



**THE REGIONAL MUNICIPALITY OF PEEL  
ACCESSIBILITY ADVISORY COMMITTEE  
MINUTES**

Members Present:	R. Chopra P. Crawford-Dickinson M. Daniel N. Husain	N. Iannicca A. Karim M. Mahoney I. Sinclair
Members Absent:	C. Belleth C. Chafe P. Fortini	A. Groves A. Misar
Staff Present	N. Polsinelli, Interim Chief Administrative Officer S. Baird, Commissioner of Digital and Information Services K. Lockyer, Regional Clerk and Interim Commissioner of Corporate Services S. VanOfwegen, Commissioner of Finance and Chief Financial Officer A. Adams, Deputy Clerk and Acting Director of Clerk's	C. Thomson, Deputy Clerk and Manager of Legislative Services H. Gill, Legislative Specialist R. Khan, Committee Clerk S. MacGregor, Legislative Assistant

**1. CALL TO ORDER**

The Region of Peel Region of Peel Accessibility Advisory Committee met on September 17, 2020 at 1:30 p.m., in the Regional Council Chamber, 5th Floor, Regional Administrative Headquarters, 10 Peel Centre Drive, Suite A, Brampton, ON. The Committee Chair attended in-person. Members of the Committee and staff participated electronically.

**2. DECLARATIONS OF CONFLICTS OF INTEREST**

Nil.

**3. APPROVAL OF AGENDA**

**RECOMMENDATION AAC-1-2020**

*That the agenda for the September 17, 2020 Region of Peel Accessibility Advisory Committee meeting be approved.*

**4. DELEGATIONS**

Nil.

**5. REPORTS**

## 5.1 TransHelp Update

(Oral)

Presentation by Mark Castro, Director, TransHelp

**Received**

Mark Castro, Director, TransHelp, provided an update on TransHelp including recent service changes in response to COVID-19 and specialized transportation service for non-emergency transportation of residents in Peel's homeless shelters suspected or confirmed of having COVID-19. He noted that TransHelp usage is expected to be 50 per cent lower in 2020 compared to 2019 due to the COVID-19 pandemic.

Mark Castro also provided an overview of TransHelp's 2020 priorities including: on-line booking; on-board cameras; enhancements to the same day booking process; improved communication with passengers; updates to the cross-boundary policy; and, continued focus on the quality of service delivery.

In response to a question from member Mary Daniel, Mark Castro undertook to review TransHelp drop-off locations at hospitals and report back to a future Committee meeting with an update.

In response to a question from member Naz Husain regarding the transportation of COVID positive clients, Mark Castro noted that in an effort to provide assistance to Peel Paramedics, who were inundated with calls, TransHelp assisted with the transportation of clients to assessment centres, testing centres and isolation centres. He noted that proper sanitary guidelines were followed for the disinfection of vehicles and that individuals who were not able to wear face masks had the option of wearing face shields.

Committee Chair Raj Chopra requested that staff report back to a future meeting with an update of the revised TransHelp on-line booking system and cross-boundary policy.

## 5.2 Ensuring Accessibility During COVID-19

(For information)

**Received**

Veronica Montesdeoca, Accessibility Planning Specialist, provided an update on the Region of Peel's actions to ensure accessibility while responding to and recovering from the COVID-19 pandemic.

Translation capability services and a virtual assistant was added to the Region of Peel website. New technologies, equipment and meeting software were provided to assist individuals shifting to remote work arrangements and mental health and wellness supports were available to staff during the pandemic.

Committee Chair Naz Husain requested that staff from Peel Public Health provide an update to the next meeting on how the pandemic has affected their

service delivery, including processes that were put in place to assist people with disabilities.

### **5.3 Accessibility Planning Program Update – September 17, 2020**

(For information)

**Received**

Veronica Montesdeoca, Accessibility Planning Specialist provided an update on the activities undertaken by the Region of Peel Accessibility Planning Program and the Accessibility Advisory Committee since its last meeting on September 19, 2019.

Veronica Montesdeoca confirmed that Region of Peel staff are working to meet the compliance timeline for Accessible Websites under the *Accessibility for Ontarians with Disabilities Act, 2005*, guidelines. An update will be provided at the next AAC meeting.

Committee members were reminded that the deadline for *Accessible Canada Act* consultations is September 25, 2020.

### **5.4 Update on the Use of the Dynamic Symbol of Access**

(For information) (Related to 6.1)

**Received**

## **6. COMMUNICATIONS**

### **6.1 Chandra Urquhart, Legislative Coordinator, City of Brampton**

Letter dated June 25, 2020, Regarding Accessible Parking Space Identification - Dynamic Symbol of Access at the City of Brampton (Receipt recommended)  
(Related to 5.4)

**Received**

### **6.2 Julia Opie, Accessibility Coordinator, Corporation of the County of Perth**

Email dated January 23, 2020, Providing a Summary of the Changes to the Barrier-Free Design Section of the Ontario Building Code (Receipt recommended)

**Received**

## **7. OTHER BUSINESS**

Nil.

## **8. NEXT MEETING**

The next meeting of the Region of Peel Accessibility Advisory Committee is scheduled for Thursday, November 19, 2020 at 1:30 p.m., Regional Administrative Headquarters, Council Chamber, 5th floor, 10 Peel Centre Drive, Suite A, Brampton, ON.

Please forward regrets to Rusha Khan, Committee Clerk at [rusha.khan@peelregion.ca](mailto:rusha.khan@peelregion.ca).

**9. ADJOURNMENT**

The meeting adjourned at 2:42 p.m.