the impact of the Action Plan on the overall age-friendliness of London over past three years

**Methods:**  
-Community Survey  
-Other data collection  
-Focus groups



## Age Friendly Impact Assessment

### Community Survey

**Findings:**

- High ratings in quality of life, London as a place to live
- Progress being made across eight domains
- Indicators that require further focus: Affordability of Housing, Participation in Leisure Time Activity, Engagement in Lifelong Learning
- Top challenges/issues identified in the survey: General health concerns, Housing, Mobility

## Age Friendly Impact Assessment

### Focus groups

Findings:

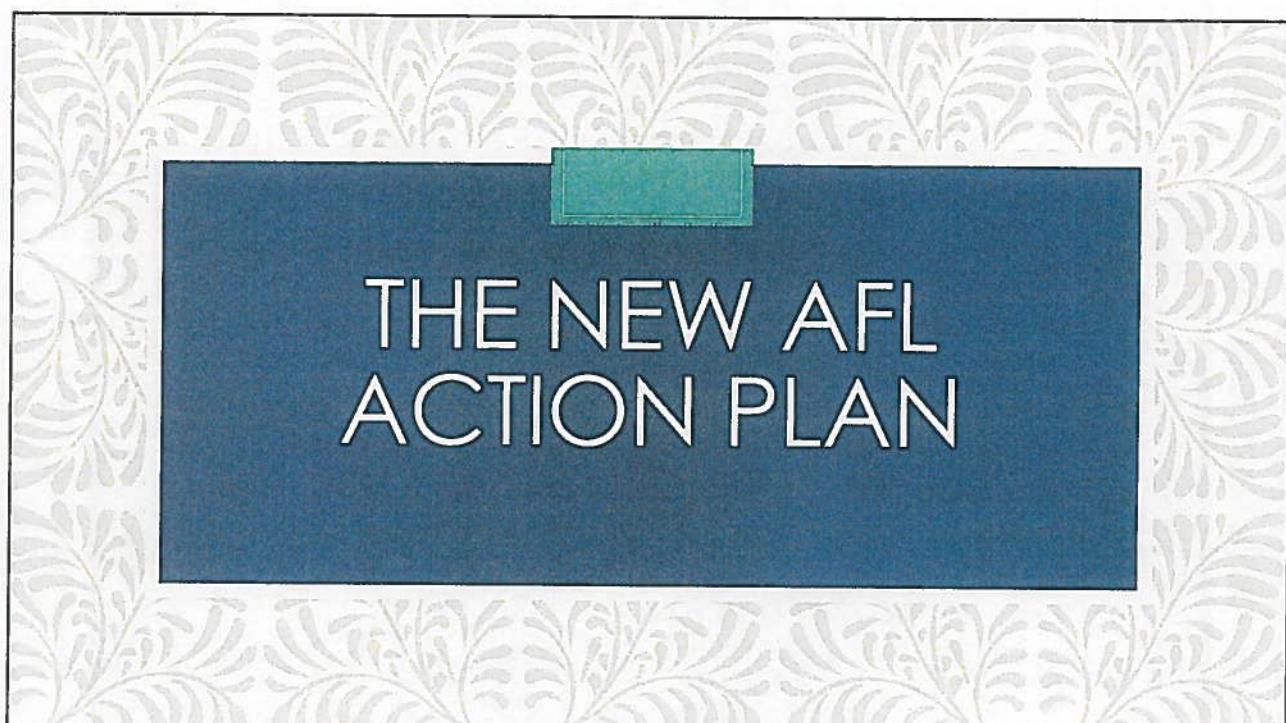
- Participants staying physically and mentally active, even with health issues
- Top concerns include finding affordable and safe housing, knowing where to get information, public transit, general walkability

## Impact assessment - Summary

- We are having an impact on the age-friendliness of London
- The current structure and process of the AFLN is working
- We know there is more work to be done

**We are headed in the right direction!**

11/05/2017

This slide contains a title and a bulleted list. The title "The New Action Plan" is at the top. Below it is a list of four bullet points describing the plan's development and completion.

The New Action Plan

- Building on results of Impact Assessment
- New strategies for the next 3 years (2017 – 2020)
- Will be completed in June 2017

## New Action Plan Development

- Community Conversation March 22<sup>nd</sup> 2017
- Individual meetings with the eight working groups  
March – April
- Developed draft strategies and actions

## DRAFT Strategies & Actions

- Available for public comment April 26<sup>th</sup> – May 5<sup>th</sup>  
[getinvolved.London.ca/agefriendly](http://getinvolved.London.ca/agefriendly)

11/05/2017

The screenshot shows the 'Get Involved London' website with a dark blue header. The main title 'Get Involved London' is centered above a large photograph of a diverse group of people, mostly seniors, cheering and holding red balloons. Below the photo, a section titled 'Age Friendly London Action Plan' contains text about the plan's development and working groups. Navigation links for 'BACKGROUND', 'PARTICIPATE!', and 'STAY INFORMED' are visible. The 'Age Friendly LONDON' logo is in the bottom right corner.

