

AGENDA
ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE
April 15, 2019 – 12:30 p.m. Paul Reynold’s Community Centre

1. CALL TO ORDER

2. APPROVAL OF THE AGENDA & MINUTES

- a. Minutes of February 15th, 2019

3. BUSINESS ARISING

- a. Presentation from Sarah White, The Autism Society
- b. Pay by Phone Parking System FAQs
- c. Information Note dated April 1, 2019 re: Bowring Park Accessible Parking
- d. Information Note dated March 6, 2019 re: Inclusive Organization Working Group
- e. Decision Note dated March 22, 2019 re: Planning and Conducting Inclusive and Accessible Meetings
- f. Information Note dated March 22, 2019 re: Creating Accessible Documents
- g. Information Note dated march 25, 2019 re: Committee Engagement for Public Projects

4. NEW BUSINESS

5. OTHER BUSINESS

6. ADJOURNMENT

MINUTES

ACCESSIBILITY AND INCLUSION ADVISORY COMMITTEE

February 15, 2019- 12:00pm- Glenyre Room 1, Paul Reynolds Community Centre

Present: Taylor Stocks, Chair
Councilor Ian Froude
Natalie Godden, Manager of Family & Leisure Services
Sherry Mercer, Program Coordinator, Inclusive Services
Kimberly Yetman Dawson, Empower
Margaret Tibbo, Citizen Rep
Dave Saunders, Citizen Rep
Hope Colbourne, NLACL
Judy Powell, Metrobus
Paul Walsh, Metrobus Commission Board, CODNL
Debbie Ryan, CNIB
Grant Genova, Design Network
Trevor Freeborn, CODNL
Sarah White, Autism Society
Heidi Dixon, Native Friendship Centre
Kim Pratt-Baker, Hard of Hearing Association
Cindy Kenway – Department of Community Services

CALL TO ORDER AND ADOPTION OF AGENDA

Moved- Debbie Ryan, Seconded- Kimberly Yetman-Dawson

The agenda be adopted as presented

CARRIED UNANANIMOUSLY

ADOPTION OF MINUTES

Moved- Kimberly Yetman-Dawson, Seconded- Margaret Tibbo

CARRIED UNANANIMOUSLY

BUSINESS ARISING

Decision Note- Key 2 Access/APS

Sherry Mercer directed members to canvas the populations they represent to identify neighbourhoods where residents require APS (Accessible Pedestrian Signals). Key 2 Access is wireless technology that replaces APS and allows people of all abilities to safely cross an intersection. It can also be very useful to those who have vision barriers to identify a construction area, for example. A proof of concept is being conducted by City of St. John's. Once the proof of concept is completed the municipality will be able to review statistics of its' use and can easily move it to other intersections if required.

There are two types of devices for the public to access this technology including an app on smartphone or a fob (remote). The City of St. John's will purchase 20 remotes to be located at the CNIB for public use. Nine different types of intersections to be determined by City and CNIB. There was a suggestion to have one placed at Memorial University area.

An issue was brought forward about public affordability. Promoting the public recycle their old phones through the CNIB who can complete military grade refurbishment of cell phones and then install the app on the phone for distribution to the public free of charge. A media release can be prepared with approval of this program and CNIB and other Committee members can help to promote.

A decision was made to present the proof of concept to Council for review, with Debbie Ryan moving it and Grant Genova seconding.

Paratransit Working Group Update

Go Bus requires people to be registered in order to use the service. Dave mentioned he had a problem with the wording of the definition of disability. Getting the right words are important. Paul Walsh noted that this was something already raised and that it will be worked on before being released. Go Bus accessibility will be based on a case-by-case basis. There are three levels of eligibility: 1. Unconditional (permanent) 2. Temporary (i.e. surgery) 3. Conditional (i.e. winter only access).

Both new applicants as well as all existing users will be required to participate in a third-party assessment. The third-party assessment would be specific to functional ability and ensure that only users unable to use Metrobus are eligible for GoBus.

Committee members raised several questions including participants willingness to provide Go Bus medical information; bad idea to "rank" disabilities; or what happens if someone is eligible but is denied. Committee do not want process to become complicated for the user.

The process of applying and then having to see a doctor/third party for assessment, etc. could pose as a barrier for clients. It must be ensured the program is still working 5 years from now. What are other provinces in Canada doing? Councilor Froude has indicated that the City and the Provincial Government are working together with more information forthcoming.

Members suggested that policing of this application would be difficult as doctors and third-party assessors may give signature even if the participant has no medical issues. Members questioned: Can we trust the third party? Who determines who the third party is? What are some other options?

Some suggestions on issues include keeping open communication within the Committee, decentralization of the process, having community involvement, and coming up with solutions to eliminate the "red tape" process,

Judy (Metrobus) advised that the third-party would be specific to the disability and the required credentials that would meet industry standard. Medical requirements include “functional ability” and not full medical report. Committee members agreed on the importance of ensuring GoBus be limited to users unable to use the conventional Metrobus system. Committee members also stressed the importance of creating/continuing opportunities for inclusion within the conventional Metrobus service that foster independence and a greater connection to the community for persons with disabilities (e.g.) wheelchair accessible buses and travel training programs.

Additionally, it was suggested that a working group can be formed to assist with the development of an RFP (related to third party assessment) that meets the diverse needs of the inclusion community.

