

Northumberland Accessibility Advisory Committee Minutes

April 10, 2025

10:00 – 11:30 am

Via Zoom

Members present: Bob Robertson, Hope Bergeron, Lorraine Gordon, Rae Deschamps (Chair), Selena Forsyth (Vice Chair), Stephanie Ash, Mike Gibson, John Logel (County Councillor), Andrea Nicholson (staff liaison)

Regrets: Christine Bayer

Guests:

Karrie Martin, Human Resources Coordinator (until 10:30am)
Giselle Lech, Superintendent Quality Assurance and Training (until 10:30am)
Susan Brown, Chief Northumberland Paramedics (until 10:30am)
Keith Barrett, Deputy Chief Operations (until 10:30am)
Shayna Tinson, Communications & Creative Services Manager (until 10:30am)
Gabrielle Mroz, Deputy Chief Quality Improvement & Professional Standards, (until 10:30am)
Danielle Dafoe, HR/Payroll and Benefits Coordinator (until 10:30am)
Nicole McArthur, HR/Payroll and Benefits Coordinator (until 10:30am)
Jennifer Moore, Chief Administrative Officer (until 10:30am)
Kim Wilkinson, Deputy Chief, Community Paramedicine-LTC, (until 10:40)
Keagan Phillion, Communications & Digital Media Intern (until 10:50am)
Cara Timmermans, Communications & Information Accessibility Coordinator, (until 10:50am)

Quorum was confirmed and the meeting called to order at 10:06 am.

1. Helping Hands Award presentation

The Committee recognized the following County employees with Helping Hands Awards for their outstanding efforts in championing accessibility.

- **Keagon Phillion**, Communications & Digital Media Intern, Communications and IT
- **Karrie Martin**, Human Resources Coordinator, Corporate Services
- **Giselle Lech**, Superintendent Quality Assurance & Training, Northumberland Paramedics, and Ivy Joules, therapy dog.

Action item 1: Andrea will photograph Helping Hands Award recipients with their certificates.

2. Approval of meeting notes from March 13, 2025

Moved by John, seconded by Hope that the minutes from the March 13, 2025 meeting be approved. **Carried**

3. Action items and follow-up from March 13, 2025

Action item 1: Andrea will invite all nominees, nominators and supervisors of nominees to the April 10 NAAC meeting. **Complete.**

Action item 2: Andrea will request that someone from the Community Paramedicine Program provide a short presentation to the NAAC at an upcoming meeting. **Complete.**

4. New Business

i Northumberland Community Paramedicine Program overview –

Kim Wilkinson, Deputy Chief, Community Paramedicine-LTC provided an overview of the Community Paramedicine Program.

ii National Access Ability Week (May 25 – 31, 2025) awareness update –

Cara Timmermans and Keagan Phillion reviewed the updated awareness scenarios and graphics.

iii Multi Year Accessibility Plan Q1 update

Andrea provided an update on the progress made in Q1 towards the Multi Year Accessibility Plan goals.

iv Accessibility Coordinator's Update

No further updates.

5. Adjournment

The meeting was terminated at 11:02am

Next Meeting: May 8, 2025 at 10:00am via ZOOM

Northumberland County Multi-Year Accessibility Plan: 2024 Accessibility Goals - Q1 update

Acronyms

AC	Accessibility Coordinator
COMM	Communications
CSS-HS	Community and Social Services – Housing
HR	Human Resources
IT	Information Technology
MYAP	Multi-Year Accessibility Plan
NAAC	Northumberland Accessibility Advisory Committee
NH	Natural Heritage
PW-F	Public Works Facilities
PW-MCP	Public Works Major Capital Projects
PW-E	Public Works Engineering

See 2024 Accessibility Goals starting on page 2

2025 Accessibility Goals – Q1 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
General	Conduct an annual review of the Multi Year Accessibility Plan, and update the Plan as required	MYAP	HR (AC)	Q4		Q1 – Completed 2024 review and update
Customer Service	Continue to receive and respond to accessibility feedback and address identified barriers in a timely manner	MYAP	HR (AC), all departments	ongoing		Q1 – 1 feedback related to an alternate format for participating in the waste calendar photo contest. Adjustments will be made for the 2026 publication
Customer Service	Explore new technologies that support internal and external customer service	MYAP, ongoing	HR (AC)	ongoing		
Customer Service	Train employees in customer service facing roles to identify accessibility feedback (not always defined as such) and the procedure to address	MYAP, ongoing	HR (AC)	ongoing		
Information and Communications	Develop branding guidelines that improve accessibility, including standardized accessible	MYAP	COMM, HR (AC)	Q4 2024		

2025 Accessibility Goals – Q1 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
	font sizes and style for emails, business cards, presentations					
Information and Communications	Develop and facilitate Accessible Presentations training	MYAP	HR (AC)	Q2		
Employment	Update employee orientation handouts to improve accessibility	MYAP	HR, HSEP, COMM	Q4		
Design of Public Spaces	Explore transportation options to improve access to universal trails.	MYAP	Natural Heritage, AC	Q3		
Design of Public Spaces	Ensure that all new and redeveloped public spaces owned and/or operated by the County meet or exceed the requirements of DOPS.	MYAP, ongoing	PW-F, PW-MCP. PW-E	Ongoing		
Other	Work with community housing providers to support accessible housing improvements	MYAP	CSS-HS PW-F	Ongoing		

2025 Accessibility Goals – Q1 update

Accessibility Standard	Action item	Type: MYAP, Dept	Responsibility	Expected completion	Action Plan or Status	Comments
Other	Proclaim week of May 25 – May 31 as National AccessAbility Week and promote accessibility through events to be determined.	MYAP, ongoing	HR (AC)	Q2 annually		Q1 – proclamation request prepared; awareness campaign theme chosen and social media posts drafted.
Other	Select County staff members to be awarded 2025 Helping Hands certificate (NAAC to select)	MYAP, ongoing	HR (AC)	Q2 annually		Q1 – nomination period was in February and nominations were reviewed by NAAC in March. Award Presentations are planned for April (Q2).
Other	Proclaim December 3 as International Day of Persons with Disability and promote accessibility based on UN Theme for 2025	MYAP, ongoing	HR (AC)	Q4 annually		
Other	Conduct spot checks/audits for AODA compliance	MYAP, ongoing	HR (AC)	Ongoing		Q1 – 2 webpages and 6 web documents audited for accessibility.

Other Unplanned

New projects /activities not listed above.