

# Northumberland Accessibility Advisory Committee Minutes

October 10, 2024

10:00 – 11:30 am

Via Zoom

**Members present:** Bob Robertson, Christine Bayer, Hope Bergeron, John Logel (County Councillor), Rae Deschamps, Selena Forsyth, Stephanie Ash, Bobby-Jo Preston (Chair), Andrea Nicholson (staff liaison)

**Regrets:** none

Quorum was confirmed and the meeting called to order at 10:02am

## 1. Approval of meeting notes from September 12, 2024

**Moved by** John, seconded by Rae, that the minutes from the September 12, 2024 meeting be approved. **Carried.**

## 2. Action items and follow-up from September 12, 2024

**Action Item 1:** Andrea will coordinate training for NAAC regarding County programs, services and facilities as a refresher. **In progress.** 1-2 department representatives will be invited to the NAAC meeting each month and provide an overview.

**Action item 2:** Andrea will send out information on International Day of Persons with Disabilities and the UN's Sustainable Development Goals. **In progress.**

**Action item 3:** Andrea will request that Council proclaim Dec 3, 2024 as International Day of Person with Disabilities. **Completed** and will be put forward at the November Council meeting.

**Action item 4 :** Andrea will check with Communications to see whether an additional NAAC recruitment period could take place as part of IDPD. **Completed.** Recruitment planning is in progress.

## 3. New Business

### i Department Overviews

Glenn Dees, Director of Health and Human Services Department provided a departmental overview answered the Committee's questions.

Glenn provided project updates for Golden Plough Lodge & Northumberland Archives and Museum, 310 Division Street (Shelter and Services) and Port Hope Walk-in Clinic.

Cara Timmermans, Digital and Document Accessibility specialist provided an overview of the Communications Department and answered the Committee's questions.

**ii International Day of Person with Disabilities (IDPD) Dec 3, 2024**

Andrea reported that the Proclamation has been sent to be presented at the November Council meeting.

Andrea reported that Communications is able to help with the NAAC membership recruitment process. The recruitment period will be November 18<sup>th</sup> to December 6<sup>th</sup>, 2024

After collaboration with Communication Andrea presented a possible theme for IDPD: "Advocating for accessibility together"

**Moved by** Rae, seconded by Selena, that Northumberland County's theme for International Day for Persons with Disabilities be "Advocating for accessibility together." **Carried.**

Cara reported on the various tasks that will take place in recognizing IDPD and promoting NAAC recruitment.

**iii Multi Year Accessibility Plan update Q3 (Andrea)**

Andrea reported on 2024 goals to Q3. (attached to minutes)

**iv Accessibility Coordinator update (Andrea)**

All updates were addressed under other items.

**4. Adjournment**

The meeting was terminated at 10:57am

**Next Meeting: November 14, 2024 at 10:00am via ZOOM**

## Northumberland County Multi-Year Accessibility Plan: 2024 Accessibility Goals – Q3 update

### Acronyms

AC	Accessibility Coordinator
COMM	Communications
CSS-HS	Community and Social Services – Housing
HR	Human Resources
IT	Information Technology
MYAP	Multi-Year Accessibility Plan
NAAC	Northumberland Accessibility Advisory Committee
NH	Natural Heritage
PW-F	Public Works Facilities
PW-MCP	Public Works Major Capital Projects
PW-E	Public Works Engineering

See 2024 Accessibility Goals starting on page 2

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Customer Service	Continue to receive and respond to accessibility feedback and address identified barriers in a timely manner	MYAP	HR (AC), all departments	ongoing		Q1(Update – missed data) - 4 residents requested alternat format for Paramedics survey. Q2 – 1 resident requested document in large print. Q3 – 1 resident concern regarding accessibility at Community Recycling Centre
Customer Service	Research training options to address attitudinal barriers and stigma associated with disabilities	MYAP	HR (AC)	Q3		Q1 – Provided AODA training on service animals for Community and Social Services Staff (31 staff)
Customer Service	Explore new technologies that support internal and external customer service	MYAP, ongoing	HR (AC)	ongoing		

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Customer Service	Train employees in customer service facing roles to identify accessibility feedback (not always defined as such) and the procedure to address	MYAP, ongoing	HR (AC)	ongoing		
Information and Communications	Develop branding guidelines that improve accessibility, including standardized accessible font sizes and style for emails, business cards, presentations	MYAP	COMM, HR (AC)	Q2 2024	In progress	Q2 – signage update at 600 William St will align with brand guidelines
Information and Communications	Develop and facilitate Accessible Presentations training	MYAP	HR (AC)	Q3 2024		

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Employment	Update employee orientation presentation and handouts to improve accessibility	MYAP	HR, HSEP, COMM	Q4		
Design of Public Spaces	Improve accessibility of trail signage within Northumberland County Forest	MYAP	Natural Heritage	Q3		Q2- Currently doing a broader review of kiosks at trailheads with Communications
Design of Public Spaces	Ensure that all new and redeveloped public spaces owned and/or operated by the County meet or exceed the requirements of DOPS.	MYAP, ongoing	PW-F, PW-MCP. PW-E	Ongoing		See “Other unplanned” section

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Additional Initiatives	Conduct research (census, Canadian Health Survey) to better understand the types of disabilities and the number of people with different types of disabilities within the County	MYAP	HR (AC)	Q4		Q1- acquired stats via Canadian Survey on Disability 2017-2022 (not reported on Q1 update)
Other	Explore a learning and networking forum that brings together members of the municipal accessibility advisory committees throughout Northumberland County	MYAP	HR (AC)	Q4	On hold	<p>Q1 – surveyed AACs in 2023, goal put on hold due to Ministry for Seniors and Accessibility planning a forum for AACs in Spring 2024</p> <p>Q2 – no update from Ministry</p> <p>Q3– Ministry postponed the forum until further notice.</p>

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Other	Work with community housing providers to support accessible housing improvements	MYAP	CSS-HS PW-F	Ongoing		
Other	Proclaim week of May 28 – June 3 as National AccessAbility Week and promote accessibility through events to be determined.	MYAP, ongoing	HR (AC)	Q2 annually	Complete	Q2 - completed



2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Other	Select County staff members to be awarded 2023 Helping Hands certificate (NAAC to select)	MYAP, ongoing	HR (AC)	Q2 annually	Complete	<p>Q1 – nomination period was in February and nominations were reviewed by NAAC in March.</p> <p>Q2 - Award Presentations took place on April 11 and recipients announced during National Access Ability Week May 28 – Jun 3.</p>
Other	Proclaim December 3 as International Day of Persons with Disability and promote accessibility based on UN Theme for 2024	MYAP, ongoing	HR (AC)	Q4 annually	In progress	Q3 - Proclamation request made to Council for November meeting

2024 Accessibility Goals – Q3 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		
Other	Conduct spot checks/audits for AODA compliance	MYAP, ongoing	HR (AC)	Ongoing		Q1 – 3 webpages and 3 web documents audited (not reported initially in Q1) Q2 – 2 webpages and 3 web documents audited Q3 – 2 webpages and 4 web documents audited

**Other Unplanned**

**New projects /activities not listed above.**

Q2

- € Accessibility Coordinator provide feedback and recommendations for 99 Toronto Road Clinic space (Port Hope). Two (2) NAAC members visited the site and provided additional information and recommendations for improving access for people with disabilities.

## 2024 Accessibility Goals – Q3 update

- € New universal trail (Porcupine Trail) at Woodland Trailhead was officially opened. The trail is 1km in total and has 2 loops.
- € Held a recruitment campaign for new NAAC members and recruited 1 new member for NAAC