



**THE REGIONAL MUNICIPALITY OF PEEL  
ACCESSIBILITY ADVISORY COMMITTEE**

**AGENDA**

**AAC-3/2019**

**DATE:** Thursday, June 20, 2019

**TIME:** 1:30 PM – 3:30 PM

**LOCATION:** Council Chamber, 5<sup>th</sup> Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:** C. Belleth; C. Chafe; R. Chopra; P. Crawford-Dickinson; M. Daniel;  
P. Fortini; A. Groves; N. Husain; N. Iannicca; A. Karim; M. Mahoney;  
A. Misar; I. Sinclair

---

*R. Chopra to preside.*

1. **CALL TO ORDER**
2. **DECLARATIONS OF CONFLICTS OF INTEREST**
3. **APPROVAL OF AGENDA**
4. **DELEGATIONS**
  - 4.1. **Anthony Frisina, Delegate, The Forward Movement**, Regarding The Region of Peel's Adoption of the Dynamic Symbol of Access (Related to 5.1)
5. **REPORTS**
  - 5.1. Dynamic Symbol of Access (Related to 4.1)

For questions about this agenda, or to make arrangements for accessibility accommodations for persons attending, please contact: Veronica Montesdeoca, Accessibility Planning Specialist at (905) 791-7800, Ext. 4778 or by e-mail at [veronica.montesdeoca@peelregion.ca](mailto:veronica.montesdeoca@peelregion.ca)

Some meeting information may also be available in alternate formats, upon request. Please contact: Harjit Gill at (905) 791-7800, Ext. 4854 or by e-mail at [harjit.gill@peelregion.ca](mailto:harjit.gill@peelregion.ca)

- 5.2. The Butterfly Model of Dementia Care: Improving Quality of Life for People Living with Dementia (For information)  
Presentation by Cathy Granger, Director, Long-Term Care and Mary Connell, Advisor, Dementia Care
- 5.3. Region of Peel's Waste Collection Services - Work to Address Accessibility in Waste Management (Oral)  
Presentation by Erwin Pascual, Manager, Waste Planning
- 5.4. Accessibility Planning Program Update - June 20, 2019 (For information)

**6. COMMUNICATIONS**

- 6.1. **Ministry for Seniors and Accessibility**, Email dated June 6, 2019, Regarding Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees (Receipt recommended)

**7. OTHER BUSINESS**

**8. NEXT MEETING**

Thursday, September 19, 2019  
1:30 p.m. - 3:30 p.m.  
Council Chamber, 5th floor  
Regional Administrative Headquarters  
10 Peel Centre Dr., Suite A  
Brampton, ON

**9. ADJOURNMENT**



# Request for Delegation

FOR OFFICE USE ONLY

MEETING DATE YYYY/MM/DD <b>2019/06/20</b>	MEETING NAME <b>Accessibility Advisory Committee</b>
--	---

Attention: Regional Clerk  
Regional Municipality of Peel  
10 Peel Centre Drive, Suite A  
Brampton, ON L6T 4B9  
Phone: 905-791-7800 ext. 4582  
E-mail: [council@peelregion.ca](mailto:council@peelregion.ca)

DATE SUBMITTED YYYY/MM/DD  
**2019/05/27**

NAME OF INDIVIDUAL(S)  
**Anthony Frisina**

POSITION(S)/TITLE(S)  
**Delegate**

NAME OF ORGANIZATION(S)  
**The Forward Movement**

E-MAIL  
**hello@theforwardmovement.ca**

TELEPHONE NUMBER

EXTENSION

REASON(S) FOR DELEGATION REQUEST (SUBJECT MATTER TO BE DISCUSSED)  
**To help the Region of Peel adopt the Dynamic Symbol of Accessibility**

A formal presentation will accompany my delegation  Yes  No

Presentation format:  PowerPoint File (.ppt)

Adobe File or Equivalent (.pdf)

Picture File (.jpg)

Video File (.avi, .mpg)

Other

Additional printed information/materials will be distributed with my delegation :  Yes  No  Attached

**Note:**

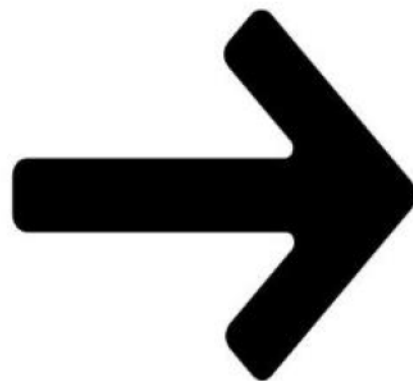
Delegates are requested to provide an electronic copy of all background material / presentations to the Clerk's Division at **least seven (7) business days prior** to the meeting date so that it can be included with the agenda package. **In accordance with Procedure By-law 9-2018 delegates appearing before Regional Council or Committee are requested to limit their remarks to 5 minutes and 10 minutes respectively (approximately 5/10 slides).**

Delegates should make every effort to ensure their presentation material is prepared in an [accessible format](#).

Once the above information is received in the Clerk's Division, you will be contacted by Legislative Services staff to confirm your placement on the appropriate agenda.

**Notice with Respect to the Collection of Personal Information**  
(Municipal Freedom of Information and Protection of Privacy Act)

Personal information contained on this form is authorized under Section 5.4 of the Region of Peel Procedure By-law 9-2018, for the purpose of contacting individuals and/or organizations requesting an opportunity to appear as a delegation before Regional Council or a Committee of Council. The Delegation Request Form will be published in its entirety with the public agenda. The Procedure By-law is a requirement of Section 238(2) of the *Municipal Act, 2001*, as amended. Please note that all meetings are open to the public except where permitted to be closed to the public under legislated authority. All Regional Council meetings are audio broadcast via the internet and will be posted and available for viewing subsequent to those meetings. Questions about collection may be directed to the Manager of Legislative Services, 10 Peel Centre Drive, Suite A, 5th floor, Brampton, ON L6T 4B9, (905) 791-7800 ext. 4462.



