

Notice and Agenda  
United Counties of Leeds and Grenville  
Accessibility Advisory Committee

Tuesday, October 22, 2024

9:00 a.m.

Council Chambers

25 Central Avenue West, Brockville, Ontario

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**United Counties of Leeds and Grenville  
Accessibility Advisory Committee  
Minutes**

**Tuesday, February 20, 2024  
9:00 a.m.**

**Council Chambers  
25 Central Avenue West, Brockville, Ontario**

**Members Present:** Dana Farcasiu, Chair  
Brant Burrow, Mike Emberson, Evelyn Pott, Jeff Shaver, Claire Smith, Bill Steenkamer, Calvin Turner, Rob Wright

**Staff Present:** Geoff Clarke, Interim County Clerk  
Shannon Brown, Manager of Children's Services  
Sheri Getz, Policy Analyst  
Andrea Bolton, Deputy Clerk and Accessibility Coordinator  
(Recording Secretary)

**Others Present:** Sharon Steenkamer

**1. Call to Order**

Recording Timestamp 0:00:02

Ms. Farcasiu called the meeting to order at 9:00 a.m.

**2. Adoption of Agenda**

Recording Timestamp 0:00:28

**Resolution No. AAC-001-2024**

**Moved by Claire Smith**

**Seconded by Calvin Turner**

**THAT the Agenda for the February 20, 2024, meeting of the Accessibility Advisory Committee be adopted as circulated.**

**CARRIED**

**3. Disclosure of Pecuniary Interest and General Nature Thereof – Nil**

Recording Timestamp 0:01:48

**4. Adoption of the Minutes of the Previous Meeting**

Recording Timestamp 0:02:15

**4.1 Meeting Minutes Dated November 21, 2023**

Recording Timestamp 0:02:15

**Resolution No. AAC-002-2024**

**Moved by Rob Wright**

**Seconded by Jeff Shaver**

**THAT the Minutes of the Accessibility Advisory Committee meeting held on November 21, 2023, be adopted as circulated.**

**CARRIED**

**5. Delegations/Presentations**

Recording Timestamp 0:03:08

**5.1 Shannon Brown and Sheri Getz, Children's Services re: The Child Care and Early Years System**

Recording Timestamp 0:03:08

Ms. Brown, Manager of Children's Services, introduced herself and Ms. Getz, the Policy and Review Analyst, and highlighted their roles in Children's Services. She described the Children's Services Department as one of three departments within the Community and Social Services Division, primarily funded by the Ontario Ministry of Education but now requires municipal contributions. She pointed out some of the work being pursued by the Accessibility Advisory Committee aligns with some of the initiatives undertaken within the Children's Services Department.

Ms. Brown wants to facilitate potential collaborative projects between the Committee and Children's Services to enhance accessibility in programs over the next couple of years. She emphasized the department's commitment to accessibility and invited feedback and partnership opportunities with the Accessibility Advisory Committee. Ms. Brown provided the Committee with a summary of what Children's services does in Leeds and Grenville and conveyed the Children's Services Department has grown significantly over the past six years, adding staff to support the roll-out of \$10 per day childcare and integrating Special Needs Resource Services in-house.

Ms. Brown announced the provincial and federal governments have introduced the Canada-Wide Early Learning and Child Care System (CWELCC) with the goal of establishing a national licensed childcare system across Canada. The plan includes an increase to the number of new spaces to 397 by the end of 2026, with a request for an additional 240 spaces pending approval. The focus is to provide these new spaces to underserved families, including those living in low-income households, children with special needs, francophone families, indigenous families, racial minority families, and new immigrants. The licensed childcare system is intended to offer a safe, high-quality environment for children while also serving as an early learning platform, the foundation of the education system. Ten communities have been identified to receive the (CWELCC) direct-to-growth strategy spaces, grouped into five different regions across the Counties. Ms. Brown explained communities were chosen based on data analysis, which identified significant populations of priority groups were underserved by existing childcare spaces. Ms. Brown highlighted the department's commitment to high-quality, accessible, and inclusive early learning and childcare services across Leeds and Grenville. Ms. Brown expressed the department's desire to collaborate with the Accessibility Advisory Committee by visiting or looking at photos or videos of early learning spaces to enhance equity and accessibility in licensed childcare sites. The partnership aims to develop resources and consult on program site design during the construction phase, potentially creating tip sheets for partners.

Recording Timestamp 0:26:33

Mr. Steenkamer posed a question about the education and training required for staff working in the childcare programs, specifically regarding supporting individuals with disabilities. Ms. Brown said Registered Early Childhood Educators are required to have 2-year college diplomas covering areas like child development, mental health, and motor skills. The department also provides

ongoing professional learning opportunities, including an annual conference and an upcoming on-demand training platform.

Recording Timestamp 0:30:54

Mr. Burrow asked if the Children's Services Department had ever received any feedback from the audience they serve regarding accessibility issues. Ms. Brown acknowledged they had not specifically asked for feedback broadly and saw it as an opportunity to look into developing key performance indicators around accessibility.

Recording Timestamp 0:32:32

Ms. Farcasiu asked if the Children's Services Department was responsible for identifying sites or assisting organizations with building new accessible playgrounds within the Counties. Ms. Brown explained while the Children's Services Department does not directly oversee or build public playgrounds, they are open to providing input on accessibility considerations and will be focusing on accessibility in the design of any new playgrounds associated with their childcare expansion projects.

Recording Timestamp 0:35:13

Ms. Farcasiu asked about the Forget-Me-Not flower which Ms. Brown had presented, and whether it was something the Committee could obtain to wear or use. Ms. Brown said the Forget-Me-Not flower graphic which represents the Children's Services Department's vision and principles, will be shared by Ms. Brown through Ms. Bolton as a way to further collaborate and show support by the members of the Accessibility Committee.

**6. Correspondence, Communications and Petitions – Nil**

Recording Timestamp 0:36:39

**7. Information Items – Nil**

Recording Timestamp 0:36:48

## 8. Staff Reports

### 8.1 Report No. AAC-001-2024: National AccessAbility Week 2024

Recording Timestamp 0:36:55

Ms. Bolton noted National AccessAbility Week is May 26 to June 1, 2024. Ms. Bolton said in the past, the Accessibility Committee has used the Federal government's theme for the week and promoted it through social media and the website and there is a small budget available for promotions and advertising related to National AccessAbility Week. Ms. Bolton reported the City of Brockville, and the Township of Rideau Lakes Accessibility Advisory Committee are seeking to partner with other committees in Leeds and Grenville for this event. Ms. Bolton shared the recommendation from the report the Committee direct staff to contact the other Accessibility Advisory Committees in Leeds and Grenville to invite further discussion regarding plans for National AccessAbility Week 2024.

#### **Resolution No. AAC-003-2024**

**Moved by Eve Pott**

**Seconded by Brant Burrow**

**THAT the Accessibility Advisory Committee directs staff to contact other Accessibility Advisory Committees in Leeds and Grenville to invite further discussion regarding National AccessAbility Week (NAAW) 2024.**

**CARRIED**

Recording Timestamp 0:39:05

Mr. Wright requested clarification on which staff member was reaching out to other municipalities to prevent duplication of efforts. It was confirmed Ms. Bolton would lead the coordination of this outreach and planning.

Recording Timestamp 0:41:04

Ms. Bolton invited the Committee to share ideas for promoting National AccessAbility Week 2024. She expressed openness to receiving feedback and suggestions on how to effectively utilize the available promotional budget to

raise awareness for National AccessAbility Week 2024 through collaboration with other local committees.

Recording Timestamp 0:41:17

Mr. Farcasiu responded to Ms. Bolton by asking if they should hold a general meeting where members from various Accessibility Advisory Committees could meet, share ideas, and discuss their work. This meeting would aim to identify ways to support each other. The Committee proposed inviting speakers from each committee to present their work and challenges, fostering collaboration. Members expressed that in-person discussions could lead to more productive brainstorming sessions compared to virtual meetings. Additionally, there was a question about the availability of funds to organize this meeting. It was noted that costs for remuneration and mileage could be covered by regular business operations, and there are extra budgeted meetings available however Ms. Bolton noted the tour of EarlyON facilities should be considered in the budget. The Committee agreed to consider planning for the next Committee meeting scheduled for April 23.

Recording Timestamp 0:45:02

The group discussed gathering information to prepare for the April meeting. Mr. Turner suggested prior to the meeting with the other committees, it would be helpful for each committee to prepare a temporary agenda or presentation outlining their specific concerns and opportunities. This could help identify common themes and opportunities for collaboration. Mr. Clarke, Ms. Bolton and Committee members discussed the importance of gathering feedback from the committees on accessibility issues in advance of the meeting for collaboration with the other Accessibility Advisory Committees.

Recording Timestamp 0:51:34

Mr. Wright cautioned for the initial meeting, they should focus on introductions and presentations. Mr. Clarke noted rather than jumping into breakout sessions right away, suggested the breakout sessions would be better suited for future meetings.

## **9. Sub-Committee, Ad Hoc Committee and Member Reports – Nil**



Recording Timestamp 0:54:36

## **10. Unfinished Business**

### **10.1 Follow-up from November 21, 2023 Meeting, Committee Discussion re: Possible Accessibility Related Event**

Recording Timestamp 0:54:56

At the previous meeting in November 2023, the Committee had discussed the possibility of organizing an accessibility-related event, potentially a "summit". Ms. Bolton provided some background, noting research had indicated the cost of organizing an event is approximately \$15,000, which is outside the Committee's current budget. Mr. Wright proposed that the Committee postpone the idea of a larger event for the time being and concentrate on the initial meeting with the regional Accessibility Advisory Committees, as previously discussed. Ms. Farcasiu recommended preparing for this event in 2025 by including it in the budget, and the group reached a consensus on this approach.

Recording Timestamp 1:01:09

Ms. Farcasiu asked about next steps for collaborating with the Children's Services Department, and it was agreed Ms. Bolton would work with Ms. Brown to arrange a site visit for the Committee to tour one of the EarlyON Centers and collaborate on future sites by viewing photographs.

## **11. Announcements - Nil**

Recording Timestamp 1:03:09

## **12. Notice of By-law/Notice of Motion**

Recording Timestamp 1:03:21

**13. Questions from the Media**

Recording Timestamp 1:03:33

There were no questions from the media.

**14. Questions from the Public**

Recording Timestamp 1:03:46

There were no questions from the public.

**15. Closed Meeting – Nil**

Recording Timestamp 1:04:04

**16. Adjournment**

Recording Timestamp 1:04:11

Ms. Farcasiu mentioned that the next meeting of the Accessibility Advisory Committee is scheduled for Tuesday, April 23, 2024. This meeting will be longer than usual, and it is strongly recommended that members attend in person.

**Resolution No. AAC-004-2024**

**Moved by Claire Smith**

**Seconded by Bill Steenkamer**

**THAT the meeting of the Accessibility Advisory Committee adjourn at 10:05 a.m.**

**CARRIED**

Accessibility Advisory Committee Meeting Minutes  
February 20, 2024

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Dana Farcasiu, Chair

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Andrea Bolton, Deputy Clerk  
and Accessibility Coordinator

**United Counties of Leeds and Grenville  
Accessibility Advisory Committee  
Minutes**

**Tuesday, April 23, 2024**

**9:00 am**

**Council Chambers**

**25 Central Avenue West, Brockville, Ontario**

- Members Present:** Dana Farcasiu, Chair  
Brant Burrow, Evelyn Pott, Jeff Shaver, Claire Smith,  
Bill Steenkamer, Calvin Turner, Rob Wright
- Staff Present:** Geoff Clarke, Interim County Clerk  
Andrea Bolton, Deputy Clerk and Accessibility Coordinator,  
Recording Secretary
- Others Present:** Greg Bamber, City of Brockville  
Paula Banks, Councillor, Rideau Lakes  
Kimberly Brown, Member of the Accessibility Committee,  
Township of Rideau Lakes  
Tammy Day, Member of the Accessibility Committee,  
Township of Rideau Lakes  
Sheena Earl, Clerk, City of Brockville  
Mary Ann Greenwood, Co-Chair of BMAAC, City of Brockville  
Doug Hone, BMAAC, City of Brockville  
Janet Jones, Co-Chair of BMAAC, City of Brockville  
Lynn Murray, Deputy Clerk, City of Brockville  
Chloe Preston, Deputy Clerk, Municipality of North Grenville  
Louise Severson, Councillor, City of Brockville  
Sharon Steenkamer  
Mary Remmig, Deputy Clerk, Municipality of North Grenville  
Mary-Ellen Truelove, Clerk, Township of Rideau Lakes  
Lorie Truemner, Member of the Accessibility Committee,  
Township of Rideau Lakes

**1. Call to Order**

Recording Timestamp 00:00:01

Ms. Farcasiu called the meeting to order at 9:00 a.m. and welcomes everyone to the United counties of Leeds and Greenville Accessibility Advisory Committee meeting. Ms. Farcasiu requests participants to introduce themselves, their municipality, and any specific roles they hold.

