



The Corporation of Haldimand County Accessibility Advisory Committee Agenda

Date: November 18, 2025
Time: 3:00 P.M.
Location: Haldimand Room - Haldimand County Administration Building
53 Thorburn Street South, Cayuga

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THAT ACAC-02-2025 Dementia Training Update be received.
7. Discussion: Community Outreach and Awareness Initiatives
8. Discussion: Internal AODA/IASR Training Inquiry: Contractor Requirements
9. 2025 Accessibility Advisory Committee Presentation: Member request
Staff looking to have one member present on the ACAC events and activities from 2025 in early 2026
10. Other Business
11. Next Meeting Date - Tuesday, Feb 17, 2026 at 3 pm

G. Adjournment

THAT this meeting is now adjourned at _____ p.m.

Land Acknowledgement Statement

As we gather, we humbly acknowledge that Haldimand County sits on the ancestral land of many generations of Indigenous nations, who have been here since time immemorial.

Today, this land continues to be home to many Indigenous peoples, including the Six Nations of the Grand River and the Mississaugas of the Credit First Nation, as well as non-Indigenous settlers from a variety of backgrounds. As a community, we have a shared responsibility for stewardship of the land on which we live and work. We are grateful for the opportunity to work together and to share the land we all call home.

Acknowledging reminds us that our living conditions are directly related to the abundant resources of the Indigenous peoples. We commit to continue learning, reflecting on our past, and working in allyship with Indigenous communities, toward respective community goals and objectives, in peace, respect and friendship.



THE CORPORATION OF HALDIMAND COUNTY
Accessibility Advisory Committee Minutes

Date: September 9, 2025
Time: 3:00 P.M.
Location: Haldimand County Administration Building - Haldimand Room
 53 Thorburn Street South, Cayuga

Members Present

- A. Doxtdator, Member
- J. Duggan, Member
- B. Horton, Member
- A. Poirier, Member
- F. Rao, Member
- D. Rollo, Member
- B. Roulston, Member
- R. Shirton, Councillor

Regrets

- J. Pack, Chair
- J. deVos, Member
- B. Hoto

Staff Present

- A. Schaeffer, Project Manager, Facilities Infrastructure
- E. Lindeboom, Accessibility Coordinator
- J. Phelps, Coordinator, Customer Experience & Communications

A. Call to Order

Fill in Chair Horton called the meeting to order at 2:58 p.m.

B. Land Acknowledgement

Councillor Shirton read the Land Acknowledgement.

C. Disclosures of Conflict of Interest

None.

D. Approval of Previous Accessibility Advisory Committee Meeting Minutes

1. Accessibility Advisory Committee Minutes - May 6, 2025

Resolution 01

Moved By: J. Duggan, Member

Seconded By: F. Rao, Member

That the minutes of the May 6, 2025, Accessibility Advisory Committee meeting be approved as circulated.

APPROVED

E. Delegations

None.

F. Items for Consideration

1. Introductions

Welcoming Bruce Roulston and Deborah Rollo as two new members of the Accessibility Advisory Committee.

Introduction of presenter Andy Gibs, Alzheimer Society of Brant, Haldimand, Norfolk and Hamilton Halton.

2. Presentation: Edinburgh Square Renovations - Site plan review

- Haldimand County Staff Member Ashley Schaeffer, Project Manager, Facilities Infrastructure, gave an overview of the plan for the Edinburgh Square Renovations.
- Renovations included the installation of a 3-level lift, making the previously inaccessible basement accessible for all. As well as an inclusive and accessible washroom on the main floor, including an adult changing table. An accessible washroom will be added on the second floor, and automatic door openers and tactile floors will be installed at specified locations throughout the building.

Resolution 02

Moved By: F. Rao, Member

Seconded By: J. Duggan, Member

THAT the Memorandum regarding the Edinburgh Square AODA upgrades be received;

APPROVED

3. Presentation: Dementia Friendly Communities

- Andy Gibbs gave a presentation on programs and training opportunities the Alzheimer Society of Brant, Haldimand, Norfolk and Hamilton Halton has to offer.
- Currently, the Alzheimer Society has received funding to offer customer-facing business training around dementia care.
- Andy requested input from the Accessibility Committee about which businesses in Haldimand County they think would benefit from free dementia care training. In the desire to make Haldimand County the first dementia friendly county.