**Please Share Your Feedback!**

<http://getinvolved.London.ca/agefriendly>

- If you would like a paper copy of the draft strategies and actions, require accommodation to participate, please contact me at
  - [mdellamo@London.ca](mailto:mdellamo@London.ca)
  - 519-661-CITY Ext. 7208

## Next Age Friendly Network Meeting



Tues May 30<sup>th</sup>, 2017

2:00 pm – 4:00 pm

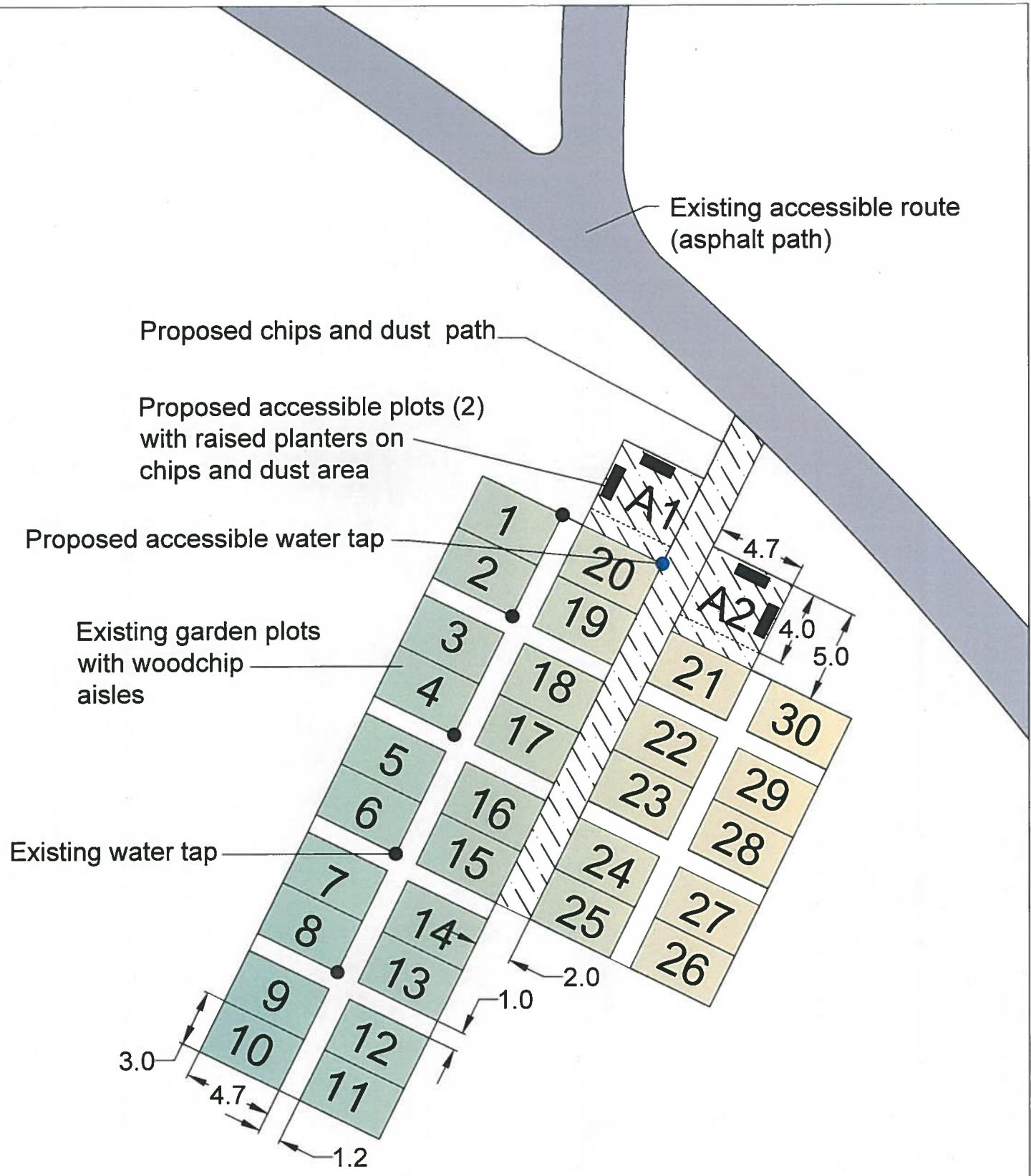
Kiwanis Seniors' Community Centre

## Thank you!

[www.London.ca/agefriendly](http://www.London.ca/agefriendly)

agefriendlylondon@London.ca

519-661-2500 x 7208



# Ed Blake Community Garden

Proposed accessibility improvements

All measurements in metres



## Kiwanis Community Garden

Proposed garden including accessibility improvements  
All measurements in metres

## HOW TO PLAN ACCESSIBLE OUTDOOR EVENTS

Prepared by:

City of London Accessibility Advisory Committee

### 1.0 INTRODUCTION

Focusing on accessibility benefits us all. Though you may believe that only a few people will benefit from creating an accessible event, the fact of the matter is that the principles of sound accessibility will help everyone: from those with visible and invisible disabilities, to seniors, to young families.

