



**Windsor Accessibility Advisory Committee**  
Meeting held May 14, 2024

A meeting of the Windsor Accessibility Advisory Committee is held this day commencing at 10:00 o'clock a.m. via Zoom video conference, there being present the following members:

Sally Bennett Olczak, Co-Chair  
Peter Best, Co-Chair  
Councillor Fred Francis  
Danica McPhee  
Riccardo Pappini  
Nick Petro  
Caleb Ray

***Absent:***

Surendra Bagga

***Also present are the following resource personnel:***

Mark Keeler, Accessibility/Diversity Officer  
James Chacko, Executive Director, Parks  
Jen Knights, Executive Director, Recreation & Culture  
Bill Kralovensky, Coordinator, Parking Services  
Karen Kadour, Committee Coordinator

**1. Call to Order**

Sally Bennett Olczak, Co-Chair calls the meeting to order at 10:03 o'clock a.m. and the Committee considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

**2. Declaration of Conflict**

None disclosed.

### 3. Adoption of the Minutes

Moved by Councillor Fred Francis, seconded by Riccardo Pappini,  
That the minutes of the Windsor Accessibility Advisory Committee of its meeting held February 20, 2024 **BE ADOPTED** as presented.  
Carried.

### 4. Business Items

#### 4.1 Hidden Disabilities Sunflower

The document entitled “The Sunflower Program – Creating Support for Hidden Disabilities” is **attached** as Appendix “A”. Mark Keeler provides an overview of the Hidden Disabilities Sunflower initiative as follows:

- Indicates that this program is currently running at YQG.
- This program deals with conditions such as autism, Alzheimer’s, Tourette Syndrome. These are people who do not look like they have a disability but they struggle when it comes to getting access to programs and services within the city. They are often misinterpreted, they may have speech issues which is a result of a brain injury and has an impact on how well they integrate in communities and the level of quality of life. Need to ensure they have equal access to programs.
- For example if a person has aphasia which is usually caused by a head trauma or stroke affecting the left hemisphere (in 2 different regions of the brain) it can cause problems with speech or difficulty in taking directions.
- The staff would give out cards to the public for free. The public does not have to verify or disclose their disability. The cards say “dear staff member, I need extra help”.
- The Hidden Disabilities Sunflower initiative began in England; is now in 90 countries but is not in any municipality in Ontario at this time.
- Will require buy-in from senior leaders to promote this program within the City of Windsor departments.
- Branded Visibility (at a cost) for the initiative includes card packs, window decals, standup signage, counter signs and staff buttons.

Riccardo Pappini agrees that this program will be very helpful to those folks dealing with these types of disabilities. The members generally support this initiative.

## 4.2 Capitol Theatre – Accessible Parking

Bill Kralovensky, Coordinator Parking Services appears before the Committee and advises that in the past, in the City of Windsor, if a commercial parking space is available, this space is also available for those to park with accessible permits. In front of the Capitol Theatre there was space for three vehicles for a one hour time frame for commercial loading which resulted in some complaints. The time limits of one hour have been removed from those parking spots, however, if people park for a longer time, they may need to revisit this matter and add some time frames.

Sally Bennett Olczak, Co-Chair adds that in speaking to some residents, they have expressed they are pleased with the changes put forth by Parking Services.

Moved by Caleb Ray, seconded by Danica McPhee,  
That the update provided by Bill Kralovensky, Coordinator Parking Services regarding accessible parking in the vicinity of the Capitol Theatre **BE RECEIVED.**  
Carried.

## 4.3 Windsor Accessibility Advisory Committee Survey, Strengths, and Areas for Improvement, Springtime 2024

Sally Bennett Olzak, Co-Chair reports that she had the pleasure of speaking with each member of the Windsor Accessibility Advisory Committee regarding the committee's strengths and areas for improvement. She indicates that a consolidation of the comments provided by the members will be available at some point. The overall sense of the members showed that the committee is feeling positive of what we are doing; good attendance at meetings; good participation; and a restructuring of the working groups pointing WAAC in a positive direction.

## 4.4 Working Groups

### Infrastructure Working Group

Members of the Infrastructure Working Group – includes Mark Keeler, Riccardo Pappini, Peter Best. Surendra Bagga, Nicholas Petro, Caleb Ray and Danica McPhee

#### (a) *Audio Pedestrian Signals*

Mark Keeler advises that Ian Day, Senior Manager Traffic Operations, Parking and Prem Patel, Manager Traffic Operations, will be invited to attend a meeting of the Infrastructure Working Group to allow for more detailed discussions which will be reported back to WAAC.