Resolution 03

Moved By: J. Duggan, Member

Seconded By: F. Rao, Member

THAT the presentation material from Andy Gibb, Dementia Friendly Community, be received;

AND THAT Staff Liaison E.Lindeboom look into Project Lifesaver, as well as what current training Grand View Lodge offers to staff specifically related to dementia care

AND THAT Haldimand County should offer and host dementia care training sessions for any persons or businesses within the community that wish to participate.

APPROVED

4. Presentation of the Accessibility in Public Spaces Survey Results

- Erin Lindeboom gave an overview of the purpose of the survey and how it was advertised to the community.
- Erin also gave a summary of the participants and the results of the survey.
- Erin then presented an overview of future planning around playgrounds based on feedback from the survey.

- Erin noted that a key finding from the survey was that participants wanted more seating along paths and in parks. Participants identified Andrew Harnett Memorial Park in particular.
- Lastly, Erin went over the final suggestions from the survey participants, listing that the following are overall most important to the public:
 - Improving signage
 - Reliable and inclusive transportation options
 - Rubberized surfacing in parks
 - More accessible design features for future projects

Resolution 04

Moved By: J. Duggan, Member

Seconded By: F. Rao, Member

THAT the Accessibility in Public Spaces Survey results be received.

APPROVED

5. Inclusive Spaces Fund 2026 Project Proposals

- The county has decided that it will no longer be a blanket fund.
- Projects using this fund must be picked in advance and budgeted accordingly.
- Erin Lindeboom gave an overview of the fund and the types of projects it can be used for.
- This year, the fund will be used for the addition of 3 accessible benches (with 3 concrete pads), 3 accessible eating options, i.e. tables (with 3 concrete pads), 3 automatic door openers and 1 added pathway.
- Erin requested feedback from the committee about their thoughts on where these accessible features should be installed around the county.
- The committee agreed to email Erin with their thoughts.

Resolution 05

Moved By: A. Doxtdator, Member

Seconded By: B. Roulston, Member

THAT the Inclusive Spaces Fund 2026 Projects Proposal be received.

APPROVED

6. Senior Support Services update on their accessible vans
 - Erin Lindeboom gave an overview of the vans, the requirements to use the vans and the fees associated with usage of the vans.
7. 2026 Accessibility Advisory Committee Meeting proposed meeting dates
 - The proposed meeting dates for 2026 are:
 - Tuesday, February 17 at 3 pm
 - Tuesday, May 12 at 3 pm
 - Tuesday, September 15 at 3 pm
 - Tuesday, November 24 at 3 pm

Resolution 06

Moved By: D. Rollo, Member

Seconded By: J. Duggan, Member

THAT The Accessibility Advisory Committee dates for 2026 be received.

APPROVED

8. Next Meeting Date - November 18, 2025 - 3pm
9. Other Business
 - Member Roulston brought up a concern regarding a new tree that was planted on a county sidewalk. The tree was planted in the middle of the sidewalk, causing accessibility issues to those with low to no vision, as they pose a risk of walking into the tree.
 - The issue is located on King Street East in Hagersville, in front of the police station.

Resolution 07

Moved By: J. Duggan, Member

Seconded By: F. Rao, Member

THAT Staff Liaison E.Lindeboom look into the issue and report back to the committee at the next meeting with a resolution.

APPROVED

G. Adjournment

Resolution 08

Moved By: F. Rao, Member

Seconded By: B. Roulston, Member

THAT this meeting is now adjourned at 4:23 p.m.

APPROVED

Haldimand County

Memorandum ACAC-01-2025 Review of On-street Accessible Parking Space Requests



For Consideration by Accessibility Advisory Committee on November 18, 2025

To: The Accessibility Advisory Committee
From: Kris Franklin, Manager of Engineering Services and Erin Lindeboom, Accessibility Coordinator

Recommendations:

1. THAT ACAC-01-2025 Review of On-street Accessible Parking Space Requests be received.

Purpose:

The purpose of this memorandum is to seek input and recommendations from the Accessibility Advisory Committee (ACAC) regarding several requests related to accessible parking spaces within Haldimand County

Background:

Under the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities are required to consult with their Accessibility Advisory Committee on the need, location, and design of accessible on-street parking when spaces are being constructed or redeveloped.