**TheForwardMovement.ca**



# The Forward Movement



1. Why the Forward Movement
2. Who our partners are
3. Awareness & Education
4. Our ask



# The Forward Movement



- ❖ The focus is on the **person**
- ❖ Emphasizes **different ability**, reframing the way society views and interacts with persons with a disability.
- ❖ The change in symbol serves as a **catalyst for dialogue**, prompting a needed culture shift on social and physical inclusion

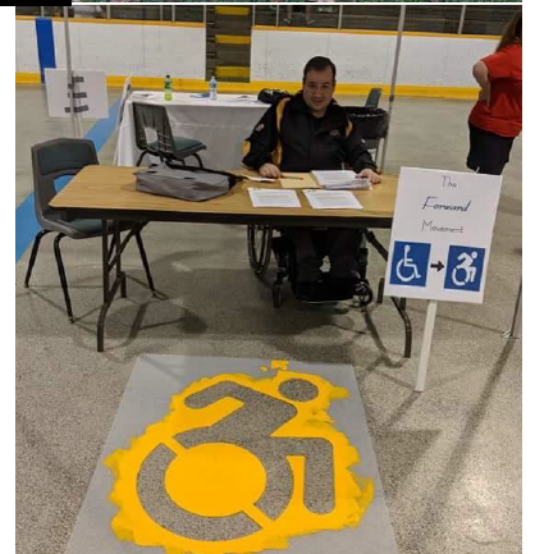


**“Nothing About Us, Without Us”**





4.1-6  
**Champions**



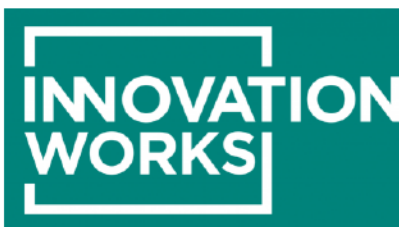


Holland Bloorview  
Kids Rehabilitation Hospital

TOYOTA



Provincial Advocate  
for Children & Youth  
L'intervenant provincial  
en faveur des enfants & des jeunes









# More than a icon



=

- Medium for education
- Sparks conversation
- Awareness events



# **Awareness & Education**





# Holland Bloorview Kids Rehabilitation Hospital



## You're invited!

Join Holland Bloorview Kids Rehabilitation Hospital and The Forward Movement for an:

**Accessible Parking Spot Painting Party!**

**What:** Holland Bloorview endorsed The Forward Movement's grassroots campaign to update the accessibility symbol in Ontario. Together we are repainting the hospital's accessible parking spots with the updated symbol, encouraging people to rethink their understanding of disability.

**Date:** Thursday, August 17, 2017

**Start time:** 9:30 a.m.

**Location:** Holland Bloorview parking lot, 150 Kilgour Rd.

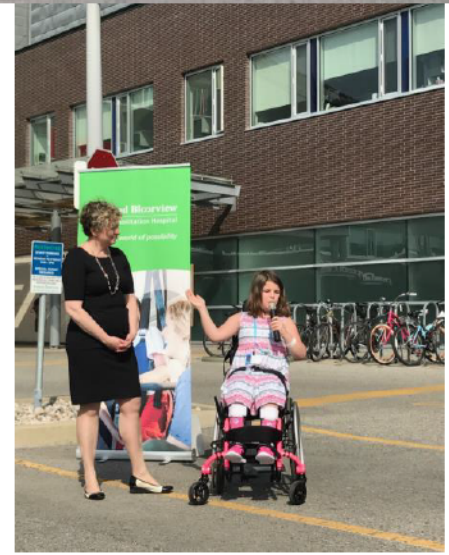
**RSVP:** The Forward Movement, [help@theforwardmovement.ca](mailto:help@theforwardmovement.ca)



\*Please note: This is a media event. We will also be taking photos/recordings for communication purposes.

**Background:** The Forward Movement is part of a growing international movement that over the last few years has led to the adoption of the updated symbol in American states such as New York and Connecticut, and other cities such as Nashville, British Columbia, and Phoenix, Arizona. Apple Inc. has also embedded the new symbol on iPhone keyboards.

The Forward Movement's aim is to have the updated symbol embedded in provincial legislation, requiring its use on new accessibility signage. The organization launched a petition to support these efforts.





# Variety Village & The Abilities Centre

4.1-12



**FREE BREAKFAST EVENT!**  
SPACES ARE LIMITED, REGISTER TODAY!

**DISCOVER  
ABILITY:**

Hiring People with disabilities  
will boost your bottom line.

Learn from our keynote speaker

**Mark Wafer**

MARCH 15, 2018

8:30-11AM

ABILITIES CENTRE THEATRE

SPONSORED BY



In partnership with the Ministry of Commerce  
and Consumer Services





# Corporate Partners



## In the Spotlight: The Forward Movement

READ THE BLOG

THIS IS OUR  
MOVEMENT TOO

WE WANT  
BETTER



### WHY CHANGE?

Symbols play an important role in culture and our perceptions of the world around us. By switching from the ISA to the DSA, we can:

- Challenge misconceptions by representing the personal autonomy of people with disabilities.
- Present a recognizable alternative that emphasizes the person, not the disability.
- Promote healthy dialogue about accessibility barriers and challenges.

### IMPARK'S ROLE

We understand that inclusion for all goes beyond symbolism. In concurrence with our adoption of the DSA, we will be reviewing our accessibility practices and working towards barrier-free options at Impark-managed parking facilities nationwide.



