



## COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Tuesday, September 22, 2015 – 7:00 p.m.  
55 Zina Street, Orangeville – Sutton Room (2<sup>nd</sup> Floor)

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Declarations of Pecuniary Interests

### **PUBLIC QUESTION PERIOD**

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes)

### **DUFFERIN OAKS**

1. COMMUNITY SERVICES/DUFFERIN OAKS – September 22, 2015 - ITEM #1  
DCCSS 2014/2015 Annual Report

A report from the Administrator dated September 22, 2015 to present the 2014/2015 Annual Report for Dufferin County Community Support Services.

***Recommendation:***

***THAT the report of the Administrator dated September 22 2015 regarding the 2014/2015 Annual Report for Dufferin County Community Support Services, be received.***

2. COMMUNITY SERVICES/DUFFERIN OAKS – September 22, 2015 - ITEM #2  
Multi-Sector Accountability Agreement Amendment – Certification of Compliance

A report from the Administrator dated September 22, 2015 regarding an amendment to the Accountability Agreement (M-SAA) as required by the Central West LHIN.

***Recommendation:***

***THAT the report of the Administrator dated September 22nd, 2015 regarding the Multi-Sector Accountability Agreement Amendment-Certification of Compliance be received;***

***AND THAT the Warden be authorized to sign the certification on behalf of Council for submission to the Central West LHIN.***

3. COMMUNITY SERVICES/DUFFERIN OAKS – September 22, 2015 - ITEM #3  
Permanent Coordinating Minutes

Permanent Coordinating minutes from the meeting held on September 14, 2015.

***Recommendation:***

***THAT the minutes of the Permanent Coordinating meeting held on September 14, 2015, be received.***

**COMMUNITY SERVICES**

4. COMMUNITY SERVICES/DUFFERIN OAKS – September 22, 2015 - ITEM #4  
Access Dufferin Minutes – September 14, 2015

Minutes from the Access Dufferin Committee held on September 14, 2015.

***Recommendation:***

***THAT the minutes of the Access Dufferin Committee meeting held on September 14, 2015 be received.***

**NEXT MEETING:** Tuesday, October 27, 2015 – 7 p.m.  
55 Zina Street, Orangeville – Sutton Room



## **REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE**

**To:** Chair White and Members of the Community Services/Dufferin Oaks Committee

**From:** Valerie Quarrie, Administrator

**Date:** September 22, 2015

**Subject:** **DCCSS 2014/15 Annual Report**

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### **In Support of Strategic Plan Priorities and Objectives**

Good Governance: 3.2 Increase transparency

Service Excellence: 4.2 Improve seniors and social services

### **Purpose**

The purpose of this report is to present the 2014/15 Annual Report for Dufferin County Community Support Services.

### **Background & Discussion**

Dufferin Community Support Services Staff prepare an annual report to summarize service levels, accomplishments and program directions. A copy of the 2014/15 Annual Report is attached as Appendix A to this report.

### **Financial, Staffing, Legal or IT Considerations Impact**

None

### **Strategic Direction and County of Dufferin Principles**

The DCCSS Annual report provides routine disclosure and information for residents and promotes inclusive support services that promote safe and healthy living adhering to the County of Dufferin Principles:

1. We Manage Change – by addressing changes in community needs through the provision of services for seniors and adults with disabilities in partnership with the Local Health Integration Network and community partners.

2. We Deliver Quality Service – DCCSS services are high quality, cost effective services that rate well through satisfaction surveys.
3. We Communicate – by providing an update of the annual activities of Dufferin County Community Support Services
4. We Make Good Decisions – by annually reviewing our services helps us evaluate where we are and plan for the future.

