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## **The Regional Municipality of Durham**

### **MINUTES**

#### **ACCESSIBILITY ADVISORY COMMITTEE**

**Tuesday, May 25, 2021**

A meeting of the Accessibility Advisory Committee was held on Tuesday, May 25, 2021 at Regional Headquarters, Council Chambers, 605 Rossland Road East, Whitby at 1:04 PM. In accordance with Provincial legislation, electronic participation was permitted at this meeting.

#### **1. Roll Call**

Present: D. Campbell, Whitby, Vice-Chair  
A. Beach, Oshawa  
D. Hume-McKenna, DMHS  
Councillor R. Mulcahy  
R. Purnwasie, Ajax  
M. Roche, Oshawa

**\*all members of the committee participated electronically**

Absent: C. Boose, Ajax, Chair  
H. Hall, Participation House  
M. Peters, Clarington  
L. Schisler, Whitby  
S. Sones, Whitby

#### **Staff**

Present: S. Austin, Director of Corporate Policy and Strategic Initiatives  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
G. Sim, Program/Project Manager, Information Technology  
J. Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer  
J. Traer, Accessibility Coordinator, Office of the Chief Administrative Officer  
L. Veloce, Policy Advisory, Office of the Chief Administrative Officer  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

In the absence of the Committee Chair, D. Campbell, Vice-Chair, chaired the meeting.

#### **2. Declarations of Interest**

There were no declarations of interest.

### **3. Adoption of Minutes**

Moved by R. Purnwasie, Seconded by A. Beach,

That the minutes of the Accessibility Advisory Committee meeting  
held on March 23, 2021, be adopted.

CARRIED

### **4. Presentations**

- A) Gemma Sim, Program/Project Manager, Corporate Services – Information Technology, and Joan Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer, re: MyDurham 311 Project
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Gemma Sim, Program/Project Manager, Corporate Services - Information Technology, and Joan Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer, provided a PowerPoint Presentation with regards to the myDurham 311 Project.

Highlights of the presentation included:

- myDurham 311
  - Background
  - Objectives
  - Three-year vision
  - Program Benefits
- Tiered Service Model
- Front Counters – Principles
- Next Generation Customer Experience
- Next Steps
- Further Information and Contacts

G. Sim advised that every year, the Regional Municipality of Durham processes over one million transactions with members of the public through more than 80 front desks, 28 call centres and 18 social media accounts. This can create an overwhelming experience and confusion for customers. She stated that the myDurham 311 Program aims to enhance the experience by:

- providing a clear point of contact (online, phone or in-person);
- providing more options to complete transactions;
- bringing greater ease of access to services with extended hours and a self-service channel; and
- delivering on a commitment to provide customers with a consistent, convenient and personalized service.

J. Garcia-Leong Sing advised that there are 5 main objectives of the myDurham 311 Program which are as follows:

- fully functional digital Region
- omnichannel experience
- first call/contact resolution
- single source of the truth
- user intuitive customer portal

J. Garcia-Leong Sing provided an overview of the Program's three-year vision: vaccine call centre; one phone number; consolidated front counters; transition to tiered contact centre; Customer Relationship Management & knowledge base; service options; first contact resolution; digital transactions; and service solutions for smart devices. She advised that the Program will provide a number of benefits to customers including: faster access to information; multiple channels/ways for customers to contact the Region; more options to complete registrations, make payments etc.; address the frustration of having to spend time researching what numbers to call; less transfers between departments; a response at the first or initial contact; personalized service based on historical call data; and an overall better customer experience.

G. Sim advised that the program will operate on a four-tiered service model and provided an overview of those tiers (self-serve, general support, focused support, and case management). She stated that myDurham 311 also aims to work with front counters to make them more streamlined, consolidated and accessible. She also advised that the next steps for the Program will include subject matter expert network; change agent network; and public engagement.

G. Sim and J. Garcia-Leong Sing responded to questions with regards to United Way's 211 service and the connection with myDurham 311; whether there will be agents to help with other languages (other than English and French) when customers call; and whether any of the lower tier municipalities have considered similar models.

B) Linnea Veloce, Policy Advisory, Office of the Chief Administrative Officer, re: Inclusive Community Grant

Linnea Veloce, Policy Advisory, Office of the Chief Administrative Officer, provided a PowerPoint Presentation with regards to the Durham Enhanced Technology and Virtual Learning Series, taking place in partnership with Durham Region Transit and the Township of Scugog.

L. Veloce advised that the Regional Municipality of Durham recently received an Inclusive Community Grant from the province to launch the Durham Enhanced Technology and Virtual Learning Series. She advised that the series is a two part initiative with the first being an On-Demand Self-Booking Kiosk pilot project which is being led by Durham Region Transit, and the second being a Virtual North Durham Seniors Fair and Virtual Programming, led by the Township of Scugog. She advised that the major goals of the program are to improve access to safe public transportation for seniors and persons with disabilities; reduce social isolation for seniors and persons with disabilities; and increase safe access to community services.

L. Veloce highlighted the following points of the On-Demand Self-Booking Kiosk Pilot Project:

- enhance access to the on-demand service offered by DRT;
- the on-demand application provides an alternative way to book trips;
- funding will allow Durham Transit to provide on-demand self booking kiosks in 9 community locations across the Region; and
- one senior residence location will be equipped with a tablet that will track and display real-time bus arrival information.

