

City of Edmonton
Accessibility Advisory Committee
(AAC) Meeting Minutes
October 17th, 2022
 Google Meet
 4:30 pm – 6:30 pm

Present: D. Achuroa D. Antaya-Moore B. Belsek
 C. Brenneis P. Kocon
 T. LaRiviere S. Klassen D. Rudolph
 P. Rzechowka C. Sneddon C. Tang
 Z. Weeks I. Stefaniuk-Gaudet M. Vautour
 M. Dancsok C. Decore J. Wright

Guests: N. Djokic

Regrets: K. Boyd C. Lamoureux M. Chow

Staff: H. Craig A. Szafranski C.B. Fon

Notes	Action
1. Call to order At 4:34 pm	
2. Approval of agenda Agenda of October 17, 2022 Moved by Z. Weeks	Carried
3. Approval of minutes <u>Minutes of September 12, 2022</u> Moved by I. Stefaniuk-Gaudet	Carried

4. Land Acknowledgement

Dana provided the Treaty 6 Land Acknowledgement.

5. New Business

1. Vehicle for Hire - Driver Training Program

Nada presented the Vehicle for Hire - Training Program (draft work plan).

Google slide presentation will be emailed to the AAC members.

[VFH - Driver Training Curriculum](#)

Can you provide a separate presentation in the future for dispatch and subsidies? A: Yes. Would be happy to connect with the AAC when these pieces of work are in draft mode.

a. Discussion Questions/Answers:

- i. Q: Do you need to have an English language test to learn how to drive in Alberta? What is the requirement? A: I'm actually not sure that is something I will look into and have to get back to you. But that's not something I'm aware of if it is a requirement.
- ii. Content: Needs to be spread out a bit more in terms of the different audiences including indigenous, LGBTQ2S+
- iii. Mode: Not appropriate
- iv. Refresher Training: Every year
- v. User Experience: It is just active community-building with those stakeholders.
- vi. Questions that I have, just curious, what was the reason for the online self-paced module for the disability and special needs training? A: Part of that came from a combination of what we've already seen the industry provide - what we've researched out, but it doesn't mean it's the appropriate proposal for Edmonton.
- vii. Given within the track record of the city, of discrimination against people with disability among other groups, including women, minority groups, I would say "no", this needs to be in person.
- viii. Suggestion is to bump the biases to the second priority because once you understand the different types of disabilities, the number one issue that people with disabilities are facing is added to know and cultural barriers or biases.
- ix. Thirdly, I will just ask, in terms of waiving of modules 5 and 6, who decides if it is waived and quite frankly, I would recommend not waiving it. A: The only one open for waiving would be the first one on the English language requirement. The rest of the modules are mandatory.
- x. What are the parameters for penalizations or reprimands when it comes to not servicing those with disabilities or discriminating

	<p>against them, specifically around Uber and just in the taxi-type scenarios? A: I don't have an exact answer for you yet but that's something we're looking into.</p> <p>xi. I just want it verified that this training program isn't currently mandatory if you want to get your license, but you're looking at that, is that correct? A: Correct.</p> <p>xii. One of the pieces of the section - the safety when working with customers - you may want to look at and review the psychological safety as well. I think we need to separate it out. So looking at risk assessment and then developing strategies around those risk assessments.</p> <p>xiii. Customer Experience and Service Excellence, under Introduction, poverty and mental health - is there a specific reason why those two are together? A: No, there's no specific reason that those two are together.</p> <p>xiv. Customer Experience and Service Excellence, under Customer Experience, change Sensitivities to Safety</p> <p>xv. How does this training compare to like NorQuest college that you mentioned or to the paratransit training offered through ETS for the DATS drivers? A: This is more than. What we are proposing is in addition to the accessibility considerations, we are looking at the customer service, some of the considerations around different user groups, kind of a broad band to address different issues we've heard in March.</p> <p>xvi. What would you be considering as far as what each company sort of oversees, administering the training delivery? A: We don't have a proposed rollout. The two different delivery methods we're looking at is hiring an in house trainer, to then develop the training content and deliver it. The second option we're looking at is hiring an external organization to do that through an RFP. We're looking at RFI to just get a sense of how much interest is there. We don't have a comparable at this point.</p> <p>xvii. On English language proficiency, have you connected with ARAC regarding this? ARAC's concern is providing training in other languages. It might be wise to connect with them more than us.</p> <p>xviii. Has there been any consideration of including ETS into this group for training? A: Not specifically to ETS drivers. We. have kept our scope to vehicle for hire</p> <p>xix. Also, in terms of it being self-paced, is there still going to be a specific timeline on that because self-paced could go on and on. A: The modules two and three are pretty short. But the biggest concern to me is module four, five and six, because this is really the content where we need to focus in order to</p>	
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	<p>address some of the issues that we're facing between drivers and users of the service. What we would like to propose in our answer to counsel's motion is a rollout plan for all of this.</p> <p>xx. I really do think it's important to have hands on training as well as modules and I like that hybrid of both. Our occupational therapists could be a really good resource in terms of guidance for what that training could look like.</p> <p>xxi. Module for Safety When Working with Customers, I think it'd be really important to include the idea of trauma informed approach with users. That's something that could inform really working with all the different communities and particularly those who are vulnerable that you had mentioned in your list.</p> <p>xxii. Customer experience and Service Excellence, I wonder if there should be a separate heading for indigenous perspectives there. A: Yes, we will be reaching out to the indigenous relations office as well.</p> <p>xxiii. Will there be revisiting of this training kind of on a regular basis to update as you say sensitivities evolve? Like revisiting the modules, particularly I think those four or five and six, updated? A: Yes, that's a great idea and something we're looking at in terms of pros and cons of having it delivered in house versus externally.</p> <p>xxiv. Customer Experience and Service Excellence - the naming of the entire module. Customer Experience "naming" diminishes the impact of the training for anti racism and gender difference, those are accessibility issues, they're not customer experience issues in my mind like if you're discriminated against because you're indigenous, that's not a customer experience issue it is a safety issue. A: I'll give that some thought. That's a good piece of feedback, but I didn't even consider it this is why I'm glad I'm bringing it to you.</p> <p>xxv. Would it be a good idea to collapse those into a refresher module where we might focus on some of the new things happening? A: Yes, Okay. Thank you for your feedback.</p> <p>xxvi. The disability community isn't really a fan of the term special needs because there's nothing special about needing to use transit or access buildings. A: accessibility and accommodation is the suggested verbiage.</p> <p>Nada would love to come back with the modifications after engaging with additional stakeholders to bring back a proposal of what we want our final options to be. Allyson to include Nada in the next committee meeting.</p> <p>a. Discrimination of Disabled People on Transportation in Edmonton</p>	
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6. Council Updates