While Haldimand County has no current plans for construction or redevelopment affecting on-street accessible parking spaces, Haldimand is committed to responding to and sharing requests from community members regarding accessibility related needs to ensure that accessibility considerations are meaningfully included in municipal decision-making processes. The ACAC's feedback helps ensure that decisions about accessible parking locations meet community accessibility needs and support equitable access to municipal and downtown areas.

Requests for Review:

1. Alder Street West, Dunnville – Addition of Accessible Parking Space

The request was submitted by a resident who has a driveway on the property. However, the resident has indicated that they cannot use the driveway for accessible parking, as another household member needs to leave for work at approximately 3:00 a.m. and parking behind their vehicle would block access. The resident does not currently own a vehicle but plans to acquire one in early 2026.

2. Queen Street, Dunnville – Addition of Accessible Parking Space

This request was submitted by the Dunnville Business Improvement Area (BIA) to enhance accessibility in the downtown core. The proposed location would improve access to nearby businesses and community services.

Next Steps:

The ACAC is requested to review and provide recommendations regarding the three parking space requests listed above. Staff will consider the committee's input prior to making a final recommendation to Council.

References:

1. [*The Accessibility for Ontarians with Disabilities Act \(AODA\) 2005*](#)
2. [*The Integrated Accessibility Standards Regulation O.Reg. 191/11*](#)

Attachments:

1. ACAC-01-2025 Attach 1 Alder Street West photo
2. ACAC-01-2025 Attach 1 Queen Street, Dunnville photos



Figure 1 Alder Street West Photo - View from the road of the property, curb, and driveway

