

**MARKHAM ADVISORY COMMITTEE
ON
ACCESSIBILITY**

MEMORANDUM

TO: Town of Markham Council

FROM: Ted Chivers

DATE: May 2, 2007

On behalf of our Chairman, Robert Hunn and all members of the Markham Advisory Committee ["MACoA"] on Accessibility, I am proposing that the Markham Contact Centre, under the direction of Janice Cox, train all Contact Centre staff and formally utilize a series of Frequently Asked Questions & Answers, in order to better deal with inquiries from disabled persons (or their caregivers) on issues pertaining to barriers, limitations and accessibility challenges throughout our community.

BACKGROUND

- On September 20, 2006 MACoA approved a number of priorities for the coming year. One such priority was to establish a central contact point, whereby Markham citizens and/or concerned individuals could obtain information to assist the disabled in accessing and utilizing community facilities and services.
- On December 20, 2006 MACoA reviewed a draft document of Frequently Asked Questions ["FAQ's"] and recommended that committee member Ted Chivers approach Markham Contact Centre Manager, Janice Cox, to assist with compiling answers to the FAQ's. Furthermore, the Committee requested that the Frequently Asked Questions & Answers ["FAQ&A's"] document be implemented as a Contact Centre reference and that any related inquiries be tracked statistically.

2.

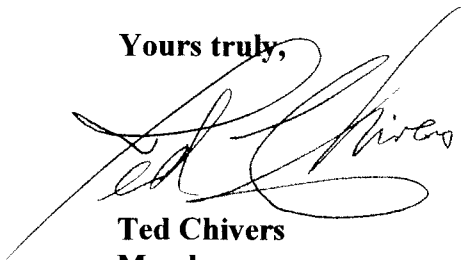
- On March 21, 2007 MACoA reviewed the latest draft of FAQ&A's. Furthermore, the Committee directed Ted Chivers to approach Marjorie Rebane, Manager, Corporate Communications, Town of Markham, to inquire how best to broadcast the details of NATIONAL ACCESS AWARENESS WEEK (May 27th – June 2nd, 2007). The media broadcast would reference the intention of the Committee to initiate a number of actions, including the establishment of a central contact point for inquiries from the disabled regarding barriers to accessibility, hence the role and services of the Markham Contact Centre.

REQUIRED ACTIONS

1. Approval by Town of Markham Council, enabling Janice Cox and all Contact Centre personnel to adopt Frequently Asked Questions & Answers ["FAQ&A's"] relating to accessibility barriers and issues affecting disabled persons and to utilize this documentation when dealing with specific inquiries. Such inquiries will be received either by phone, email, or postal delivery. Additionally, Council should approve the modest training that is necessary to ensure that all contact personnel are familiar with the nature and scope of the FAQ&A'S.

In conclusion, the Markham Advisory Committee on Accessibility appreciates the ongoing support of Council regarding our role and endeavors and looks forward to a positive response to this request.

Yours truly,

A handwritten signature in black ink, appearing to read 'Ted Chivers', is written over a horizontal line.

Ted Chivers

Member

Markham Advisory Committee on Accessibility

c.c. Robert Hunn

Janice Cox

Marjorie Rebane