**2. Adoption of Agenda**

Recording Timestamp 00:06:26

**Resolution No. AAC-005-2024**

**Moved by Evelyn Pott**

**Seconded by Bill Steenkamer**

**THAT the Agenda for the April 23, meeting of the Accessibility Advisory Committee be adopted as circulated.**

**CARRIED**

**3. Disclosure of Pecuniary Interest and General Nature Thereof – Nil**

Recording Timestamp 00:06:57

**4. Presentations - Accomplishments to Date, 2024 Goals, 2024 Challenges**

Recording Timestamp 00:07:25

**4.1 Municipality of North Grenville Accessibility Advisory Committee**

Recording Timestamp 00:08:53

Ms. Preston presented the accomplishments of the North Grenville Accessibility Committee, including the comprehensive renovation of the Municipal Center which has been recently completed to enhance accessibility, including the relocation of the reception hall to the main floor. Efforts also extend to the development of accessible park concepts, such as the addition of an accessible dock. Ms. Preston shared there is active engagement in consultations for Official Plan and Zoning By-law Amendments, particularly focusing on reviewing the requirements for accessible parking spaces and considering policy enhancements and expanded Accessibility for Ontarians with Disabilities Act (AODA) training for

municipal employees. Ms. Preston shared the successful launch of the North Grenville transit expansion has been achieved, aiming to improve accessibility for both regular and accessible users. There is also ongoing work on a project to develop customized accessibility and customer service training for local businesses and exploring partnerships with AODA sports groups to increase awareness at community events. Challenges included funding, time, and resource constraints of accessible products. Ms. Preston explained the geographic scope and context of the North Grenville Accessibility Committee's work.

#### **4.2 Township of Augusta**

Recording Timestamp 00:16:52

Mr. Shaver stated Augusta Township does not currently have an established Accessibility Committee, but he has had discussions with the CAO about developing one.

#### **4.3 Township of Rideau Lakes Accessibility Advisory Committee**

Recording Timestamp 00:20:04

Ms. Brown from the Rideau Lakes Accessibility Committee provided an overview of Rideau Lakes, sharing it is home to about 10,000 people. The area includes rural, lake, and college communities, and its population is diverse, including seniors, families, and tourists. Ms. Brown conveyed the Committee has taken several initiatives to support local organizations in finding resources related to topics such as impaired vision and hearing impairment. This includes creating a list of outside agencies on their website. Additionally, they have collaborated with the fire department to develop a "vulnerable sector list," which enables the identification of residents with disabilities and their specific needs. To better understand residents' needs, the Committee designed an accessibility questionnaire. Also, they have conducted reviews and provided feedback on Township-owned properties, evaluating aspects such as paint colors, stairs, and elevators. The Committee has raised awareness about its goals by publishing an article in the local paper. Ms. Brown stated the Committee's goal is to keep reviewing public spaces, updating their multi-year accessibility plan, and increasing community engagement. Ms. Brown shared they have faced challenges in the geographic nature of the Township and communication, especially in reaching seniors who may not use the internet, various levels of education, and in defining the Committee's role within the broader community. Following Ms.

Brown's comments, the discussion emphasized the significance of understanding the diverse needs within the community, beyond just physical disabilities. There was consensus on the need to address the significant challenge of communication and outreach, especially to seniors and individuals with hidden disabilities. Ms. Farcasiu highlighted the importance of recognizing and addressing all types of disabilities, not just physical ones.

Recording Timestamp 00:26:44

Mr. Wright inquired about effective methods the Rideau Lakes Committee has used to gather community input and feedback. Ms. Truelove outlined the Committee's efforts, including distributing a community questionnaire via Facebook, their website, and local libraries and pharmacies, but noted a disappointing low response rate. She emphasized the difficulty in reaching the broader community, particularly seniors who may lack online access. Ms. Truelove proposed partnering with the local health center to gather more data on accessibility needs. Ms. Brown added that even if the questionnaire reached more people than expected, some, especially seniors, might still hesitate to self-identify their needs or disabilities. She explained there can be mental barriers to openly acknowledging and advocating for accessibility requirements. Ms. Brown suggested addressing these challenges through ongoing outreach and education.

Recording Timestamp 00:31:01

Ms. Truelove noted their Accessibility Advisory Committee had previously participated in a seniors' expo, but felt it lacked an accessibility focus. In response, they secured a grant to organize a targeted accessibility event aimed at connecting agencies and organizations that provide resources for seniors and people with disabilities. She proposed expanding this event into a county-wide expo to better serve the broader community. Ms. Brown agreed, highlighting that such an event could also attract summer tourists, emphasizing the need for accessibility accommodations for both residents and visitors. The discussion underscored challenges in communication and outreach, particularly to seniors and those with hidden disabilities, while recognizing the potential benefits of a centralized accessibility event. Ms. Smith pointed out that disabilities are not always visible, noting how perceptions of her changed once her condition became apparent, despite it being the same all along. Ms. Farcasiu stressed that the perception of disability as limited to older adults is inaccurate, advocating for awareness of the needs of younger individuals with disabilities. She emphasized

the importance of empowering young people to advocate for themselves and combatting stigma and bullying.

#### **4.4 Brockville Municipal Accessibility Advisory Committee**

Recording Timestamp 00:34:33

Ms. Jones invited anyone interested to attend the Brockville Municipal Accessibility Advisory Committee's (BMAAC) monthly meetings on the fourth Tuesday of each month. She highlighted the Committee's accomplishments and challenges, noting prior to the building code requirements, the Brockville Municipal Accessibility Advisory Committee did a lot of work measuring and assessing accessibility in buildings. They have contributed to several playground projects, including an accessible playground in Hardy Park in partnership with the May Court Club of Brockville. The Committee has also addressed accessible parking and picnic table requirements for wheelchair users and played a key role in transitioning Brockville's paratransit service to in-house operation, advising on necessary vehicle types. Ms. Jones identified providing accessible transit options after hours and on weekends as a major challenge, leaving those reliant on accessible features without transportation when the paratransit service is not operating. While the Committee explored accessible taxis to fill this gap, they found the costs prohibitively high for cab companies. They are seeking government funding or grants for subsidies but have yet to succeed. The Committee is also considering fundraising or partnerships with service clubs to secure at least one accessible taxi per company in Brockville. Additionally, Ms. Jones outlined ongoing barriers faced by the Committee, including difficulties in implementing improvements, attracting new members, and addressing funding and staffing constraints.

Recording Timestamp 00:39:07

Ms. Jones reported that to comply with AODA, BMAAC identified 32 priority locations for bus stop accessibility improvements, focusing on the top 5 this year. The Committee is studying accessibility design standards from Oshawa to potentially adopt or adapt them for Brockville's new developments and renovations. They aim to increase their involvement in reviewing site plans for new construction to ensure necessary accessible features, particularly in housing projects. With the AODA's 2025 deadline approaching, the Committee is committed to overcoming financial and practical challenges to achieve full accessibility. They are also updating past audits of municipal buildings to address



barriers between recommendations and implementation. Overall, BMAAC is taking a proactive approach to improve accessibility through standards, site plan reviews, and updated assessments.

Recording Timestamp 00:55:48

Ms. Preston responded to Ms. Farcasiu's inquiry about available grants for North Grenville Transport, noting that while the initial accessible transit service was funded through extensive community fundraising, the expansion lacked specific funding. She added that sustaining both initiatives will be discussed moving forward. The group acknowledged the lack of accessible transit options after hours is a significant issue not only for Brockville but also for other municipalities, highlighting the need for a coordinated regional approach to address these challenges. Ms. Truelove informed the group about the Inclusive Community Grants available from the province of Ontario, which are currently accepting applications until May 22nd.

Recording Timestamp 01:01:27

Mr. Burrow compared the resources allocated to long-term care with the potential investment in accessible transit, suggesting the latter may offer a more efficient use of municipal funds. He requested county staff to initiate a broader discussion on accessible transportation that includes all municipalities. He also inquired if the Committee has data on the demand for an accessible taxi service in the area. Mr. Bamber shared information on private accessible transportation options in the region, noting that their high costs make them inaccessible for many individuals with disabilities. Ms. Greenwood noted under the AODA, the paratransit fare should be the same as the regular transit fare. However, the facility was telling residents they needed to approach the Township to get the paratransit service subsidized again. This was because the conventional bus service was still allowed to stop at Sherwood Park Manor, but the paratransit service was no longer subsidized for the residents. It prompted Mr. Burrow to commit to following up on the situation at Sherwood Park Manor.

Recording Timestamp 01:06:16

Mr. Turner suggested the fragmented nature of the municipal boundaries and funding sources may be hindering the ability to effectively address the shared accessibility issues across the broader area highlighting the potential need for greater inter-municipal collaboration and coordination when it comes to

accessibility initiatives, especially around critical services like transportation. Mr. Burrow shared although the border between the municipalities may introduce additional complexities, he is committed to gaining a deeper understanding and will keep the Committee informed as more information is found out. Ms. Greenwood suggested Mr. Burrow work alongside the City of Brockville, since a significant portion of Sherwood Park Manor's residents are from Brockville, to find a solution to restore the paratransit subsidy and ensure accessible transportation options for those residents.

#### **4.5 Leeds and Grenville Accessibility Advisory Committee**

Recording Timestamp 01:08:23

Mr. Clarke outlined potential next steps and goals. He emphasized the significance of the new Multi-Year Accessibility Plan, compliance with web accessibility standards, efforts related to Limerick Forest, and future programming. He noted promoting National Accessibility Week. Shifting focus to goals for 2024 and 2025, Mr. Clarke emphasized the importance of developing a strategy as they are halfway through 2024. He suggested themes for consideration, including grants and fundraising, improving communication among geographically diverse municipalities, providing guidance for starting Accessibility Advisory Committees, advocating for more resources through Association of Municipalities of Ontario (AMO) or Rural Ontario Municipal Association (ROMA) delegations, and addressing transit challenges. He acknowledged that establishing the right goals would require balancing resources and interests among the group. Mr. Clarke offered to facilitate further discussions on these topics and highlighted the need to identify speakers or experts to lead each discussion.

Recording Timestamp 01:13:53

Ms. Smith emphasized the group should leverage its collective expertise in accessibility more effectively. Ms. Farcasiu said the group needs to work on showing the broader community they are here to help. Ms. Pott then suggested a theme for the group could be actively engaging the community to encourage involvement with the Accessibility Advisory Committees.

Recording Timestamp 01:16:33

Ms. Smith asked if the Accessibility Advisory Committees would be allowed to have a presence at home shows and suggested this could be a good venue for Committees to provide information to the public as a means of increasing public awareness and engagement around accessibility issues and solutions.

Recording Timestamp 01:17:32

Ms. Truelove provided context on the Rideau Lakes Committee's plans to potentially host an accessibility-focused expo or trade show. She clarified that the initial idea was to organize a vendor-style event where companies, organizations, and agencies related to accessibility could gather in one location. The goal is for the public to explore different booths and learn about resources and services available to support individuals with disabilities. While the Committee initially referred to this as a "summit," Ms. Truelove emphasized it is more accurately a trade show, allowing direct engagement with accessibility providers. This initiative aims to better inform and connect the public with various accessibility-related supports in the community. Ms. Preston acknowledged the group was discussing two different approaches to the potential accessibility event or summit, one is an internal-facing event, focused on the Accessibility Advisory Committees themselves, where they could share information and collaborate. The other is a public-facing event, where businesses, organizations, and members of the broader community could attend to learn about accessibility resources and initiatives. Ms. Preston suggested these two approaches could potentially be accomplished through the same overall mechanism, just structured differently. Ms. Preston proposed the idea of having one day dedicated to the internal-facing Accessibility Advisory Committee meeting and discussions, followed by a second day which would be open to the public and businesses.