Queen Street, Dunnville Accessible Parking Space Location Photos

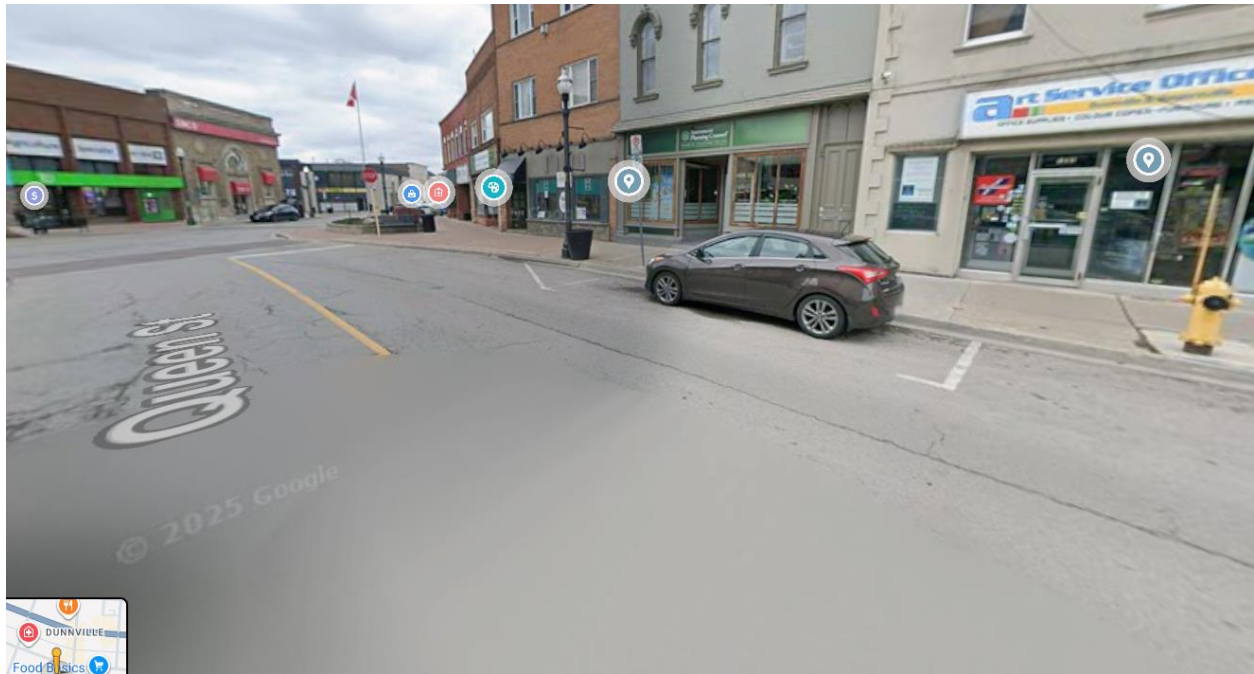


Figure 1: Queen Street proposed accessible parking space location



Figure 2: Queen Street proposed street for accessible parking space



Figure 3: Queen Street alternative proposed accessible parking space location

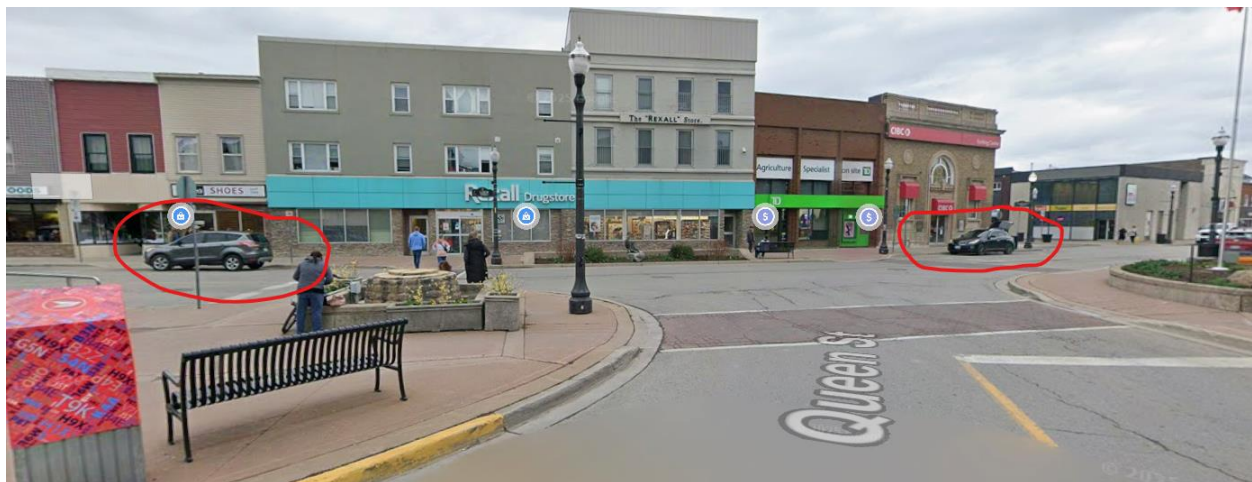


Figure 4: Location of nearby existing accessible parking spaces

Haldimand County



Memorandum ACAC-03-2025 Pedestrian Crossovers and Traffic Signal Upgrades – Accessibility Consultation

For Consideration by The Accessibility Advisory Committee on November 18, 2025

To: The Accessibility Advisory Committee
From: Danielle Fletcher, Project Manager, Municipal Infrastructure, Engineering Services

Recommendations:

1. THAT ACAC-03-2025 Pedestrian Crossovers and Traffic Signal Upgrades – Accessibility Consultation be received.

Purpose

The purpose of this memo is to inform the Accessibility Advisory Committee of upcoming installations of new pedestrian crossovers and upgrades to existing pedestrian crossovers and traffic signals within Haldimand County. These projects are starting Fall 2025, and will continue into the spring of 2026.

Background / Project Overview:

The County is undertaking improvements to enhance the pedestrian safety by installing, or upgrading traffic control devices throughout our communities

This includes the installation of three new flashing pedestrian crossover systems at the following locations:

- Caithness Street East at East Edinburgh Square in Caledonia - Level 2 Type C
- Broad Street West at John Street in Dunnville - a Level 2 Type B PXO
- Main Street South near Karsten St in Jarvis - a Level 2 Type B PXO

It also includes upgrades to the existing flashing pedestrian crossover system from a Level 2 Type C to a Level 2 Type B PXO at Main Street East at Bridge Street in Dunnville.

Pedestrian Crossovers (PXO):

There are multiple PXO types and they are defined under the Highway traffic Act (HTA) with specific signage and paint requirements. The Ontario Traffic Manuals (OTM) provide guidance on their appropriate application based on roadway conditions and pedestrian needs. Within Haldimand County, three PXO types are currently in use:

Level 2 Type B: Includes pavement markings, side-mounted and overhead signage, along with push-button activated flashing beacons.

Level 2 Type C: Includes pavement markings, side-mounted signage, and push-button activated flashing beacons.