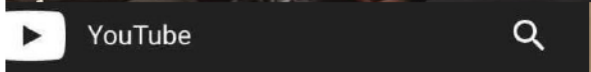
### JOIN THE MOVEMENT

We invite you to join us in building a more inclusive future by allowing us to update your accessible parking spaces. Talk to your Impark account manager to learn more.



# Politics

4.1-14



Sept 13 2018 - Dynamic Symbol of Access Motion



Sept 13 2018 - Dynamic Symbol of Access Motion



# 4.1-15 The City of Mississauga



THE INTERNATIONAL CENTRE

## Join Us!

Accessible Parking Spot Painting Party

Friday, April 5, 2019 at 10am  
Hall 5 Parking Lot, Side Entrance

Help us kick off **Abilities Expo** by coming together to *paint the new Dynamic Symbol of Accessibility* at The International Centre and hear some incredible accessibility advocates share their own stories about the importance of Inclusion.

10am: Remarks / 10:15am: Painting

>>> **RSVP** to [hello@forwardmovement.ca](mailto:hello@forwardmovement.ca)

This event is in partnership with The Forward Movement, an international movement using the adoption of the dynamic symbol to promote access and inclusion for people of all abilities.

Please note: This is a media event. We will also be taking photos/recordings for communication purposes.

To participate with



MISSISSAUGA

Select Language | Services Online | City Hall | Residents | Business | Things to Do

## Newsroom

City News at Your Fingertips

Newsroom | Social Media | Alerts | Email Updates

### City of Mississauga Paints its First Dynamic Symbol of Access

May 16, 2018

Today, the City of Mississauga officially began using the Dynamic Symbol of Access. The symbol, which improves on the International Symbol of Access by showing a person in a wheelchair in a forward motion, was painted at one of the designated accessible parking spaces at a City facility located at 950 Burnhamthorpe Rd. W. It emphasizes movement and how society views and interacts with people with disabilities.

- News Releases
- Key Contacts
- Main Newsroom

Media Tools

- Public Images Gallery
- Facts & Figures
- Webcams
- Diverse Communities
- Newspaper Registration

Council and Committees



# Our Ask



- ❖ To recommend the Region of Peel pass a resolution adopting the Dynamic Symbol of Access where currently permitted
- ❖ To recommend the City of Brampton & the Town of Caledon join the City of Mississauga in adopting the Dynamic Symbol of Access
- ❖ To write a letter to the provincial Minister of Accessibility, Municipal Affairs and Housing, and Transpiration in support of our campaign



---

DATE: June 10, 2019

REPORT TITLE: **DYNAMIC SYMBOL OF ACCESS**

FROM: Catherine Matheson, Commissioner of Corporate Services

---

### **RECOMMENDATION**

**That the implementation of the Dynamic Symbol of Access at Region of Peel facilities be endorsed;**

**And further, that existing International Symbol of Access images on 138 accessible parking spaces, as identified in the report of the Commissioner of Corporate Services, titled “Dynamic Symbol of Access, be replaced in 2019 , to be funded from the current 2019 budget;**

**And further, that the remaining sites, as identified in the subject report, be replaced in 2020 and 2021 subject to budget approval;**

**And further, that the Chair of the Region of Peel Accessibility Advisory Committee send a letter to the Minister for Seniors and Accessibility endorsing The Forward Movement accessible signage campaign.**

### **REPORT HIGHLIGHTS**

- The Region of Peel was approached by The Forward Movement to bring their campaign to the Region of Peel.
- The Forward Movement advocates for the use of the Dynamic Symbol of Access (DSA) as an alternative to the currently used International Symbol of Access (ISA).
- The DSA is an improvement to the current symbol as the person on the image is more defined and shows movement.
- The current ISA symbol is required to be used under certain legislation, including the *Highway Traffic Act*.
- It is recommended that anywhere the current ISA symbol is not mandated by provincial law, the DSA be adopted for all new imaging.
- Over the period of two years, all existing symbols of Access will be replaced with the Dynamic Symbol of Access.

## DYNAMIC SYMBOL OF ACCESS

### DISCUSSION

#### 1. Background

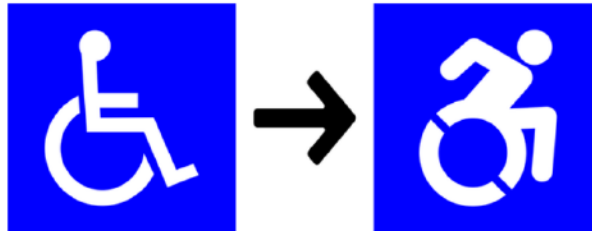
The Region of Peel was approached by The Forward Movement, an advocacy and awareness campaign working in Canada to legally adopt the Dynamic Symbol of Access (DSA) as an alternative to the current International Symbol of Access (ISA). The campaign proposes that the Government of Ontario amend the *Ontario Building Code* and *Highway Traffic Act* to mandate, or at least, permit the use of the DSA on all new construction or renovation projects.

The campaign is also used to educate and raise awareness on the importance of physical and social inclusion for persons with disabilities and serves as a catalyst for much needed culture shift on disability.

#### 2. Dynamic Symbol of Access

The DSA is an improvement to the currently used ISA. The person in the new image is more defined than the person in the current ISA symbol. The new symbol conveys movement and action, and places emphasis on a person's differing abilities as opposed to the ISA symbol which focus on the wheelchair and the disability before the person. The new symbol depicts people with disabilities as more dynamic than the current static symbol. The new symbol also serves as an opportunity to educate the public regarding the importance of removing barriers, both attitudinal and physical, creating a more accessible and inclusive environment for people with disabilities.

The Forward Movement is the successor to an established campaign called "The Accessible Icon Project". The DSA itself was created by the Accessible Icon Project and has been adopted by many municipalities throughout Ontario, including Toronto, Mississauga, Guelph, Stratford, Waterloo, Kitchener, and Uxbridge.