Recording Timestamp 01:19:20

Ms. Greenwood shared some of Brockville's past experiences trying to host accessibility awareness events during National Accessibility Week. Ms. Greenwood commented on the challenges faced with low turnout due to lack of accessible transportation for past Accessibility events and shared her endorsement of the home show idea as a potentially more effective way to engage the broader public and business community.

Recording Timestamp 01:20:51

Mr. Burrow proposed targeting home shows or trade shows could be a strategic and practical way for the Accessibility Advisory Committees to reach a key audience - homeowners and renovators - and start generating interest and awareness around accessibility features and solutions. Ms. Farcasiu suggested municipalities reach out to accessibility vendors to actively participate in home trade show events.

Recording Timestamp 01:22:31

Ms. Jones shared during Accessibility Week, the City of Brockville's Council officially proclaims the week. She also explained BMAC raises the flag they had designed a few years ago during this time. In addition, Ms. Jones said at the meeting of Council, BMAC presents three certificates to members of the community who have been recognized for their efforts in advancing accessibility. She emphasized these Council proclamations and certificate presentations are televised, raising awareness and fostering a greater understanding of the accessibility initiatives in the community. Ms. Jones proposed if other municipalities are unable to organize similar accessibility events for the beginning of June, they could still consider having their Council officially proclaim Accessibility Week and incorporate recognition of accessible champions.

Recording Timestamp 01:23:49

Mr. Turner suggested there appears to be a divisional or disconnected approach between municipalities when it comes to funding and providing accessible transportation services. Mr. Turner suggested improved coordination or cohesion between municipalities when it comes to accessing provincial funding and resources to address accessibility challenges, particularly around transportation.

Recording Timestamp 01:26:18

Ms. Steenkamer highlighted the challenges faced by residents of Sherwood Park Manor, a long-term care facility near Brockville. She proposed that closer collaboration among municipalities could enhance coordination in providing accessibility information and support, rather than redirecting residents based on boundaries.

Recording Timestamp 01:27:06

Ms. Greenwood illustrated this issue by describing how residents of Sherwood Park Manor required physical assistance to cross a highway to reach St. Lawrence Lodge in the next municipality, due to the lack of paratransit services in their own area.

Recording Timestamp 01:27:31

Ms. Farcasiu put forth a suggestion to establish a more formal, recurring meeting structure that would bring together all the various Accessibility Advisory Committees from the different municipalities. This would allow them to share information, learn from each other, and potentially coordinate their efforts in a more unified manner.

Recording Timestamp 01:28:08

Mr. Clarke expressed his support for pursuing both an internal committee meeting and an external public-facing accessibility event or conference. For the public-facing event, Mr. Clarke suggested there could be a conference or trade show, where vendors related to accessibility could set up booths. He then proposed the group could potentially leverage vendors to help offset the costs associated with organizing such an event. Regarding the transit challenges which had been discussed, Mr. Clarke suggested the idea of a "living classroom" concept, where the development of a transit system that works could be turned into an event in itself. Mr. Clarke emphasized the importance of educating and informing the broader community, in addition to the internal knowledge-sharing among the Committees and said he does not think a summit will be as daunting with the association of the agenda and the group should define the desired outcomes.

Recording Timestamp 01:30:49

Ms. Farcasiu inquired about the nature of the proposed summit, whether it would be an ongoing event or a one-time event. Ms. Preston asked if the group should form a working group with representatives from the various Accessibility Advisory Committees to bring back ideas for discussion. Mr. Clarke agreed creating an environment for such a group to germinate was a good idea, leaving the decision to the group.

Recording Timestamp 01:32:32

Mr. Bamber suggested using school buses to transport people to the event and proposed inviting various organizations, such as the Rick Hansen Foundation, and companies which could help with different disabilities. Mr. Clarke agreed and suggested forming a working group to address the summit's logistics and regular meetings for information exchange.

Recording Timestamp 01:33:57

Ms. Farcasiu summarized the meeting's objectives and suggested the first step is to start a working group to brainstorm and find information on organizing the summit. Ms. Farcasiu confirmed if everyone agrees to proceed with the summit by requesting those present to please raise your hand if you are in agreement in which there was unanimous support to move forward.

Recording Timestamp 01:34:24

Mr. Clarke suggested instead of immediately proposing a summit, the group could first recommend a structure by which all the Committees can come together on a regular basis for an information exchange. This process would involve the committees meeting regularly and then having a standalone summit or conference event. He proposed that the working group could first discuss what a regular meeting of this group might look like. Then, in the second half of the agenda, they could investigate the feasibility of a summit, including costs, venues, transit considerations, and other inputs provided during the meeting. Mr. Clarke suggested by presenting a few options, the group may be able to come up with a better hybrid approach they hadn't initially considered.

Recording Timestamp 01:35:05

Ms. Farcasiu agreed with Mr. Clarke's proposal to have a working group and the suggestion each municipality send two members to the working group and encouraged municipalities to inform Mr. Clarke of their chosen members. Ms. Farcasiu asked if the goal was to plan a summit for 2025. Mr. Clarke confirmed the working group would investigate and make recommendations regarding the summit, which would be discussed at future Committee meetings. He mentioned that a summit in fall 2025 is feasible but emphasized the need for reasonable expectations and timelines. Ms. Farcasiu suggested coordinating with North Grenville to leverage their expertise in organizing such events.

Recording Timestamp 01:39:16

Ms. Murray inquired about support and staff resources for the working group. Mr. Clarke said the group would first need to assess its requirements. Ms. Truelove asked whether the group would operate independently and who would provide oversight and resources. Mr. Clarke confirmed his willingness to coordinate the working group and requested municipalities to designate two members to join. He also recommended that the group propose a structure for regular Committee meetings and explore the feasibility of a summit.

Recording Timestamp 01:41:19

Mr. Wright suggested the group submit their top three objectives to be considered for the summit to enable the group to gather input from everyone before the working group's discussions and planning. Mr. Clarke will send out the request.

Recording Timestamp 01:43:20

Mr. Turner said the full group should meet, establish a clear agenda for the summit, and ensure all Committee members are informed and aligned, before moving forward with the more detailed planning of the summit. Mr. Clarke recommended the Committee meet again on October 22nd, as that date already had a scheduled meeting, and it would be a convenient and logistically simpler option for continuing the summit planning discussions.

## **5. Meeting Dates**

Recording Timestamp 01:12:45

## **6. Summit 2025**

### **6.1 Ideas**

Recording Timestamp 01:12:45

### **6.2 Costing**

Recording Timestamp 01:12:45

### **6.3 Agenda**

Recording Timestamp 01:12:45

## **7. Questions from the Media**

Recording Timestamp 01:46:20

There were no questions from the media.

## **8. Questions from the Public**

Recording Timestamp 01:46:32

There were no questions from the public.

## **9. Adjournment**

Recording Timestamp 01:47:04

Ms. Farcasiu proposed that the group write a letter to the province addressing transportation issues for people with disabilities and requesting support for rural municipalities. Mr. Burrow expressed hesitation, noting that the province already has policies and funding for transit, and he was unclear on the specific advocacy focus. Mr. Burrow said the solutions may be more of a local organizational challenge, and the group should work through those first, but acknowledged they could advocate to the province later if clear gaps are identified. He offered to discuss current advocacy efforts with his colleague, the chair of ROMA, who is running for president of AMO, and report back.

Recording Timestamp 01:51:40

Mr. Burrow recommended adding an "information item" category to the group's agendas, allowing automatic inclusion of each Committee's meeting minutes in their agenda packages. This would provide members with access to all



Committee minutes efficiently, enhancing communication and coordination among the groups.

Recording Timestamp 01:52:04

Ms. Farcasiu suggested cross posting the minutes and agendas of various Accessibility Advisory Committees on their websites, along with links to each other's sites and meeting schedules.

**Resolution No. AAC-006-2024**

**Moved by Rob Wright**

**Seconded by Brant Burrow**

**THAT the meeting of the Accessibility Advisory Committee adjourn at 10:57 a.m.**

**CARRIED**

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Dana Farcasiu, Chair

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Andrea Bolton,  
Deputy Clerk/Accessibility Coordinator

**2025 – 2035  
Housing and Homelessness Plan  
Community Consultation**

Caroline Rigutto  
Affordable Housing Coordinator  
United Counties of Leeds and Grenville

# Overview

1. Role of the Housing Service Manager.
2. Homelessness Information and Programs
3. Community and Affordable Housing Needs and Programs.
4. 2025 – 2035 HHP Vision, Guiding Principles.
5. Strategic Goals, Future Actions and Outcomes.
6. Discussion Questions.



# Role of the Housing Service Manager

- Ensure that housing programs are administered according to legislation and to provide support to non-profit and co-operative housing providers.
- Determine local rules and establish processes that comply with rent-geared-to-income (RGI) eligibility requirements.
- Maintain a centralized waiting list to ensure that RGI Housing is accessible to people in need.
- Maintain provincially-mandated rent-geared-to-income housing targets within Leeds and Grenville.

# Role of the Housing Service Manager

- Administer federally and provincially funded housing programs, such as the Homelessness Prevention Program (HPP), the Canada-Ontario Housing Initiatives (COCHI), Ontario Priorities Housing Initiative (OPHI) and the Canada-Ontario Housing Benefit.
- In co-operation with the County Land-Use Planning Division, establish and implement minimum targets for the provision of housing that is affordable to low-and-moderate income households, and coordinate land use planning and planning for housing with Service Managers to address the full range of housing options including affordable housing needs.

# Development of a Housing and Homelessness Plan

As the Service Manager for Housing, The United Counties of Leeds and Grenville is responsible to:

- Identify needs in our community,
- Develop the ten-year local housing and homelessness plans, and
- Design and deliver services to people either directly or through delivery partners.

# HOMELESSNESS IN LEEDS AND GRENVILLE

# Homelessness in Leeds and Grenville

## Role of The United Counties of Leeds and Grenville:

- Developing a ByName list to collect detailed information to help match people experiencing homelessness with local housing and supports.
- Providing shelter or housing and supports for people who are homeless or at-risk of homelessness.




# ByName List

Launch in 2021, the ByName List is a provincially-mandated tool that is used to accurately track and count a community's unhoused population, and better connect people with the supports they need.

Individuals and families enter the Coordinated Access housing system at designated access points, where intake forms are completed and updated.

# Homelessness in Leeds and Grenville

Today, there are 130 actively homeless people on Leeds and Grenville's ByName List (BNL).

- 92% are chronically homeless (six months or more). 
- The majority are single adults (73%).
- All age groups are represented on the BNL.
- 82% require High or Very High Intensity Supports.

# Homelessness Strategy

Several themes emerged from the service delivery stakeholder consultation, which included:

- A need for services to cover the full spectrum of client needs.
- A strong need for both transitional and long-term supportive housing.
- Length of wait times for mental health, addictions and medical services are concerning.
- There is a lack of awareness of what programs are available to support homelessness.

# Homelessness Prevention Program Funded Programs

- Co-Operative Care Center
- Drop-in Center
- Apartment-based shelter units
- Hotel vouchers
- Homelessness Prevention Benefit (rent and utility arrears assistance)
- John Howard Society Justice Supports



# Homelessness Prevention Program

## Transitional Housing

- Transitional Supportive Housing Program - Lanark Leeds and Grenville Addictions and Mental Health
- Connect Youth Inc.. provides transitional housing designed for short-term stays for youth aged 12 to 25.



# COMMUNITY HOUSING

# Community Housing

- Rent-Geared-to-Income Housing Units
- Affordable Housing Units and Programs



# Rent-Geared-to-Income Units in Leeds and Grenville



Valleyview in Athens (seniors)



Gananoque Family Housing



Seaway Apartments - Cardinal



The Pines - Kemptville



# RGI Units in Leeds Grenville

- There are 987 RGI units that the County is required to provide as Service Manager for Social Housing in Leeds and Grenville.
- Units are located throughout many communities in Leeds and Grenville.
- Some RGI housing projects have a seniors age-mandate.
- Units are provided by the Community Housing Department, Non-Profit, and Co-Operative Housing Providers.
- Rent Supplement units are located throughout the County through partnerships with private landlords.

# Community Housing Waitlist

Wait-time in months for a Rent-Geared-to-Income Unit in Leeds and Grenville

Unit Type	Wait Time in Months
Bachelor	7 to 28 months
One Bedroom	11 to 42 months
Two Bedroom	7 to 60 months
Three Bedroom	7 to 45 months
Four Bedroom	7 to 63 months

# Affordable Housing Programs in Leeds and Grenville

- Housing Allowance Programs
- Ontario Renovates Program
- Homeownership Program
- Secondary Suites Funding Program
- Supportive and Affordable Housing Rental Units



# Affordable Housing Units in Leeds & Grenville



Wall Street Village - Brockville



Community Living North Grenville  
- Kemptville



Prescott



Elgin Seniors

# Affordable Housing Programs Continued

## Supportive Housing Rental Units

- Pixie Place
- Court House Apartments
- 150 Supportive Housing Units in Leeds and Grenville.



