



Grand River Accessibility Advisory Committee (GRAAC) Agenda

Thursday, June 26, 2025, 1:30 p.m. - 4:30 p.m.

Waterloo City Hall - Erb Room - Hybrid

City of Waterloo

100 Regina Street South, Waterloo, ON N2J 4P9

The Grand River Accessibility Advisory Committee shall assist the participating municipalities in fulfilling the purpose of the Accessibility for Ontarians with Disabilities Act by providing vision and advice regarding the removal of barriers.

People interested in participating in this meeting can email Administrative Coordinator, Janis McKenzie at Janis.McKenzie@kitchener.ca. Please refer to the delegation section on the agenda below for the registration deadline. Written comments received will be circulated to the Committee prior to the meeting and will form part of the public record.

Accessible formats and communication supports are available upon request. If you require assistance to take part in a city meeting or event, please call 519-741-2345 or TTY 1-866-969-9994

Coordinating Municipality - Kitchener

Co-Chairs - Tamara Cooper, Alyssa Clelland

Pages

1. Commencement

1.1 Land Acknowledgement

We would like to begin by acknowledging the land on which we gather today, recognizing that the land in which we gather today is the traditional territory of the Haudenosaunee, Anishnawbe and Chonnonton peoples. We would also like to acknowledge the enduring knowledge, presence and deep-rooted traditions of the First Nations, Metis and Inuit who continue to enrich our community to this day.

2. Minutes for Approval

3. Disclosures of Pecuniary Interests

Members of Council and members of the City's local boards/committees are required to file a written statement when they have a conflict of interest. If a conflict is declared, please visit www.kitchener.ca/conflict to submit your written form.

4. Delegations

Pursuant to Council's Procedural By-law, delegations are permitted to address the Committee for a maximum of five (5) minutes. All Delegations must register by 10:00 a.m. on June 26, 2025, in order to participate in the meeting.

5. Discussion Items

5.1 Roll Call - Introductions

5.2 The Built Environment Sub Committee Report

- | | | |
|--|------|---|
| 5.3 Albert McCormick Community Centre | 20 m | 4 |
| Heather Liddycoat, Manager, Capital Program and Project Management, Facilities Design and Management Services, City of Waterloo will present on this matter. | | |

- | | | |
|---|------|----|
| 5.4 GRT update | 30 m | 11 |
| Renee Fonte, Assistant Manager, Customer Experience, Ben Singer, Assistant Manager, Transit Operations, Howard Chang, Supervisor, Transit Development, Region of Waterloo will update the committee on this matter. | | |

- | | | |
|--|------|----|
| 5.5 Taxi By-law | 10 m | 16 |
| Nora Emtesali, Lobbyist Registry & Policy/Program Advisor, Region of Waterloo will present on this matter. | | |

6. Recess and Reconvene

7. Discussion Items (Cont'd)

- | | | |
|--|------|----|
| 7.1 Victoria Park Master Plan | 30 m | 23 |
| Karen Leasa, Landscape Architect and Meghan McKinnon, Parks Engagement Liaison, City of Kitchener will present on this matter. | | |
| 7.2 Accessibility Policy | 20 m | 37 |
| Amy Ross, Accessibility Advocate, City of Waterloo will present on this matter. | | |
| 7.3 Alternative Snow Clearing | 20 m | 43 |
| Emma Goulding, Project Assistant, Co-op and Amy Ross, Accessibility Advocate, City of Waterloo, and Aaron Broverman, community member will present on this matter. | | |

7.4 Website 50

Deb Bergey, Manager, Community Engagement and Jennifer Walker, Program Manager, Resident Experience, Region of Waterloo will present on this matter.

