

**THE REGIONAL MUNICIPALITY OF YORK**

---

**REPORT NO. 4  
OF THE REGIONAL  
ACCESSIBILITY ADVISORY COMMITTEE  
MEETING HELD ON SEPTEMBER 23, 2009**

---

**For Consideration by the  
Community and Health Services Committee of  
The Regional Municipality of York  
on October 14, 2009**

---

Chair: W. Morley, Vice Chair

Members: J. Cameron  
M. Gaukel  
C. Gorlewski  
D. Hardaker  
K. Hill  
D. Hordo  
T. Robichaud  
Regional Councillor J. Taylor  
Regional Councillor D. Wheeler

Staff Present: K. Adeney, D. Basso, H. Beairsto, P. Bottomley, B. Bridle,  
I. Buchanan, L. Davies, S. Doyle, M. Faccin, L. Gonsalves,  
T. Grover, M. Herder, R. Houghton, J. Hulton, K. Llewellyn-  
Thomas, I. McNeil, D. Seetaram, P. Thiru, D. Trojan.

The Accessibility Advisory Committee began its meeting at 4:03 p.m. on September 23, 2009.

**UPDATE - COMMITTEE PROCEEDINGS**

**The Accessibility Advisory Committee advises the Community and Health Services Committee of the following matters having been considered by the Accessibility Advisory Committee with the following action:**

## PRESENTATIONS

1. **Draft York Region Official Plan**  
Presentation by Paul Bottomley, Manager, Growth Management, Economy and Information Research, Planning and Development Services Department. **Received.**

**Planning staff were requested to forward a copy of the policy regarding accessibility features for new housing to the Accessibility Advisory Committee members.**

2. **Accessibility Standards for Customer Service – York Region**  
Presentation by Michelle Herder, Program Manager, Corporate Customer Service Strategy, and Heather Beirsto, Program Manager, Strategic Initiatives, Office of the Chief Administrative Officer. **Received.**

**The Committee viewed and endorsed the AODA Customer Service Training video. The Committee suggested that information on intellectual disabilities be included in the Accessible Customer Service Tip Sheet and requested a copy of the large print tip sheet.**

3. **Accessibility Standards for Customer Service – York Regional Police**  
Presentation by Ruth Houghton, AODA Coordinator, York Regional Police. **Received.**

4. **Accessible Customer Service Policy**  
Presentation by Lisa Gonsalves, Manager, Program Development and Delivery, Strategic Services Integration and Policy Branch, Community and Health Services Department. **Received.**

**The Committee requested a copy of the draft Accessible Customer Service Policy and accompanying templates. It was confirmed that activation of the Region's AODA Sub-committee has been postponed pending the results of Charles Beer's review of the ODA and AODA.**

## COMMUNICATIONS

1. Copy of letter from Denis Kelly, Regional Clerk, dated June 26, 2009 regarding 'York Region Transit Mobility Plus Customer Satisfaction Survey Results'. **Received.**
2. Kathleen Llewellyn-Thomas, Commissioner of Transportation Services, dated September 9, 2009 regarding 'York Regional Forest Trail Accessibility'. **Received.**
3. Sharon Doyle, Manager, York Region Transit Mobility Plus, dated September 11, 2009 regarding 'Mobility Plus/OPTA Workshop of Ontario Specialized Transit Properties'. **Received.**

## OTHER BUSINESS

1. Lois Davies, Program Manager, AODA/ODA, Strategic Services Integration and Policy Branch, Community and Health Services Department, regarding 'Update on the *Accessibility for Ontarians with Disabilities Act, 2005*'. **Received.**
2. Sharon Doyle expressed her thanks and appreciation to Kirsten Hill for her participation in a Lunch 'n Learn session on the AODA for York Region Transit staff.
3. It was confirmed that the Accessibility Advisory Committee will meet next on November 18, 2009 and again on November 25, 2009 to review the Draft 2010 Departmental Accessibility Plans.

The Accessibility Advisory Committee adjourned at 6:12 p.m.

**Respectfully submitted,**

**September 23, 2009  
Newmarket, Ontario**

**W. Morley  
Vice Chair**

Barbara Bridle  
Tel. (905) 830-4444 x 1303