MVT Contract

Tender to be issued when current contract expires (Dec 2021).

GoBus

No-shows will be redefined to reduce the time to cancel a trip from 90 minutes to 45 minutes. Technology options to be looked at to facilitate fare collection on board GoBus taxi trips.

Christmas Parade

The Downtown Development Association hosts the Downtown Christmas Parade each year, however, the City’s Inclusive Services team are often approached for an indoor or sensory friendly viewing area for the parade. Sherry Mercer suggested working with companies in the downtown area in providing inside viewing area during this event may be one option, along with surveying the route to see if the parade can start or end with no music. Sherry Mercer will email Committee members to gauge interest in further exploring these options and making a recommendation to the Downtown Christmas Parade.

Attendant Pass- Mile One

The Attendant Pass Program continues to be supported by Council and accepted at Mile One and other establishments throughout the City.

Snow Clearing

The City’s Public Works Division is currently collecting input regarding snow clearing in St. John’s. The Committee was asked to canvas the populations that they represent to identify areas within the City that might be designated as priority areas to discuss at the next meeting. Counsellor Froude informed the Committee about the snow clearing mapping on the www.stjohns.ca website. Sherry Mercer to email link to the Committee.

Supporting Community Partners

Accessible Push Buttons

The City's Inclusion team partnered with Canadian Tire Jumpstart and has installed accessible push buttons at the Paul Reynolds Community Centre. The Inclusion Team has also shared this grant opportunity with smaller community centres in hopes of them applying for funding to increase access to their centres.

Equipment Lending Program

The City's equipment lending program is a great success. Several municipalities have contacted the City's Inclusion Team inquiring about the purchase of the equipment. A second Hippocamp has been purchased with arms and headrest to be purchased soon. For inquiries regarding the program please contact Sherry Mercer.

CMHA (Canadian Mental Health Association)

The City was recently part of a training opportunity that has seen a youth Healthy Relationship Plus course offered in schools. The program covers topics such as healthy relationships and mental health.

New Business

Universal Design

Grant brought up the need for building codes to be updated. A discussion/meeting on universal design is needed and ensuring all buildings are accessible regardless of construction date. Grant suggested that companies should not be eliminated from updating their building code simply due to construction date prior to 1991.

Downtown Parking Pay By Phone Accessibility

Committee members were asked to send their thoughts/issues surrounding the City's Pay by Phone system to Sherry Mercer. Annette Powell has asked for this to be discussed at the next meeting of the Advisory Committee.

Next Meeting

The next meeting is scheduled for Monday, April 15th, 12:30 pm at the Paul Reynold's Community Centre.

ADJOURNMENT

There being no further business, the meeting adjourned at 1:45 p.m.

PAID PARKING MANAGEMENT STRATEGY – FREQUENTLY ASKED QUESTIONS

In June the City will introduce a pay-by-phone only service to control 136 on street parking spaces on Harbour Drive. The new system is a pilot project that will be assessed after a full calendar year to see if any changes are needed. This project is part of a long-term Paid Parking Management Strategy. The strategy outlines a comprehensive overview of the City's existing paid parking system and makes 57 recommendations. The full strategy is [available online](#).

There have been many questions about the new PaybyPhone system that will be implemented on Harbour Drive.

What if I don't want to use the app?

The app, and the associated toll-free service, are an additional payment option provided to people in the City. The PayByPhone system does not eliminate any existing parking options.

On Harbour Drive the existing meters have all been damaged. Because of this, and the desire to test a PayByPhone only option, Harbour Drive will not have meters available for a one-year trial period. If PayByPhone only does not work for our community new meters will be installed following the trial period.

Why isn't St. John's following other major cities?

PayByPhone is the largest cash free payment solution provider in the smart parking market and is used in major cities and across Canada including Calgary, Edmonton, Ottawa, Québec, Regina, Saskatoon, Toronto, Vancouver, and Winnipeg. Internationally it is used in cities such as Boston, Dallas, Miami, New Orleans, San Francisco, London, Paris, Nice, and Geneva.

Is the ParkingBOXX a better solution for St. John's where users pay at a station and then place a ticket in the vehicle window?

ParkingBOXX has variety of offerings, including systems that use a ticket, as well as multi-space parking meters and an app for payment by phone. Equipment offered by ParkingBOXX could fulfill the needs of the City when our current meters are replaced and will be determined by a competitive bid process in the future.

The 'pay and display' system requires users to leave their car, pay at a pay station, and then return to their vehicles. This may be inconvenient for users, especially those with a mobility impairment. An inconvenient system leads to lower compliance with parking regulations, and subsequent increase in violations issued. This type of system 'pay and display' was explicitly considered as part of the Paid Parking Management Strategy ([see page 16 of the report](#)) and was ruled out in favour of a 'pay by plate' system.

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With 'pay by plate' parking the validation is connected to the vehicle's licence plate. This means users don't need to return to the vehicle after paying. With the use of an app, users don't need to visit a pay station or meter to pay for parking. If running late the app warns the user of the expiry and offers the chance to top up payment before it expires - all without needing to return to the vehicle. This is a benefit to businesses as patrons will not have to exit the businesses to make a payment.

One of the issues with cash accepting meters is that by storing cash they have become a target for vandalism. This is true of both our current meters and any replacements in the future. Vandalism targeted at cash accepting meters is a key reason why the Paid Parking Management Strategy identifies a desire to move to cashless payments. This poses challenges for those without smart phones or credit cards. The Paid Parking Strategy recommends a careful and thoughtful transition toward cashless with constant evaluation of the cashless goal to determine whether it is viable.