8. Information Items 62

Community Engagement update - City of Kitchener

9. Adjournment

Please send regrets to Janis McKenzie - janis.mckenzie@kitchener.ca



AMCC Renovation, Phase B - McCormick Branch Library and AMCC Renovation and Expansion Project

Introduction to Team:

- Project Manager, Heather Liddycoat
- Project Coordinator, Mary Cathryn Lorentz
- Consultant, Ward 99 (*ESBL Consultant*)

Project for Discussion:

- **AMCC Renovation, Phase B - McCormick Branch
Library and AMCC Renovation and Expansion Project**
 - Construction estimate April 2026-Summer 2027
-



AMCC Renovation, Phase B - Description of Work

New City Community Room:

- Expanded and modernized double-height space for recreational activities, camps, sports, and large gatherings.
- Community room will include hearing assistive technology.
- Barrier free washroom centrally located between community room and Library.

New City Barrier Free Commercial Kitchen & Servery:

- Fully-equipped commercial kitchen with direct access to the community room
- Features: **barrier free design**, refrigerators, freezer, induction ranges, triple sink, dishwasher, and ample counter space.

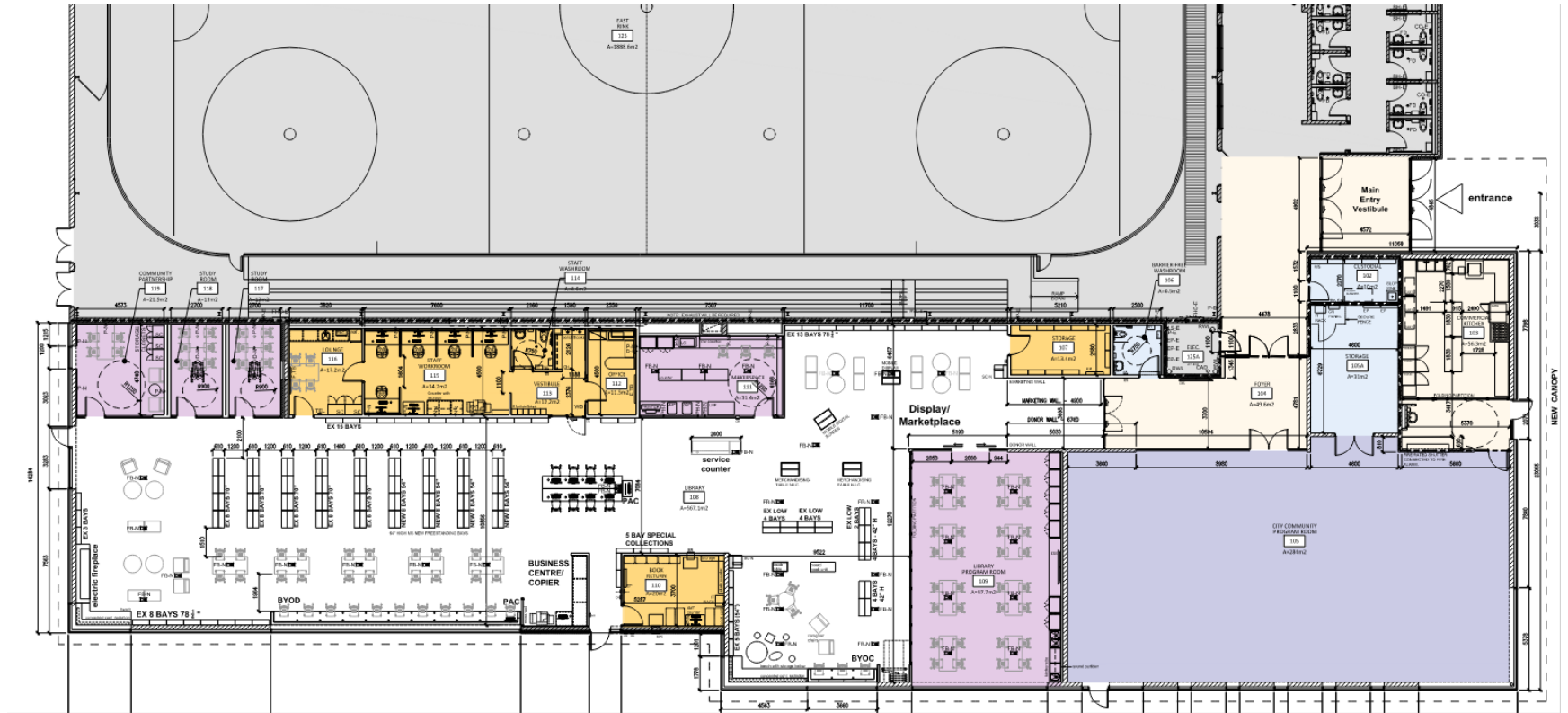


AMCC Renovation, Phase B - Description of Work Continued

WPL Library Addition & Renovation:

- Welcoming entrance with a foyer connecting the library to the Community Centre.
- Double-height open library entry with lounge, mobile displays, and self-checkout stations.
- Spacious layout for library collection, children's area, computers, and business centre.
- New glass-enclosed library program room.

AMCC Renovation, Phase B - Floor Plan





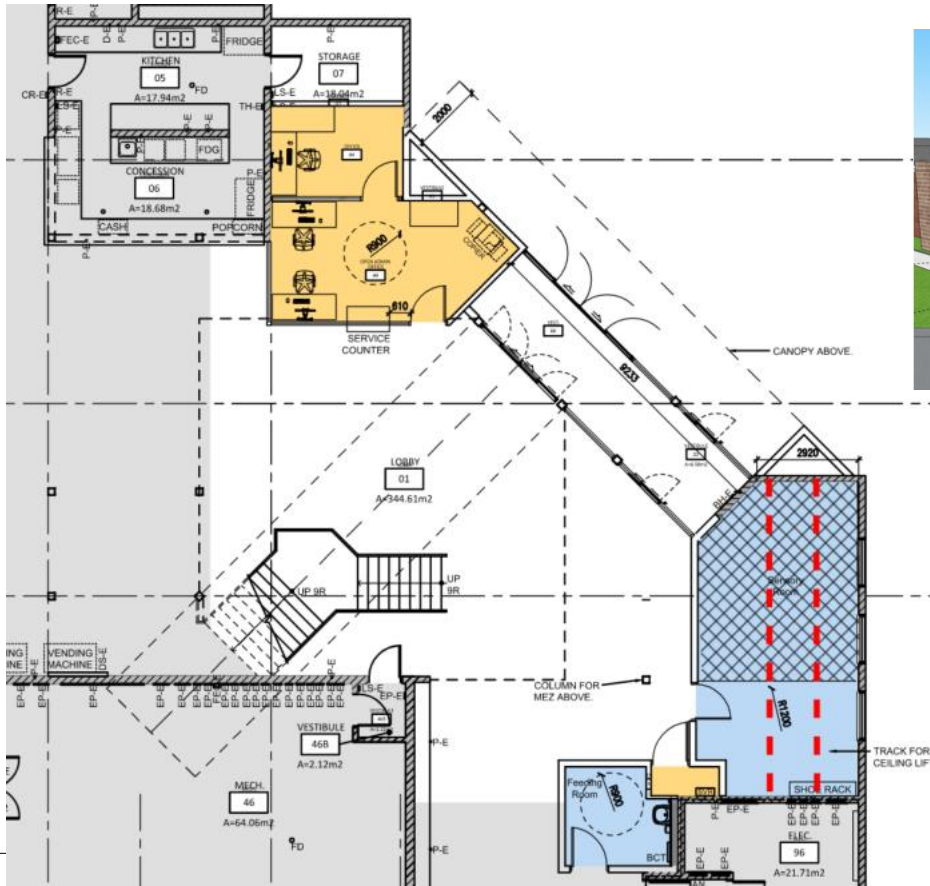
AMCC Renovation, Phase B – Grant-Funded Improvements

Grant-Funded Improvements:

- Modernization of the front entry and vestibule, including new sliding doors and a single door with an automatic door operator
- Relocation of staff and operations offices to improve space functionality
- Addition of a Sensory Room equipped with a ceiling lift
- A dedicated Feeding Room
- Reconfiguration of the main stairs to enhance lobby space and improve traffic flow

AMCC Renovation, Phase B – Grant-Funded Improvements

Floorplan and Renderings





Albert McCormick Community Centre (AMCC) Renovation, Phase B

Questions?

