



# **ACCESSIBILITY ADVISORY COMMITTEE**

**Wednesday, October 1, 2014  
5:30 PM**

**Darlene Hincks Committee Rm, Main Floor, City Hall**



Office of the City Clerk

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**Public Agenda  
Accessibility Advisory Committee  
Wednesday, October 1, 2014**

**Approval of Public Agenda**

**Minutes of the meeting held on September 10, 2014**

**Administration Reports**

ACC14-18 Informational Presentation -Snow Clearing

**Communications**

ACC14-19 Discussion - post 2014 Leisure Without Limits Forum

ACC14-20 Communication Access Now

**Adjournment**

AT REGINA, SASKATCHEWAN, WEDNESDAY, SEPTEMBER 10, 2014

AT A MEETING OF THE ACCESSIBILITY ADVISORY COMMITTEE  
HELD IN PUBLIC SESSION

AT 5:30 PM

**These are considered a draft rendering of the official minutes. Official minutes can be obtained through the Office of the City Clerk once approved.**

Present: Michelle Busch, in the Chair  
Jennifer Cohen  
Richard Harmon  
Michael Richter  
Barbara Schmuland  
Don Shalley  
Sandra Palandri  
Todd Miki  
Councillor John Findura

Regrets: Pamela Snider

Also in Attendance: Committee Assistant, Linda Leeks  
Coordinator, Community Capacity Building, Bill Ursel  
Coordinator, Community & Neighbourhood Service, Mark Sylvestre  
Director, Transit Services, Brad Bells  
Manager, Transit Operations & Accessibility, Lynette Griffin  
Manager, Bylaw & Licensing, Lorne Chow  
Policy Analyst, Jeanette Lye

Approval of Public Agenda

**Richard Harmon moved, AND IT WAS RESOLVED, that the agenda for this meeting be approved, as submitted.**

Minutes of the meeting held on May 13, 2014

**Michael Richter moved, AND IT WAS RESOLVED, that the minutes for the meeting held on May 13, 2014 be adopted.**

Administration Reports

ACC14-13	Saskatchewan Human Rights Commission Recommendations about City Transportation Services
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The following addressed and answered questions of the Committee:

- Ms. Amber-Joy Boyd, representing VIRN – Vision Impaired Resource Network.
- Mr. Ron Filleul, representing the Transportation Stakeholder group.

**Michael Richter moved, AND IT WAS RESOLVED, that the Administration be invited to provide the ACC with a progress update on the status of items as they relate to the SHRC City Transportation Services report recommendations on a quarterly basis.**

Brad Bells and Lynette Griffin left the meeting.

ACC14-12      Update report - VIRN tour Winnipeg - May

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Bill Ursel, Coordinator Community Capacity Building provided a power-point presentation, addressed and answered questions of the Committee. A copy of the presentation is on file with the Office of the City Clerk.

**Barb Schmuland moved, AND IT WAS RESOLVED, that this item be one of the topics put onto the Committee's Work Plan and brought forward for evaluation.**

ACC14-15      Information - Accessible Taxis

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Jeannette Lye, Policy Analyst, Bylaw and Licensing provided a power-point presentation, addressed and answered questions of the Committee. A copy of the presentation is on the file of the City Clerk.

**Don Shalley moved, AND IT WAS RESOLVED, that the brochure on Accessible Taxis be sent out to stakeholder groups.**

Barb Schmuland left the meeting.

ACC14-14      Stadium Community Engagement update

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**Jennifer Cohen moved, AND IT WAS RESOLVED, that the Administration be invited to keep the ACC updated regarding the Event Management Strategy for the Stadium Project.**

Communications

ACC14-16      Sidewalk Survey Status Report

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**Richard Harmon moved, AND IT WAS RESOLVED, that this communication be received and filed.**

ACC14-17      2014 ACC Forum progress update

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**Michael Richter moved, AND IT WAS RESOLVED, that this communication be received and filed.**

Adjournment

**Jennifer Cohen moved, AND IT WAS RESOLVED, that the meeting adjourn.**

**The meeting adjourned at 8:20 p.m.**

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Chairperson

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Secretary



## Memo

October 1, 2014

To: Members, Accessibility Advisory Committee

Re: Informational Presentation – Snow Clearing

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The purpose of this communication is to allow for the Administration to provide the ACC with an oral update regarding information on Snow Clearing.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Erna Hall', is positioned below the text 'Respectfully submitted,'.

Erna Hall, Deputy City Clerk  
Governance and Strategy



## Memo

October 1, 2014

To: Members, Accessibility Advisory Committee

Re: 2014 Leisure Without Limits Post Forum Update

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### RECOMMENDATION

That this communication be received and filed.

### BACKGROUND

The purpose of this communication is to allow for an oral update to take place regarding the 2014 Leisure Without Limits Forum held on Saturday, September 20, 2014.