Do I have to place a call to City Hall with a credit card if I don't have the app?

No, you do not have to call city hall to pay. PayByPhone offers a toll free automated service that allows customers to call in and book their parking. Customers will enter licence plate, parking zone, and credit card number. There is no wait time to access this service as it is all automated with clear voice instructions. The ability to call 311 for assistance is something we are exploring but not a primary mechanism for use of this system.

Does this new system expect tourists and non-residents to have an app on their phone?

No, it is not expected that users will have the app. On Harbour Drive we are testing the idea of PayByPhone which includes both the app and the option of paying via toll free telephone service.

In the future, as the app is rolled out in various areas of the City, it will offer an additional payment option, not eliminate any existing option. For example, in Churchill Square users will either pay at the kiosk, pay using the app, or pay by calling the toll-free number. On Water Street motorists will have the option of using the meter as they do today or use the PayByPhone app, whichever they prefer.

Over 17 million people used the PayByPhone app in 2017. For visitors to St. John's who have used the app in other cities, it will present a custom welcome screen based on location. This allows visitors who have used the service elsewhere to connect seamlessly with no new download required.



Pay by Phone Parking – Downtown St. John’s

The following link provides more information about the Pay by Phone Parking App:
<http://www.stjohns.ca/media-release/paybyphone-harbour-drive>

How do people without a cell phone or without a data package park in the area?

- People without a data package can use the toll-free number if they wish to park on Harbour Drive
- People without a cell phone (or with no local coverage) can choose one of over 1,000 available publicly available parking spaces on and off street throughout the downtown
- CNIB offers their Phone it Forward Program which may be an option for some users

Are there parking spaces available that do not require this app?

- Out of over 1,150 metered spaces in the City, only the 136 on Harbour Drive require the app. All other on street parking in the downtown, including on the Coves and on Water Street does not require the app to park

Are there options to pay for the app other than by credit or debit cards?

- The app only accepts credit card payments at this time

INFORMATION NOTE

Title: Bowring Park Accessible Parking

Date Prepared: April 1, 2019

Report To: Inclusion Advisory Committee
Committee of the Whole

Councilor and Role: Councillor Hope Jamieson, Council Representative
for Inclusion Advisory Committee

Ward: 5

Issue: Accessible Parking at Bowring Park.

Discussion – Background and Current Status:

Throughout 2017/2018 the City of St. John's has been receiving requests to incorporate accessible parking spaces at Bowring Park. Initially, Service NL requested the placement of accessible parking signage in the large gravel parking lot. As these lots are not accessible the City designated accessible parking on Squires Avenue. Some of these spaces are not accessible to all users due to curb cuts or inability to open the back door for a ramp. To ensure full accessibility the parking lot near the maintenance building will have a portion paved to create accessible parking spaces. These new spaces will be linked to the main park road by a hard surface pathway to ensure a complete travel path from parking to park amenities.

This new parking area will allow for 10 accessible parking spaces as we increase accessibility for individuals with vision loss, or those who have difficulty walking/rolling long distances. This will also provide choice to residents and increase overall accessible entry to the park.

Key Considerations/Implications:

1. Budget/Financial Implications:
 - a. Cost associated with paving sidewalks and the lot. (Allocated in 2019 Capital Budget.)



- b. Cost of salt and required equipment to keep both the sidewalk and paved maintenance lot clear.
2. Partners or Other Stakeholders
The City of St. John's has engaged with the Coalition of Persons with Disabilities and CNIB.
3. Alignment with Strategic Directions/Adopted Plans
Aligns with the “A Connected City” Strategic Direction.
4. Legal or Policy Implications
Ensuring compliance with Canada Human Rights Act and the Accessible Canada Act.
5. Engagement and Communications Considerations
Update the community on current changes as well as those proposed for the future.
6. Human Resource Implications
N/A
7. Procurement Implications
N/A
8. Information Technology Implications
N/A
9. Other Implications
N/A

Conclusion/Next Steps:

Increasing accessibility to Bowring Park by paving a portion of the parking lot near the maintenance building to create 10 accessible parking spaces.

Prepared by/Signature:

Sherry Mercer, Inclusive Services Coordinator

Approved by/Date/Signature:

Natalie Godden, Manager – Family & Leisure Services

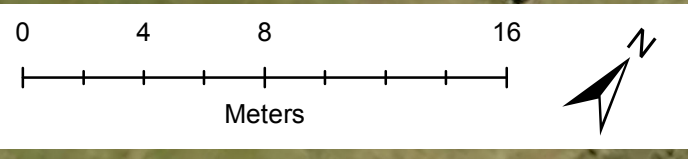
Garrett Donaher, Manager Transportation Eng.