Pixie Place

# Municipally-Funded Affordable Housing Programs

- Leeds and Grenville Landlord Secondary Suite Funding Program
- Affordable Housing Development Lab
- Affordable Housing Development Workshop Series



# Housing Needs Identified

## Core Housing Need

### In Leeds and Grenville:

- **6,111** households were spending 30% or more of their income on shelter costs in 2020.
- **785** lived in households that were not suitable.
- **2,395** needed major repairs.

A household is in **Core Housing Need** if its housing does not meet one or more of: **adequacy, suitability or affordability standards**, and it would have to spend 30% or more of its before-tax income on shelter costs.

### In Leeds and Grenville,

- Black-led households (**16.67%**) are experiencing **the greatest rate of Core Housing Need**, as compared to other households.
- New migrant-led households (**16.00%**), are experiencing the second-highest rate of CHN, followed by
- Single-mother led households (**12.52%**), and
- Households whose head is under 25 years of age (**10.91%**).



# Affordable Housing Deficit

Leeds and Grenville (CD, ON)						
Income Category (Max. affordable shelter cost)	1 Person HH	2 Person HH	3 Person HH	4 Person HH	5+ Person HH	Total
Very Low Income (\$410)	530	70	0	0	0	600
Low Income (\$1025)	1,475	560	130	40	0	2,205
Moderate Income (\$1640)	0	70	35	0	0	105
Median Income (\$2460)	0	0	0	0	0	0
High Income (>\$2460)	0	0	0	0	0	0
<b>Total</b>	<b>2,005</b>	<b>700</b>	<b>165</b>	<b>40</b>	<b>0</b>	<b>2,910</b>



# THE PLAN

# Online Survey Link



# Vision Statement of the Plan

The Housing and Homelessness Plan for the United Counties of Leeds and Grenville is centered on the vision of a community that encourages and supports access to safe, secure, suitable, and affordable housing. This plan strives to be flexible, and reflect the changing needs of the local communities.

# Discussion One

1. Are there suggested revisions or alternatives you would propose with regard to the proposed Vision Statement?

# Guiding Principles

- Person-Centered Approach
- Housing First
- Prevention Focused
- Community Partnerships
- Locally Driven
- Inclusive
- Fiscal Responsibility
- Outcome Based

# Discussion One

2. Are these the Guiding Principles we should move forward with?

- a) Should they be changed? If so, how?
- b) Are there any principles you feel are missing? If yes, please specify.

# Goals

Ending Homelessness

Preventing  
Homelessness

Facilitating Community  
Housing Supply

# Goals

Ending homelessness by supporting and housing persons that do not have a home.

Ending Homelessness



# Goals

Preventing homelessness and maintaining housing stability.

Preventing  
Homelessness

# Goals

Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low income households.

**Facilitating Community  
Housing Supply**

# Strategic Goal #1 Actions

**Strategic Goal #1: Ending homelessness by supporting and housing persons that do not have a home.**

## **Current Actions:**

1. Commitment to a Three-Year Homelessness Prevention Strategy and Annual Homelessness Report that will review the services provided to ensure that a greater emphasis is placed on initiatives and programs that result in more people being housed and more people stayed housed for longer periods of time; and to prepare the Counties to receive more resources to further reduce its unhoused population.
2. Provide and flow funding for varying levels of emergency shelters according to acuity to meet the needs of persons who are unhoused through service agreements with community organizations.
3. Procure contract housing providers to supply units to address housing needs and the ByName List.
4. Continue to maintain the ByName List to accurately track and count the unhoused population to provide the supports needed to the unhoused population.
5. Provision of Supportive Housing provided through the Community and Social Services Division and service agreements with community organizations.
6. Provision of emergency vouchers through Community and Social Services and community partners to provide food, transportation, and accommodations for households that are in an emergency.
7. Provision of community outreach services through the Community and Social Services Division and community partners to support the unhoused population. Community outreach includes food security programs, case management and referrals for ByName list clients, ongoing supports and services such as counselling and behavioral supports.
8. Continue to provide the Justice Involved Housing Program, which provides services to individuals involved in the justice system such as those on probation/parole, correctional institutions, and local bail supervision programs.
9. Continue mobile outreach services through the Justice Involved Housing Program.

## **Future Actions:**

1. The creation of 150 Supportive Housing Units that provide for varying levels of supports according to acuity.
2. Investigate additional/alternative emergency shelter opportunities and transitional mid-term accommodations.
3. Expand community partner participation of the ByName List for all organizations that support the unhoused population.
4. Transform the Counties' current shelter service into a program that places increased emphasis on supporting clients to move into housing.
5. Improve outreach services to better track homelessness across the Counties.
6. Increase the amount of Transitional-Supportive Housing available in the Counties.
7. Build and enhance community partnerships in support of a coordinated and community-wide effort to reduce homelessness across Leeds and Grenville.
8. Be ready for future investment. Should the provincial Homelessness Prevention Program funding levels increase in the next 2-3 years, the Counties will have a plan ready to immediately and effectively invest these resources.

# Strategic Goal #2 Actions

**Strategic Goal #2:** Preventing homelessness and maintaining housing stability.

**Current Actions:**

1. Continue to administer the Homelessness Prevention Benefit to issue funds to prevent eviction and loss of utilities.
2. Continue the Supportive Housing Program, which includes preparing individuals in the program for independent living in the community.
3. Continue to fund the Ontario Priorities Housing Initiative - Housing Allowance program, and participate in the Canada-Ontario Housing Benefit program, to make the cost of renting more affordable for eligible households in their current home.
4. Continue to fund the Ontario Priorities Housing Initiative - Ontario Renovates Component and revolving loan fund to eligible households to repair their existing home and complete accessibility repairs, to ensure that the home is habitable and accessible.
5. Continue the Justice Involved Housing Program, which engages with individuals in institutional settings to divert and prevent a return to homelessness.

**Future Actions:**

1. Assess the feasibility of a municipally-funded housing allowance program, to reduce dependency on the Homelessness Prevention Benefit for rent and utility arrears.
2. Assess the feasibility of a municipally-funded rent supplement program to increase the number of new Affordable Housing units created in the community.
3. Investigate future programs and options that can assist households to remain housed for longer periods, and reduce homelessness in Leeds and Grenville.
4. Enhance the Counties' existing homelessness prevention programs so that 20% more community members receive financial support annually.

# Strategic Goal #3 Actions

**Strategic Goal #3:** Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.

## Current Actions:

1. Continue to invest in current community housing assets through asset management planning and supporting community housing providers with COCHI Repair funding.
2. Continue to target and fund the Canada-Ontario Community Housing Initiative – Housing Allowance to support the continued provision of rent-geared-to-income units in ~~non-profit~~ and co-operative housing units whose operating agreements have expired.
3. Continue to contribute to the housing amortization reserve.
4. Support the development of subsidized and affordable housing units through the Leeds and Grenville Affordable Housing Development Lab.
5. Assisting the development of new community and affordable housing units through referrals for land developers and ~~non-profit~~ housing providers to relevant project funding and financing programs.
6. Supporting the development of new community and affordable housing units through the provision of data and information required to develop a business case for new development.
7. Promotion of housing development in rural areas, including cost-effective waste water and drinking water funding programs and options.
8. Encouragement of rapid housing development through the promotion of alternative building methods to build housing faster and affordably.
9. Continue to fund the Affordable Home Ownership Program, to assist first-time homebuyers with down payment assistance for the purchase of their first home, to open more rental stock in Leeds and Grenville.
10. Continue to fund the Secondary Suite program – Ontario Priorities Housing Initiative Secondary Suite Program, to create an Affordable additional residential unit (ADU) on the property of their primary residence, to increase the supply of Affordable Housing Units.
11. Continue to fund the Leeds and Grenville Landlord Secondary Suite program, to create an Affordable additional residential unit (ADU) in an existing residential rental unit to increase the supply of Affordable Housing Units.

## Future Actions:

1. Develop a Housing Strategy Plan for County investments in Homelessness, Affordable and Supportive Housing in Leeds and Grenville.
2. Based on data, establish unit size, tenant and geographical targets for new affordable and supportive housing.
3. Establish a multi-year plan for new subsidized housing units, with a focus on the development of high need units in high demand areas.
4. Review the current community housing stock, and assess if the unit composition and mandates meet the needs of those waiting on waitlists.
5. Assess the feasibility of a municipally-funded rent supplement program, to increase the number of subsidized housing units to reduce wait times.
6. Supporting Ontario's Community Housing Renewal Strategy.
7. Engage in discussions with housing developers regarding the challenges and needs for constructing new affordable and community housing units, and advocate for system change to ensure rural affordable housing development is viable and receives the financial resources needed.

## Discussion Two

3. Are there any other Goals or Actions that the Counties should include in its Housing Plan?

4. Which Activity do you think should be the first priority in moving forward on the Housing Plan?

5. If it was necessary to eliminate one action due to time constraints, cost or other factors, which Action do you feel the Counties could remove?

# We are Listening

Is there anything else you would like to add for feedback on the 2025 -2035 Housing and Homelessness Plan?

# Affordable Housing Coordinator Contact Information

**Caroline Rigutto, Affordable Housing Coordinator**

Phone: 613-342-3840 / 1-800-267-8146, ext. 2327

Email: [caroline.rigutto@uclg.on.ca](mailto:caroline.rigutto@uclg.on.ca)



### Housing Issues Identified

- The majority of households in Leeds and Grenville are owner households (78.1%), with only 21.9% of households renting. However, renter households are experiencing the greatest difficulty in affording their shelter costs (35.2%) as compared to households that own their home (10.7%).
- In 2020, there were 2,205 households in Leeds and Grenville that could not afford to pay more than \$1,025 on monthly shelter costs; 600 households that could not afford to pay more than \$410 per month.

### Homelessness Supports

- The number of households entering into and affected by homelessness has greatly increased since the previous Housing and Homelessness Plan.
- There is a need for more supportive services and transitional housing for those who are experiencing homelessness, and more supports to be housed and live independently.

### Homelessness Prevention

- Supports are needed to keep people housed for longer, and prevent a return to homelessness.
- As the cost of rents continue to rise faster than incomes, there is significant core housing need and an affordable housing deficit that presents housing affordability issues.

### Community Housing Supply

- There is a need for more rent-geared-to-income one-bedroom units in Brockville, Prescott and Kemptville.
- More Affordable Housing options are needed to provide an affordable home for all households, to prevent further households from being at-risk of homelessness and entering into homelessness.
- Continuing to maintain rent-geared-to-income housing targets as housing projects exit their original operating agreements.
- The Community Housing portfolio is a valuable community asset, which is aging and needs to continue to be maintained and repaired to prevent the loss of subsidized housing units.

#### **Vision**


To encourage and support access to safe, secure, suitable, and affordable housing that reflects the changing needs of the community.

#### **Goals**

The Plan has identified three overarching strategic goals that outline tangible actions that are linked to specific outcomes and measures:



**Ending Homelessness**



**Preventing Homelessness**



**Facilitating Community Housing Supply**

**Goal 1** – Ending homelessness by supporting and housing persons that do not have a home.

**Goal 2** – Preventing homelessness and maintaining housing stability.

**Goal 3** – Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low income households.

### Discussion One – Vision Statement and Guiding Principles

#### Guiding Principles

Fundamental to achieving the Housing and Homelessness Plan (The Plan) goals, are the Guiding Principles that will direct the implementation of The Plan.

#### **Persons-Centered Approach**

People and their experiences are central to the planning and development of housing and homelessness programs. A person-centered approach to service will listen to and include the perspective of persons affected by housing instability and homelessness in housing planning. Programs and services will centralize around a person’s unique needs and direction. The Counties will take steps to ensure that the voice of the local homeless and at-risk of homelessness population, is heard when developing appropriate services and supports for the local community.

#### **Housing First**

The Housing First model will move people into housing, and then strategies are developed to ensure that people are supported and housed successfully. When a housing-first approach is used to provide housing stability, people can better move forward with their lives if they are first housed before addressing their personal challenges that led to homelessness.