*(b) Transit Windsor*

Mark Keeler reports that he is working with Transit Windsor on their Federal Accessibility Plan.

*(c) Windsor International Airport*

Mark Keeler advises that representatives from the Windsor International Airport consulted with the Infrastructure Working Group regarding their Federal Accessibility Plan. He states that at some point WAAC members will be invited to tour the Airport facility.

Mark Keeler responds that traffic is looking at new installations at three various intersections.

In terms of the Windsor Public Library, Peter Best advises that an arrangement was made to meet with library staff to help them understand voiceover on an I-Pad (without any visual). The next step is to provide a demonstration on equipment for low vision.

Moved by Nick Petro, seconded by Caleb Ray,  
That the update and progress of the Infrastructure Working Group **BE RECEIVED.**  
Carried.

**Sandy's Point Working Group**

Members of Sandy's Point Working Group includes – Mark Keeler, Peter Best, Nick Petro, Surendra Bagga and Danica McPhee

Mark Keeler states that the event will be held on May 28, 2024 at 10:30 a.m. at Sandy's Point, Alexander Park.

Mark Keeler indicates that Danica McPhee brought up a point that once this event is completed, how do we reflect on different parks in the city, i.e. Mic Mac and Malden. We want to ensure that when we do events in subsequent years that we look at other parks in the city and make sure that all wards are getting that same degree of attention.

Moved by Riccardo Pappini, seconded by Danica McPhee,  
That the update of the Sandy's Point Working Group **BE RECEIVED.**  
Carried.

**Clerk's Note:** As of May 22, 2024, the Sandy's Point event was cancelled.

### **Facility Accessibility Design Standards Working Group**

Mark Keeler remarks that the Working Group has been working on the FADS update for almost a year and adds that this will be the first Facility Accessibility Design Standards in all of Ontario that is actually based not only on engineering and architectural guidance, but on lived experience. He adds there are only 18 sections left to review and expects to complete the task by mid-summer.

Moved by Nick Petro, seconded by Caleb Ray,  
That the update on the progress of the Facility Accessibility Design Standards **BE RECEIVED.**  
Carried.

### **5. WAAC Operating and Capital Budget**

Sally Bennett Olczak, Co-Chair advises that the 2024 Operating Budget for the Windsor Accessibility Advisory Committee is \$6,250.

### **6. Date of Next Meeting**

The next meeting will be held in late September 2024 or in early October 2024.

### **7. Adjournment**

There being no further business, the meeting is adjourned at 10:58 o'clock a.m.

# THE SUNFLOWER PROGRAM

Creating Support for  
Hidden Disabilities



# HIDDEN DISABILITIES

- Thinking beyond the visible spectrum
- Difficult to identify for front-line employees
- Conditions subject to misinterpretation
- Harder to access programs and services
- Impact on integration, quality of life, and equity



