



Accessibility Advisory Committee

Minutes

AAC#01-25

Thursday, February 20, 2025, 1:30 p.m.

Council Chambers

225 East Beaver Creek Road

Richmond Hill, Ontario

An Accessibility Advisory Committee meeting of the Council of the City of Richmond Hill was held on Thursday, February 20, 2025 at 1:30 p.m. in Council Chambers and via videoconference.

Committee Members present in Council Chambers:

Councillor Cilevitz (Chair)
Simon Waldman

Committee Members present via videoconference:

Lopa Banerjee (Vice-Chair)
Councillor Davidson
Sherry Caldwell
Lawrence Raifman

Regrets:

Ted Moritsugu
Barry Munro
Yuwei Lin
Maxine DiGiovanni
Shahla Yaghoubian

Also in attendance via video conference:

Councillor Thompson

Staff Members present in Council Chambers:

D. Alexander, Manager, Access Richmond Hill
R. Ban, Deputy City Clerk
L. Sampogna, Council/Committee Coordinator
C. Connolly, Legislative Services Assistant

1. Call to Order

The Chair called the meeting to order at 1:33 p.m.

2. Adoption of Agenda

Moved by: Councillor Davidson

That the agenda be adopted as distributed by the Clerk.

Carried Unanimously

3. Disclosures of Pecuniary Interest and General Nature Thereof

There were no disclosures of pecuniary interest by members of Committee under the *Municipal Conflict of Interest Act*.

4. Adoption of Previous Minutes

4.1 Minutes - Accessibility Advisory Committee meeting AAC#03-24 held November 28, 2024

Moved by: L. Raifman

- a) That the minutes of the Accessibility Advisory Committee meeting AAC#03-24 held November 28, 2024, be adopted.

Carried Unanimously

5. Delegation(s)

There were no delegations.

6. Scheduled Business

6.1 Overview of Access Richmond Hill and Accessible Customer Service

Dayna Alexander, Manager, Access Richmond Hill, made a presentation to the Committee regarding an overview of Access Richmond Hill (ARH) and their efforts in delivering accessible customer service. She explained that ARH is the first point of contact for City services and programs ensuring responsive, accessible, and consistent service delivery, outlined the methods used to facilitate clear communication, and highlighted in-person services available at the municipal offices. D. Alexander concluded the presentation by emphasizing ARH's ongoing commitment to staff training in best practices, with a focus on accessibility, resident feedback, and continuous improvement.

Committee members thanked staff for the informative presentation, and discussed how ARH prioritized service requests, particularly during snow events, to ensure accessibility for those with disabilities; inquired about language accessibility and other translation services; the response time for inquiries; suggested implementing a system where residents could track their requests online to improve transparency and reduce the workload of ARH staff; and expressed interest in having data metrics available to track complaints, response times, and resolutions.

The Committee extended their appreciation for the work of ARH, recognizing the team's efforts in managing a high volume of inquiries and ensuring accessibility for residents.

Moved by: S. Caldwell

a) That the presentation by Dayna Alexander, Manager, Access Richmond Hill, regarding an overview of Access Richmond Hill and Accessible Customer Service, be received.

Carried Unanimously

7. Adjournment

Moved by: S. Waldman

That the meeting be adjourned.

Carried Unanimously

The meeting was adjourned at 2:08 p.m.