#### **Prevention Focused**

Keeping individuals and families housed is by far the most cost-effective way to avoid catastrophic health, justice and social services costs. Recognizing that prevention is a more economical and effective use of resources, the Housing and Homelessness Plan will place an emphasis on programs and services that prevent and address homelessness before it happens.

#### **Community Partnerships**

It is critical in service planning that strong partnerships are created and maintained, and that services are coordinated for a community-wide approach to addressing housing instability and homelessness. The private, public, and voluntary sectors, along with engaged citizens are all important and interconnected parts of the community. Housing and homelessness planning requires and must include, strong partnerships between all levels of government, non-profit housing providers, community resources, health services, and those individuals/families that require supports. Engaging in partnership opportunities with community stakeholders will better coordinate service provision, prevent duplication of services, and strengthen the quality of services provided to persons who are homeless, or at risk of becoming homeless.

#### **Locally Driven**

The Housing and Homelessness Plan must be relevant to and based upon the unique needs of persons in our community. Each community will have different needs based upon the size of the urban/rural area, and the unique resources, such as the services and supports readily available in the community. Housing and homelessness services are locally driven, based upon the local population needs, and created through strong partnerships with a holistic approach.

#### **Inclusive**

All services, programs, and planning will reflect the voices and experiences of families and individuals that are experiencing homelessness, or are at risk of homelessness. All persons have a right to equal treatment and access to services that is free from discrimination because of their race, sex, gender, sexual orientation, family status, age, receipt of public assistance, and/or disability. Services provided will be inclusive, equitable, welcoming, and will promote a sense of home and belonging for all.

### Fiscal Responsibility

There must be accountability to the people we serve; the citizens, elected officials, and the municipal and provincial governments. The development of housing and homelessness support strategies will include balancing the fiscal reality of the ability to fund services, while maintaining quality services and supports to those in need.

### Outcomes Based

Priorities are developed that reflect the needs of the local communities that can be measured and evaluated to determine program success and need for improvement. Program outcomes will include outcomes for housing those who are homeless, and those at risk of being homeless to remaining housed, and targets for the provision of housing that is affordable for low to moderate income households.

### Vision Statement and Guiding Principles Discussion Questions

1. Are there suggested revisions or alternatives you would propose with regards to the proposed vision statement? Should the Vision Statement
  - Stay the same?
  - Be modified?
  - Change?
  
2. Are these the guiding principles we should move forward with?
  - a. Should they be changed? If so, how?
  - b. Are there any principals you feel are missing? If yes, please specify.

## Discussion Two – Goals and Actions

**Strategic Goal #1:** Ending homelessness by supporting and housing persons that do not have a home.

### Current Actions:

1. Commitment to a Three-Year Homelessness Prevention Strategy and Annual Homelessness Report that will review the services provided to ensure that a greater emphasis is placed on initiatives and programs that result in more people being housed and more people stayed housed for longer periods of time; and to prepare the Counties to receive more resources to further reduce its unhoused population.
2. Provide and flow funding for varying levels of emergency shelters according to acuity to meet the needs of persons who are unhoused through service agreements with community organizations.
3. Continue to maintain the ByName List to accurately track and count the unhoused population to provide the supports needed to the unhoused population.
4. Provision of Supportive Housing provided through the Community and Social Services Division and service agreements with community organizations.
5. Provision of emergency vouchers through Community and Social Services and community partners to provide food, transportation, and accommodations for households that are in an emergency.
6. Provision of community outreach services through the Community and Social Services Division and community partners to support the unhoused population. Community outreach includes food security programs, case management and referrals for ByName list clients, ongoing supports and services such as counselling and behavioral supports.
7. Continue to provide the Justice Involved Housing Program, which provides services to individuals involved in the justice system such as those on probation/parole, correctional institutions, and local bail supervision programs.

**Future Actions:**

1. The creation of 150 Supportive Housing Units that provide for varying levels of supports according to acuity.
2. Investigate additional/alternative emergency shelter opportunities and transitional mid-term accommodations.
3. Expand community partner participation of the ByName List for all organizations that support the unhoused population.
4. Transform the Counties' current shelter service into a program that places increased emphasis on supporting clients to move into housing.
5. Improve outreach services to better track homelessness across the Counties.
6. Increase the amount of Transitional-Supportive Housing available in the Counties.
7. Build and enhance community partnerships in support of a coordinated and community-wide effort to reduce homelessness across Leeds and Grenville.
8. Be ready for future investment. Should the provincial Homelessness Prevention Program funding levels increase in the next 2-3 years, the Counties will have a plan ready to immediately and effectively invest these resources.

**Strategic Goal #2: Preventing homelessness and maintaining housing stability.**

**Current Actions:**

1. Continue to administer the Homelessness Prevention Benefit to issue funds to prevent eviction and loss of utilities.
2. Continue the Supportive Housing Program, which includes preparing individuals in the program for independent living in the community.
3. Continue to fund the Ontario Priorities Housing Initiative - Housing Allowance program, and participate in the Canada-Ontario Housing Benefit program, to make the cost of renting more affordable for eligible households in their current home.
4. Continue to fund the Ontario Priorities Housing Initiative - Ontario Renovates Component and revolving loan fund to eligible households to repair their existing home and complete accessibility repairs, to ensure that the home is habitable and accessible.
5. Continue the Justice Involved Housing Program, which engages with individuals in institutional settings to divert and prevent a return to homelessness.

**Future Actions:**

1. Assess the feasibility of a municipally-funded housing allowance program, to reduce dependency on the Homelessness Prevention Benefit for rent and utility arrears.
2. Assess the feasibility of a municipally-funded rent supplement program to increase the number of new Affordable Housing units created in the community.
3. Investigate future programs and options that can assist households to remain housed for longer periods, and reduce homelessness in Leeds and Grenville.
4. Enhance the Counties' existing homelessness prevention programs so that 20% more community members receive financial support annually.

**Strategic Goal #3:** Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.

### Current Actions:

1. Continue to invest in current community housing assets through asset management planning and supporting community housing providers with provincial Repair funding.
2. Continue to target and fund the Canada-Ontario Community Housing Initiative – Housing Allowance to support the continued provision of rent-g geared-to-income units in non-profit and co-operative housing units whose operating agreements have expired.
3. Continue to contribute to the housing amortization reserve.
4. Support the development of new subsidized and affordable housing units through the Leeds and Grenville Affordable Housing Development Lab.
5. Assisting the development of new community and affordable housing units through referrals for land developers and non-profit housing providers to relevant project funding and financing programs.
6. Supporting the development of new community and affordable housing units through the provision of data and information required to develop a business case for new development.
7. Promotion of housing development in rural areas, including cost-effective waste water and drinking water funding programs and options.
8. Encouragement of rapid housing development through the promotion of alternative building methods to build housing faster and affordably.
9. Continue to fund the Affordable Home Ownership Program, to assist first-time homebuyers with down payment assistance for the purchase of their first home, to open more rental stock in Leeds and Grenville.
10. Continue to fund the Secondary Suite Program, to create an Affordable additional residential unit (ADU) on the property of their primary residence, to increase the supply of Affordable Housing Units.
11. Continue to fund the Leeds and Grenville Landlord Secondary Suite program, to create an Affordable additional residential unit (ADU) in an existing residential rental unit to increase the supply of Affordable Housing Units.

### Future Actions:

1. Develop a Housing Strategy Plan for County investments in Homelessness, Affordable and Supportive Housing in Leeds and Grenville.
2. Based on data, establish unit size, tenant and geographical targets for new affordable and supportive housing.
3. Establish a multi-year plan for new subsidized housing units, with a focus on the development of high need units in high demand areas.
4. Review the current community housing stock, and assess if the unit composition and mandates meet the needs of those waiting on waitlists.
5. Assess the feasibility of a municipally-funded rent supplement program, to increase the number of subsidized housing units to reduce wait times.
6. Supporting Ontario's Community Housing Renewal Strategy.
7. Engage in discussions with housing developers regarding the challenges and needs for constructing new affordable and community housing units, and advocate for system change to ensure rural affordable housing development is viable and receives the financial resources needed.

**Goals and Actions Discussion Questions**

3. Are there any other Actions that the Counties should include in its Housing Plan?
4. Which Activity do you think should be the first priority in moving forward on the Housing Plan?
5. If it was necessary to eliminate one activity due to time, cost or other factors, which Action do you feel the Counties could remove?

**Survey QR Code**

Provide your feedback using the QR Code to access the link to the Housing and Homelessness Plan consultation survey.



## Background

The United Counties of Leeds and Grenville (The Counties) is consulting the community regarding the development of the 2025-2035 Housing and Homelessness Plan (The Plan). A presentation has been recorded, and a Dialogue Document was created to provide more detailed information regarding the scope of The Plan, responsibility and role of The Counties for The Plan, and the current programs and services being offered.

1. Did you view the 2025-2035 Housing and Homelessness Plan presentation online, or participate in a live consultation session prior to completing the questionnaire?

Yes       No

2. Do you presently reside in The United Counties of Leeds and Grenville?

Yes       No

3. What is your interest in commenting on a Housing and Homelessness Plan for The United Counties of Leeds and Grenville?

## Discussion One – Vision Statement and Guiding Principals

### Vision Statement

The following is the proposed Vision Statement of The Plan, which states:

The Housing and Homelessness Plan for the United Counties of Leeds and Grenville is centered on the vision of a community that encourages and supports access to safe, secure, suitable, and affordable housing. This plan strives to be flexible, and reflect the changing needs of the local communities.

### Vision Statement of the Plan

The Housing and Homelessness Plan for the United Counties of Leeds and Grenville is centered on the vision of a community that encourages and supports access to safe, secure, suitable, and affordable housing. This plan strives to be flexible, and reflect the changing needs of the local communities.



4. Should the Vision Statement:     Change?     Stay the Same?     Be modified?

If you think the **Vision Statement** should change or be modified - do you have any suggested revisions or alternatives you would propose with regard to the proposed Vision Statement?

**Guiding Principles**

Fundamental to achieving the Housing and Homelessness Plan (The Plan) goals, what are the Guiding Principles that will direct the implementation of The Plan. The Plan will provide a strategic framework for the future of housing in Leeds and Grenville, using the following **guiding principals**:

- Person-Centered Approach
- Housing First
- Prevention Focused
- Community Partnerships
- Locally driven
- Inclusive
- Fiscal Responsibility
- Outcome Based

The definition for each principle is found in the Dialogue document.

5. **Should the Guiding Principles:**  Change?  Stay the Same?  Be modified?

6. If you think the **Guiding Principals** should change or be modified - do you have any suggested revisions or alternatives you would propose with regard to the proposed Vision Statement?

**Discussion One – Vision Statement and Guiding Principals**

The Plan has identified three overarching strategic goals that outline tangible actions that are linked to specific outcomes and measures:

**Strategic Goal #1:** Ending homelessness by supporting and housing persons that do not have a home.

**Strategic Goal #2:** Preventing homelessness and maintaining housing stability.

**Strategic Goal #3:** Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.



8. **Should the Goals:**

Change?  Stay the Same?  Be modified?

9. If you think the **Strategic Goals** should change or be modified - do you have any suggested revisions or alternatives you would propose?



10. Prioritize the following **Current Actions for Goal #1:** Ending Homelessness and supporting and housing persons that do not have a home, by Ranking from Not at all Important to Extremely Important.

Strategic Goal #1: Ending homelessness by supporting and housing persons that do not have a home.	Not at all Important	Slightly Important	Neutral	Very Important	Extremely Important
Three-Year Homelessness Prevention Strategy and Annual Homelessness Report that will review the services provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide and flow funding for varying levels of emergency shelters according to acuity of needs for persons for are unhoused.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue the ByName List to accurately track and count the unhoused population to provide the supports needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of Supportive Housing through the Community and Social Services Division and service agreements with community organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue the provision of emergency vouchers through the Community and Social Services Division and community partners for food, transportation, and accommodations for households in an emergency,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of community outreach services through the Community and Social Services Division and community partners to support the unhoused population. Community outreach includes food security programs, case management and referrals for ByName list clients, ongoing supports and services such as counselling and behavioral supports.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue mobile outreach services through the Justice Involved Housing Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. Prioritize the following **Future Actions for Goal #1:** Ending Homelessness and supporting and housing persons that do not have a home by ranking from Not at all Important to Extremely Important.

