

# **Awareness & Education Working Group Quarterly Report – May 2022**

## **Working Group Members**

Penny Bennett  
Aimee Burtch  
Dinah Cotter  
Andrea Fitzgerald  
Darcy King McKay

## **Support Staff**

Janet Jaynes, Deputy City Clerk  
Derek Ochej, Committee Clerk

## **Accessibility Mapping**

At the March meeting staff, staff provided an update on the progress of the accessibility mapping tool. The tool is ready to launch and has been updated by staff to reflect current information and to eliminate redundant information. However, the City's website is undergoing a redesign and a pause has been placed on adding any content that is not time sensitive. The accessibility map will be incorporated into the rebuilt [City accessibility page](#), set to launch in Fall 2023.

## **Service animal campaign**

Staff provided an update on the planning for the service animal education campaign identified in the Multi-Year Work Plan. Staff have been connecting with experts at the CNIB to ensure that messaging is consistent with best practices.

The focus of the campaign will be two-fold. The first focus will be on educating Kingston residents on the proper etiquette for interacting with service animals. The second focus will be on educating the Kingston business community with respect to the rights of persons with service animals and business obligations to allow access.

Staff presented the draft education plan, including key messages and tactics. The following comments were received from working groups members:

- It was suggested to work with the Kingston Public Library to help share messaging;

- All communications materials should meet the necessary accessibility requirements for persons with low vision;
- Terminology should be used carefully in the campaign. The term service animal is more inclusive than guide dog as it recognizes the wide range of disabilities to which a service animal can provide assistance, as well as the fact that not all service animals are dogs.
- Distraction from other people/animals is the number one problem that people who have service animals face, and this should be the focus of the messaging (i.e. do not interact or distract a service animal in any way)
- Other animals, particularly dogs being off-leash, is a major distraction for service animals. It is also a requirement in the City's Animals By-law to keep dogs leashed on public property.
- Support was expressed for working with the business community to foster better understanding of the rules and regulations regarding service animals.

Staff advised that they take all feedback received into consideration when completing the final draft of key messages and communications tactics. Additional information will be circulated to working group members for feedback before the campaign launch during National AccessAbility Awareness Week, May 28 to June 3.

## **Work Plan**

Staff provided an update on the Multi-Year Work Plan:

- Item 1, create an inventory of accessible services and features at City facilities. An update was provided under a separate business item. It was confirmed that a promotional campaign would be utilized to advertise the launch of the map, and that such a campaign may be included in the 2024 work plan.
- Item 2, working group participation in the 2023-2025 Multi-Year Accessibility Plan. This item is complete as the 2023-2025 Multi-Year Accessibility Plan was approved by Council in November 2022.
- Item 3, AccessAbility Awareness Week campaigns. 2022's campaign focused on receiving resident engagement on the 2023-2025 Multi-Year Work Plan. The 2023 campaign will be focused on service animal awareness, as detailed in the previous business item. This item is also Item 4 in the work plan.

- Item 5, actively promote the need for accessibility awareness training with the business, professional and service communities. This item will be pursued in coordination with Items 3 and 4 related to the service animal education campaign.
- Item 6, accessible employment. Item would carry on as scheduled for staff presentation on the Workplace Inclusion Charter at the September 2023 MAAC meeting.

## Built Environment Working Group Quarterly Report – Q1 2023

### Members Present

Kim Atwood, Susan Mockler, Janice Wilby, Lucie Moussu, Caitlin Bruce

### Staff Present

Derek Ochej, Committee Clerk (but changing role, see below)

### Regrets

None

1. Call meeting to order: Derek
2. Changes in roles: Janet is now acting city clerk and Derek is acting deputy city clerk. Derek still working with accessibility, Ian in charge of the MAAC committee. Keep emailing both Derek and Ian.
3. Approval of previous BEWG meeting minutes: accepted.
4. Declaration of any pecuniary interests or conflicts of interest: none
5. No presentation this time.
  - a. Kim has emailed Kay Sargent but hasn't heard back from her yet. Presentation for the BEWG first and then maybe to MAAC on specific items if this could be useful. Length of presentation: 15-20 minutes is good.
  - b. Should we invite Leah Riddell, sign language instructor, consultant on Deaf culture and customer service? Was on the committee. Maybe in the fall.
  - c. Mahadeo Sukhai could also be a good presenter in May or June.
  - d. Semi-annual presentation from Chris Wicke (City Planning staff member), try to schedule him early summer or fall. Derek will contact Chris today to ask him.
6. David Williams talked about DOPS, FADS: we should review these documents (Susan, Kim and Lucie started looking at them in a separate meeting). Susan will work on guidelines for site plan reviews, referring to DOPS and talk about them. She suggests we leave FADS for later (not relevant to site plan reviews and tend to pertain to projects done by the city, not used in private developments). Check the illustrated guide so we can discuss it + city parking zoning info. Put on agenda for next time.

7. Updates from working groups:

- a. DASH site plan review (Susan, Kim & Lucie). Susan: latest project: Kim, Susan, and Lucie went over the plan, Kim and Susan went over it in more detail (problem with bike rack, no elevators in underground parking, etc.), and then Susan wrote the report (Janice really liked the report). In the future, we would send our comments to Susan with a list of our concerns (giving advice to the planner). Susan would then compile our comments, which would then be sent to the planner.
- b. Derek: no other updates (consultation process being updated for clearer timelines)
- c. Kim: no other updates either
- d. Janice: Laurie sent her an update about the cricket field

8. New business:

- a. Derek: new motion in city council about free parking for people with disability placards. Report coming to MAAC for recommendations in this area. We can send our support; Derek will tell us how to do so.
- b. Janice: how are we going forward with the new site plans? Susan: we haven't received a new one yet; she'll contact us when we get one and we will decide on the timeline for reviews and meetings. She'll indicate the sections of the DOPS and city zoning laws that are relevant to the particular review.
- c. Janice away, back on March 28.

9. Discussion items for future BEWG meetings: Susan's presentation

10. Motion to adjourn

11. Date of next meeting: Thursday April 20 at 10 a.m. via Zoom