#### 3. Current Legislation

Currently, the *Ontario Building Code* and the *Highway Traffic Act* requires the use of the ISA. For example, the *Highway Traffic Acts* mandates the use of the ISA for signage in parking lots when designating accessible parking spaces; however, there are no legislative requirements surrounding pavement markings. Therefore, the Region of Peel can incorporate the Dynamic Symbol on the pavement at Region owned properties outside of the Public Road Allowance.

#### 4. Use of Symbol at Region of Peel Facilities

Staff have completed an inventory across all Region owned properties where there are painted symbols and standing signs for designated accessibility parking spaces. Out of the 276 accessible parking spaces identified, there are approximately 138 parking spaces

## DYNAMIC SYMBOL OF ACCESS

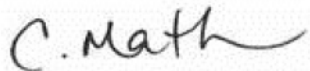
where the accessibility symbol has faded significantly and the Dynamic Symbol of Access could be installed in 2019. It is proposed that other Regional sites be completed in 2021. There are also other smaller signage, such as accessibility door switches, which will need to be inventoried and replaced between 2019 and 2021.

## FINANCIAL IMPLICATIONS

The proposed recommendation to have the Dynamic Symbol of Access painted on the pavement of the 138 parking spaces across Regional owned properties will cost approximately \$165 per parking space, for a total of \$22,770, funded from the 2019 current budget. The remaining parking space symbols will be replaced in 2021. In addition, smaller signs on accessible doors will be replaced between 2019 and 2021.

## CONCLUSION

The proposed use of the Dynamic Symbol of Access in Regional facilities demonstrates the Region of Peel's continued commitment to accessibility and the removal of barriers in Peel's programs, services and facilities. The new symbol represents a shift in how people with disabilities are viewed in society and focuses on the ability as opposed to the disability. The symbol promotes the importance of physical and social inclusion for persons with disabilities and is in line with the Region's vision of Community for Life, where persons of all abilities can actively participate and have a sense of belonging.



Catherine Matheson, Commissioner of Corporate Services

### Approved for Submission:



---

D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Juliet Jackson, Director, Culture & Inclusion, ext. 6741, [juliet.jackson@peelregion.ca](mailto:juliet.jackson@peelregion.ca).*

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist and Mark Schiller, Director, Real Property Asset Management*

**For Information**

---

DATE: June 4, 2019

REPORT TITLE: **THE BUTTERFLY MODEL OF DEMENTIA CARE: IMPROVING QUALITY OF LIFE FOR PEOPLE LIVING WITH DEMENTIA**

FROM: Nancy Polsinelli, Commissioner of Health Services

---

## OBJECTIVE

To identify how the Butterfly Model of Dementia Care improves access to service for those living with dementia and their families and addresses systemic issues of stigmatization and discrimination.

### REPORT HIGHLIGHTS

- In the Region of Peel, cardiovascular disease and dementia are the leading cause of death.
- People living with dementia and their families experience stigmatization and discrimination based on their disease.
- The Butterfly Model of Dementia Care provides those diagnosed with dementia and their families with access to services that are specific to their unique needs and strengths.
- The Butterfly Model implementation in the Region of Peel has demonstrated positive outcomes related to improved quality of life.
- Peel's advocacy work has resulted in significant collaborations that will positively influence the long-term care sector and dementia care specifically.
- The Region of Peel is recognized as a credible and knowledgeable source of information on quality dementia care.

## DISCUSSION

### 1. Background

By 2041, 23 per cent of Peel's population will be aged 65 years and older (a 150 per cent increase from 2016). For every five years we live past the age of 65, the chances of developing dementia doubles. In 2014, there were approximately 10,200 people living with dementia in Peel, and 2016 new cases of dementia were identified. The five Regional homes have experienced firsthand, an unprecedented rise in the proportion of residents with diagnosed dementia (65 per cent in 2010 to 83 per cent in 2017).

In 2017, the Canadian Alzheimer's Society surveyed Canadians ( $n=1,506$ ) about their understanding of dementia and their attitudes towards those living with dementia. Overall,



## THE BUTTERFLY MODEL OF DEMENTIA CARE: IMPROVING QUALITY OF LIFE FOR PEOPLE LIVING WITH DEMENTIA

the majority of those surveyed felt people living with dementia were regularly discriminated against or stigmatized as a result of their disease. The types of discrimination included: being ignored or dismissed (58 per cent); being taken advantage of (57 per cent); difficulty accessing appropriate services or support (56 per cent). Family members of those living with dementia also reported feeling stigmatized and discriminated against in their care giving role (1 in 5 Canadians care for someone living with dementia) and felt this impacted their ability to access appropriate services, and from participating in care decisions about their loved one.

Somewhat troubling was the finding that 51 per cent of Canadians surveyed admitted to using some type of stigmatizing language when referring to dementia or individuals diagnosed with dementia (telling dementia related jokes, using words such as senile or demented when referring to a person with dementia). The most appropriate language when describing this group is “Person with Alzheimer’s Disease or Dementia” or “Person living with Alzheimer’s Disease or Dementia”.

In the spring of 2017, the Region of Peel initiated a one year pilot study of the Butterfly Model of Dementia Care™ at Malton Village Long Term Care home focusing on a 25-bed home area dedicated to the care of individuals experiencing moderate to advanced dementia. The decision to pilot this model arose from an identified need within Peel’s Long-Term Care Division to address the unhappiness and ill-being of their most vulnerable people, those living with dementia. The outcome of this pilot demonstrated a significant improvement in the wellbeing of those living with dementia and contributed to a movement within the long-term care sector to reduce the stigmatization and discrimination of those with dementia and their families.

