

April 6, 2018

Accessibility Advisory Committee  
City of London  
Jerri Bunn, Committee Secretary

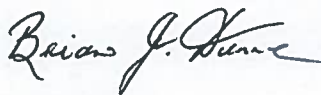
Dear Accessibility Advisory Committee:

We would like to forward our support for Ms. Denise McDonald and her roommates' rights to have full and equal access to the London community.

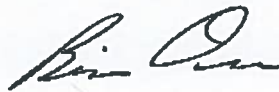
Paratransit has been going to the home on Jeffreybrook Close for over 28 years and only recently has service to the door been refused. Nothing has changed except the directive and actions of Paratransit, creating barriers and putting Denise and her roommates at risk. We have attempted to work with LTC and Voyageur to resolve this issue, which resulted in several site visits and still no resolution. Another site visit, as suggested by Mr. Murphy, is highly unlikely to result in a solution.

We support Ms. McDonald's request that the Committee deal directly with the complaint, given LTC's long-standing failure to address or appreciate the risk and barriers imposed to accessibility.

Yours truly,



Brian Dunne  
President/Chief Executive Officer  
Participation House Support Services



Brian Orr  
Chair, Board of Directors  
Participation House Support Services