Respectfully submitted,

For

Don Shalley, Chair  
Forum Sub-Committee



City of Regina

## Memo

October 1, 2014

To: Members, Accessibility Advisory Committee

Re: Information – Communication Access Now

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### RECOMMENDATION

That this communication be received and filed.

### BACKGROUND

The purpose of this communication is to allow for the ACC to be provided with information regarding Communication Access Now, a national project of Communication Disabilities Access Canada (CDAC).

Respectfully submitted,

Linda Leeks, Committee Assistant



**Communication Access Now**

A national project of Communication Disabilities Access Canada (CDAC)



[www.communication-access.org](http://www.communication-access.org)

4 September 2014

City of Regina Accessibility Advisory Committee  
City of Regina  
2476 Victoria Avenue  
Regina SK S4P 3C8  
c/o Linda Leeks, Assistant for the Committee

Dear Committee Members:

Communication Disabilities Access Canada (CDAC) is a national, non-profit organization that promotes human rights, accessibility and inclusion for people who have speech and language disabilities, not caused by hearing loss. We are currently operating a Canada-wide project to raise awareness of the accessibility requirements of this population.

The aim of the project is to raise awareness about the accessibility needs of people who have significant speech and language difficulties and to draw your attention to the omission of the accessibility requirements of people who have speech and language disabilities, not caused by hearing loss.

There is ample research that attests to the communication barriers experienced by this population when accessing services. Many of these barriers can be addressed through stronger, more inclusive legislation, clearer guidelines and educational resources that support businesses and organizations to communicate effectively with people who have speech and language disabilities.

### **Background**

- People who have speech and language disabilities may have cerebral palsy, autism, cognitive disability, traumatic brain injury, aphasia after a stroke, dementia, Amyotrophic Lateral Sclerosis, Parkinson's disease, Multiple Sclerosis or other conditions.
- Effective communication is an essential component to access all goods and services. However, effective communication, especially for people with speech and language disabilities is critical in healthcare, emergency, legal and justice services.
- The communication access requirements of people with speech and language disabilities include understanding what is being said; having one's messages accurately understood; using one's preferred method of communication (such as speech, gestures, writing, pointing to objects or pictures, spelling words, typing on a communication device or human assistance); receiving written information in ways that can be understood and used; and having accommodations to sign documents, take notes and complete forms.
- People with speech and language disabilities can experience major barriers when accessing goods and services due to service providers who lack information, skill, resources and supports.
- Unlike other vulnerable communicators, such as people who are Deaf who have sign language

131 Barber Greene Road, Toronto, Ontario, Canada M3C 3Y5 Telephone: 416.444.9532 Email: [cdac@bell.net](mailto:cdac@bell.net)

[www.cdacanada.com](http://www.cdacanada.com)

CDAC is a Registered Charity 87160 1712 RR0001



interpreting services or people who require language translation services, there are currently no trained communication assistance services to support people with speech and language disabilities to communicate effectively within essential services.

- Communication access for people with speech and language disabilities is often omitted, or oversimplified, within accessibility training programs and resources.

We would like to propose that the committee give consideration to a broad definition of communication access to include comprehension and expression of spoken and written language as well as guidelines to support organizations to identify potential communication barriers for people with speech and language disabilities in the contexts of face-to-face interactions (in person); group; public events; telephone; reading; writing; internet and social media.

I have enclosed some brochures and materials about the project which I hope you will find helpful. The Communication Access Now website also has extensive resources which can be used by business and organizations. I would like to draw your attention to the communication symbol which we are hoping can be used by organizations, agencies, and businesses to show that they are "communication friendly". The communication symbol can be used in many ways - to raise awareness about communication access rights, different ways people communicate, and help identify what people can do when communicating with people who have communication difficulties.

I would be happy to consult with you further around the accessibility needs of people with communication difficulties, or meet with the committee to provide more information about this worthwhile project.

Sincerely,  


Christine Beliveau MSc. R-SLP  
Communication Access Now Project  
Regional Coordinator, Prairies  
Communication Disabilities Access Canada  
Email: [canprairies@gmail.com](mailto:canprairies@gmail.com)  
<http://www.communication-access.org/>



## Guidelines for Communication Access

Everyone has unique communication needs.

Here are suggestions to find out what a person might need to use your business or service.

- Welcome the person with a communication disability by smiling, saying hello and talking directly to them and not just the person with them.
- Ask the person what you should do when communicating with them. They may tell you or give you instructions to read. If necessary, move where you can see and read how to communicate with the person.
- Give the person enough time to communicate. It takes longer for a person with a communication disability to get their message across.
- Be willing to wait until you understand the person's message. Tell the person what you understand so far and if necessary, move to a quiet area; ask if you can guess or wait for them to repeat the message or tell you another way.
- If the person has difficulty understanding what you are saying, use everyday language and show pictures and objects of what you are talking about.
- Provide different ways for people to contact your organization, such as telephone, fax, email, text, TTY, relay services, online ordering. Be prepared to

communicate with people who use speech devices and assistants over the telephone.