### 2. Tenets of the Butterfly Model

The basic tenet of the Butterfly Model is that people’s emotional wellbeing comes first, and that staff must be permitted and encouraged to use their emotional intelligence to engage people living with dementia in order to better their wellbeing. The Butterfly Model of Dementia Care™ was founded in the United Kingdom (U.K.) by David Sheard, Founder of Dementia Care Matters. This model has been implemented in 5 countries (Canada, America, U.K., Ireland, and Australia) and has been operating for over 25 years. This change in care philosophy results in positive outcomes for both people living with dementia and for those caring for them. This is a significant shift from the traditional medical model that places tasks and operational concerns first. As the first Butterfly home in Ontario, the Region of Peel led the way in disrupting old ways of caring and has positively influenced the long-term care sector throughout the province.

The second tenet of the Butterfly Model is to change the discourse about dementia from one rooted in deficits and stigmatization to one emphasizing abilities, strengths and hope. This was achieved in Peel through:

- An intensive training program for staff on person-focused care,
- A deliberate campaign targeting staff, families and stakeholders focused on the elimination of biased and labelling language,
- The development of policies and procedures that removed the reinforcement of stigmatization,
- Changes to the physical environment within the home to ensure people with dementia will be successful in their home,

## THE BUTTERFLY MODEL OF DEMENTIA CARE: IMPROVING QUALITY OF LIFE FOR PEOPLE LIVING WITH DEMENTIA

- The collection and reporting of outcomes that demonstrate the benefits of the model,
- A robust and focused advocacy campaign emphasizing that a full and meaningful life is still possible with a diagnosis of dementia.

### 3. Achieving Success

#### a) Improved Quality of Life by Putting Emotional Wellbeing First

Malton Village's Butterfly pilot delivered significant improvements in quality outcome indicators for care and experience. Dementia Care Matters™ rated the home as a Level 2 in its final observational audit, indicating high levels of skilled, loving, person-centered care.

Some of the outcomes from the pilot included:

- People are happier, displaying fewer incidents of intense emotions (2 incidents in the first quarter of 2018 compared to Peel's Divisional average of 10 incidents over the same time period) which often result from a care model and environment that does not support them.
- Significant reductions in antipsychotic medication from 41.2 per cent to between 10 and 12 per cent.
- A 75 per cent reduction in staff sick time.
- Post-implementation focus groups revealed staff reported high levels of job satisfaction and greater comradery with their colleagues.

Staff and families saw dramatic changes to their day-to-day lived experience of people living in the home. They were significantly more engaged, spending little to no time in front of the television or alone in their rooms. Some people living with advanced dementia had a return in functional ability such as being able to feed themselves or perform some their own personal care. Others who had been uncommunicative or disconnected from the surrounding world for years began to speak; even if it was only to say 'yes' and 'no'; both important words in advocating for oneself. Families reported experiencing a feeling of hope for the first time since their loved one's diagnosis.

#### b) The Elimination of Stigmatization and Discrimination Through Advocacy

As part of the Butterfly strategy at the Region of Peel, a fulsome and targeted advocacy campaign was initiated to enhance dementia care across the Long Term Care sector. By the spring of 2019, over 100 tours of the Butterfly Home had been conducted with partners in the care sector, politicians and decision-makers within the dementia community. Over 60 presentations to academics, care-sector partners, family council groups and allied health professions were facilitated from First Nations communities in Thunder Bay to family council groups in Ottawa.

As a result of this advocacy work, some significant partnerships have developed that will influence care of those living with dementia and their families and support a more positive image and discourse of dementia to care providers and the public in general. For example, staff are collaborating with the Patient Ombudsman of Ontario in looking at ways to increase family satisfaction in dementia care to make caring and visiting their



## THE BUTTERFLY MODEL OF DEMENTIA CARE: IMPROVING QUALITY OF LIFE FOR PEOPLE LIVING WITH DEMENTIA

loved ones a more positive experience. Staff have also partnered with the Ministry of Labour in the development of workplace violence prevention tools and guidelines focusing on Butterfly techniques.

To support continued advocacy for transformational change in dementia care for the Long Term Care sector, staff have documented Regional experiences in transforming Malton Village's Butterfly Home, including quantitative data (i.e. quality of life indicators to measure health outcomes) and qualitative data (i.e. family and staff experience and satisfaction). One advocacy strategy has been in partnership with the Toronto Star, which has followed the Region's journey through a photo and video library with supporting editorial pieces that has been instrumental in helping the Region to share experiences across the sector.

Finally, the leadership team has been invited to participate in several consultations about long-term care and dementia care with senior levels of the provincial government. The value of the Butterfly experience in the Region of Peel is recognized as important and influential in changing dementia care in the province and the expansion of the model into all five Regional homes over the next few years means that those living in the Peel community will have greater access to this type of care. Additionally, advocacy efforts have led to numerous Long Term Care homes across the province enhancing how they provide emotional care for those living with dementia.

### c) **The Butterfly Model: Accessing A Person-Centered Model of Care**

As described by the Alzheimer's Society of Canada survey (2017), people living with dementia and their families feel that services that meet their needs are not available or accessible. Instead of expecting people with dementia to fit into a model that does not recognize their unique needs and abilities, the Butterfly Model tailors the care to the individual living in the home. An extensive history of each person is taken in collaboration with family (if available) and every aspect of their experience is centered on this knowledge. For example, what they loved to eat is made available in snacks and meals, hobbies and previous occupations are incorporated into their day. Staff are trained to connect with people emotionally and anticipate needs and problem-solve using non-pharmacological solutions, if possible. Family are also involved in finding solutions and participating in care and engagement.

## 4. Next Steps

Over the next year, the Butterfly Model will be implemented in Sheridan Villa and Vera Davis Centre. Staff training in the person-centred approach unique to the Butterfly Model will be enhanced in all areas of Peel homes. We will continue to advocate for better dementia care across the sector and offer knowledge and experience to those in decision-making positions within government.