Level 2 Type D: Includes pavement markings and side-mounted signage (no flashing beacons)

In addition to Pedestrian crossovers, we are upgrading three of our traffic signals to improve functionality and compliance with accessibility standards.

Traffic Signal Upgrade locations include:

- Broad St and Taylor Rd in Dunnville
- Talbot St and Munsee St in Cayuga
- Talbot St and Main St in Jarvis

Upgrades to the traffic signals will include operational upgrades to the control system, detection system, as well as the addition of pedestrian signal heads with the countdown, any repairs to push buttons where required.

Accessibility Considerations

Accessibility features for both Pedestrian Crossovers and Traffic Signals include:

- Tactile walking surface indicators (TWSIs) at crossings.
- Audible pedestrian signals at upgraded traffic lights.
- Appropriate curb cuts and slopes for mobility device users.

These projects are part of the County's ongoing commitment to creating safe, inclusive, and accessible transportation infrastructure.

Consultation Requirements

In accordance with Section 80.8 of the Integrated Accessibility Standards Regulation (IASR), consultation with the Accessibility Advisory Committee is required for the design of exterior paths of travel that the County intends to maintain. The Committee's input is essential to ensure these designs meet accessibility needs.

Feedback will help identify any additional features or adjustments that could improve usability for all residents.

References:

1. [O. Reg. 402/15: Pedestrian Crossover Signs](#)
2. [Highway Traffic Act, R.S.O. 1990, c. H.8](#)
3. [Ontario Traffic Manual Book 15 Pedestrian Crossing Treatments](#)

Attachments:

1. List attachments here or type: None.

Haldimand County

ACAC-04-2025 Accessible Taxi Update

For Consideration by Accessibility Advisory Committee on November 18, 2025



To: The Accessibility Advisory Committee

From: Amilia Lindsay, Licensing Officer

Recommendations:

1. THAT ACAC-04-2025 Accessible Taxi Update be received.

Background

In May 2025, the Accessibility Advisory Committee (ACAC) was provided with an update that the hired vehicle company formerly providing an accessible taxi for the residents of Haldimand did not renew its licence. A gap in service was recognized, with the only options for an accessible ride being external community organizations such as Senior Support Services.

Our **Hired Vehicle Licensing By-law** currently requires all accessible taxis to show proof of bi-annual inspection of the items that make the vehicle accessible. This additional safety requirement carries a cost to the owners that regular taxis do not incur. This was an issue that arose for many owners, as the additional cost of equipping the vehicles, inspecting them, and general insurance costs did not lend to accessible taxis being a sustainable addition to their fleet.

It was identified that one of the required items for compliance in our **Five-Year Accessibility Plan** was the availability of accessible taxis. Through our recent **Accessibility in Public Spaces** survey, it became evident that there is a gap in this service for residents and that residents are not satisfied with the lack of accessible transportation.

As per the Integrated Accessibility Standards Regulation (IASR), every municipality shall identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need. This includes the requirement to consult with the ACAC on the proportion of accessible taxicabs as well.

Update

Currently, Haldimand County has 22 licensed taxis, and staff are happy to report that one of those taxis was successful in obtaining a licence as an accessible vehicle recently. The owner of Haldimand Taxi, Don Jeffrey, is looking forward to the opportunity to provide this necessary service to our residents. We are working closely with him to ensure this service can continue to be available to the residents of Haldimand.

References:

1. [Haldimand County Bylaw 2139-20](#)
2. [Ontario Regulation 191/11 Integrated Accessibility Standards](#)

3. [Haldimand County 5 Year Accessibility Plan 2023-2027](#)

Attachments:

1. ACAC-04-2025 Attach 1 Picture of Don Jeffrey with a newly licensed taxicab



Figure 1 Haldimand's Newest Accessible Taxi

Haldimand County

Memorandum ACAC-02-2025 Dementia Training Update

For Consideration by The Accessibility Advisory Committee on November 18, 2025



To: The Accessibility Advisory Committee
From: Erin Lindeboom, Accessibility Coordinator

Recommendations:

1. THAT ACAC-02-2025 Dementia Training Update be received.

Purpose

The purpose of this memo is to provide the Accessibility Advisory Committee with an update regarding the Dementia Friendly Communities Training sessions being delivered across Haldimand County by the Alzheimer's Society of Haldimand Norfolk, as well as provide a brief overview of the Dementia related training that is currently being offered at Grandview Lodge. This update responds to the Committee's request for information on where and when the training sessions would be offered.