**Recommendation:**

**THAT the report of the Administrator dated September 22, 2015 with regard to the DCCSS 2014/15 Annual Report, be received.**

Respectfully submitted,

Valerie Quarrie  
Administrator

***DUFFERIN COUNTY  
COMMUNITY SUPPORT SERVICES***

**ANNUAL REPORT  
2014/15**



**Submitted: September 22, 2015**

*Respectfully submitted by:  
Patti Tardif, CPA, CMA  
Manager*

## Overview

Dufferin County Community Support Services (DCCSS) has been supporting residents of Dufferin County since 1985. By offering a range of support services, we are able to assist seniors and disabled adults to pursue their health and independence, with the ultimate goal of enabling them to remain in the comfort of their own homes for as long as possible. We would not be able to do this without our dedicated staff and the support of partner agencies, volunteers, service providers and our funders.

During the 2014/15 operating year we supported 816 seniors and disabled adults, representing a 15% increase over the previous year. The annual growth of our client base is evidence of the escalating need and demand for community-based services in Dufferin County. As identified in Dufferin County's Corporate Strategic Plan 2015-2018, DCCSS continues to promote and market its community programs and services by networking with community agencies and local health service providers as well as participating in community educational forums.

DCCSS programs and services are made possible through government funding and the collection of client user fees. Funding for the 2014/15 operating year was received from the Central West Local Health Integration Network (85%), through program fees paid by clients (10%), and from the County of Dufferin (5%). During the year we were successful in securing additional base funding in the amount of \$104,719 to expand two of our programs, Transportation and Bridging You Home. One time funding, in the amount of \$163,887 was also approved to purchase a replacement bus, a new wheelchair accessible van, and expand the Bridging You Home program to temporarily address capacity issues. Funding of \$37,509 was also received to support the implementation of the Personal Support Services Wage Enhancement Directive. This new provincial initiative provided an increase of \$1.50 per hour for eligible personal support workers in the community.

Last year we were able to successfully negotiate the renewal of our Multi-Sector Accountability Agreement (the "M-SAA") with the Central West Local Health Integration Network (the "CWLHIN") which runs from April 1, 2014 to March 31, 2017. This agreement not only includes a financial commitment on behalf of the CWLHIN, which will provide funding necessary for the continuation of our programs and services, but identifies DCCSS performance expectations. These expectations include the development of Quality Improvement, Health Equity and Telemedicine plans. It also requires active participation in Health Links, a program designed to improve health care for seniors and others with complex conditions. Client satisfaction reporting, and successful completion of the accreditation process by March 31, 2017 are also deliverables. We are currently on track to meet all performance expectations.

The performance expectations identified in the M-SAA address strategic objectives included in Dufferin County's Corporate Strategic Plan. As a member of Health Links, DCCSS works with health care providers in the community to better and more quickly coordinate care for high-needs patients. Our client satisfaction rating is determined through quarterly and annual satisfaction surveys which provide us with feedback and comments on our programs and services. Our client satisfaction rating for the 2014/15 year was 92%. As part of the accreditation process we will be improving policies, practices and procedures through an in-depth review and update of current processes.

Another successful Volunteer Appreciation Dinner was held jointly with DCCSS and Dufferin Oaks in June, 2014 to highlight our volunteers' accomplishments. Over 135 volunteers attended and were received by staff and Committee of Management members.

In December of 2014 DCCSS received a Heroes in the Home Caregiver Recognition Award from the Central West Community Care Access Centre. This award recognizes outstanding caregivers who, through their efforts, have helped others to remain independent at home.

In addition to providing programs and services to seniors and disabled adults, DCCSS continued to act as manager, on behalf of Dufferin Oaks, for the 22 apartments at McKelvie Burnside Village providing senior housing and assisted living services to adults with disabilities through March of Dimes Canada.

DCCSS has responded to increased demand for programs and services with leadership and innovation that supports opportunities for residents. Dufferin County's Corporate Strategic Plan, will continue to provide a framework for DCCSS' future plans and initiatives. The department will continue to promote our programs and services, engage with community partners, and seek out new funding opportunities in an effort to positively impact the lives of seniors and adults with disabilities living in Dufferin County.