## CONCLUSION

What began as a journey to improve the quality of life for those living with dementia and their families has become an opportunity to influence care across the sector and change people's lived experience and understanding of dementia. As leaders in this transformational change in the Province of Ontario, the Region will strive to ensure equity in service delivery and the eventual elimination of stigmatization and discrimination based on a diagnosis of dementia.

**THE BUTTERFLY MODEL OF DEMENTIA CARE: IMPROVING QUALITY OF LIFE FOR PEOPLE LIVING WITH DEMENTIA**



Nancy Polsinelli, Commissioner of Health Services

**Approved for Submission:**



---

D. Szwarc, Chief Administrative Officer

*For further information regarding this report, please contact Mary Connell, Advisor, Dementia Care, Ext. 5807, [Mary.Connell@peelregion.ca](mailto:Mary.Connell@peelregion.ca).*



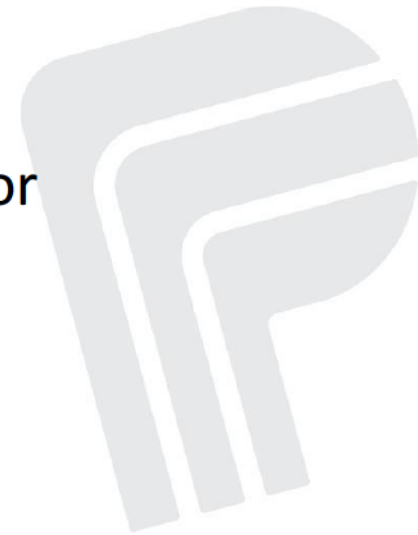
# Butterfly Model of Dementia Care: Impact

**Presentation to the Accessibility Advisory  
Committee : June 20<sup>th</sup>, 2019**

Cathy Granger – Director of Long-Term Care

Mary Connell

Butterfly Model Project Manager/Dementia Advisor



# Changing Awareness about Dementia



# Impact of the Butterfly Model

- Individual and family
- The Region
- The Long-Term Care Sector
- The Province

# The Individual and Family





5.2-10

# The Region



# The Long-Term Care Sector



5.2-12

# The Province





# The Unexpected







**Thank you!**

[cathy.granger@peelregion.ca](mailto:cathy.granger@peelregion.ca)

[mary.connell@peelregion.ca](mailto:mary.connell@peelregion.ca)



# **Region of Peel's Waste Collection Services**

**An update on the work to address  
accessibility in Waste Management**

Erwin Pascual,  
Manager, Waste Planning  
Region of Peel



# Today's Presentation

- Background
- Walk-Up Services and Medical Exemptions
- Cart Design
- Website and Communications
- Accessibility in Multi-Residential Buildings
- New Collection Contract Considerations



# Background

- In April 2013, Regional Council approved the recommendation to move to bi-weekly cart-based garbage and recycling collection, with weekly cart-based organics collection
- In September 2013, Regional Council approved the recommendation that a walk-up service be included in the 2016 waste collection contract
- During the pilot and contract writing phases, staff met with the Region's AAC, as well as Brampton, Caledon and Mississauga AAC
  - Feedback from these committees were considered in the Region-wide bi-weekly cart based program

## Walk-Up Service and Medical Exemptions

- Walk-up service is provided by the Region for those residents that are unable to bring their carts to the curb for collection
- Medical exemptions are provided by the Region that gives residents additional garbage capacity to manage their medical needs
- Residents can request either of these services by calling the Region of Peel's Customer Contact Centre
- These services are not widely promoted, but are offered to the resident when staff identify their need
- These services are subscription-based services. Residents apply for the service, and in most cases are required to provide a doctor's note
- Both services can be temporary or permanent. Permanent walk-up services/medical exemptions do not require additional doctor's notes after the first year, and are not required to re-apply

## Walk-Up Service & Medical Exemptions (cont'd)

- Residents also request seasonal walk-up service for the winter months. Residents inform the Region in late fall when they would like the walk-up service to begin, and again in Spring when they would like it suspended.
- Discontinued service is at the request of the resident.
- The charts below indicate the number of walk-up services and medical exemptions we currently have in the Region, by local municipality.

<u>Municipality</u>	<u>Walk-Up Service</u>	<u>Medical Exemptions</u>
Caledon	23	14
Brampton	79	160
Mississauga	111	237
<b>Total</b>	<b>213</b>	<b>411</b>



# Cart Design

- Writing on carts was designed with large AODA compliant lettering; lettering is slightly raised
- Wheels and handles for easy maneuvering
- Organics cart lock can remain in the unlocked position to assist residents with fine motor mobility issues



# Website and Communications

- All Waste Communication follows AODA regulations
  - Waste Ads
  - Newsletters
  - Health Care Ads in TransHelp vehicles
  - Online Waste Calendars
  - Waste Sorter Enhancements
  - Waste Notification Tool



## Trash it!

Toss empty IV tubes and bags in the garbage.

