The Milton Accessibility Advisory Committee (MAAC) is a committee of Town Council. As required by the Ontarians with Disabilities Act (ODA) 2001, MAAC plays a critical role in advising Council on the preparation, implementation and effectiveness of its annual accessibility plan.

MAAC’s mission is:
“To remove and prevent all barriers to persons with disabilities, within our community.”

MAAC will accomplish this by working with the citizens of Milton and various organizations within Halton Region to address the identification, removal and prevention of barriers to persons with disabilities. This will be incorporated in the municipality’s bylaws, policies, programs, practices and services. Thereby, enhancing all citizens’ dignity, independence and sense of well being within their community.”

REPORT

Background

The Ontarians with Disabilities Act, 2001 (ODA) required all municipalities with over 10,000 residents to establish accessibility advisory committees, with the majority of the members having a disability. The ODA also required municipalities to prepare an annual accessibility plan.

On October 22, 2002 Town Council approved the establishment of the Milton Accessibility Advisory Committee. The first committee meeting was held on July 9, 2003 and the committee continues to meet regularly.
The MAAC committee consists of 9 members – 8 citizens appointed by Town Council and 1 member of Town Council. The MAAC meetings are facilitated by the Community Services Department.

**Discussion**

In 2008, the Milton Accessibility Advisory Committee met on a monthly basis (last Friday of each month) except for July, August and December. Attendance for the 9 meetings are as follows:

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chair</td>
<td>Carole Sharp</td>
<td>7</td>
</tr>
<tr>
<td>Vice Chair</td>
<td>Brian Hall</td>
<td>9</td>
</tr>
<tr>
<td>Council</td>
<td>Councillor Schau</td>
<td>9</td>
</tr>
<tr>
<td>Community Representatives</td>
<td>John Beaudette</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Marlene Schrock</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Marie Cosulich</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>John Spurgeon</td>
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</tr>
<tr>
<td></td>
<td>Alan Jordan</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Valerie</td>
<td>8</td>
</tr>
</tbody>
</table>

**2008 Overview of Committee Work Plan**

- The sixth annual accessibility plan was approved by Town Council in February (COMS-003-08).
- 15 site plans were reviewed by the MAAC committee and recommendations sent to appropriate planning staff.
- Hosted first National Access Awareness Week event in Milton.
- MAAC Committee involved in the development and launch of the Region of Halton’s Emergency Preparedness Guides for Persons with Disabilities.
- Completed marketing strategy for MAAC committee
- MAAC chairperson involved in Regional Networking group of Accessibility Advisory Committee Chairpersons
- Continued to review and provide feedback on the Town’s website.
- Continued to review the development of a Thumbs Up Program.
- MAAC committee members attended Accessibility Forums (eg Welland, Halton Deaf Action Group Forum).
- Presentations to MAAC committee on: Destiny Milton 2 and Transit.
- Listened to many questions/concerns from the public and provided responses where appropriate (eg snow removal on sidewalks/pedestrian access).
- MAAC committee involved in Transit Study focus groups.
2008 Overview of Corporate Work Plan