Strategic Goal #1: Ending homelessness by supporting and housing persons that do not have a home.	Not at all Important	Slightly Important	Neutral	Very Important	Extremely Important
The creation of 150 Supportive Housing Units that provide for varying levels of supports according to acuity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigate additional/alternative emergency shelter opportunities and transitional mid-term accommodations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expand community partner participation of the ByName List for all organizations that support the unhoused population.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transform the Counties' current shelter service into a program that places increased emphasis on supporting clients to move into housing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improve outreach services to better track homelessness across the Counties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase the amount of Transitional-Supportive Housing available in the Counties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Build and enhance community partnerships in support of a coordinated and community-wide effort to reduce homelessness across Leeds and Grenville.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be ready for future investment. Should the provincial Homelessness Prevention funding levels increase in the next 2-3 years, the Counties will have a plan ready to immediately and effectively invest these resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Prioritize the following **Current Actions for Goal #2:** Preventing Homelessness and maintaining housing stability by ranking from Not at all Important to Extremely Important.

<b>Strategic Goal #2:</b> Preventing homelessness and maintaining housing stability.	<b>Not at all Important</b>	<b>Slightly Important</b>	<b>Neutral</b>	<b>Very Important</b>	<b>Extremely Important</b>
Continue to administer the Homelessness Prevention Benefit to issue funds to prevent eviction and loss of utilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue the Supportive Housing Program, which includes preparing individuals in the program for independent living in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to fund the Housing Allowance program, and participate in the Canada-Ontario Housing Benefit program, to make the cost of renting more affordable for eligible households in their current home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to fund the Ontario Renovates revolving loan fund to eligible households to repair their existing home and complete accessibility repairs, to ensure that the home is habitable and accessible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue the Justice Involved Housing Program, which engages with individuals in institutional settings to divert and prevent a return to homelessness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Prioritize the following **Future Actions for Goal #2:** Preventing homelessness and maintaining housing stability by ranking from Not at all Important to Extremely Important.

<b>Strategic Goal #2:</b> Preventing homelessness and maintaining housing stability.	<b>Not at all Important</b>	<b>Slightly Important</b>	<b>Neutral</b>	<b>Very Important</b>	<b>Extremely Important</b>
Assess the feasibility of a municipally-funded housing allowance program, to reduce dependency on the Homelessness Prevention Benefit for rent and utility arrears.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assess the feasibility of a municipally-funded rent supplement program to increase the number of new Affordable Housing units created in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investigate future programs and options that can assist households to remain housed for longer periods, and reduce homelessness in Leeds and Grenville.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enhance the Counties' existing homelessness prevention programs so that 20% more community members receive financial support annually.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Prioritize the following **Current Actions for Goal #3**: Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households by ranking from Not at all Important to Extremely Important.

<b>Strategic Goal #3:</b> Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.	<b>Not at all Important</b>	<b>Slightly Important</b>	<b>Neutral</b>	<b>Very Important</b>	<b>Extremely Important</b>
Continue to invest in current community housing assets through asset management planning and supporting community housing providers with provincial Repair funding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to target and fund the Canada-Ontario Community Housing Initiative – Housing Allowance to support the continued provision of rent-gear-to-income units in non-profit and co-operative housing units whose operating agreements have expired.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to contribute to the housing amortization reserve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support the development of new subsidized and affordable housing units through the Leeds and Grenville Affordable Housing Development Lab.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assisting the development of new community and affordable housing units through referrals for land developers and non-profit housing providers to relevant project funding and financing programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting the development of new community and affordable housing units through the provision of data and information required to develop a business case for new development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promotion of housing development in rural areas, including cost-effective waste water and drinking water funding programs and options.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouragement of rapid housing development through the promotion of alternative building methods to build housing faster and affordably.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue to fund the Affordable Home Ownership Program, to assist first-time homebuyers with down payment assistance for the purchase of their first home, to open more rental stock in Leeds and Grenville.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Strategic Goal #3:</b> Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.	<b>Not at all Important</b>	<b>Slightly Important</b>	<b>Neutral</b>	<b>Very Important</b>	<b>Extremely Important</b>
Continue to fund the Secondary Suite Program, to create an Affordable additional residential unit (ADU) to increase the supply of Affordable Housing Units.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. How important to you are the following **Future Actions for Goal #3:** Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.

<b>Strategic Goal #3:</b> Facilitating and promoting a supply of community and affordable housing to ensure an adequate supply and choice of housing for low and moderate income households.	<b>Not at all Important</b>	<b>Slightly Important</b>	<b>Neutral</b>	<b>Very Important</b>	<b>Extremely Important</b>
Develop a Housing Strategy Plan for County investments in Homelessness, Affordable and Supportive Housing in Leeds and Grenville.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Based on data, establish unit size, tenant and geographical targets for new affordable and supportive housing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Establish a multi-year plan for new subsidized housing units, with a focus on the development of high need units in high demand areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review the current community housing stock, and assess if the unit composition and mandates meet the needs of those waiting on waitlists.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assess the feasibility of a municipally-funded rent supplement program, to increase the number of subsidized housing units to reduce wait times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting Ontario’s Community Housing Renewal Strategy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engage in discussions with housing developers regarding the challenges and needs for constructing new affordable and community housing units, and advocate for system change to ensure rural affordable housing development is viable and receives the financial resources needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. Are there any other Actions that the Counties should include in it's Housing and Homelessness Plan that are not already listed?

17. Is there anything else you would like to add for feedback on the 2025 -2035 Leeds and Grenville Housing and Homelessness Plan?

Thank you for taking the time to provide feedback into the development of the 2025 – 2035 Housing and Homelessness Plan for The United Counties of Leeds and Grenville.

**OCTOBER 22, 2024**

**ACCESSIBILITY ADVISORY COMMITTEE REPORT**

**REPORT NO. AAC-002-2024**

**CUSTOMER SERVICE STANDARD REVIEW INITIAL RECOMMENDATIONS**

**ANDREA BOLTON  
DEPUTY CLERK/ACCESSIBILITY COORDINATOR**

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**RECOMMENDATIONS**

**THAT** the Accessibility Advisory Committee directs staff to submit the Committee's feedback on the Customer Service Standard Review initial recommendations to the provincial Customer Service Standards Development Committee.

**FINANCIAL IMPLICATIONS**

Nil.

**CLIMATE CHANGE IMPLICATIONS**

Where possible, reports are provided in a digital format to reduce the Counties' carbon footprint.

**ACCESSIBILITY CONSIDERATIONS**

This report can be made available in alternate accessible formats on request. The United Counties of Leeds and Grenville makes every effort to provide services in a manner that is inclusive, to ensure accessibility barriers are reduced or eliminated where possible. Meetings of the Accessibility Advisory Committee are livestreamed with closed captioning.

## **COMMUNICATIONS CONSIDERATIONS**

The feedback provided by the Leeds and Grenville Accessibility Advisory Committee will be communicated to the Customer Service Standards Development Committee via email.

## **BACKGROUND**

The Integrated Accessibility Standards Regulation (IASR), the Regulation to the Accessibility for Ontarians with Disabilities Act (AODA), is comprised of General Standards, Information and Communication Standards, Employment Standards, Transportation Standards, Design of Public Spaces Standards (Built Environment) and the Customer Service Standards. These standards are periodically reviewed by the Province to ensure they are up-to-date and effective.

In 2023, the Minister for Seniors and Accessibility established the second Customer Service Development Committee to conduct a second review of the Customer Service Standard. The Committee, which includes disability and sector representatives, has completed the initial review and has generated 11 recommendations to change the IASR, specifically the General and Customer Service Standards.

## **DISCUSSION/ALTERNATIVES**

The Customer Service Development Committee is seeking comment from Ontarians with respect to the recommendations they have made. These recommendations, attached to this report, are provided to the Leeds and Grenville Accessibility Advisory Committee for review and consideration.

Comments from the Leeds and Grenville Accessibility Advisory Committee will be collected by staff at the October 22, 2024 meeting and submitted on behalf of the Committee to the provincial review committee.

The deadline for submission is January 9, 2025.



**ATTACHMENTS**

Review Committee's Initial Recommendations to the Province of Ontario

The report set out above has been reviewed and the information verified by the individuals listed below.

**ANDREA BOLTON**  
**DEPUTY CLERK/ACCESSIBILITY COORDINATOR**

**OCTOBER 16, 2024**  
**DATE**

**ALISON TUTAK**  
**INTERIM CHIEF ADMINISTRATIVE OFFICER**

**OCTOBER 17, 2024**  
**DATE**

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# Improving Accessible Customer Service Standards – 2024 Initial Recommendations

Deadline for Feedback is January 9, 2025

## Proposed recommendations for accessible customer service standards

### Overview

Throughout its review and discussions, the committee agreed that developing and implementing customer service standards requires a holistic approach. The proposed recommendations work together to prevent and remove barriers to accessibility. The committee also acknowledged the impact of other accessibility standards, which overlap and intersect with the customer service standards. The committee considered multiple solutions and tactics as it developed its recommendations, including practical, non-regulatory measures, such as enhanced partnerships, education and guidance for obligated organizations.

The committee considered the following factors as it developed its proposed recommendations:

- the issue, gap or barrier that needed to be addressed
- the evolving accessibility landscape (for example, new and emerging technologies and jurisdictional laws)
- the intended goal and impact of its recommendations
- how the recommendation aligned with existing AODA standards, as well as with the *Ontario Human Rights Code*
- the most appropriate tool to implement the proposed recommendation (for example, regulatory, non-regulatory or both)
- whether progress of the recommendation can be measured to assist obligated organizations with implementation

### Implementation timelines

Throughout its discussions, the committee acknowledged the importance of allowing time and flexibility for government to consider and implement the recommendations, balancing the imperative for change with the need to allow organizations time to prepare for changes to their requirements.

Given this, the committee recommends that all non-regulatory recommendations, such as those related to guidance materials, tools and resources, be implemented within 18 months, while all recommendations that are regulatory in nature be implemented within three years.

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## **Recommendation 1: establishment of accessibility policies**

The requirements for the establishment of accessibility policies are stated in both the general requirements (section 3) and the customer service standards (section 80.46) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- the general requirements and the customer service standard include duplicative requirements for the establishment of accessibility policies
- there is currently no requirement for organizations to review or update their existing policies, which can leave them inconsistent or outdated over time
- confusion often arises when an organization's goods, services and/or facilities are regulated under different jurisdictional laws (for example, the banking industry)

### **The committee proposes the following recommendation:**

1. Government, Ontario Legislative Assembly, broader public sector and small private organizations' policies should be reviewed, updated and renewed in line with their existing compliance reporting periods:
  - a. Large organizations, specifically, should review their policies yearly.
  - b. All organizations should write their policies in plain language with templates or best practices provided by government in collaboration with umbrella organizations.
2. When creating or reviewing their accessibility policies, organizations should review their other existing bylaws and policies to reflect the IASR requirements, where applicable.
3. Government should provide guidance on key areas that can be looked at from an accessibility lens when organizations are reviewing their policies (for example, the Smart Serve template).
4. Streamline existing requirements for making information available to the public:
  - a. Create a checklist document that highlights all the requirements that need to be publicly posted (feedback process, policies, etc.).
  - b. Amend the IASR to require information to be included in an organization's publicly posted accessibility policies.
5. Clarity is required around application and implementation in instances where an organization's goods, services and/or facilities are regulated under different jurisdictional laws (for example, banking sector, food premises).
6. Update the language in the customer service standards from "equal" to "equitable" to reflect the different needs of people with disabilities.

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

7. The Customer Service Standards Development Committee is in agreement with the Information and Communications Standards Development Committee [recommendation 6](#) and, for clarity, proposes amending “in a timely manner” to “in a mutually agreed upon timely manner which considers the circumstances of the requester, and the urgency of his or her request”.
8. Organizations’ policies to include a statement of commitment affirming they fully comply with the provisions of the customer service standards to ensure their goods, services or facilities are barrier-free and provide full and equitable opportunities for persons with disabilities to freely access them, based on the aforementioned checklist.

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## Recommendation 2: accessible training

The requirements for accessible training are stated in both the general requirements (section 7) and the customer service standards (section 80.49) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- both the general requirements and the customer service standards include training requirements, which may lead to confusion for organizations about their obligations around accessible customer service as it relates to training their staff
- under the IASR, training is not required to be renewed, which may lead staff to forget about their responsibilities
- businesses may have outdated training that may unintentionally create additional barriers and confusion for staff

### **The committee proposes the following recommendation:**

1. Disseminate accessibility considerations and compliance information for businesses at the point of the licensing/registration process (for example, Ministry of Public and Business Service Delivery single window for business). For example, create a checklist of accessibility considerations of which new organizations should be aware.
2. Government to create guidance templates, training modules and resources for employers and businesses that include industry-specific information:
  - a. Training modules targeted at the use of service animal accommodation.
  - b. Templates that reflect the size of the organization and the requirements applicable to them.
  - c. Government to work with umbrella organizations to develop sector-specific training modules and resources.
  - d. Templates, training modules and resources to include how attention to accessibility in general and customer service accessibility in particular benefits organizations and businesses.

