



Accessibility Advisory Committee Agenda, April 9, 2025

2:00-4:00 p.m.

In-person and via Zoom

[Join Zoom Meeting](#)

Meeting ID: 836 2497 2816

Passcode: 280622

One tap mobile Canada +12042727920,,83624972816#

Canada Toll-free 855 703 8985

[Youtube livestream link](#)

1. Meeting called to order
2. Chair's comments
3. Approval of Minutes – AAC meeting March 12, 2025
4. Declaration of Conflict of Interest
5. New Business
 - 5.1. Accessible Customer Service Policy
6. Old Business
 - 6.1. Follow up on Carol's APS Report September 2024
 - 6.2. Ermatinger Heritage Discovery Centre schedule
7. Barrier Removal Updates
 - 7.1. Accessible Parking violation tickets
8. Site Plan Sub-Committee Report
 - 8.1. Site Plan Working Group meeting
9. Adjournment

Next meeting May 14, 2025 In-person and via Zoom 2:00 to 4:00



Accessibility Advisory Committee Minutes

Date: March 12, 2025
2:00-4:00 p.m.
In Person & Via Zoom

Minutes

In Attendance: Carol Magnan, Don McConnell, Diane Morrell, Diana Gerhart, Kerri Tucket, Derrick Lavallee, Dan Perri (PW) Robin Miners (Transit), Christian Frost (Transit), Wayne Scharfenberg, Craig Kohler.

Regrets: Peter Tonazzo, Jordan Derochie

Zoom: Councilor Sandra Hollingsworth, Andree Labonte

Recorder: Samir Thapa – Planning

Interpreter: Leslie Sawchyn

1. Meeting called to order 2:15 p.m.

2. Chair's Comments

- Welcome back and round table introductions.

3. Elections for:

3.1 Chairperson,

- Don McConnell acclaimed as Chairperson

3.2 Vice-Chairperson,

- Derrick Lavallee acclaimed as Vice-Chairperson

3.3 Site-Plan Committee Chairperson

- Carol Magnan acclaimed as Site Plan Sub-Committee Chairperson

4. Approval of Minutes – AAC meeting December 11, 2024

- Carol Magnan
 - Guide Dogs are not allowed in restaurants.
 - Guide Dogs are not permitted in food preparation areas – Amended.
 - Looking for new committee members.
 - AAC is not currently looking for new members – Amended.

Mover - Derrick Lavallee

Second - Councilor Sandra Hollingsworth

All in favour

Carried

5. Declaration of Conflict of Interest – None.

6. New Business

6.1 Transit Optimization Study

- Early phase of study.
- WSP (transit consultant) collected all data – ridership info., stop usage, ABL(Automatic Vehicle Locators) data
- Highest ridership on Wednesday peaks about 2 or 3 p.m.
- Transit will be hosting a public information session.
 - Online survey will be available in about a week.
- Consultant will make recommendation as to location of the Downtown terminal
- Looking for feedback regarding On-demand system
- Anticipate to take study result to Council in August
- Open house to be held on March 25, 2025 time 4-7 p.m. at Civic Centre

6.2 Annual Accessibility Status Report - Year End 2024

7. Old Business

- VRI update
 - Training taking place next week for Reception area, Civic Centre.
 - Remote ASL service will be portable and available anywhere in the Civic Centre
 - Information will be sent to staff
 - Press release, social media post for public information
- Motion for Manzo Park Grant application
 - Be it Resolved that the Accessibility Advisory Committee support the use of \$5000 from the 2025 Contingency Fund to be used for the purpose of Manzo Park accessibility updates if the Enabling Accessibility Fund application is successful.

Mover: Derrick Lavallee

Seconder: Craig Kohler

All in favour

Carried

8. Site Plan Sub-Committee Report – Attached

9. Adjournment

Next meeting April 09, 2025 In-person and via Zoom 2:00 to 4:00 p.m.



SAULT STE. MARIE

Accessible Customer Service Policy Statement

Accessible formats available upon request.
Please email d.morrell@cityssm.on.ca or call 705-541-7310.

Background

The Accessibility for Ontarians with a Disability Act 2005 (AODA), Integrated Accessibility Standards, [Part IV.2 Customer Service Standards Section 80.46](#) require all obligated organizations to:

Develop, implement, and maintain policies governing its provision of goods, services, or facilities, to persons with disabilities.