A description of our programs and operating highlights follows.

## **DCCSS Programs**

### **Adult Day Program**

Our Adult Day Program, housed in the Mel Lloyd Centre in Shelburne, is available to older and disabled adults living in Dufferin County. The program provides a daytime group environment of supervised activities, meals, and companionship. This service assists the participants to achieve and maintain their maximum level of functioning, thus preventing early or inappropriate institutionalization. The program also provides respite and support to

their caregivers. The program fee is \$15.00 per day, plus \$6.00 for transportation, if required.

During the 2014/15 year, 73 clients attended the program for a total of 2,772 days. When compared to the previous year, this represents an increase of 14.5% in attendance days and a decrease of 4% in clients. On average, clients attended the program for 6 more days per year.

## Transportation

A combination of volunteer and staff drivers provide escorted door to door transportation service. Staff drivers focus on local and long distance trips for medical appointments, while volunteers assist with rides for shopping and social activities. The cost to the client is \$0.41 per kilometer out of town or a flat rate of \$7.00 round trip in town, plus applicable parking fees. There is no charge to the client for waiting time.

New base funding in the amount of \$65,837 and one time funding of \$55,000 , were approved by the Central West Local Health Integration Network (the “CWLHIN”) during the year to expand our program with the addition of a third wheelchair accessible van. This expansion brings the total number of Dufferin County vans in operation to 5: 3 wheelchair accessible vans, 1 mini-van and 1 regular van. Volunteer drivers use their own vehicles to provide transportation to clients.

A total of 389 clients took 9,358 one way trips during the year. This represents a 20.4% increase in clients, and a 23.1% increase in trips.

## PSW Transportation Escort Program

In some cases our clients require personal support assistance when accessing our transportation program. The PSW Transportation Escort Program provides a personal support worker to accompany clients to medical appointments. There is no cost to the client for this program.

During the year, 40 clients received 225 hours of personal support assistance.

## Assisted Living

The Assisted Living program is currently available in Orangeville and Shelburne. Daily assistance is provided to clients living in their own homes, available on a 24 hour basis, to help them with personal support, homemaking, security checks and care coordination. There is no cost to the client to participate in the program.

Annual funding in the amount of \$250,000 was initially approved in July of 2013 to provide services to 15 clients living in Shelburne. During this fiscal year, the Shelburne program provided services to 19 clients. The program is currently operating at capacity, with three individuals on the waitlist.

The Orangeville Program received annual funding approval, in the amount of \$274,280, in October 2013 to provide services to 15 clients. Twenty-seven clients accessed this program during the year. This program is currently operating at capacity, with nine individuals on the waitlist.

### Meals on Wheels

Our hot and frozen meal programs offer nutritionally balanced meals. We are supported by volunteers to assist with program delivery. Volunteers not only deliver the meals on our behalf, but provide a social contact and safety check for clients. The cost for a hot meal is \$5.50; frozen meals are delivered in packages of 7 for \$29.00.

153 clients participated in the program during the year. A total of 3,760 hot lunches were delivered in Orangeville on Tuesdays and Thursdays and in Shelburne on Mondays, Wednesdays and Fridays. During the year, 3,752 frozen meals were delivered to clients living throughout Dufferin County. Overall we had an increase of 5.3% in meals delivered.

### Congregate Dining

On Tuesdays at 5:00 pm, Congregate Dining is held at the Mel Lloyd Centre, followed by a group activity. This program not only supports the nutritional needs of clients but promotes social interaction and reduces isolation. The program is able to accommodate 36 clients per meal, most weeks we have a waitlist. The cost to attend the program is \$7.00.

During the year, 67 different clients attended the program for a total of 1,675 meals served. Compared to the previous year, we had an increase of 6.3% in meals served and a decrease of 5.6% in clients attending.

