

Meeting Minutes

CDIS Priority 4: Remove accessibility barriers to services, information and spaces

Monday, November 23rd
6:30pm – 8:30pm

Zoom Meeting

Present:

1. Call to Order

1.1 Traditional Land Acknowledgement

2. Standing Items

2.1 Welcome from Chair & Leadership Table Update

- Ashfaq welcomed everyone to the meeting and thanked them for joining.
- Leadership Table made a presentation to the Strategic Priorities and Policy committee at the end of September to provide an update on the work and next steps.
- The Leadership Table presented a list of 12 recommendations, and they were endorsed in principle by Council. In October City staff brought a report to outline the work done to date and next steps for the recommendations.
- The Leadership Table voted to create a new priority within the CDIS focused on anti-Black racism. Have had some initial conversations with Black community members about how the priority should be created and how to move the work forward.
- Will be forming a Steering Committee to lead the development process.
- Each working group Chair had been providing updates on individual group work.
- Attendance was discussed at the mast meeting and whether adjustments need to be made to get more members to attend.
- Based on the survey sent out to the group, the current meetings times and dates will remain.
- Focus on doing work to best ability to move priorities forward.

2.2 Roundtable Check-ins (5 mins / person)

- Everyone present checked in with each other and talked about what they have been up to.
- Susan has joined the group and work for the Alzheimer's Society of London and Middlesex.

2.3 Melanie Stone (Accessibility Specialist), Re: Work Alignment

- There is a lot happening at the City in relation to accessibility.
 - 2020 – Massive website overhaul, with accessibility lens
 - Over 75 training sessions on accessible documents. Development of new accessible document/web policy to meet WCAG 2.0AA by January 1 2021.

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- Sat on **Back to Business Committee** – helping to ensure an accessibility lens on patios/expansion/changes in the City
- Introduced Day of Celebration for Staff on December 3rd
- Accessibility Ambassador Program & Toolkit Rollout (24 ambassadors trained despite COVID in 2020)
- Helping Facilities Team with the new FADS Document (it's so great!)
- Provide Ongoing training to new employees or as necessary.
- Oversee the accessibility budget to enhance city structures & programs for accessibility/inclusion
- Problem solve employee challenges/update training opportunities for each group
- Each front desk at the City has an accessibility kit for use:
 - Each area has an ambassador that identifies the needs and what is needed to meet them.
- FADS is almost ready to go live on the City's website. Has been used by architects both nationally and internationally.
- FADS will be a living document, and is meant to be updated annually.
- Anyone that emails the accessibility@london.ca email will reach Melanie.
- City is required to develop an accessibility plan – as part of AODA requirements.
 - Required to do significant community outreach to develop the plan.
 - CDIS can support the outreach process.
 - Looking to engage in as many ways as possible.
 - Bringing Londoners to the conversation in creative ways throughout the year.
 - Take into account all the different demographics that should be engaged.
 - Have about seven to eight months to collect feedback.
 - Can include an educational piece into the process – what the City can do and can't.
 - Opportunity to get more people involved in the work of CDIS.
- Working with/ consulting with people with Alzheimer's when developing the accessibility plan.
- Kitchen table conversations when gathering input for the accessibility plan.
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ACTIONS

- Share the group's work plan to see what the group is doing and how the work aligns.
- Share the current accessibility plan and FADS with the group to see what part is part of them.

3. **Break (7:30pm)**

4. **Items for Discussion**

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4.1 Work Plan Progress

Student Project Update

Two student teams are designing research projects that would aim to probe the unique access needs of Londoners who are members of diverse religious, cultural or other identity groups or communities. (1) One of the teams is researching funding opportunities to support the research project (and keeping an eye out for funding to support access infrastructure as well). (2) The other team is drafting a research ethics application for their proposed study. (3) A third team is completing a literature review surveying existing research and other writing on the topic of accessibility and intersectionality.

Our vision is to consult with the City/CDIS to get feedback on the proposed research. This course will conclude at the end of this term, but moving forward, if there is interest from the City/CIDS in pursuing a study of this nature, we can continue to collaborate in order to push the research forward. The student teams will have their reports handed in this weekend, and will then be working on translating their coursework into a format that will be amenable to sharing with the City/CDIS, so we will have more detailed information to share with you soon.

- Everyone to add four to five groups to the Google drive document: <https://docs.google.com/document/d/1lozjRaZSGGjhlRtVQJbpgV4flwBFDBUXBTtIVKbbw0/edit?usp=sharing> and then reach out to them to gather more information.
- Find ways to promote the document within the community.
- Start by adding basic information – organization name and link.
- Volunteers at the Alzheimer’s Society could help with gathering the information.
- Arrange a meeting on transportation
 - Susan to help facilitate conversation with the LTC accessibility working group.
- See whether the new FADS includes a section on gender non-specific washrooms.
- Get students to do research on other municipalities and whether they have awards focused on accessibility – criteria, by-laws, past winners, etc.
 - Use the information as a baseline for moving forward.
- Program where Londoners nominate businesses for being accessible.
 - Send a letter and sticker to post at the business.
- Thumbs Up award in Muskoka?
- Stop gap campaign - <https://stopgap.ca/who-we-are/our-mission/>

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- Portable ramps for businesses.
- No way to identify if a business has a portable ramp, and not many people know that they're available.
- There are businesses that are still using the portable ramps.
- Access Now app - <https://accessnow.com/>
 - Crows sourced app
- Age Friendly business guide
- COVID-19 caregiver tips booklet at Hutton House - <https://www.cssontario.ca/covid-19>

5. Additional Business

- Alzheimer's Society is hosting a number of
 - Next topic: Dementia as a disability (January)
 - February: Ageism and dementia