The City shall use reasonable efforts to ensure that the policies are consistent with the following [core principles of the AODA](#):

- The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods, services, or facilities to persons with disabilities must be integrated with the provision of goods, services, or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services, or facilities.
- Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services, or facilities.
- When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability.

City policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services, or facilities or with the availability of other measures, if any, which enable them to do so.

Every provider, other than a small organization, shall prepare one or more

documents describing the policies established under this section and, on request, shall give a copy of any such document to any person.

Every provider, other than a small organization, shall notify persons to whom it provides goods, services, or facilities that the documents required are available on request.

The notice required may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

Statement of Commitment

The City is committed and guided by the four core principles of Dignity, Independence, Integration and Equality of Opportunity. The City is committed to providing quality goods, services and facilities that are accessible to all people we serve and in a manner that respects the dignity and independence of persons with disabilities. The City will meet the needs of persons with disabilities in a timely manner and shall do so by preventing and removing barriers to accessibility in customer service, information and communication, employment, the built environment and transportation. The City is further committed to meeting the requirements of applicable legislation, including the *AODA*, *IASR* and the *Human Rights Code*.

Accessible Customer Service

The Corporation of the City of Sault Ste. Marie is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities by:

- Respecting the dignity and independence of persons with disabilities.
- Providing goods, services, or facilities to persons with disabilities that will be integrated unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services, or facilities.
- Giving equal opportunity to obtain, use and benefit from our goods, services, or facilities.
- Communicating with persons with a disability, in a manner that considers the person's disability, and we will train staff who provide customer service how to interact and communicate with people with various types of disabilities.

Accessible Formats and Communication Supports

The Corporation of the City of Sault Ste. Marie, will upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:

- In a timely manner that takes into account the person's accessibility needs due to disability, and
- At a cost that is no more than the regular cost charged to other persons
- We will consult with the person making the request in determining the suitability of an accessible format or communication support.
- We will notify the public about the availability of accessible formats and communication support via this policy statement

We offer to communicate with customers in person, by email, by phone and by Bell Relay Services. This can be done by calling (1-800-855-0511) for persons who can hear, to call someone that is Deaf by use of an American Sign Language (ASL) interpreter. The ASL interpreter will relay spoken language to the person who is Deaf and vice versa.

We also provide Video Remote Interpreter (VRI) service at Ronald A. Irwin Civic Centre, for in-person communication with persons who are Deaf.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

We will ensure that staff in their respective departments know how to use the assistive devices available on our premises that are available for customer use.

Use of Guide Dogs and Service Animals

Guide dog means, as per Section 1 of the [Blind Persons' Rights Act](#):

A dog trained as a guide for a blind person and having the qualifications prescribed by the regulations ("chien d'aveugle").

The Blind Person's Rights Act states, 'The Attorney General or an officer of his or her Ministry designated by the Attorney General in writing may, upon application therefor, issue to a blind person **an identification card identifying the blind person and his or her guide dog.**'

Service animal means, an animal is a service animal for a person with a disability if:

1. the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
2. the person provides documentation from one of the regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario

If a person with a disability is accompanied by a guide dog or other service animal, we will ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises.

If a guide dog or service animal is excluded by law from the premises, we will ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services, or facilities. We will consult with the person with the disability to determine a suitable alternative measure.

Guide dogs and service animals are excluded from food preparation stations at all city facilities.

Use of Support Persons

Definition: Support person means, in relation to a **person with a disability**, another person who accompanies the customer to help with communication, mobility, personal care or medical needs or with access to goods, services or

facilities.

Support persons may provide personal care needs but are not limited to physically transferring an individual from one location to another or assisting an individual with eating or using the washroom. Medical needs may include, but are not limited to, monitoring an individual's health, or providing medical support by being available for health-related needs. The support person may be a paid personal support worker, a volunteer, a friend, or a family member. The person does not necessarily need to have special training or qualifications.

1. The City of Sault Ste. Marie is committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter our premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on City premises.
2. The City of Sault Ste. Marie may require a person with a disability to be accompanied by a support person when on the premises, but only after consulting with the person with a disability and considering the available evidence, it is determined that:
 - a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
 - b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.
3. The City will provide notice in advance about what admission fee will be charged for support persons, if applicable.
4. The City may require a support person to accompany a person with a disability when a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others.
5. The City will provide Video Remote Interpreter (VRI) for in-person customer service at the Ronald A. Irwin Civic Center, for persons who are Deaf.

Notice of Temporary Service Disruption

1. The Corporation of the City of Sault Ste. Marie will provide notice in the event of a planned or unexpected disruption in the services or facilities usually used by people with disabilities.