### Service Arrangement

This program matches eligible clients with individuals that provide home help, home maintenance and respite services. The client pays the individual service provider directly. DCCSS sets the rates charged for home help and respite; the current rate is \$12.50 per hour. Fees for home maintenance are negotiated in advance.

This year we helped match 235 clients, an 8.3% increase over the previous year.

## Friendly Visiting

Friendly Visiting offers visiting companionship to isolated seniors, disabled adults or persons with Alzheimer's or other dementias, to reduce loneliness and provide a safety check. The visits will be made by a volunteer and will generally be in the client's home. This service is offered at no cost and usually occurs once per week.

During the year, 9 individuals received 375 hours in visits. This represents a 125% increase in clients served and an 87.5% in hours.

## Bridging You Home

The Bridging You Home program facilitates a smooth transition for seniors from the acute care setting in hospital to their own homes. This program is offered in partnership with the Lord Dufferin Centre and provides accommodation for up to 21 days to address care and mobility needs. The cost to the client is \$25.00 per day; a subsidy may be available to low income clients.

Due to increased demand for the program, a business case was submitted to, and approved by the CWLHIN to expand the program. This approval resulted in added annual funding of \$38,882 for the program. One time funding of \$33,887 was also approved to increase capacity during February and March of 2015.

A total of 45 clients accessed the program during the year, receiving 4,751 hours of services.

## Bathing

Our Bathing Program provides a therapeutic whirlpool bath for individuals who cannot manage a bath in their own homes. The whirlpool tub is located in the McKelvie Burnside Village and bathing assistance is provided by March of Dimes Canada staff. The cost to the client is \$10 per bath. One bath per week is offered to clients attending the Adult Day Program, at no cost to the client.

Fourteen clients participated in the program, benefitting from 272 baths.

## **Seniors at Risk System Coordinator (SARSC)**

Dufferin County provided \$47,000 in funding to CMHA Waterloo Wellington Dufferin to support a part time SARSC. The role provides education and support to individuals and organizations addressing the complex needs of very vulnerable and at risk older adults and their families. Thirty-five new client referrals were made during the year.

As a result of staffing challenges in 2014, CMHA reported a surplus of \$4,000. Approval was received from Dufferin County to allocate \$2,500 of this surplus to equipment, and \$1,500 to an emergency fund for a Senior Safe Bed Program.



## **REPORT TO COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE**

**To:** Chair White and Members of Community Services/Dufferin Oaks Committee

**From:** Valerie Quarrie, Administrator

**Date:** September 22, 2015

**Subject:** **Multi-Sector Accountability Agreement Amendment-  
Certification of Compliance**

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### **In Support of Strategic Plan Priorities and Objectives:**

Good Governance: 3.3 Improve policies, practices and procedures.

### **Purpose:**

The purpose of this report is to sign a Certification of Compliance of an amendment to the Multi-Sector Accountability Agreement (M-SAA) as required by the Central West LHIN.

### **Background and Discussion:**

Dufferin County Community Support Services has a M-SAA with the Central West LHIN (Local Health Integration Network) in order to receive program funding from the LHIN. The Ministry Of Health has announced funding as part of a Personal Support Worker Workforce Stabilization Strategy to provide funding to support an incremental hourly wage increase up to a maximum of \$19.00 per

Transportation Escort Program and the Bathing Program. The Central West LHIN is requiring that the Board of Directors of the HSP (Health Service Provider) approve a certification signed by its Chair declaring that the HSP has complied with the terms of the funding. The form of the certification is attached. The LHIN has provided an extension for signing the document to accommodate the County's meeting schedule.

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**Financial, Staffing, Legal, and IT Considerations:**

Signing of the certification of compliance is a requirement as part of our agreement with the Central West LHIN in order to receive this funding which is then flowed to our partner agencies providing the eligible programs. DCCSS staff have ensured that the agencies delivering these programs have provided signed documentation to confirm that they are complying with the funding conditions and obligations. Any Workforce Stabilization Strategy funding that is not used as per the funding agreement is flowed back to the LHIN.