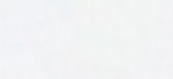
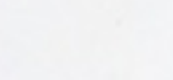
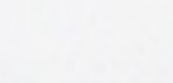
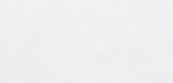
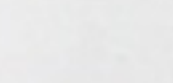
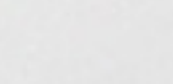
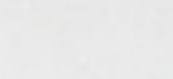
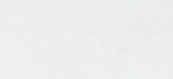
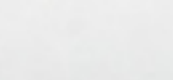
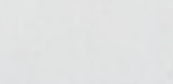
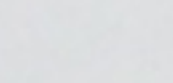
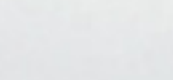
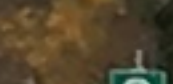
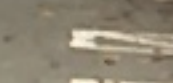
Attachments: Appendix A

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BOWRING PARK RD





INFORMATION NOTE

Title: Inclusive Organization Working Group

Date Prepared: March 6, 2019

Report To: Inclusion Advisory Committee

Councillor and Role: Councillor Hope Jamieson, Council Representative for Inclusion Advisory Committee

Ward: Not ward specific

Issue: To provide the Inclusion Advisory Committee with an Update on the Inclusive Organization Working Group

Discussion – Background and Current Status:

The Inclusive Organization Working Group met in February 2019 and is comprised of the following members:

Natalie Godden	Lead Staff Accessibility and Inclusion Advisory Committee
Sherry Mercer	Inclusive Services Coordinator
Roshni Antony	Manager, Human Resources Advisory Services
Bonnie Perry	Human Resources Advisor
Kathy Hawkins	Program Manager, InclusionNL: Employment Support Services

The meeting largely focused on a review of the partnership between the City of St. John's and InclusionNL. Inclusion NL is updating the Businesses OPEN Partnership Report, providing a summary of the work completed and a proposed plan for 2019. This will be provided to the Committee as soon as it is available.

In addition to updating the partnership with InclusionNL, the Inclusive Organization Working Group is in the process of revising their workplan for 2019. Areas of focus for 2019-202 include further internal promotion of Inclusion Corporate Training, formalizing an organized approach to training in the area of mental health for City of St. John's employees and the roll out of an Inclusion Champions program.



Key Considerations/Implications:

1. Budget/Financial Implications

- a.** Inclusion NL has agreed to partner with the City, free of charge as a pilot project, to review and develop policies, procedures, best practices and educational resources that support inclusive hiring.

2. Partners or Other Stakeholders

- a.** Inclusion NL
 - i.** With relation to Inclusion NL, at this meeting we specifically discussed the updated report for Business OPEN.
- b.** Other municipalities, community organizations and City of St. John's staff will be consulted in the development of appropriate policies and procedures for the City.
- c.** Organizations in the Inclusion community including but not limited to:
 - i.** Accessibility & Inclusion Advisory Committee member organizations
 - ii.** Ready, Willing and Able
 - iii.** Community, Career and Employment Partnership Project
 - iv.** The Department of Advanced Education and Skills.

3. Alignment with Strategic Directions/Adopted Plans

- a.** A Culture of Cooperation
 - i.** Improve multi-level government relations
 - ii.** Create effective City-community collaborations
- b.** Fiscally Responsible
 - i.** Explore cost-sharing programs and partnerships
- c.** Responsive and Progressive
 - i.** Become a welcoming and inclusive city
 - ii.** Build social, environmental and demographic factors into policy-making
- d.** Effective Organization

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- i. Cultivate a safe, healthy and respectful environment
- ii. Develop a knowledgeable and engaged workforce
- iii. Support corporate-wide information and knowledge sharing
- iv. Support a learning culture

4. Legal or Policy Implications

- a. City of St. John's Employment Equity Policy 03-01-02, supporting documents and procedures to be reviewed and updated in conjunction with the respectful workplace Policy.

5. Engagement and Communications Considerations

- a. Inclusion NL currently provides and will continue to provide support in the creation of alternate formats.
- b. Increasing inclusion awareness amongst city staff will also require engagement and communications support in developing intranet resources available to support staff in creating inclusive environments.

6. Human Resource Implications

- a. The Human Resource team will lead Inclusive Hiring efforts as well as work with departments to make the workplace inclusive with support from the Inclusive Services Team (Community Services) and Inclusion NL.
- b. The Njoyn software has rolled out. HR and IT are worked together with input from Inclusion NL to ensure accessibility.

7. Procurement Implications

N/A

8. Information Technology Implications

- a. Staff from Organizational Performance and Strategy and Marketing and Communications met to discuss options for making the Inclusion portion of the web page easier to access (less “clicks”).

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- b. Communications is currently investigating the placement of the Inclusion web page so that it is not “buried” within the Recreation content.
- c. Inclusion NL also agreed to look into the website to evaluate accessibility.

9. Other Implications

N/A

Conclusion/Next Steps:

The Inclusive Organization Working Group will update their workplan for 2019 and provide this to the Inclusion Advisory Committee for review and input.

Prepared by/Signature:

Sherry Mercer, Inclusive Services Coordinator

Approved by/Date/Signature:

Natalie Godden, Manager, Family & Leisure Services

Attachments:

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DECISION/DIRECTION NOTE

Title: Planning and Conducting Inclusive and Accessible Meetings

Date Prepared: March 22, 2019

Report To: Inclusion Advisory Committee

Councillor and Role: Hope Jamieson, Council Champion

Ward: N/A

Decision/Direction Required: To formulate a small working group with the purpose of reviewing the City of St. John's Planning and Conducting Inclusive and Accessible Meetings and making necessary changes to allow for a community wide Planning and Conducting Inclusive and Accessible Meetings.