An accessible event is one in which everyone gets to participate and enjoy -- regardless of the individual's ability. The items listed in this guide will help you effectively plan your outdoor events (including, but not limited to, festivals, concerts, picnics, and receptions) and make them accessible to all.

A few key notes:

- Be aware of the features that make your venue accessible;
- Hold events at accessible locations;
- If that's not possible, work modify the location so that all persons can participate without assistance or with minimal help; and
- Please be aware that while visible disabilities can be readily seen, invisible disabilities may not be so obvious.

Those with a physical disability often display some visual cues, such as requiring the use of a wheelchair, crutches, cane or other mobility aids. However, many in our community have varying degrees of invisible disabilities, which can often be more challenging to notice.

These can include those who are: deaf, deafened, or hard of hearing; blind or have some degree of visual impairment; presenting with a speech impediment, developmental disability, mental health issue, and/or psychiatric disability; and those who are presenting with an intellectual disability, learning disability, and/or cardiac disability.

Please review and implement the following items. As well, you are welcome to contact us for clarification or for additional suggestions. Our goal is to ensure all events are accessible and enjoyable for all Londoners and we appreciate your compliance.

City of London Accessibility Advisory Committee London City Hall  
City Clerk's Office, 3rd Floor  
300 Dufferin Ave.  
London, ON, N6A 4L9  
Phone: (519) 661-2500 Ext. 5475 TTY: (519) 661-4889  
Fax: (519) 661-4892  
E-mail: accessibility@london.ca Website: www.accessibility.london.ca

### 2.0 PARKING:

As people with disabilities or limited mobility can benefit from dedicated parking areas and drop-off points (in the case of ParaTransit) please ensure:

- Parking spaces are wide enough to accommodate accessible vans/buses and people who use mobility aids;
- Parking spaces are as close to the entrance of the event as possible; and
- Event personnel are familiar with the location of these parking spots.

### 3.0 PUBLIC ENTRANCE:

Reduce barriers that people with disabilities face entering facilities and venues by ensuring:

- The presence of a level entrance that persons using wheelchairs or mobility aids can pass over;

- An entrance that is wide enough for wheelchairs to pass through. (Greater than 32" recommended);
- In the event that the main entrance isn't accessible, there are signs directing people to the accessible entrance; and
- If the main entrance has steps, it also has a railing.

#### **4.0 EMERGENCIES:**

As part of any event planning, there is the need to plan for emergencies and other contingencies. Traditional methods of notification can pose a challenge to those with visual and auditory challenges, and egress for those with ambulatory issues or in wheelchairs can be challenging in the event of an emergency. Please ensure the following:

- Auditory and visual alarms in the event of an emergency;
- Your evacuation plan addresses the evacuation of persons with special needs; and
- Staff are trained in these evacuation procedures.

#### **5.0 WASHROOMS:**

Please provide the following:

- Two, at minimum, accessible outdoor portable washrooms;
- Washrooms located in accessible areas;
- Washrooms locations are displayed using large clear letters, and understandable pictures or symbols are used on the signs identifying the accessible washroom(s); and
- Event personnel know where the accessible washrooms are located.

#### **6.0 WAY-FINDING SIGNAGE:**

Ensure all signs have large clear letters, use plain language, have good colour contrast, and can be read in all light conditions, in order to direct people to specific areas.

#### **7.0 ENTERTAINMENT SEATING:**

Ensure seating areas are integrated with other seating areas (each price point) such as at the front, on the aisles, or along the sides of the stage. Also ensure:

- The seating ensures an unobstructed view;
- A companion can sit beside the person with the disability; and
- Supports are available for the deaf, deafened, or hard of hearing.

#### **8.0 LIGHTING:**

All areas of travel and the display/booth areas must be adequately lit.

#### **9.0 CABLES AND CORDS:**

It is important for all patrons -- especially those with mobility issues -- that you cover electrical cables and cords that cross aisles or pathways. Cable covers should be no more than a half-inch (1.25 centimeters) thick so that they do not become a tripping hazard and so wheelchairs can traverse across them.

#### **10.0 FOOD:**

There are a few considerations to keep in mind when providing food stations at events.

- Event personnel are available to assist participants in obtaining food and beverages;
- Part of the food counter is lowered to allow persons with mobility aids to access it easily. (34" is recommended); and
- There is a clear path between tables for a mobility aid user to maneuver. (42" is recommended).

#### **11.0 TICKETS:**

Please ensure the following for ticketing purchase and fulfillment:

- The queuing (line-up) area is accessible (and maneuverable) for mobility aid users;
- There is adequate colour contrast between barriers;
- Tickets for accessible seating areas can be ordered in advance of the event by phone.

We strongly recommend offering free tickets to support people who provide supporting identification from approved agencies verifying with an access2 card (or other documentation at the organizers discretion).

#### **12.0 REST AREA/QUIET SPACES**

Provide a designated quiet space for rest, especially if your event attracts large crowds and is longer than a couple of hours. These areas, where people have in-and-out privileges, are very helpful to your attendees who may have mental health issues, sensory issues, or fatigue issues. These areas can also serve as a welcome respite for service animals and nursing mothers.