**Strategic Direction and County of Dufferin Principles**

The completion of this certification ensures compliance with ministerial standards and adheres to the County of Dufferin Principles:

1. We Manage Change – by meeting regulatory requirements as they occur.
2. We Deliver Quality Service – by complying with LHIN requirements to continue to deliver quality, cost-effective services in the community.
3. We Communicate – by providing an update of changes to the M-SAA.
4. We Make Good Decisions – by completing this certification ensures funding from the LHIN for the partner agencies.

**Recommendation:**

**THAT the report of the Administrator of Dufferin Oaks dated Sept 22, 2015 regarding the Multi-Sector Accountability Agreement Amendment-Certification of Compliance be received;**

**AND THAT the Warden be authorized to sign the certification on behalf of Council for submission to the Central West LHIN.**

Respectfully Submitted,

Valerie Quarrie,  
Administrator

## CERTIFICATION OF COMPLIANCE

**Prepared in accordance with the 2015 Addendum to Directive to Local Health Integration Networks (LHINs) on Personal Support Services Wage Enhancement (the “2015 Directive Addendum”)**

**TO:** Central West Local Health Integration Network

**FROM:** Corporation of the County of Dufferin (the “Provider”)

**DATE:** 10/08/2015

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With regard to the 2015 Directive Addendum to LHINs on Personal Support Services (PSS) Wage Enhancement, I certify that to the best of my knowledge and belief, the Provider has complied with its obligations set out in the 2015 Directive Addendum. In particular, I confirm that:

- Written notification has been given to each individual to whom this increase applies on or before August 1, 2015, articulating the following:
  - The individual’s existing hourly rate for providing LHIN funded PSS;
  - The individual’s new hourly rate for providing LHIN funded PSS;
  - The increase will be applied for hours worked on or after August 1, 2015;
  - The retroactive payment for hours worked between April 1, 2015 and July 31, 2015 will be paid in August 2015.
- All eligible individuals
  - Received a \$1.50 hourly wage increase, up to a maximum of \$19.00 per hour retroactive to April 1, 2015.
  - Earn no less than the new minimum base wage of \$15.50 per hour retroactive to April 1, 2015.
- The wage increase was paid as follows:
  - The wage increase was applied to all hours worked on or after August 1, 2015.
  - Retroactive wage increases for hours worked between April 1, 2015 and July 31, 2015 were paid in August 2015.

*Insert Signature*

\_\_\_\_\_  
*Pam Hillock*  
*County Clerk*

\_\_\_\_\_  
*Date*

I confirm that this Certification of Compliance has been approved by County Council for the Corporation of the County of Dufferin.

*Insert Signature*

\_\_\_\_\_  
*Warren Maycock*  
*Warden*

\_\_\_\_\_  
*Date*

- **See attached Schedule A**

**Schedule A**  
**CERTIFICATION OF COMPLIANCE**  
**Corporation of the County of Dufferin (the “Provider”)**

**Community Support Services (CSS) – Year 2 Wage Enhancement for PSS**

Funding: up to \$7,592 including up to 22.7% of funding towards employer statutory contributions, as applicable for the 2015-16 funding year.

The Provider has complied with its obligations set out in the Directive as they relate to CSS.

**Assisted Living Supportive (ALSSH) – Year 2 Wage Enhancement for PSS**

Funding: up to \$20,377 including up to 22.7% of funding towards employer statutory contributions, as applicable for the 2015-16 funding year.

The Provider has partnered with two agencies to delivery ALSSH. One of the partners, Supportive Housing in Peel, due to administrative reasons, has made the following amendments to the obligations set out in the directive:

1. Written notification to each individual to whom this increase applies was made in September 2015.
2. The retroactive payment for hours worked between April 1, 2015 and September 30, 2015 will be paid in September 2015.
3. The wage increase will be applied to all hours worked on or after October 1, 2015.