Discussion – Background and Current Status:

As noted in the previous Decision Note – Inclusion Outreach Collaborative, the City of St. John's outlined the resources and collaboratives that the City has in place to support Inclusion and Diversity, which includes the accessibility of meeting. To help ensure meetings are accessible, a resource document titled Planning and Conducting Inclusive and Accessible Meetings has been developed for use by City of St. John's employees. City Inclusion Staff and Inclusion Advisory Committee Members identified that this type of document would be helpful for various organizations. The Inclusion Advisory Committee will form a small working group to adapt the existing Planning and Conducting Inclusive and Accessible Meetings resource for use by various community organizations. This list will then be shared by the City of St. John's and relevant organizations represented on the Inclusion Advisory Committee's respective websites.

Key Considerations/Implications:

1. Budget/Financial Implications:
N/A
2. Partners or Other Stakeholders
Inclusion Advisory Committee
3. Alignment with Strategic Directions/Adopted Plans
 - a. A Culture of Cooperation
 - i. Create effective community relations
 - b. A City for all Seasons
 - i. Providing accessible and inclusive options for year-round active community living
 - c. Responsive and Progressive
 - i. Create a culture of engagement
 - ii. Become a welcoming and inclusive city

The logo for the City of St. John's, featuring the words "ST. JOHN'S" in a bold, serif font. The letter "O" in "JOHN'S" is replaced by a stylized Wi-Fi symbol.

- d. Effective Organization
 - i. Cultivate a safe, healthy and respectful environment that is accessible and inclusive
 - ii. Develop a knowledgeable and engaged workforce
 - iii. Support corporate-wide information and knowledge sharing
 - iv. Support a learning culture
- 4. Legal or Policy Implications
N/A
- 5. Engagement and Communications Considerations
Ensure the Planning and Conducting Inclusive and Accessible Meetings document is shared with City staff and to the public through members of the Inclusion Advisory Committee
- 6. Human Resource Implications
N/A
- 7. Procurement Implications
N/A
- 8. Information Technology Implications
N/A
- 9. Other Implications
N/A

Recommendation:

It is recommended that the Inclusion Advisory Committee formulate a small working group to review the City of St. John's Planning and Conducting Inclusive and Accessible Meetings and make necessary changes to create a resource a resource that will promote the planning and execution of accessible meeting. This document will then be shared with the community by Inclusion Advisory Committee members.

Prepared by/Signature: Sherry Mercer, Inclusive Services Coordinator

Approved by/Date/Signature: Natalie Godden, Manger-Family & Leisure Services

Attachments: Appendix A – Planning and Conducting Inclusive and Accessible Meetings



Conducting Meetings Con't

- If food is being served, consider the service style; buffet style must be accessible for those who use assistive devices
- Ensure facilitators use common courtesy including respectful language and body language
- Ensure facilitators check for understanding and provide opportunity for people to contribute
- If not readily identified, prepare signage indicating location of meeting room, washrooms, emergency exits, etc.
- Use name tags that provide a space for a name and preferred pronouns i.e. her/she, him/he, them/they
- Schedule breaks as needed or if the meeting runs longer than 1 – 2 hours
- Follow the agenda/schedule as closely as possible as accessibility services (i.e. GoBus, ASL Interpreters) may have been scheduled in advance
- If videos will be shown, ensure video captioning is available for those with full or partial hearing loss and voiceover is available for those with full or partial vision loss
- Welcome use of assistive listening devices such as pocket talkers, FM transmitters, etc. A pocket talker can be reserved for use through Inclusive Services

Need more information?
Email: inclusion@stjohns.ca
Tel: 576 4450

WORKING DRAFT

PLANNING & CONDUCTING INCLUSIVE & ACCESSIBLE MEETINGS



INCLUSIVE SERVICES
DEPARTMENT OF COMMUNITY SERVICES
CITY OF ST. JOHN'S

INCLUSION@STJOHNS.CA

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Consideration for inclusion and accessibility at City of St. John's ~~held~~ internal and external meetings ensures that everyone can participate and contribute to meeting productivity. The following information may be used as a guide to achieve a more inclusive meeting, however other areas of consideration may exist.

Planning

- Review invitee list prior to meeting to determine if additional planning is required
- Choose accessible venues. Consider:
 - accessible parking, drop off space and curb cuts
 - near Metrobus route and within GoBus boundaries (St. John's & Mount Pearl)
 - automatic doors and wide pathways
 - accessible washrooms **gender neutral washrooms**
 - service animal relief area
 - ample space for mobility devices, assistive hearing devices, interpreters, etc.
 - multiple accessible exits in the event of an emergency evacuation
- Budget for accommodation costs such as: American Sign Language (ASL) interpreters, Braille, translation, accessible transportation, specialty foods, etc.
- Provide materials in alternate formats (large print, ASL, Braille, alternate languages) if requested **include links to local providers**
- Prepare written materials in a sans serif font such as Arial or Verdana in a minimum 12 point size
- Prepare screen resources such as PowerPoint presentations in a sans serif font such as Arial or Verdana in a minimum 18 point size
- Send materials (i.e. agendas, handouts & forms) to confirmed guests in advance