2. Staff will provide information about the service disruption and alternate services available and will do so in a manner that takes into account the person's disability.
3. In the case of a significant service disruption, notice will be posted at the public entrance, at service counters, on social media and through public media including radio. This information will also be posted on the City website.
4. Notice will include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Details of the service disruption will help customers decide if they wish to proceed or if they prefer to wait until the service is restored. Having this information will assist persons with disabilities to make the most appropriate decision for themselves.

Website Accessibility

The Province of Ontario sets the standard for information and communications to assist organizations like the City of Sault Ste. Marie, in making the information on their website accessible to the greatest extent possible.

The Province of Ontario uses the World Wide Web Consortium's [Web Content Accessibility Guidelines \(WCAG\) 2.0](#) requirements for websites and their content. Current standard is Level AA of WCAG 2.0.

The City of Sault Ste. Marie reviews its website and its content to ensure this standard is met and works hard to reach the highest level of compliance.

Training

The Corporation of the City of Sault Ste. Marie has and will provide training to all employees, volunteers and others who deal with the public or other third parties on our behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.

Corporate Accessible Customer Service training will be provided to all new staff as part of staff orientation training. Department specific components will be provided by the department no later than one month after staff commence their duties.

Training for staff will include the following and staff will be trained as soon as practicable and such training will include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005
- How to interact and communicate with people with disabilities.
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the equipment or devices available in department that may help with the provision of goods or services to people with disabilities. e.g. a magnifying glass
- What to do if a person with a disability is having difficulty in accessing our goods and services.
- Staff will be trained on City of Sault Ste. Marie policies, practices and procedures that affect the way goods or services are provided to people with disabilities.
- Staff will be trained on an ongoing basis when changes are made to these policies, practices, and procedures.
- If any changes are made to these policies, staff will be trained on the changes to these policies.
- Records will be kept on the numbers of staff trained in accessible customer service.

Customer Service Feedback Process

Feedback on the way departments in the Corporation of the City of Sault Ste. Marie provide goods and services to people with disabilities can be made by telephone, email, in person, by letter or feedback form and directed to the department involved.

Feedback forms will be available at all customer service areas and a sign will be posted indicating that feedback forms are available. If you are unable to fill out a feedback form, our staff will be happy to help you or can assist you to provide feedback in an alternate way.

All feedback will be directed to the person responsible or manager identified on the feedback form. Customers can expect to hear back within two weeks.

Copies of all Customer Feedback Forms will be forwarded to the Accessibility Coordinator for review and retention.

Modifications to this or other policies

The City is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Questions about this policy

This policy exists to achieve excellent customer service. If anyone has a question about the policy, or if the purpose of this policy is not understood, an explanation will be provided by customer service staff and/or will be referred to the Accessibility Coordinator. Contact information below.

Accessible formats

Accessible formats of any content produced by the City of Sault Ste. Marie can be requested by [contacting the appropriate City department](#) or the Accessibility Coordinator at d.morrell@cityssm.on.ca or 705-540-7310.



Site Plan Working Group Report April 2025

Committee members: Carol Magnan - Chairperson, Donald McConnell – Chairperson AAC, Derrick Lavallee, Wayne Scharfenberg, Diane Morrell – Resource

Site Plans Sub-Committee Working Group:

1. Priority intersections for count down timers
 - 1.1. Lake and Trunk
 - 1.2. Second Line and Korah Road
 - 1.3. Second Line and GNR area (including the intersection to Pino's)
 - 1.4. GNR and Northern Ave.
 - 1.5. McNabb at Canadian Tire corner
 - 1.6. Corner by the Finish Rest Home
 - 1.7. Trunk and Boundary Road
2. Detailed APS criteria
 - 2.1. Developed a detailed list of every aspect of APS to check for functionality
3. Accessibility suggestions for developers
4. Feedback regarding Transit Study
 - 4.1. Stop bus on demand service and replace it with regular routes
 - 4.2. The GPS system does not work on bus on demand; it's difficult for people to know where they are
 - 4.3. Expand service for Community Bus to include weekends

4.4. When options are presented, the AAC would like to provide comment on the options

5. GFL Parking discussion

5.1. Additional accessible parking needed

5.2. Other items identified requiring attention

6. AccessAbility Week

6.1. Activities for AccessAbility Day discussed

Sincerely,

Carol Magnan

Chair, Site Plan Sub Committee Working Group