\_\_\_\_\_  
*Pam Hillock*  
*County Clerk*

\_\_\_\_\_  
Date

\_\_\_\_\_  
*Warren Maycock*  
*Warden*

\_\_\_\_\_  
Date

## PERMANENT CO-ORDINATING MEETING

Sept 14, 2015

**PRESENT:** Kevin Norris - Facilities Manager, Ann Abbott – MOD, Bruce Horsley– New Horizons, Patti Tardif – DCCSS, Valerie Quarrie- Administrator

### Items Discussed:

1. **New Horizons:**

- Tile has been fixed in New Horizons. It is slightly higher. Kevin will have flooring company look at it next time in.
- Some drywall repair needs to be done near door. Maintenance to look at having this fixed.
- New Horizons is having a guest speaker Tuesday Sept 15<sup>th</sup> on Wills/Estate Planning.
- On Sept 22<sup>nd</sup>, New Horizons is going on a group trip to Quebec. 32 members are participating.

2. **March of Dimes Canada:**

- MODC staff thanks Maintenance for fixing the parking lot light.
- Mat at Village front entrance way is getting stained/worn. Will look at if need replacing?
- Washing machines will likely need to be replaced as cost to repair too expensive. Kevin to obtain quotes.

3. **Family Health Team (FHT):**

- No report.

4. **Dufferin Oaks/DCCSS:**

- The Central West LHIN is coming to the Mel Lloyd Centre to get input from clients regarding health care. They will be meeting in the New Horizons on Sept 17<sup>th</sup> at 10:30.
- DCCSS is having a small celebration to mark its 30<sup>th</sup> anniversary. DCCSS has been providing seniors and adults with disabilities with support services in the community since 1985. All are welcome to the Adult Day Program room on Thursday Sept 17<sup>th</sup> at 2pm for cake and to help us celebrate.
- On October 16<sup>th</sup> from 9-3, the Canadian Hearing Society is holding a free hearing clinic in the auditorium. Please contact DCCSS for more information or to book an appointment.
- On October 21<sup>st</sup>, Country Boutique is holding a clothing sale in the front lounge of the Oaks from 10 – 1 pm. All are welcome. Poster will be given for MODC to post for the tenants.
- On October 19<sup>th</sup>, Elections Canada will once again be having polling stations in the Mel Lloyd Centre auditorium for the community. Elections Canada will have a roaming poll at the Oaks only for Dufferin Oaks residents.
- Dufferin Oaks wishes to give a big thank you to New Horizons who donated a wheelchair-adjustable dining room table in memory of long time member Lois Netzke. The New Horizons also donated money towards Dufferin Oaks' Music and Memory program at the Oaks.

5. **Facility Issues:**

- Ants have been sprayed and currently not a problem in the Mel Lloyd Centre.
- All are reminded to contact maintenance @ ext. 5411 or Kevin @ ext. 5263 if any facility issues arise that need addressed immediately.

6. **WDG Public Health:**

- No report.

7. **Ontario Early Years:**

- No report.

8. **Next Meeting: October 26th, 2015 @ 11:30 am at DCCSS office**



**ACCESS DUFFERIN COMMITTEE MINUTES**

**Monday, September 14, 2015, 1:00 p.m.**

**55 Zina Street, Orangeville – Sutton Room**

The Committee met at 1:00 p.m. in the Sutton Room, 55 Zina Street, Orangeville

Members Present: Walter Benotto  
Peggy Bond  
Ann Camm (arrived at 1.23pm)  
Mike Gravelle  
Frank Hunt Jr  
Anne Jordan  
Anthony Kilmartin  
Trevor Lewis

Members Absent: Richard Carrera

Staff Present: Steve Murphy, CEMC/Accessibility Coordinator  
Michelle Dunne, Deputy Clerk  
Linda Knight, Admin Assistant  
Mark Schildroth, Communications Student

Chair Benotto called the meeting to order at 1.00 p.m.