Assisted hearing devices and links to local providers

Invitations

- Include multiple contact methods i.e. telephone number, email and texting options
- Information should be clear and concise
- Important information should be separate from graphics as colorful, graphic filled invitations and decorative fonts are not screen reader friendly
- Meeting invitations should include an inclusion & accessibility statement such as
 - "If you require supports in order to participate in this meeting, please contact..."
 - "If you have specific dietary needs, please contact..."
- Use sans serif fonts such as Arial or Verdana in a minimum 12 point size
- Distribute invitations with as much notice as possible as accessibility supports (i.e. GoBus, ASL interpreters, etc.) are required to be scheduled in advance
- Promote a scent free environment

Conducting Meetings **pronouns; land acknowledgment**

- Open meetings with statements such as: "If you require any supports to participate in this meeting please advise"
- Announce housekeeping information such as the location of washrooms and emergency exits
- Address audiences using gender neutral terminology such as "everyone" or "folks" instead of "ladies and gentlemen"

INFORMATION NOTE

Title: Creating Accessible Documents

Date Prepared: March 22, 2019

Report To: Inclusion Advisory Committee
Committee of the Whole

Councilor and Role: Councillor Hope Jamieson, Council Representative
for Inclusion Advisory Committee

Ward: Not ward specific

Issue: To increase the accessibility of City of St. John's documents

Discussion – Background and Current Status:

As noted in the previous Decision Note – Inclusion Outreach Collaborative, the City of St. John's outlined the resources and collaboratives that the City has in place to support Inclusion and Diversity, which includes the accessibility of documents. To help ensure documents such as forms and emails are accessible, a resource document titled How to Create Accessible Documents has been developed to supplement the Clear Print Guidelines. This tool is a great resource for ensuring documents and links within documents are accessible. The document is being share with all City of St. John's employees.

Key Considerations/Implications:

1. Budget/Financial Implications
 - a. N/A
2. Partners or Other Stakeholders
 - a. Inclusion Advisory Committee
3. Alignment with Strategic Directions/Adopted Plans
 - a. A Culture of Cooperation
 - i. Create effective City-community collaborations
 - b. Responsive and Progressive



- i. Create a culture of engagement
 - ii. Become a welcoming and inclusive city
 - c. Effective Organization
 - i. Cultivate a safe, healthy and respectful environment
 - ii. Develop a knowledgeable and engaged workforce
 - iii. Support corporate-wide information and knowledge sharing
- 4. Legal or Policy Implications
 - a. N/A
- 5. Engagement and Communications Considerations
 - a. Ensuring the How to Create Accessible Documents tool is shared with employees through meetings, an intranet education post and available to staff at all times on the intranet
- 6. Human Resource Implications
 - a. N/A
- 7. Procurement Implications
 - N/A
- 8. Information Technology Implications
 - a. N/A
- 9. Other Implications
 - N/A

Conclusion/Next Steps:

To inform staff of the How to Create Accessible Documents tool and encourage its use.

Prepared by/Signature:

Sherry Mercer, Inclusive Services Coordinator

Approved by/Date/Signature:



Attachments: Appendix A

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How to Create Accessible Documents

This document provides tips for improving the accessibility of your documents. It is to be used as a guideline only, as each reader may have individualized needs.

Word Documents

When the tips below are followed, Word documents are generally accessible for those having difficulties with reading for a variety of reasons and for those that use adaptive technology to retrieve information.

Fonts

The most used accessible fonts are Sans Serif and have clean lines such as Arial or Verdana. 12 point size or larger is preferred. Serif fonts such as Times New Roman, typically have letters that “curl” and are mostly used for aesthetics.

Legibility

Legibility is how well you can distinguish text on a page. Color contrast between font color and background affects readability. Black font on white background is preferred.

Hyperlinks

Links should be self-explanatory. Use titles instead of web addresses or “click here”.

Preferred Hyperlink Example - A link to the Volunteer Application is below:

[Volunteer Application](#)

Non-preferred Hyperlink Example - A link to the Volunteer Application is below:

<http://www.stjohns.ca/sites/default/files/files/forms/Volunteer%20Application.pdf>

Images

Images can support text information and increase accessibility if the following is considered:

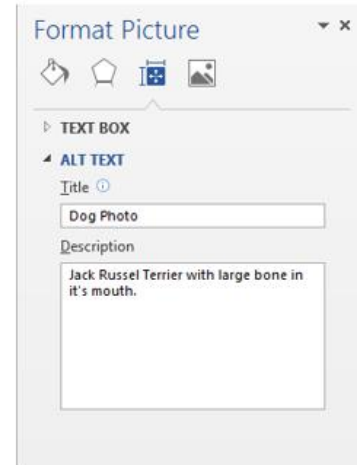
1. Place images at the end of paragraphs and allow for space between the text and the image. Randomly placed images interrupt the flow of the text and is harder to follow.

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2. Avoid having text run over images. E.g. avoid setting an image as a watermark.
3. Assign alternative text (alt text) to images in Word to be screen reader friendly:

To add alt text to an image:

1. Right Click the image and choose Format Picture to reveal a side menu
2. Click the Layout and Properties icon
3. Click ALT TEXT and type an image title and then an image description



Letter Spacing

Ensure letter spacing is wide enough, so the letters and words are easily recognizable.

Example: *This font does not have good spacing*

Margins

Margins must be wide enough for binding, hole-punching, etc. Normal, 1" margins are preferred.

Leading

The space between lines of text influences readability. In Paragraph Settings, set 'line spacing' at single or 1.5 point size.

Text Alignment

Left aligned text is most accessible. Centre, right and justified text are less accessible.

