

# PETAWAWA ACCESSIBILITY ADVISORY COMMITTEE MEETING

## MINUTES

OCTOBER 23, 2012 @ 6:00 P.M.

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PRESENT: Ilene Lemke, Dawn Recoskie, Karen Roosen, Theresa Sabourin, Sherry Soltysiak

1. Welcome and Introductions – Karen Roosen welcomed the members of the Committee.
2. Adoption of Agenda – The agenda was amended by the addition of item (d) Special Events Policy under New Business. The agenda was approved as amended.
3. Disclosure of Pecuniary Interest – None.
4. Adoption of previous minutes of August 28, 2012 – Moved by Ilene Lemke to approve the minutes of August 28, 2012 as circulated to the members of the committee, seconded by Theresa Sabourin. Motion carried.
5. Old Business:
  - a. Work plan– Reviewed by all committee members; **#2 under Access** – Site visits have been completed; **#1 under Public Awareness** – the Town Hall telephone number will be used; **#3 under Public Awareness** – date changed to November or December 2012; **#5 under Public Awareness** – completed; **#6 under Public Awareness** – ongoing, Ilene Lemke and Sherry Soltysiak to brainstorm and determine how to participate in school professional development days or parish events to discuss accessibility and develop a standard PowerPoint presentation with assistance from Dawn Recoskie; **#2 under Networking** – date changed to Fall 2012, customer service survey; **#4 under Networking** – completed, training conducted on October 19, 2012; **#5 under Networking** – date changed to October 2012, Theresa Sabourin to provide comments to Colin Coyle; **#3 under Accountability** – ongoing; **#1 under Outcomes** – ongoing, Dawn Recoskie to access templates from Sarah White of Acede Consulting Group Inc.; **#2 under Outcomes** – next review will take place in December 2012.
  - b. Customer Training Presentation – Theresa Sabourin advised 25 staff and council members attended the training session on October 19, 2012. Theresa Sabourin reviewed the results of the feedback survey from the training session. In response to some of the comments received from participants, the PAAC has the following suggestions for Council and/or staff to consider:
    1. Developing a Town policy to train new employees regarding the Accessibility Standards for Customer Service Policy;

2. In the absence of having a designated Human Resources Department, appointing a staff person (for consistency) as an “Accessibility Coordinator” or other title whose responsibility will be to conduct orientation for staff, volunteers, contractors etc. on the Customer Service Policy;
    3. Holding an evening training session for volunteers and staff who work shift work; and
    4. Holding an annual training session much like the one held on October 19, 2012.
  - c. Customer Service Survey – Committee reviewed the draft surveys and recommended some changes. Theresa Sabourin to amend the surveys and forward a final copy for approval. Plan to conduct the survey in spring 2013.
  - d. Accessible Parking Audit – The Community Policing Committee assisted the PAAC and conducted a review of the accessible parking spaces at Moncion’s grocery store on Saturday, October 20, 2012 to determine if the accessible parking spaces were being used by those without a valid permit. The PAAC will conduct a similar review of Moncion’s accessible parking spaces on November 2, 2012 from 10:00 a.m. to 6:00 p.m. Members are to choose their time slots via email; 10:00 a.m. to Noon; Noon to 2:00 p.m.; 2:00 p.m. to 4:00 p.m.; and 4:00 p.m. to 6:00 p.m. In the spring the committee may choose to audit other parking lots within the municipality.
  - e. September 17 Council Meeting – Karen Roosen advised she made the presentation to Council on September 17, 2012. The presentation resulted in radio and newspaper coverage for the PAAC.
  - f. Marketing – Theresa Sabourin advised the magnifiers have been received, which will be used as giveaways when the group attends future tradeshow. Dawn Recoskie was asked to find small brochures or bookmarks to provide public education regarding accessibility.
6. New Business:
- a. Accessibility Conference - Niagara – Theresa Sabourin provided an overview of the conference she attended on October 12, 2012.
  - b. Accessibility Funding Opportunities – Karen Roosen advised the deadline to apply has passed. She will identify future opportunities when known.
  - c. Membership Recruitment – Dawn Recoskie to provide copies of application forms to committee members to distribute to those interested in being part of the PAAC.

- d. Special Events Policy – Theresa Sabourin advised the Parks and Recreation Department will be presenting the Special Events Policy to Council in November 2012. She noted she will provide comments to the department on behalf of the PAAC. Comments include: having audible announcements at special events; having barrier free line ups for those in wheel chairs etc.; providing more accessible parking during special events etc. Committee members to provide comments to Theresa Sabourin if they think of any more.
- 7. Member Input – None
- 8. Next meeting – November 13, 2012 at 6:00 p.m.
- 9. The meeting adjourned at 8:15 p.m.