- a. On Demand Service is a pilot project for the last 2 years.
- b. To move it forward, Council has to approve service packages
- c. From contract service to public service - to bring our service in-house
- d. 15% of the folks use On Demand (sample size is 300)
- e. 73% are people without personal vehicle
- f. Draft Letter for AISH re-indexing - not on the radar with other Alberta municipalities
 - i. AAC has the draft letter written but has to put a pause on the letter being sent to the Council until they can determine the best direction.
- g. Council is happy to provide support but needs city staff input and help.
- h. November & December budget discussion for 2023 to 2026.
 - i. AAC will be speaking at the public hearing
- i. Q&A: Do support workers pay on all public transit or do they ride for free with the individual they are supporting?
- j. Have we heard anything from other disability groups of rumblings about what might be coming forward as budget items? A: No.
- k. There's opportunities for Policy asks with regards to accessibility lens on capital projects - how are we designing and building these capital projects?
- l. Councillors Tang & Wright have been made aware about MAID (medically assisted in death)

7. Chair Updates

- a. Councillor Wright put forth a motion to Admin to do a review on DATS On Demand Transit
- b. Attended the Guiding Neighbourhood Redevelopment virtual event and brought forth the accessibility perspective.
- c. Building healthy neighbourhoods in November

8. Old Business

- a. Project Based Budget proposal

9. Administrative/Executive Update

- a. Interagency Committee on Inclusive Recreation - Oct 18, 2022
 - i. Meeting will take place at Clareview Recreation Centre. We're talking about city partnerships, booking priorities, doing a tour of some new accessible fitness equipment they have at Clareview and then doing a tour of the Canadian Tire Jumpstart inclusive playground at Clareview.
 - ii. Dana and Tonia to attend tomorrow
- b. CIVIDA Tour - Nov 7th 2:30 or 3:00pm
 - i. Londonderry Site 14540 72 Street - invite sent to AAC members.
- c. ETS Bystander Awareness - research
 - i. ETS shared that only selected people for interviews would be contacted. .

10. Other Committee Work

- a. Intake request - IIS
 - i. 250 projects in January - focus in on what the goal is because if we have the structures in place, that will get us a lot farther than having to review every single project as they come through.

<p>b. Policy Review update</p> <ul style="list-style-type: none"> i. Spoke about the affordable housing strategy - opportunity to participate in the Zoning Bylaw engagement specific to downtown corridors. ii. Talked about how Admin is going to work with Civic Events around the use of Accessible Events Guide, do some education at civic events, for workshops, for event organizers. <p>c. Community Engagement update</p> <ul style="list-style-type: none"> i. Talked about social media support, shifting things around based on some feedback from Parados (Facebook, Twitter, Instagram). ii. Contract with Parados ends in December, looking for a different service provider that is less expensive or explore what Parados can offer us. iii. Plan on presenting to City Hall again. Created an AISH letter in response to the lack of reindexing.AISH. iv. Written a couple of letters for City Council, provincial government and to the community. v. Talked about International Day of Persons with Disability which is in early December. vi. Creating some content for social media or liaising with that again. <p>Facebook page polls - do not have link to the main article</p> <p>11. AAC Calendar</p> <ul style="list-style-type: none"> a. October 26th - Ride Transit/Leisure Access @ Executive Committee b. 'What We Heard Report' - Budget c. November 28/29 Public Hearing on City Budget <p>12. Round Table</p>	<p>David to email Allyson</p>
<p>13. Adjournment</p> <p>The meeting adjourned at 6:30 pm</p> <p>Next Accessibility Advisory Committee meeting will be November 14th @ 4:30pm</p>	