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Paragraph and Document Headings

Headings allow readers to navigate a document. Headings should be distinct, left aligned and in close proximity to the paragraph they reference.

Paper Finish

Use matte or non-glossy finish to reduce glare.

Clear Design and Simplicity

Less is more. Too much unnecessary text, color, shapes and design may be distracting.

Exceptions

Documents having formatting restrictions may not meet accessible guidelines. In this event, provisions must be made to reproduce the document in an alternate format, which meets the proposed guidelines, upon request.

Word to PDF Form Documents

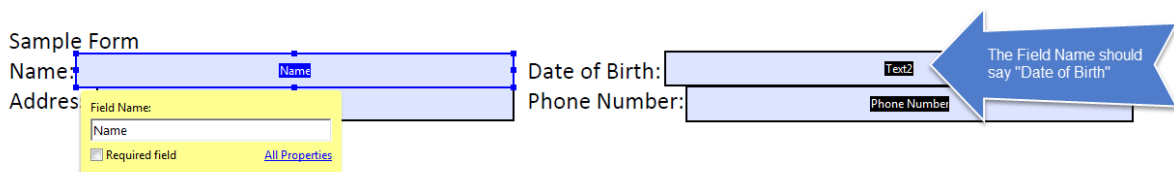
Ensure all tips from above are included in your Word document prior to conversion.

Interactive

Accessible forms are interactive and can be filled in using a computer and assistive technologies such as screen readers, Braille devices, speech recognition systems, alternative keyboards, and countless others.

Titles

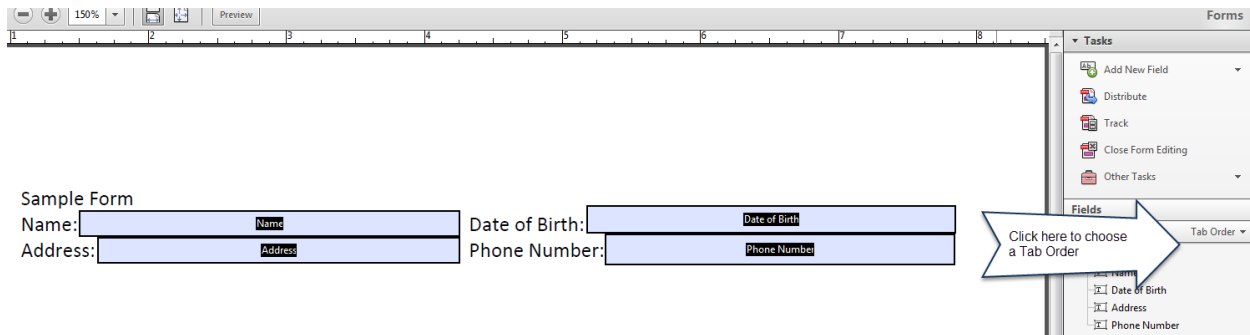
Ensure fillable sections Field Names are titled properly so that assistive technologies accurately communicate what is being asked of the user.



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Tab Function

Ensure users can “tab” through content in sequence.



Quick Reference Tips for Producing Accessible Documents

- Use clear fonts such as Arial or Verdana and in a minimum of 12 pts.
- Avoid *italics*; it is difficult to read for persons with various types of disabilities.
- Limit use of **bold**. Use only to highlight a few words such as headings or titles.
- Keep text layout simple and maintain a distinct space between texts.
- Avoid CAPITALIZED text throughout sentences.
- Avoid underlining words when possible as it may impact the clarity of documents.
- Left align all text. Avoid centered, right and justified text alignment.
- Ensure the text and background contrast.
- Include description text (ALT text) for images to convey meaning.
- Ensure PDF forms are fillable and fields are clearly labelled.
- Ensure PDF tab function is working in sequential order.

Sources:

[Clear Print Accessibility Guidelines](#)

[Hamilton Clear Accessible and Large Print Guidelines](#)

[Standard of Accessibility](#)

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INFORMATION NOTE

Title: Committee Engagement for Public Projects

Date Prepared: March 25, 2019

Report To: Inclusion Advisory Committee
Committee of the Whole

Councilor and Role: Councillor Hope Jamieson, Council Representative
for Inclusion Advisory Committee

Ward: Not ward specific

Issue: Ensuring appropriate means of engagement with the Inclusion Advisory Committee as it relates to public projects.

Discussion – Background and Current Status:

As noted in the previous Decision Note – Inclusion Outreach Collaborative, the City of St. John’s outlined the resources and collaboratives that the City has in place to support Inclusion and Diversity, which includes Inclusion Advisory Committee engagement on large and pilot projects. Engagement may take place in various forms including, but not limited to, invitation to public engagement sessions, special meetings of the Inclusion Advisory Committee and individual consultations with Committee members who have expertise in that subject matter. Appendix A provides further descriptions on key forms of engagement.