L. Veloce highlighted the following points of the Virtual North Durham Seniors Fair:

- will be hosted virtually for the first time;
- will be held June 23 and 24, 2021 in celebration of Seniors month;
- will be pre-recorded and will consist of short informational presentations;
- will consist of local agencies and organizations from the previous Aging with Confidence Information Fair hosted by Scugog in 2018; and
- will mark the launch of the extended virtual programming which will continue to March 2022.

L. Veloce stated that the North Durham Virtual Programming is a great opportunity to showcase more specialized workshops and presentations. She advised of the following potential program topics: general interest; specialized education and workshops; self guided community challenge activities; virtual tours; and live tours and information sessions. She advised that there will be a combination of instructors and presenters as well as a combination of live and pre-recorded events.

L. Veloce advised that the project is aimed at supporting older adults and persons with disabilities in rural or urban communities to adapt to the changing needs of the pandemic. She added that residents across the Region are welcome to participate. The project also aims to increase awareness and use of virtual programs and services, support local programs, and make access to resources more widespread and accessible for participants.

L. Veloce requested that the committee think about the following 3 questions and provide feedback at a later time:

- what are some services you would like to see or feel participants could benefit from in the programming?
- how do you stay informed in your community?
- since the pandemic, are you more or less involved in your community?

L. Veloce responded to questions regarding how one would access the information available on the kiosk, as well as getting information regarding the Virtual Programming and the Seniors Fair; and, whether there will be deaf friendly options to ensure deaf seniors have access to the virtual programming.

## **5. Discussion Items**

### **A) AAC Joint Forum**

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J. Traer advised that the Annual Accessibility Advisory Committee Forum was not held last year due to the pandemic and would like the Committee's thoughts on having a virtual event later this year. She stated that the event would have to be a small event that would run from one and a half to two hours.

Discussion ensued and it was suggested that the event consist of a 20-minute motivational speaker as well as the Accessibility Awards.

It was the consensus of the Committee to recess at this time. The Committee recessed at 2:10 PM and reconvened at 2:15 PM.

Following the recess, the Committee Clerk conducted a roll call and all members of the Committee were present except for C. Boose, H. Hall, M. Peters, L. Schisler and S. Sones.

## **6. Correspondence**

There were no items of correspondence to consider.

## **7. Information Items**

### **A) Education Sub-Committee Update**

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J. Traer provided the following update with regards to future presentations:

- Lori Schisler will speak at June meeting about Community Care Durham and the services they have provided during the pandemic.

M. Roche advised that a written report will be provided to the Committee subsequent to the meeting. He provided the following update with regards to the site plan that was reviewed by the site plan review subcommittee:

- The site plan that was reviewed was for a new paramedic station in the Village of Seaton, a community in North Pickering. He advised that the Architect used accessibility as a prime standard and provided the following list of accessible features: accessible parking spaces; two barrier free entrances to the building; one universal washroom; two barrier free washrooms; and a barrier free kitchen. He advised that the building will consist of the following two sites:
  - an EMS site with gender neutral washrooms with three bay garages for 6 ambulances; and
  - An area with training rooms, offices, washrooms, storage and kitchen.

Discussion ensued with regards to whether training on how site plans work and can be reviewed is available for committee members. J. Traer confirmed that she has reached out to staff in the Works Department and requested they provide an overview. She confirmed that she has also reached out to the Ministry of Seniors and Accessibility to provide a webinar that she will then forward to the subcommittee.

B) Update on the Transit Advisory Committee (TAC)

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M. Roche advised that a written report will be provided to the Committee subsequent to the meeting. He advised that at the May 18<sup>th</sup> TAC meeting, he asked questions with regards to Specialized Services and whether clients need to re-register to qualify to maintain their services for 2021, and how many clients have successfully re-registered for specialized transit. He advised that the issue will be discussed at the September 21<sup>st</sup> TAC meeting.

J. Traer advised that Heather Hall has joined Mike Roche as an AAC representative on the Transit Advisory Committee.

Councillor Mulcahy advised that the DRT On-Demand service is free for riders travelling to Vaccination Clinics.

C) Accessibility Coordinator Update

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J. Traer provided the following update:

- May 30 to June 5 is National AccessAbility Week and the theme is Disability Inclusion and Leaving No One Behind. Two Lunch and Learns have been scheduled: June 1<sup>st</sup> and June 3<sup>rd</sup> from 12 PM to 1 PM.

- The new Health Care Standard under the Accessibility for Ontarians with Disabilities Act (AODA) is up for review by the public until August 11, 2021. She advised that it is an opportunity to review the 22 recommendations to see if they have been addressed and if not, to provide feedback.
- Enable Ottawa 2021 is offering a free, virtual ideas exchange forum on June 1 to 3, 2021. The forum will bring together cross-sectoral communities of accessibility professionals and people interested in learning about the changing world of assistive and adaptive technologies that are helping create universal, accessible experiences in the world.
- Community Care Durham is providing a vehicle that will transport community members to Vaccination Clinics free of charge.

**8. Reports for Information**

There were no reports to consider.

**9. Other Business**

There were no items of other business.

**10. Date of Next Meeting**

The next regularly scheduled meeting of the Accessibility Advisory Committee will be held on Tuesday, June 22, 2021 at 1 PM.

**11. Adjournment**

Moved by M. Roche, Seconded by D. Hume-McKenna,  
That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:42 PM

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D. Campbell, Vice-Chair  
Accessibility Advisory Committee

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N. Prasad, Committee Clerk