Declarations of Pecuniary Interest by Members – None

1. **ACCESS DUFFERIN – September 14, 2015 – ITEM #1**  
Review of Minutes – June 15, 2015

The Committee reviewed of the minutes of the June 15, 2105 meeting, for information only.

**Moved by Frank Hunt Jr, seconded by Mike Gravelle**

**THAT the minutes of the Accessibility Advisory Committee meeting held on June 15, 2015 be received.**

**-Carried-**

2. ACCESS DUFFERIN – September 14, 2015 – ITEM #2  
Joint Meeting with Access Orangeville

Correspondence was reviewed from Access Orangeville with respect to an invitation and possible date for a joint meeting. The Committee agreed to propose October 5 or October 6, 2015 at 1.00pm in the Sutton Room, to Access Orangeville.

3. ACCESS DUFFERIN – September 14, 2015 – ITEM #3  
Accessibility Pro – Software

A report from the Accessibility Coordinator dated September 14, 2015 to advise The Committee of the availability and capabilities of Accessibility Standards PolicyPro.

**Moved by Trevor Lewis, seconded by Frank Hunt Jr.**

**THAT the report of the Accessibility Coordinator dated September 14, 2015 regarding Accessibility Standards PolicyPro be received;**

**And that staff be directed to acquire Accessibility Standards PolicyPRO software.**

**-Carried-**

4. ACCESS DUFFERIN – September 14, 2015 – ITEM #4  
Accessibility Action Plan and Accessibility Certification Program

The Committee reviewed and discussed two new initiatives from the province which will build on the progress of the *Accessibility for Ontarians with Disabilities Act (AODA)* and includes a new Accessibility Action Plan and an Accessibility Certification Program.

The Accessibility Action Plan will focus on three key priorities;

- Engaging Employers to understand the value of hiring people with disabilities through community loans and partnerships.
- Strengthening the foundation of accessibility in Ontario by building on the province's accessibility laws and standards by introducing legislation to address barriers to accessibility and working with the Ministry of Health and Long Term Care to review gaps in the health care sector.
- Promoting Ontario's cultural shift to build awareness of accessibility in innovative ways to that Ontarians of all abilities can reach their full potential by development of a voluntary third party certification program, collaboration with professional audit services to enhance compliance and audit activities and exploring opportunities through social media or online platforms to expand and strengthen the conversation on accessibility between businesses and persons with disabilities.

Accessibility Certification Program;

The province is continuing its work towards an accessible province by 2025 by exploring options for a new accessibility certification program in consultation with industry, disability advocates, certification experts, municipalities, not-for-profit groups to develop a third party certification program.

## 5. **OTHER BUSINESS**

As part of the strategic plan for the 2015 to 2018 term, the committee had expressed the need for an online searchable public washroom map for Dufferin. The Accessibility Coordinator has been working on the development of the map and reviewed it with the committee. The map is accessed through google maps and at the present time, only municipal buildings are indicated. The committee agreed that the map should be extended to include stores, shopping malls, and churches. A link should be available from the county's website and also the local tourism website if they are agreeable.

Material was distributed from the county's communications team. The team are requesting that the committee review the county website to see how user accessible it is and report back to the next Access Dufferin meeting with any recommendations and feedback.

The Deputy Clerk reminded committee that the per diems would be ending on December 31, 2015 which would open up the option of scheduling more meetings per year. With a more frequent meeting schedule, the committee agreed that they would be able to work towards and achieve more goals. Effective in 2016, meetings will be held the first Monday of the month with the exception of the summer months.

## 6. **AJOURNMENT**

**Moved by Anthony Kilmartin, seconded by Anne Jordan**

**THAT the meeting adjourn**

**-Carried-**

There being no further business, the meeting adjourned at 1.42 p.m

Next Meeting: To be determined.  
55 Zina Street, Orangeville – Sutton Room

Respectfully submitted

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Walter Benotto, Chair  
Access Dufferin