Key Considerations/Implications:

1. Budget/Financial Implications
N/A
2. Partners or Other Stakeholders
 - a. Inclusion Advisory Committee
3. Alignment with Strategic Directions/Adopted Plans
 - a. A Culture of Cooperation
 - i. Create effective City-community collaborations
 - b. Responsive and Progressive



- i. Create a culture of engagement
 - ii. Become a welcoming and inclusive city
 - c. Effective Organization
 - i. Develop a knowledgeable and engaged workforce
 - ii. Support corporate-wide information and knowledge sharing
- 4. Legal or Policy Implications
N/A
- 5. Engagement and Communications Considerations
 - a. Various forms of engagement with the Inclusion Advisory Committee. The form of engagement selected will take into consideration such factors as project timeline, impact on community and subject experts.
- 6. Human Resource Implications
N/A
- 7. Procurement Implications
N/A
- 8. Information Technology Implications
N/A
- 9. Other Implications
N/A

Conclusion/Next Steps:

To implement the various means of engagement between the City of St. John's and the Inclusion Advisory Committee as it relates to public projects.

Prepared by/Signature:

Sherry Mercer, Inclusive Services Coordinator

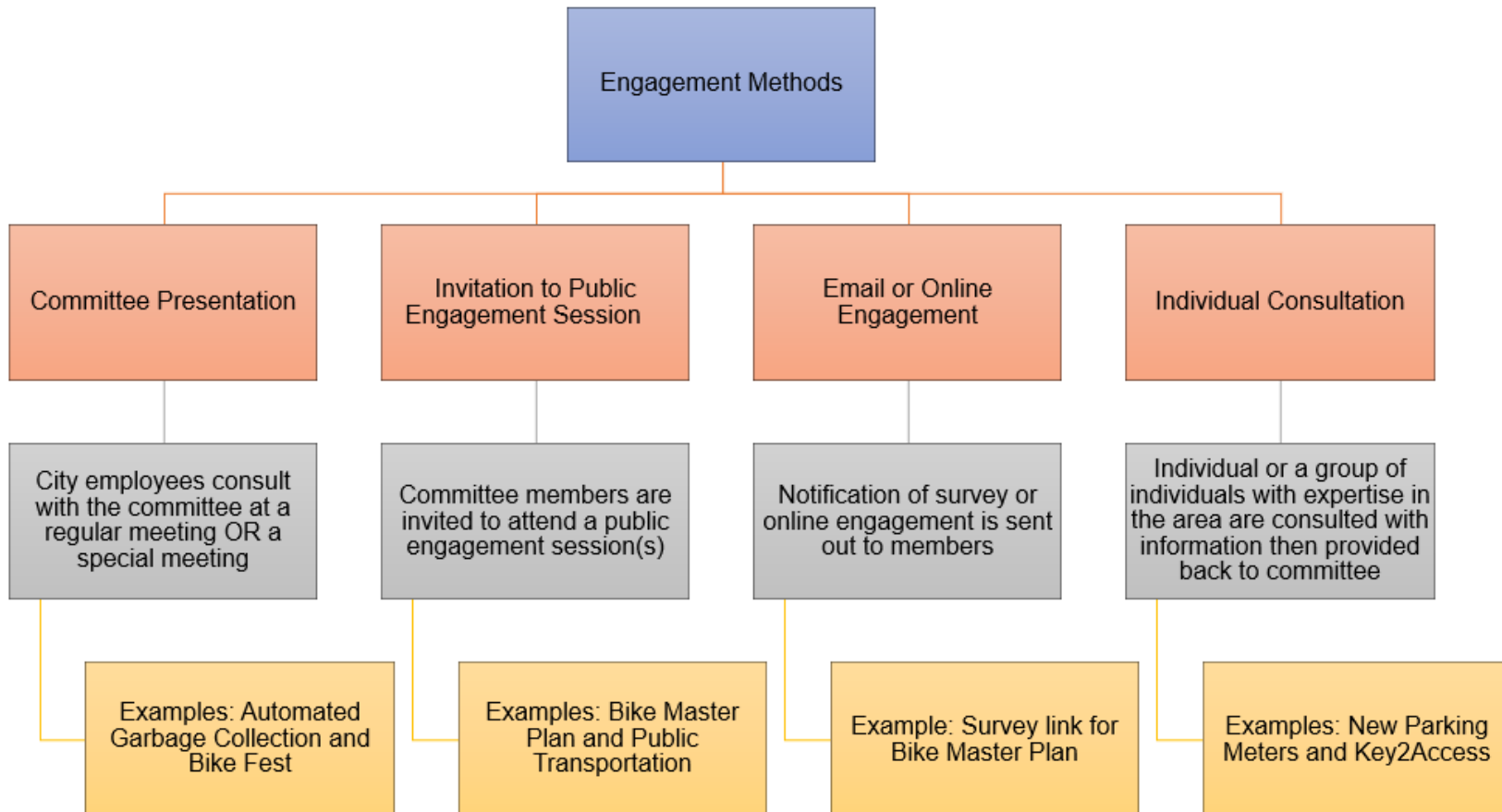
Approved by/Date/Signature:

Natalie Godden, Manager – Family & Leisure Services

Attachments: Appendix A



Appendix A: Inclusion Advisory Committee Engagement for Large and Pilot Projects



Engagement Methods Include:

1. Committee Presentation: City employees consult with the committee at a regular or special meeting. i.e. Automated Garbage Collection and Bike Fest
2. Invitation to Public Engagement Session: Committee members are invited to attend a public engagement session(s). i.e. Bike Master Plan and Public Transportation
3. Email or Online Engagement: Notification of survey or online engagement is sent out to members. i.e. Survey link for Bike Master Plan
4. Individual Consultation: Individual or a group of individuals with expertise in the area are consulted with information then provided back to committee. i.e. New Parking Meters and Key2Access