

**ESSA ACCESSIBILITY ADVISORY COMMITTEE**  
**Friday, December 18, 2009**  
**2:00 pm**  
**Council Chambers, Essa Administration Centre**

In Attendance: Kimberly McDonald  
Bonnie Kerr  
Christine Cutler (guest)

Staff in Attendance: Lisa Lehr and Kathy Pearl

**1. Call to Order**

Meeting was called to order at 2:08 pm by Kathy Pearl. Introductions were made. Christine Cutler introduced herself and provided her background.

**2. Draft Policy – Accessible Customer Service**

The Draft Policy for Accessible Customer Service was reviewed by the committee and the following suggestions were made:

Under “Our Commitment” (#2), could possibly add the segment of the Human Rights Code referring to the rights of individuals.

A suggestion was also made that the DVD entitled “Talk to Me” should be incorporated into the training.

### **3. Draft Accessible Customer Service – Best Practices, Tips and Procedures**

The Draft Accessible Customer Service Best Practices, Tips and Procedures was reviewed by the committee with the following comments being made:

Under “Inclusive vs. Exclusive/Incorrect Language” (page 2), it was felt that the term “elder(s)” could be used alternatively to “seniors”. Comment was made that there are First Nations peoples in Essa, and the term “elder” is not perceived to have negative connotations to First Nations peoples.

Under the “Best Practices Tips and Procedures for Customer Service” it is suggested that staff not speak to the support person accompanying the customer. It was suggested that this should be amended, as in some cases the customer may have trouble communicating and speaking to the support person would be necessary. This should be determined on a case per case basis.

It was also noted that paper documents are important when dealing with people who have learning/processing disabilities.

### **4. Other Business**

Question was raised regarding funding for Accessibility Committee improvements.

The question was asked regarding Essa Township providing an auditory format for important documents, for example “wav” files on the website.

Suggestion was also made that Essa consider black type on white or white type on black in future website designs.

## **5. Adjournment**

Meeting was adjourned at 3:19 pm.