*They cannot be recycled.*

Visit [peelregion.ca/medicalwaste](http://peelregion.ca/medicalwaste)



# Website and Communications

- The Waste Management website was redesigned in 2016 to be AODA compliant
- The rest of the Region's website is following the same redesign standards, including the results from the user experience testing that was completed

The screenshot shows the Region of Peel website with the following content:

**Region of Peel**  
working with you

News Your Region Health Services Public Works Human Services Search

**April 15-26**  
**Batteries Collection**

- Batteries can be recycled
- Gather your single-use household batteries
- Find your battery pickup day

[Get Details](#)

**When Does It Go**  
Find your collection calendar:  
Type your address here [Find](#)

**How to Sort Your Waste**  
What do I do with...?  
Type waste item here [Find](#)

**How Do I...**  
Report a missed collection  
Report broken or damaged carts  
Send feedback or complaint  
Change cart size [More >](#)

**Collection Schedules**  
Holidays  
Moved or Moving Soon

**Organics**  
Acceptable Organics Items  
Organics Carts  
Kitchen Container  
Reducing Food Waste

**How to get rid of...**  
Batteries  
Oversized Items & Furniture  
Large Appliance  
Household Hazardous Waste  
Business Hazardous Waste

**Using Your Carts**  
Sizes and Types of Carts  
Change Cart Size  
Replacing or Repairing a Cart  
Disposing of Excess Waste  
Moved or Moving Soon  
Old Bins, Boxes & Containers

**Community Recycling Centres (CRCs)**  
Locations, Hours & Services  
Holiday Closures for 2019  
Accepted CRC Items  
Drop-off Guidelines  
Confidential Paper Shredding Events

**Donating Items for Reuse**  
Acceptable Items for Reuse



# Accessibility in Multi-Residential Buildings

- Textile Donation Bin Pilot
  - Residents that are unable to travel or carry heavy items can use the donation bins in their buildings to donate gently used textiles



# Accessibility in Multi-Residential Buildings

- Chemical Cab Pilot
  - Residents that are unable to travel to the Community Recycling Centres to dispose of their Household Hazardous Waste can bring it down to a designated area in their building and staff will pick it up



# New Collection Contract Considerations

- New Collection Contracts in 2024
- Staff are planning these contracts and will:
  - Continue with the curbside walk-up service
  - Continue with the curbside medical exemption service
  - Look into medical waste/HHW collection service for both curbside and multi-residential contracts





# Thank you

Contact info:  
Region of Peel  
Erwin Pascual  
Manager, Waste Planning  
10 Peel Centre Drive  
Brampton, Ontario L6T 4B9

905-791-7800 ext. 4399  
[erwin.pascual@peelregion.ca](mailto:erwin.pascual@peelregion.ca)



**For Information**

---

DATE: June 4, 2019

REPORT TITLE: **ACCESSIBILITY PLANNING PROGRAM UPDATE - JUNE 20, 2019**

FROM: Catherine Matheson, Commissioner of Corporate Services

---

## OBJECTIVE

To provide an update on the activities undertaken by the Region of Peel Accessibility Planning Program and the Accessibility Advisory Committee subsequent to the April 18, 2019 Accessibility Advisory Committee meeting.

### REPORT HIGHLIGHTS

- The Accessibility Advisory Committee and Accessibility Planning Program were involved in various activities since April 2019, which are categorized as follows:
  - Consultation and compliance support provided to Regional Programs;
  - Participation in community events.
- This report also highlights upcoming events.

## DISCUSSION

### 1. Background

The main objective of the Region of Peel's Accessibility Planning Program (the Program) is to ensure that Regional programs, services and facilities continue to be inclusive and accessible for persons with disabilities. To accomplish this objective, the Program works collaboratively with all Regional departments and the Region of Peel Accessibility Advisory Committee (the Committee).

### 2. Activity List

#### a) Consultation and Compliance Support

##### i) **Annual Accessibility Status Report for 2018**

- Regional Council endorsed the 2018 Annual Accessibility Status Report at its meeting held on May 9, 2019.
- As legislated under the *Accessibility for Ontarians with Disabilities Act (AODA)*, the annual accessibility status report describes the progress and measures the Region undertook in 2018 to implement the requirements under the AODA and the strategies set out in the 2018-2025 Multi-Year Accessibility Plan.
- A copy of the report can be found on the Region of Peel website.

**ACCESSIBILITY PLANNING PROGRAM UPDATE - JUNE 20, 2019**

**ii) Site Plan and Construction Advisory Working Group meeting**

Members of the Site Plan and Construction Advisory Working Group met on May 29, 2019 to:

- Conduct a preliminary site plan review of a Salt Management Facility at 2 Copper Road. The Salt Management Facility is an industrial facility that will be accessed only by those directly involved in the loading/unloading of the salt trucks.
- Continue the work under the Design of Public Spaces Standard as it pertains to the design and placement of rest areas along exterior paths of travel. All feedback gathered from the consultations will be used to establish guidelines for the placement of rest areas and will be incorporated moving forward. The final guidelines will be presented to the Committee for endorsement.

**b) Participation in Community Events**

**i) GTHA Accessibility Advisory Committee Spring Joint Meeting - May 14, 2019**

- The GTHA AAC Spring Joint Meeting was held on May 14 at Toronto City Hall.
- Originally referred to as the GTA AAC Joint meeting, the group has expanded to include representation from AACs in the Greater Toronto Hamilton Area (GTHA), including Oakville, Burlington, Milton, and Hamilton.
- The second meeting of its kind, these joint meetings were formed with the objective to exchange information on the provision of accessible transportation services by different service providers throughout the GTA and share best practices, with the intent of improving transportation services for persons with disabilities.
- Participants included AAC Chairs from the GTHA and representatives from the various public transit providers in the GTHA.
- Agenda items included:
  - Review of the minutes from last year's meeting;
  - Agenda items carried over from last year's meeting.
  - Regions' highlights, which included updates or initiatives that transportation providers wished to share.
  - The creation of three or four committees to focus on such points as standard design, communication and cross-border travel.
- The minutes of the meeting will be shared with Committee members as they become available.
- There is learned value in reaching out to TransHelp and our local transportation service providers to encourage their participation at these meetings. All stakeholders need to work more closely to ensure that the transportation needs of our community are met.

**ii) Coalition for Persons with Disabilities Connections 2019 Resource Fair - May 16, 2019**

- The Region of Peel Accessibility Planning Program participated in the Coalition for Persons with Disabilities Connections 2019 Resource Fair at the Living Arts Centre in Mississauga.