## More than 900+ Hidden Disabilities

Autism

ADHD

Alzheimer's

**Aphasia**

Asthma

Brain Injury

Cognitive and Learning

Crohn's

Diabetes

Dyslexia

Cancer

Epilepsy

Fibromyalgia Syndrome

Hemophilia

Lupus

Mental Health Conditions

Migraines

Multiple Sclerosis

Narcolepsy

Parkinson's

Tourette Syndrome



# APHASIA

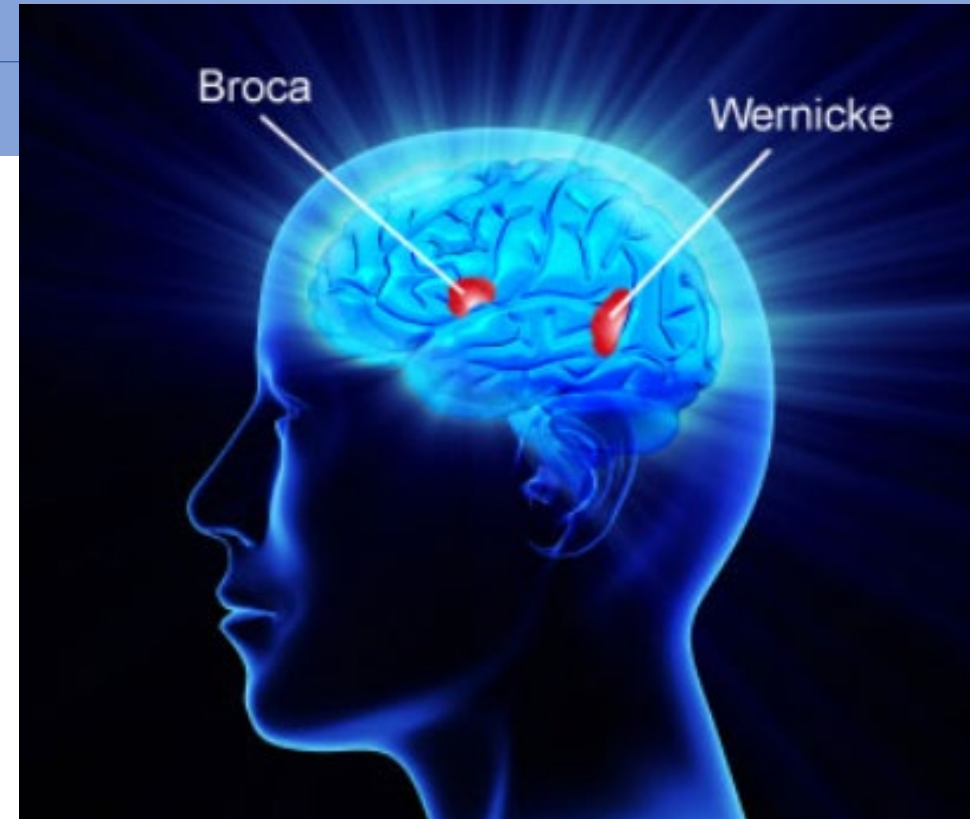
## HIDDEN DISABILITIES

**Caused by** Stroke, Brain Injury, Disease or Tumor

- Affects**
- Left hemisphere, language functions
  - Broca Aphasia – Speech Production
  - Wernicke Aphasia – Speech Comprehension

**Impacts on Access to Services**

- Requesting 311 or in-person assistance
- Cannot communicate/understand instructions



**How to Assist Aphasia Residents**

- Allow extra time to respond to questions
- Use short, simple, uncomplicated speech



## FAST FACTS

- Cards are always free
- Residents do not need to prove or divulge their disability
- The program does not confer any added preference or privilege
- Cards should be available at key City locations.

# WHAT IS SUNFLOWER?

- Helps residents with hidden disabilities receive support
- Increases awareness internally and externally
- Provides training to public-facing employees on how to assist persons that identify themselves with the sunflower card
- Communicates to staff that a resident needs extra assistance
- Cards are free upon request
- Does not require verification and

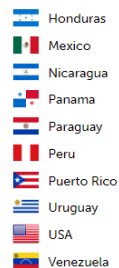


# Where do we find Sunflower?

- Originated Gatwick Airport, 2016
- Growing in North America, in 90 Countries
- Highly concentrated in travel and aviation
- Educational, Courts, Retail, Hotels
- No Ontario municipality – Let's be the *first*.



## Americas



## Europe



## Oceania



# Maximizing Effectiveness through Branded Visibility



Card Packs



Window Decals



Standup Signage



Counter Signs



Staff Buttons

# PRELIMINARY BUDGET

Item Description	Plan A Corporate	Plan B Standard
Membership (Standard or Corporate)	\$2800	\$550
Cards and Lanyard (500)	\$1,750	\$1,750
Window Decals (for customer service) – Pack of 10	\$15.75	\$15.75
Bespoke Roller Banner	\$328	\$328
Poster Pack (Bespoke)	\$154.61	\$154.61
<b>Total</b>	<b>\$5048.36</b>	<b>\$2798.36</b>

\* Standard does not include webinars



**START**



**ACQUIRE**

Purchase membership, training, cards, lanyards, cards



**INFORM**

Develop and deliver an awareness program



**TRAIN**

Provide training through the LMS and track progress



**PARTNER**

Advise community Partnerships on Sunflower



**SHARE**

Launch a public awareness program with Communications



**FEEDBACK**

Gather and report metrics and feedback

**LAUNCH**

**ROADMAP**



ONAP Provincial

Municipalities Southwest Ontario

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←

Thank you