6. Next Meeting – January

7. Adjournment

- Adjourned at 8:20pm

CDIS Priority 4 Working Group: Remove accessibility barriers to services, information and spaces

Strategy	Actions	Tasks	Target Dates	Key Partners
<p>1. Create awareness about the accessibility services available in the community, and encourage organizations to better promote the accessibility supports they offer.</p>	<p>a. Support the City of London Advisory Accessibility Committee by providing feedback on relevant projects to increase awareness of resources</p>		<p>In Progress</p> <p>Started September 2019</p>	<p>Accessibility Advisory Committee</p>
	<p>b. Compile and promote available journey maps/ checklists/ guides for identifiable accessibility needs.</p>		<p>Not Started</p> <p>Start Date: Jan 2021</p>	<p>CNIB</p> <p>LHSC</p> <p>St. Joe's Health Care</p> <p>Canadian Diabetes Association</p> <p>March of Dimes</p> <p>War Amps of Canada</p> <p>Autism Ontario</p> <p>Canadian Mental Health Association</p> <p>Community Living London</p>
	<p>c. Review and compile information on relevant supports and services available in London.</p>	<p>All working group members to input information through Google Docs.</p>	<p>Not Started</p> <p>Gather information by end of 2020.</p> <p>Information to be available online by end of January 2021</p>	<p>CNIB</p> <p>LHSC</p> <p>St. Joe's Health Care</p> <p>Canadian Diabetes Association</p> <p>March of Dimes</p> <p>War Amps of Canada</p> <p>Autism Ontario</p>

Strategy	Actions	Tasks	Target Dates	Key Partners
				Canadian Mental Health Association Community Living London Thames Valley Children's Centre
	d. Work with the Age Friendly Outdoor Spaces and Buildings Working Group to promote City of London facilities accessibility features.		In Progress Started October 2019	Age Friendly Outdoor Spaces and Buildings Working Group
2. Promote the local welcome and assessment centres for newcomers.	a. Promote the information available through the 211 and its features.		Not Started	Information London
	b. Work with the City of London staff to promote the Welcome Kiosks and their accessibility features.		Not Started	City of London
	c. Advocate for information available at the welcome and assessment centres to be available in alternate formats.	Valy to reach out to the group of organizations serving newcomers. (Next meeting: January 28, 2021)	Not Started	London Cross Cultural Learner Centre South London Neighbourhood Resource Centre, Centre communautaire régional de London Collège Boréal, LUSO Community Services, YMCA
3. Ensure that all current and future transportation options are reviewed by, and easily available and accessible to; seniors, persons with	a. Support the work of the Accessibility Advisory Committee and the Age Friendly London Transportation Working Group.		In Progress Started September 2019	Accessibility Advisory Committee Age Friendly London

Strategy	Actions	Tasks	Target Dates	Key Partners
<p>disabilities, and newcomers.</p>				<p>Transportation Working Group</p>
	<p>b. Work with the Age Friendly London Transportation Working Group to review and promote the resources and information available.</p>		<p>In Progress Started September 2019</p>	<p>Age Friendly London Transportation Working Group</p>
	<p>c. Work collaboratively with local groups advocating for accessible transportation options within London.</p>	<p>Organize a meeting with the Accessibility Committee, LTC accessibility working group, and AFL transportation working group.</p>	<p>Not Started</p>	<p>LTC Accessible transportation service providers Accessibility Advisory Committee Age Friendly London Transportation Working Group</p>
	<p>d. Work collaboratively across organizations to develop a plan for improvement to specialized transit to share with the LTC.</p>		<p>Not Started Start Date: Jan 2021</p>	<p>Specialized transit providers LTC Accessibility Advisory Group Accessibility Advisory Committee Age Friendly London Transportation Working Group</p>
<p>4. Include persons with disabilities in policy development, consultations, and implementation process in order to address different accessibility perspectives.</p>			<p>Not Started</p>	
<p>5. Promote and encourage developers to implement the City of London's <i>Facility Accessibility Design Standards</i> (FADS),</p>			<p>Not Started</p>	

Strategy	Actions	Tasks	Target Dates	Key Partners
and other progressive accessibility standards.				
6. Encourage the development of an assistive technology information resource to assist Londoners in learning more about the different types of technologies.			Not Started	
7. Encourage businesses and organizations to have non-gender specific washrooms.	a. Advocate for FADS to include a section on gender non-specific washrooms.	Reach out to Melanie Stone. See whether the new version of FADS includes information on non-gender specific washrooms.	Not Started Start Date: Mar 2021	City of London
	b. Promote a list of City of London facilities with gender non-specific washrooms and their features.		Not Started Start Date: Jun 2021	City of London
	c. Advocate for businesses and organizations to adopt a policy on non-gender specific washrooms modelled after the City of London policy.		Not Started Start Date: Jun 2021	City of London Local businesses and organizations
8. Ensure the safety of the community by developing comprehensive and adaptable emergency and safety procedures, and conduct regular safety audits throughout the community.			Not Started	
9. Provide accommodations for religious and cultural practices.	a. Build awareness of the cultural and religious accommodations available at the City of London facilities.	Communications campaign?	In Progress Started September 2019	City of London Communications
	b. Advocate for businesses and organizations to adopt policies on religious and cultural practices modelled after the City of London policy.		Not Started	City of London Local businesses and organizations
10. Establish awards for architects and/or other professional if they build or innovate an inclusive design.	a. Advocate for the City of London Urban Design Awards to include an award focused on accessible design.	Kinga to reach out to City staff working on the Urban Design Awards.	Not Started	City of London
	b. Promote the existing awards which include accessibility		Not Started	

Strategy	Actions	Tasks	Target Dates	Key Partners
	categories.			