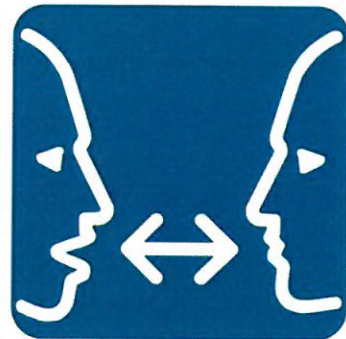
- Make sure your signs are clear, easy to see and understand.
- If your services include meetings or public events, give the agenda ahead of time and ask the person how they will signal that they have something to say.
- Make sure your reading materials are easy to read and understand. Ask the person if they want assistance or if they want an electronic copy of your materials.
- Make your forms easy to read, understand and complete. Find out if the person wants assistance with writing or an electronic copy that they can use on a computer.
- If you have forms to sign, ask the person how they do this. They may use a written signature, an X, a stamp, an electronic signature or assistance.

## Using the Communication Access Symbol

The Communication Access Symbol can be used anywhere, anytime and by anyone.

Show the symbol to raise awareness about:

- Communication access rights
- Different ways that people communicate
- What people can do when communicating with individuals who have communication disabilities
- How to make businesses and organizations communication accessible

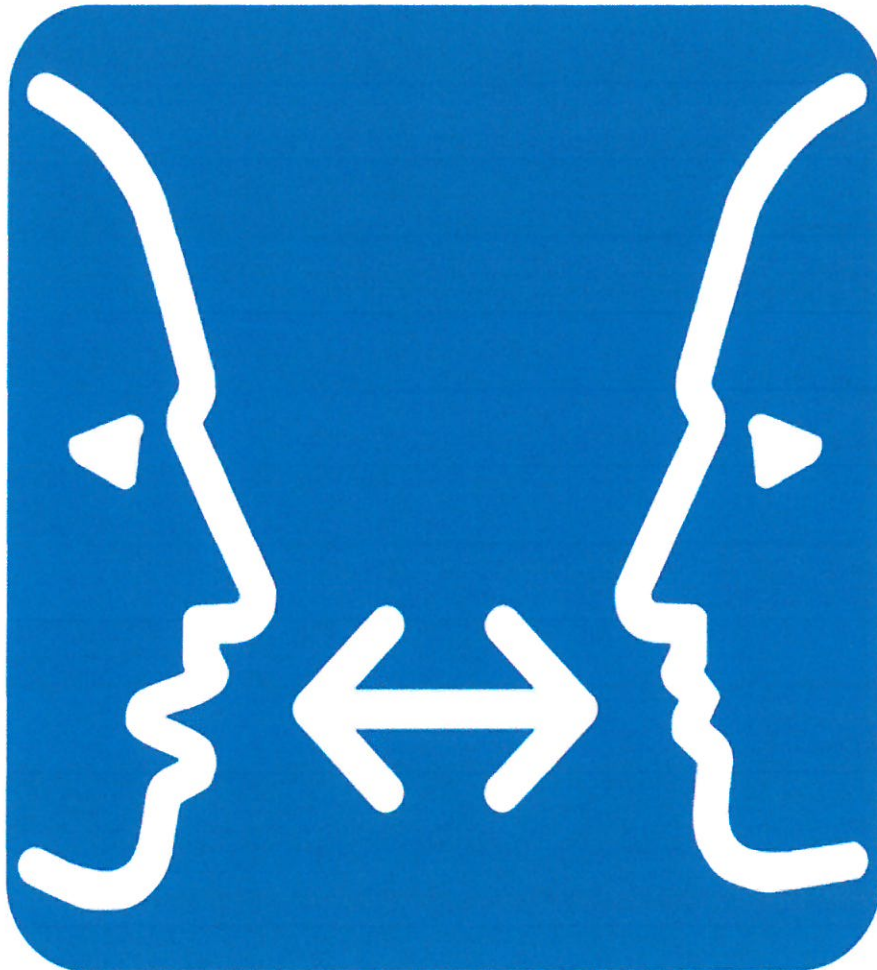


Organizations can show the symbol to tell customers, clients and patients that they:

- Welcome people with communication disabilities
- Are willing and able to interact with people who have communication disabilities
- If applicable to the organization, they know how to:
  - communicate with people over the telephone and/or make alternate arrangements
  - make text, print and e-communications accessible
  - provide written forms in ways that people can understand, complete and sign
  - make meetings and public events communication accessible
- In critical communication situations, they have access to:
  - trained communication assistants
  - emergency picture, alphabet and other communication tools

More information: [www.communication-access.org](http://www.communication-access.org)

# COMMUNICATION ACCESS



**Please let us know if you have any  
communication needs when using our services.**