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

3. Training is mandatory for all employees, volunteers and contractors and has to be reviewed, updated and delivered as required, every 2 to 3 years or sooner to keep up with best practices and as regulations/legislation change.
4. All postsecondary education institutions should offer a mandatory accessibility course for graduating students before they enter the labour market.

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### **Recommendation 3: accessibility plans**

The requirements for accessibility plans are stated in the general requirements (section 4) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- the frequency required to update and revise Multi-Year Accessibility Plans (MYAPs)
- how to build additional accountability and transparency into accessibility plans
- the need for guidance and resources to support obligated organizations in developing their MYAPs
- potential confusion between MYAP requirements and requirements for establishing accessibility policies (section 3)

#### **The committee proposes the following recommendation:**

1. Require updates to the MYAP every 4 years (instead of 5 years).
2. Large organizations should develop and publish progress reports of measures taken to implement the strategy referenced in the MYAP (show achievements, approved budgets, etc.) every 2 years. Organizations with less than 50 employees are exempt.
3. The organizations' plans/policies should include how they will respond to feedback, how they will advise the public about notices of service disruptions and how they will respond to requests for accessible formats and communication supports.
4. The MYAPs should include information on how an organization will measure and track against its MYAP commitments.
5. Government to develop guidance templates and tools that assist organizations in developing MYAPs.

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### **Recommendation 4: feedback process required**

The requirements for providing an accessible public feedback process are stated in the customer service standards (section 80.50) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

## Improving Accessible Customer Service Standards

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- duplication between this requirement and the feedback requirements under the information and communications standards (section 11 of the IASR)
- key differences between Ontario’s accessible public feedback requirements and those of other jurisdictions
- organizational approaches to prioritizing and addressing customer feedback
- guidance materials to assist organizations in establishing an accessible public feedback process

#### **The committee proposes the following recommendation:**

1. Government should reorganize the feedback process requirements across the IASR (for example, section 11) under general requirements for its broad application.
2. Organizations should be required to prioritize a response based on severity (for example, feedback or complaint related to surgery or urgent care).
3. Organizations should be required to:
  - specify more clarity around their feedback process – timeframe for providing a response and outlining what a member of the public can expect as feedback moves through an organization’s internal process (this needs to be included and described in their policies or plans)
  - provide an overview of how they determine and prioritize feedback based on severity of input
  - better advertise their feedback process, make it known there is one in place and accept feedback through multiple avenues as available (for example, social media messages, emails, phone calls, etc.)
  - have an accessible feedback process that considers the needs and intersectionality of their customers (for example, type of disability/digital literacy)
4. Government to develop more tools and guidance to assist organizations in setting up an accessible feedback process and responding to feedback.

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## **Recommendation 5: format of documents**

The requirements for the format of documents are stated in the customer service standards (section 80.51) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- duplication between this requirement and requirements for accessible formats and communication supports, and accessible websites and web content, under the information and communications standards of the IASR
- the opportunity to endorse and build upon existing recommendations from the information and communications standards development committee

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

- the need to build in “timeliness” in meeting requests for accessible formats
- educational supports, such as training and awareness tools

### **The committee proposes the following recommendation:**

1. Streamline the requirements for accessible formats across the IASR (for example, from section 12) into one place, that is the general requirements section, to make it clear that section 14 (accessible websites and web content) under the information and communications standards is a baseline for websites and that the public can request alternate formats of anything based on section 12, including information on the website over and above Web Content Accessibility Guidelines (WCAG).
2. Public sector organizations to proactively provide American Sign Language and Langue des signes québécoise (ASL/LSQ) when delivering emergency-related information.
3. Further to the Information and Communications Standards Development Committee’s recommendation, public sector organizations and large organizations should have conversion-ready digital formats available to make response to requests faster.
4. Government, in collaboration with large umbrella organizations, to support small business to comply with the requirement outlined in the recommendation above, by:
  - developing educational supports (videos, guidebooks, training)
  - exploring grant and funding opportunities to assist small business in being compliant
5. Further to the Information and Communications Standards Development Committee’s recommendation, timelines for provision of formats should be reasonable and agreed upon by both parties and government should publish guidance for reasonable timelines of various types of formats. In addition, the Customer Service Standards Development Committee agrees with the Information and Communications Standards Development Committee’s recommendation that a process/Ombudsman/mediator should be created to resolve minor disagreements under the AODA that do not necessarily rise to the level of a Human Rights complaint.
6. Organizations to identify in their MYAP, their plans and processes for requesting alternate formats and the expected timelines (aligned with guidance from government where it exists). Their MYAP should report in the aggregate requests that were made and responded to.

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## **Recommendation 6: procuring or acquiring goods, services or facilities**

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

The requirements for procuring or acquiring goods, services or facilities are stated in the general requirements (section 5) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- in addition to procurement-related requirements spread across the general requirements, there are also procurement requirements in the information and communications standards (sections 15 and 18)
- recommendations from the past legislative reviewers and standards development committees around accessible procurement
- the development of federal accessibility standards for procurement and the opportunity for alignment

### **The committee proposes the following recommendation:**

1. The Ontario government to align all procurement-related recommendations across IASR (particularly in information and communications standards) and in one section under general requirements.
  - a. Specific to information communication technology, leverage existing mechanisms (for example, Voluntary Product Accessibility Template (VPAT)) to meet accessibility requirements.
  - b. Align with the [Information and Communications Standards Development Committee's recommendation 14](#) and include VPAT in that list.
2. The Ministry for Seniors and Accessibility to create more definitions, templates, guidelines, checklists, frequently asked questions documents, videos and other tools to help organizations implement accessible procurement requirements and ensure organizations incorporate Inclusion, Diversity, Equity and Accessibility (IDEA) principles.
3. The Ontario government to monitor Accessibility Standards Canada (ASC) and the Accessible Procurement Resource Centre (APRC) projects underway to evaluate changes to procurement standards and leverage opportunities to inform procurement standards, emphasizing the importance of Federal-Provincial-Territorial collaboration.
4. The government should establish a strategy and process to ensure that its funding does not erect new barriers or perpetuate old ones. This monitoring process should cover capital or infrastructure spending, procurement of goods, services or facilities, transfer payments to public sector partners, business development grants or loans and research grants. All organizations, projects and purchases should be screened for compliance and accessibility before funding is approved.
5. The Ontario government to study the utilization of artificial intelligence and its implications for accessibility standards.
6. Encourage universal accessibility/design in procurement programs.
7. Small organizations should consider accessibility in their procurement processes.



## Improving Accessible Customer Service Standards 2024 Initial Recommendations

8. Define practicability similarly to section 14 (6) from the information and communications standards and make it clear how it works alongside undue hardship in Ontario's *Human Rights Code*. For example:
  - a. An organization with significant resources may be required to fund the creation of a new product or service that does not currently exist up to the point of undue hardship.
  - b. An organization cannot use cost to avoid procuring a product or service that exists.
9. Require details of procurement processes within MYAPs and Annual Status Reports.

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### **Recommendation 7: notice of temporary disruptions**

The requirements for notice of temporary disruptions are stated in the customer service standards (section 80.48) of the IASR. In developing its proposed recommendation, the committee considered the following issues:

- the impact of changing technology on how organizations can most effectively communicate temporary disruptions
- planned versus unplanned disruptions, how they are communicated and their respective impacts on people with disabilities
- challenges for verifying compliance with these requirements

#### **The committee proposes the following recommendation:**

1. Large organizations should keep a record of the various ways notices of disruptions are communicated and include it in their status report every 2 years.
2. Obligated organizations should publicize their notices of temporary disruptions through all appropriate means, such as websites, social media, emails, etc.
3. Organizations to describe in their plan or policy how they will be achieving compliance with current and future requirements related to notices of disruptions.
4. When organizations receive information requests, the information is to be provided in an accessible format that is appropriate to the individual's disability.
5. For planned disruptions, organizations should have in place alternative facilities or services prior to the planned disruption and communicate them publicly as far in advance as possible. For unplanned disruptions, organizations should comply with these requirements as soon as possible.
6. Government, in collaboration with organizations, to develop and/or share across all sectors best practice documents on notices of disruptions.

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### **Recommendation 8: self-service kiosks**

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

The requirements for self-serve kiosks are found in section 6 of the general requirements section of the IASR. Since the IASR was enacted in 2011, self-service kiosks have become a much more significant part of everyday life with emerging technologies such as self-check outs, automated point-of-sale terminals and public transit ticketing terminals, to name a few. In developing its proposed recommendation, the committee considered the following issues:

- the need to integrate section 6 (self-service kiosks) with section 5 (procuring or acquiring goods, services and facilities) as the latter also provides general guidance on procuring goods, which overlap with requirements for kiosks
- the need to expand requirements beyond the Government of Ontario, Legislative Assembly and Designated Public Sector to ensure service kiosks are accessible more broadly
- the importance of alignment with any future federal accessibility requirements, given the impact these would have on federally regulated sectors such as banking or airlines

### **The committee proposes the following recommendation:**

1. Government to add an explicit section on self-service kiosks, under the existing procurement requirements under section 5 of the IASR (procuring or acquiring goods, services or facilities) in order to streamline requirements.
2. The private sector shall comply with accessibility requirements relating to providing accessible kiosks under section 6(1). These are to be implemented in the same way as the design of public spaces standards and Building Code changes (that is, on a go-forward basis on major renovations and new builds).
3. Refer issue to the Design of Public Spaces Standards Development Committee to consider the design and definition of kiosks beyond the issue of counter height, to include the physical environment of the kiosk (for example, gap pumps, ticket machines, room size, space for a wheelchair, etc.).
4. Government to produce guidelines:
  - a. on accessible kiosks and features that should be covered and addressed.
  - b. in alignment with potential federal guidelines for manufacturers.

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## **Recommendation 9: the use of service animals**

The requirements for the use of service animals are stated in the customer service standards (section 80.47) of the IASR. These requirements were updated and expanded during the first review of the customer service standards in 2016. Since that time, service animals have been a growing area of interest to the public, businesses and people with disabilities. In developing its proposed recommendation, the committee considered the following issues:

- the continued barriers experienced by people with disabilities when accessing establishments and services with a service animal

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

- challenges experienced by organizations in understanding their obligations and when it's appropriate to ask for proof of documentation
- competing rights and obligations under the *Ontario Human Rights Code* as it relates to the duty to accommodate and the right to refusal of a service animal (for example, ride sharing)
- confusion between requirements for guide dogs under the *Blind Persons' Rights Act, 1990* and service animal requirements under the AODA
- lack of consistency in the information provided in the documentation written by a regulated health professional
- stakeholder feedback from other standards development committees' recommendations (for example, education and health)

### **The committee proposes the following recommendation:**

1. Government to develop training tools or a toolkit for organizations to train their staff when interacting with people using service animals:
  - These are to include education supports, resources templates, checklists and adaptable resources. Government to work with umbrella organizations when developing these resources.
  - Greater understanding to be provided for why this training is needed, all possible and potential circumstances for why an animal might not be allowed on premises (due to religion, allergies, infection control) or excluded (due to provincial laws or municipal bylaws).
    - Government should partner with stakeholders to create specific educational material for that sector, including stakeholders whose operations prohibit animals on their premises.
  - Create educational resources around the interplay of the AODA with other laws regarding service animals (for example, municipal bylaws), on Ontario's *Human Rights Code* guidelines, as well as share best practices.
  - The training should make it clear on how and when staff can ask patrons for the appropriate documentation in order to then provide them with the appropriate supports.
2. Government to develop a template to be completed by a regulated health professional to document an individual's need for a service animal (similar to an accessible parking permit). This form is to be accompanied by an information sheet of instructions to clarify the purpose of this form. The template should include:
  - a. formal letterhead or provincial government logo
  - b. space for confirmation from the regulated health professional who completes the form, along with their college identification, credentials if relevant
  - c. emergency contact for the person and for the service animal

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

3. Work with the healthcare industry, hospitals, paramedics on protocols on how to deal with service animals being transported or received with their incapacitated owners.
4. This Customer Service Standards Development Committee supports and endorses the [Health Care Standards Development Committee's recommendation](#) that states that there should be no restrictions for persons with disabilities requiring the accompaniment of a support person or service animal when accessing health care, especially during emergency situations.
5. Government will work with the 9 regulated health colleges to better understand the code of practice and standards in order to achieve clearer and harmonized understanding for all the regulated health professions, definition and role they have in offering a letter for support for service animals.
6. Government to add the following sentence in the IASR to empower organizations: "If it is not objectively apparent to a business or organization whether an animal is a service animal (for example, endangering the health of other people or due to its behaviour), the business or organization can ask the handler to provide documentation as required at law."
7. Ensure alignment with federal government standards as they are released in order to reduce confusion and work towards a seamless experience across jurisdictions.
8. Ride share service providers, such as taxi drivers and vehicle-for-hire service drivers, are to inform and provide proof to the businesses for which they work of any limitations to providing rides to service animal owners based on code-protected grounds.
  - **Note:** this may entail extending requirements to sole proprietors depending on how a ride share company is structured, which should be possible under the application of the AODA's provision of 'persons providing goods, service, or facilities'
9. Ride share companies must ensure that the process for onboarding drivers requires them to identify in advance any code-protected grounds they would have to not transport one or all types of service animal. They must then ensure trips with those animals are not assigned to those drivers.
10. Ride share companies must provide the opportunity for individuals who use service animals to identify themselves in advance (for example, as part of signing up or developing a customer profile). Only those drivers protected under the *Ontario Human Rights Code* should be exempt from having to pick up individuals who use service animals.
11. Government to conduct a refreshed outreach and education campaign to communicate all changes above if and when they become effective.