Completed and upcoming training sessions for Dementia-Friendly Training hosted by the Alzheimer's Society of Haldimand-Norfolk

Selkirk Community Centre

Date: Friday, October 24

Details: A community training session was held in the evening at the Selkirk Community Centre.

Lions Community Centre, Caledonia

Date: Tuesday, November 12 (evening)

Details: An upcoming session is scheduled at the Caledonia Lions Community Centre. The local team have been actively promoting the event through community leaflet distribution to encourage strong attendance.

Lowbank's Community Centre

Date: Monday, November 18 (afternoon)

Details: A session is also planned for Lowbank's Community Centre. The team there have shown great enthusiasm, exploring opportunities for volunteering and potentially hosting future social programs related to dementia awareness. Promotional efforts are underway within the community.

Grandview Lodge

Date: Wednesday, January 29

Details: Grandview Lodge has confirmed that it will host a **Dementia Friendly Day**. Presentations will be offered at 11:00 a.m., 1:00 p.m., and 3:00 p.m. to allow as many community members as possible to attend.

Partnership with Haldimand County Public Libraries

A meeting was held with Haldimand Libraries on October 14 to discuss opportunities for library staff training. They expressed a strong interest in hosting a joint training session (or possibly two) for all library staff members. She is currently coordinating with library management to finalize details, and a follow-up request for an update has been sent.

Summary of current Dementia-related training at Grandview Lodge

Grandview Lodge (GVL) provides comprehensive dementia education to staff, volunteers, and families to ensure high-quality, person-centred care. Training is ongoing throughout the year and includes several key programs and approaches.

DementiAbility Training

GVL has two in-house certified DementiAbility trainers. All staff complete a two-day DementiAbility course, with refresher sessions and short education opportunities provided annually. The training emphasizes understanding the brain and dementia, supporting remaining abilities, creating supportive environments, and promoting meaningful engagement. Montessori principles are integrated to encourage independence, dignity, and purposeful activity.

Gentle Persuasive Approaches (GPA)

Staff are trained in GPA to better understand and respond to “responsive behaviours” as expressions of unmet needs. This program focuses on person-centred communication, empathy, and gentle protective techniques to ensure safety and dignity during care interactions.

Positive Approach to Care (Teepa Snow)

Through the Alzheimer Society, staff participate in Teepa Snow’s Positive Approach to Care sessions. This training teaches staff to adapt their approach rather than expecting the person with dementia to change, using techniques such as Hand-under-Hand guidance to support comfort, cooperation, and respect.

Surge Learning Modules

Staff also complete online dementia courses through Surge Learning, including *Dementia and Responsive Behaviours*. Dementia education is assigned annually as part of ongoing professional development.

Volunteers, Students, and Families

Volunteers and students receive brief education on dementia, DementiAbility principles, and GVL’s philosophy of care through their handbooks. Families are provided with information and community resources, including Alzheimer Society supports, and receive materials in the Resident Admission Booklet.

Ongoing Policy and Compliance Training

Annual review of GVL’s *Responsive Behaviours Policy* and related tools (BSO DOS charting, WOW Model) is required under the *Fixing Long-Term Care Act*. This ensures staff remain compliant with legislation and current best practices in dementia care.

Summary

To date, Dementia Friendly Communities Training has been delivered or scheduled at several key community locations across Haldimand County, with positive engagement and strong collaboration from local partners. Additional sessions may be arranged pending continued interest and participation from other community centres and organizations.

Grandview Lodge is committed to fostering a compassionate, person-centred environment for individuals living with dementia. Staff receive comprehensive education through DementiAbility, Gentle Persuasive Approaches (GPA), and Teepa Snow's Positive Approach to Care, with ongoing refresher training and policy reviews to ensure best practices in dementia care.

In partnership with the Alzheimer Society, Grandview Lodge is also hosting a Dementia Friendly Day on January 29, where the Dementia Friendly Communities presentation will be offered to the public three times throughout the day. This initiative reflects GVL's continued dedication to raising awareness, supporting community education, and building a more inclusive and dementia-friendly community for residents, families, and staff.

References:

1. None.

Attachments:

1. None.