### 5.4-3

## ACCESSIBILITY PLANNING PROGRAM UPDATE - JUNE 20, 2019

- The fair brings together community organizations that provide services for persons with disabilities. A career resources component was also included which offered assistance and resources to job seekers and employers.
- The Accessibility Planning Program, with the assistance of AAC volunteers, participated by sharing information on the Region's accessibility initiatives as it relates to its programs and services.

### iii) National AccessAbility Week - May 26 to June 1

- The Region celebrated National AccessAbility Week from May 26 to June 1.
- An internal initiative aimed to raise awareness amongst staff and promote inclusion regarding the importance of accessibility and the barriers people with disabilities continue to face.
- To commemorate the week, two stories were posted on the Region's intranet site. The first to educate staff on the meaning of accessibility and to promote the principles of accessibility as per the AODA. The second story focused on breaking down the myths and stereotypes related to disabilities and persons with disabilities and included posters that were strategically placed within the cafeteria.

### iv) Councillor Saito's Senior's Fair - May 31, 2019

- The Region participated in Councillor Saito's Senior's Fair at the Meadowvale Community Centre in Mississauga.
- The fair, hosted by City of Mississauga Regional Councillor Pat Saito, brings together community organizations that provide programs and services for seniors.
- The Program, with the support of AAC volunteers, disseminated information on what the Region is doing to improve accessibility and break down barriers.

## c) Upcoming Events

### i) International Day of Persons with Disabilities – December 3, 2019

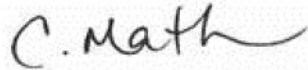
- The Region will be celebrating International Day of Persons with Disabilities on December 3, 2019.
- As declared by the United Nations, it is a day aimed at promoting awareness and empowerment to help create opportunities for people with disabilities.
- This year, a full day event is being planned. Attendees will include Regional staff, members from the local municipal AACs and local community organizations.
- The event will focus on the 'Abilities' of persons with disabilities and bring to life the Region's vision of Community for Life by strengthening partnerships with our community organizations through a greater understanding of accessibility and the development of supports for persons with disabilities.
- The event will include keynote speakers and exhibits by community organizations showcasing their accessibility services and initiatives.
- More information will be provided as planning gets underway.
- Please reserve the date December 3, 2019 from 9:30 a.m. to 4:00 p.m.



ACCESSIBILITY PLANNING PROGRAM UPDATE - JUNE 20, 2019

**CONCLUSION**

This report summarizes the activities and consultations of the Accessibility Planning Program together with participation of members of the Accessibility Advisory Committee since April 18, 2019. The Committee and the Program continue to engage in activities that support the Region of Peel's primary accessibility objective of ensuring Regional programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to the evolving community needs.



Catherine Matheson, Commissioner of Corporate Services

**Approved for Submission:**



---

D. Swarc, Chief Administrative Officer

*For further information regarding this report, please contact Juliet Jackson, Director, Culture & Inclusion, Ext. 6741, [juliet.jackson@peelregion.ca](mailto:juliet.jackson@peelregion.ca).*

*Authored By: Veronica Montesdeoca, Accessibility Planning Specialist*

**6.1-1**

**From:** Ministry for Seniors and Accessibility <[aoda.events@ontario.ca](mailto:aoda.events@ontario.ca)>  
**Sent:** June 6, 2019 3:44 PM  
**To:** Lockyer, Kathryn  
**Subject:** Notice of Webinar for Municipal AACs/Avis de webinaire à l'intention des CCA

**Attn:** Municipal Clerk

**Please distribute this information to your AAC committee members.**

**RE: Notice of Ministry Training Webinar for Municipal Accessibility Advisory Committees**

As a continuation of our Accessibility Advisory Committee (AAC) outreach strategy, the Ministry for Seniors and Accessibility is pleased to offer the second webinar series intended to provide an overview of the province's Design of Public Spaces Standards, as well as review best practices regarding site planning for AAC members. These webinars are tailored for Ontario's AAC members, Municipal Clerks, and other interested municipal staff.

The webinars are scheduled for:

- **June 27, 2019 (2p.m. to 3p.m.)**
- **July 4, 2019 (1p.m. to 2p.m.)**

The webinars will last 1 hour each and will include a short overview of the Integrated Accessibility Standards Regulation's "Design of Public Spaces Standards," followed by a presentation by a guest speaker involved in the process of municipal site planning.

As before, we encourage AAC members and municipal staff to access the "Making Accessibility Happen – Your guide to serving on the Municipal Accessibility Advisory Committee" for more information relevant to the roles and responsibilities of committee members. You can access an html version of the guide at: [How to serve on a municipal accessibility advisory committee: Guide.](#)

We would like to ensure that every individual that is interested in learning about these topics has an opportunity to do so. With this in mind, and due to software limitations regarding the number of attendees, we encourage your cooperation in gathering interested participants in one room and logging in using a **single Adobe Connect account.**

Please register yourself or your group using the following Eventbrite link:  
<https://www.eventbrite.ca/e/accessibility-advisory-committee-101-design-of-public-spaces-and-site-planning-tickets-62014949383>

Registered participants will receive an Adobe Connect meeting link in advance of the session. Webinar materials will be available in both French and English and can be requested following the completion of the webinar series.

If you have any questions, have accommodation needs, or require materials in an alternate format, please feel free to reach out to the ministry directly by contacting Tea Pesheva at [tea.pesheva@ontario.ca](mailto:tea.pesheva@ontario.ca).

Thank you and we look forward to your participation!

REFERRAL TO \_\_\_\_\_  
RECOMMENDED \_\_\_\_\_  
DIRECTION REQUIRED \_\_\_\_\_  
RECEIPT RECOMMENDED  \_\_\_\_\_