



City of
Peterborough

To: Members of the Accessibility Advisory Committee

From: Sarah Mackillican, Communication Coordinator

Meeting Date: March 4, 2020

**Subject: Report AAC20-012
Access Fund Request 2020-002**

Purpose

A report to seek approval for Access Fund Request 2020-002 submitted by the City of Peterborough's Customer Service Coordinator for one session of Time In My Shoes (TIMS) training for City staff.

Recommendations

That the Accessibility Advisory Committee (AAC) approve the recommendations outlined in Report AAC20-012 dated March 4, 2020, of the Communication Coordinator as follows:

- a) That a presentation by the Customer Service Coordinator on the TIMS training be received for information; and
- b) That Access Fund Request 2020-002 be approved.

Budget and Financial Implications

The amount of Access Fund Request 2020-002 is \$1,000.00. The current balance of the Access Fund is \$26,939.96. Approval of this request would result in an Access Fund balance of \$25,939.96.

Background

The Customer Service Coordinator would like to provide training for front-line City staff across departments, as well as some division managers. The Time In My Shoes training, provided through the Council for Persons with Disabilities, will improve understanding of the barriers that persons with disabilities face, building empathy and enhancing customer service provided by the City of Peterborough. This training session would be for 40 staff members, to be scheduled during National AccessAbility Week in May 2020.

Submitted by,

Sarah Mackillican
Communication Coordinator

Contact Name:

Sarah Mackillican
Communication Coordinator
Phone: 705-742-7777 extension 1785
Toll Free: 1-855-738-3755
Fax: 705-876-4607
E-mail: smackillican@peterborough.ca

Attachments:

Appendix A – Access Fund Request 2020-002