- Audible pedestrian signals added at Laurier Avenue and Ontario Street.
- Accessibility and Special Needs display booth at the Annual Accessibility Showcase
- SMT approval to initiate Corporate Accessibility Advisory Committee.
- SMT approval to initiate Corporate Accessible Customer Service Committee.
- Accessibility renovations at Milton Leisure Centre, Campbellville Lions Club, Hugh Foster Hall, Milton Seniors’ Activity Centre, Milton Sports Centre, Memorial Arena and Tonelli Arena.
- Two wheelchairs purchased for public use at two major facilities.
- Continued to monitor development documents to include accessibility (eg Engineering Design Standards, Official Plan).
- Town Council proclaimed National Access Awareness Week in May.
- Continued to update facility inventory document to keep track of all accessibility work being completed in facilities.
- Continued to provide a successful support system for MAAC committee members to attend all meetings.
- Responded to letter from Ontario Human Rights Commission regarding manual calling of bus stops on all buses (COMS-017-08).
- Town of Newmarket Resolution R1-2008 regarding disabled parking spaces was taken to Town Council with a Notice of Motion for support (May 20, 2008).
- Community Contacts Section of the Community Services Guide has now added all TTY phone numbers where applicable.
- Replaced TTY phone at Town Hall Annex 555.
- Coordinator, Accessibility & Special Needs involved in implementation of the Regional Accessibility Staff Working Group, which drafted a Policy for Accessible Customer Service.
- Coordinator, Accessibility & Special Needs appointed to the AMCTO Accessibility Working Group
- Council support staff to implement closed captioning for all council meetings (COMS-034-08).
- Co-hosted training sessions with Durham College regarding Accessible Customer Service Regulation 429/07.

Based on current legislation and the requirement to develop provincial standards that are becoming law there is now a transition towards all departments making accessibility a priority. All departments will now address accessibility in their annual planning process which will become the primary focus of the annual accessibility plan.
### 2009 Priorities

#### Departmental priorities:

| Engineering Department | • Sidewalk repairs/curb cut program  
|                        | • Countdown/audible signal program  
|                        | • Reviewing Engineering Standards Manual  
|                        | • Reviewing maintenance processes (eg snow clearing) |
| Corporate Services     | • Mandatory training of all staff to meet Regulation 429/07 (customer service, sensitivity, new technologies)  
|                        | • Investigating textnet costs vs existing TTY  
|                        | • Incorporating accessibility questions through all employee interviews |
| Community Services     | • Capital budget program for facilities  
|                        | • Developing parks accessibility checklists  
|                        | • Providing 100% accessible transit fleet  
|                        | • Developing transit accessibility plan  
|                        | • Investigate special needs programming options |
| Planning & Development | • Develop accessibility improvement checklist for development application process  
|                        | • Review official plan and zoning by-law to include accessibility |
| Executive Services     | • Monitoring closed captioning at all council meetings  
|                        | • Identify implications of loss of accessible entrance on Victoria Park side of Town Hall  
|                        | • Develop plan of action for servicing customers in old Town Hall, based on no change to counter heights |
| Fire Department        | • Will include accessibility standards as part of the review process when renovating or building any new stations |

#### MAAC Committee Priorities:
- Determine logo for committee
- Determine alternatives to promote committee (Accessibility Showcase)
- Determine how to continue to celebrate National Access Awareness Week
- Continue to review and provide updates to website
- Continue to monitor provincial legislation, standards and implications for the Corporation
- Finalize process for reviewing site plans
- Continue to update inventory document to keep track of all work completed on Town facilities
- Provide input to annual capital budget program.
• Maintain a successful support system for committee members to attend all meetings.
• Continue to provide information for articles to the Canadian Champion

Making Milton accessible will be an ongoing process. MAAC recognizes that identifying and removing barriers for people with disabilities will benefit the community as a whole. The Town of Milton continues to share the Ministry’s goal of Universal Accessibility by 2025. This means within 17 years every resident in our community would have the opportunity to learn, work, play and otherwise participate in society to their fullest potential. Achieving this goal will enhance the dignity, independence and well being of all citizens of Milton.

Relationship to the Strategic Plan
Goal – Safe, Livable and Healthy Community

Direction – Facilitate involvement for people at different life-cycle and physical activity stages and of varying socio-economic status.

Direction – Enhance leisure, culture and educational opportunities/experiences that contribute to personal enjoyment, growth and development.

Direction – Encourage residents to play an active role in the decision making process by participating on boards and committees.

Financial Impact
There is no financial impact attached with this report.

Respectfully submitted,

Jennifer Reynolds
Director, Community Services

If you have any questions on the content of this report: Janet Davidson, #2534

Attachments: None

CAO Approval: __________________________