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## Recommendation 10: the use of support persons

## Improving Accessible Customer Service Standards 2024 Initial Recommendations

The requirements for the use of support persons are stated in the customer service standards (section 80.47) of the IASR. The requirements are intended to ensure that organizations permit a person with a disability who is accompanied by a support person on their premises without adding any additional barriers. In developing its proposed recommendation, the committee considered the following issues:

- understanding obligations under the *Ontario Human Rights Code*, particularly as it relates to undue hardship on the part of the organization
- lack of guidance for organizations on how to work with individuals to determine whether they can be accommodated without the use of a support person
- consideration of whether organizations should bear the cost (wages and other fees) of the support person if the requirement was determined by the organization
- the need for jurisdictional alignment in support person policies

### **The committee proposes the following recommendation:**

1. The Ontario government to continue working with the federal government (for example, through the existing Memorandum of Understanding agreement with Accessibility Standards Canada) to support consistent requirements for support persons regardless of jurisdiction.
2. Upon receipt of a reasonable request, organizations must provide ASL/LSQ interpretation up to the point of undue hardship when other methods of communication do not meet the needs of the person requesting the accommodation. It must be clarified that ASL/LSQ is a “communication support” as defined in the legislation.
3. A support person accompanying a person with a disability who is accessing provincially owned goods, services or facilities (for example, transportation) should not be charged an admission fee or fare.
4. Fees are to be waived for a support person accompanying a person with a disability, if a note from a regulated health professional is provided stating that a support person is required to access goods, services and facilities.
5. Organizations must make best efforts to explore alternative measures for accommodation before imposing the requirement of a support person and be required to consult with the person with a disability.
6. An organization may only require a person with a disability to be accompanied by a support person where it is determined that no other reasonable accommodation measures will allow the individual to access the goods, services or facilities provided by the organization. Where that is the case, the organization must pay the fees and wages for the support person to the point of undue hardship.
7. The Ontario government should partner with the Ontario Human Rights Commission (OHRC) to produce plain language training materials on the

procedural duty to accommodate the need for a support person under both the AODA and OHRC and include this as mandatory training under the IASR.

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## **Recommendation 11: purpose, application and definitions; scope and interpretation**

As the customer service standards became the first accessibility standards in regulation under the AODA in 2008, they preceded the creation of IASR in 2011 as a stand-alone regulation. Following the review of the accessible customer service standards in 2016, these requirements, including its scope, interpretation and definitions sections, were merged into the IASR, which resulted in redundancies. As a result, the committee spent a considerable amount of time reviewing these sections for duplication and gaps with the goal of better streamlining requirements.

### **The committee proposes the following recommendation:**

1. The “customer service standards” should be renamed “the design and delivery of accessible programs and services standards” to align with language used by other jurisdictions, including federal.
2. Definitions under customer service standards section 1 (scope and interpretation) are to be moved and merged with definitions under general requirements.
3. The definition of a service animal should include emotional support animals and provide examples of different types of service animals. The requirement to carry documentation for service animals should also apply to emotional support animals.

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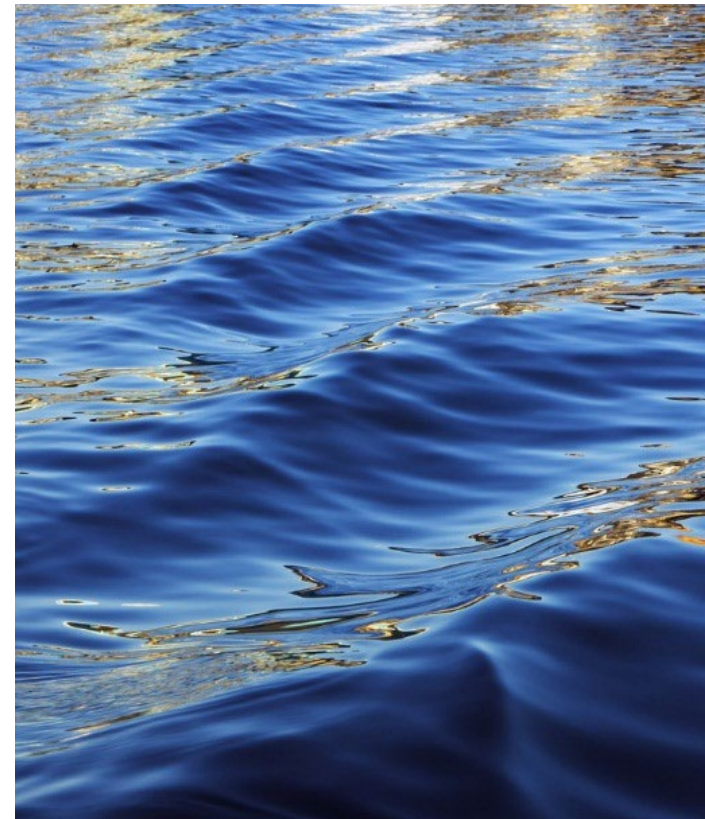
## **Conclusion**

The initial recommendations developed by the committee are intended to address customer service barriers to accessibility that people with disabilities may encounter throughout their everyday life while accessing services, goods or facilities. The committee looks forward to the public feedback that will follow the posting of these initial recommendations. All input will be considered by the committee before final recommendations are made and submitted, as per the requirements of the AODA, to the Minister for Seniors and Accessibility, for consideration.



# Accessibility Advisory Committee Meeting

Date: October 22, 2024



# Agenda & Out Comes

- Welcome 10 min
- Draft Agenda of “Conference” Level Event 30 min
  - Format
  - Speakers
  - Panels
- Financial Support for Event 30 min
  - Estimated starting funding
  - Cost sharing options
- Timeline of Event 15 min
  - Venue & Location
  - Fall 2025 Target Delivery





# Draft Agenda of “Conference Level” Event

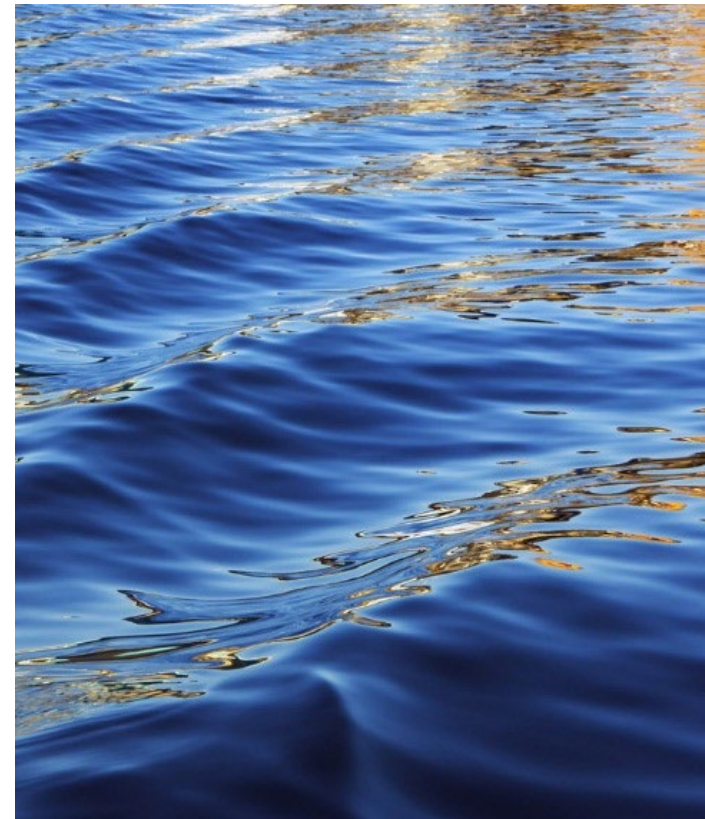


# Draft Agenda of Conference Level Event

- 9:00 – 9:30 Opening Remarks & Introduction of Event
- 9:30 – 10:30 Key Note Speaker – Evolution & Future of Accessibility
- 10:30 – 10:45 Break & Vendors
- 10:45 – 12:00 Panel Discussion – Inclusive Design (Community & Work)
- 12:00 – 1:15 Lunch & Vendors
- 1:15 – 2:30 Speaker / Panel – Creating Accessible Content
- 2:30 – 2:45 Break & Vendors
- 2:45 – 4:00 Legal Panel / Speaker – Policy & Advocacy Forum
- 4:00 End



# Financial Support

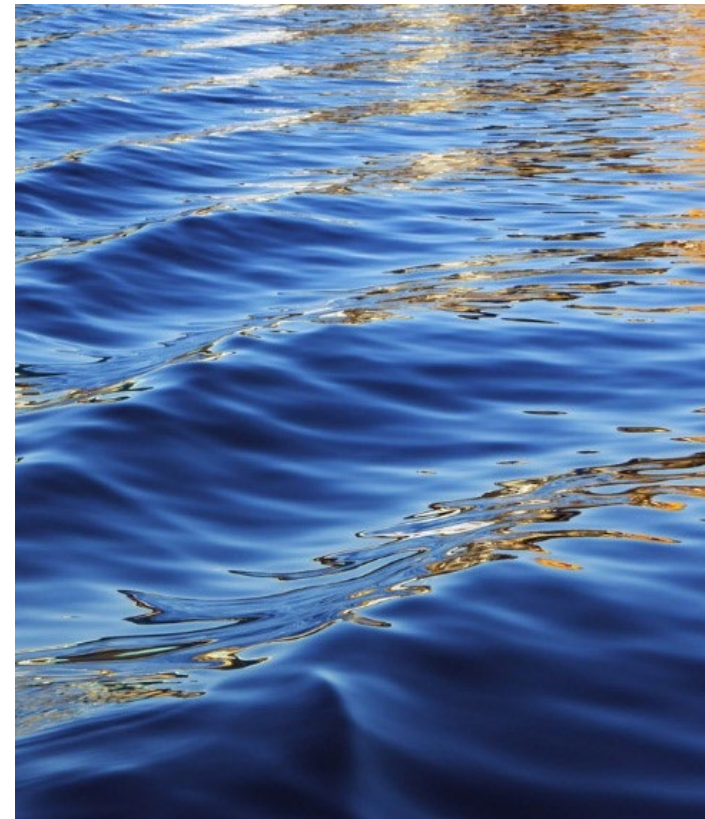


# Financial Support

- Estimated Starting Financial Support \$15,000
  - Based on similar events within the area
  - Feasibility
- Cost Sharing Options
  - Shared cost by participant group
  - Ability to pay
  - Sponsors



# Timeline



# Timeline

- Projected Timing
  - Confirm content theme
  - Speakers / Panelists
  - Venues & Location Availability
- Venue & Location
  - Brockville
    - Venue Options
  - Kemptville
    - Venue Options
  - Other Considerations

Fall 2025