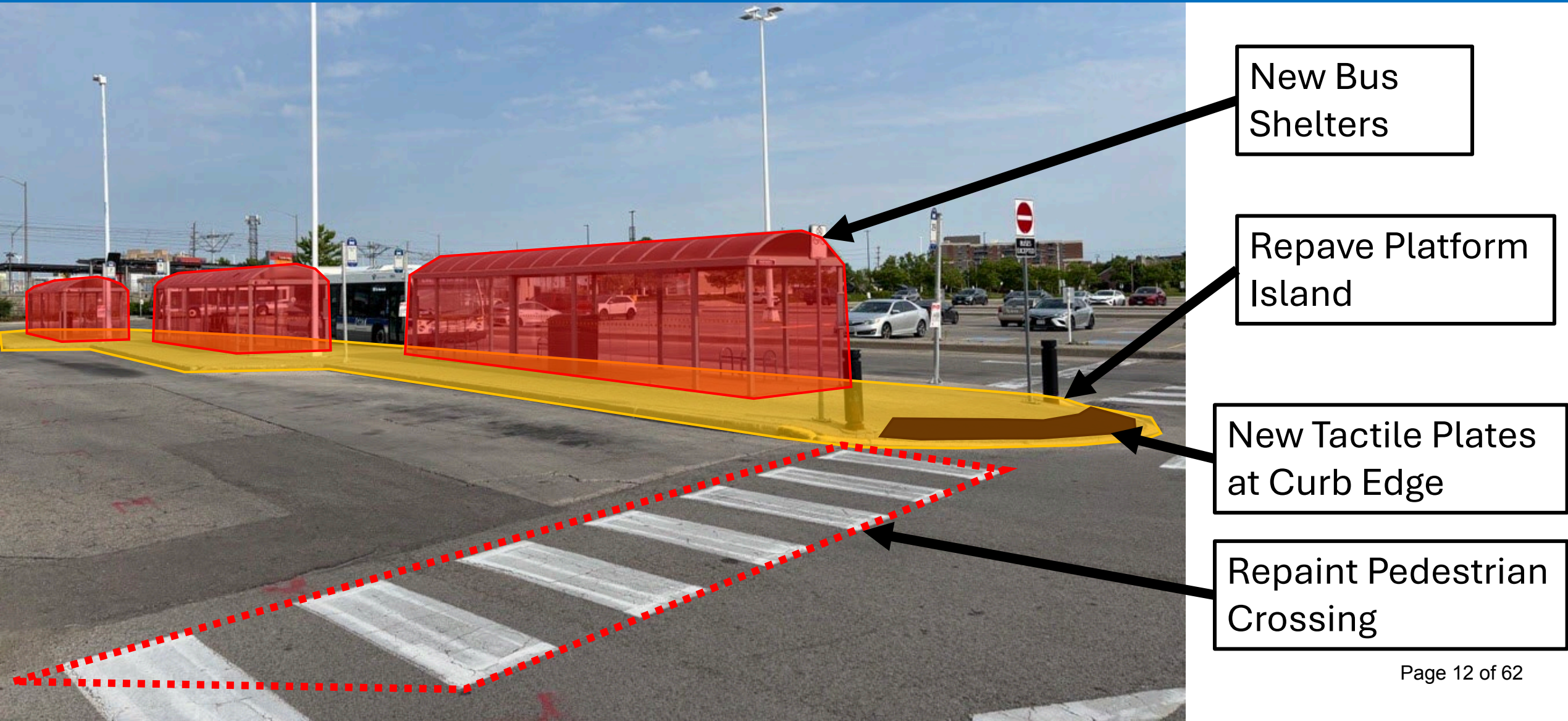
Thank you!

GRT Project Update for Conestoga Station & University of Waterloo Station

For Grand River Accessibility Advisory Committee (GRAAC)
June 26, 2025

Howard (Shen-Hao) Chang
Supervisor (Transit Development), Grand River Transit
schang@regionofwaterloo.ca
519-616-1378

GRT Conestoga Station Refresh



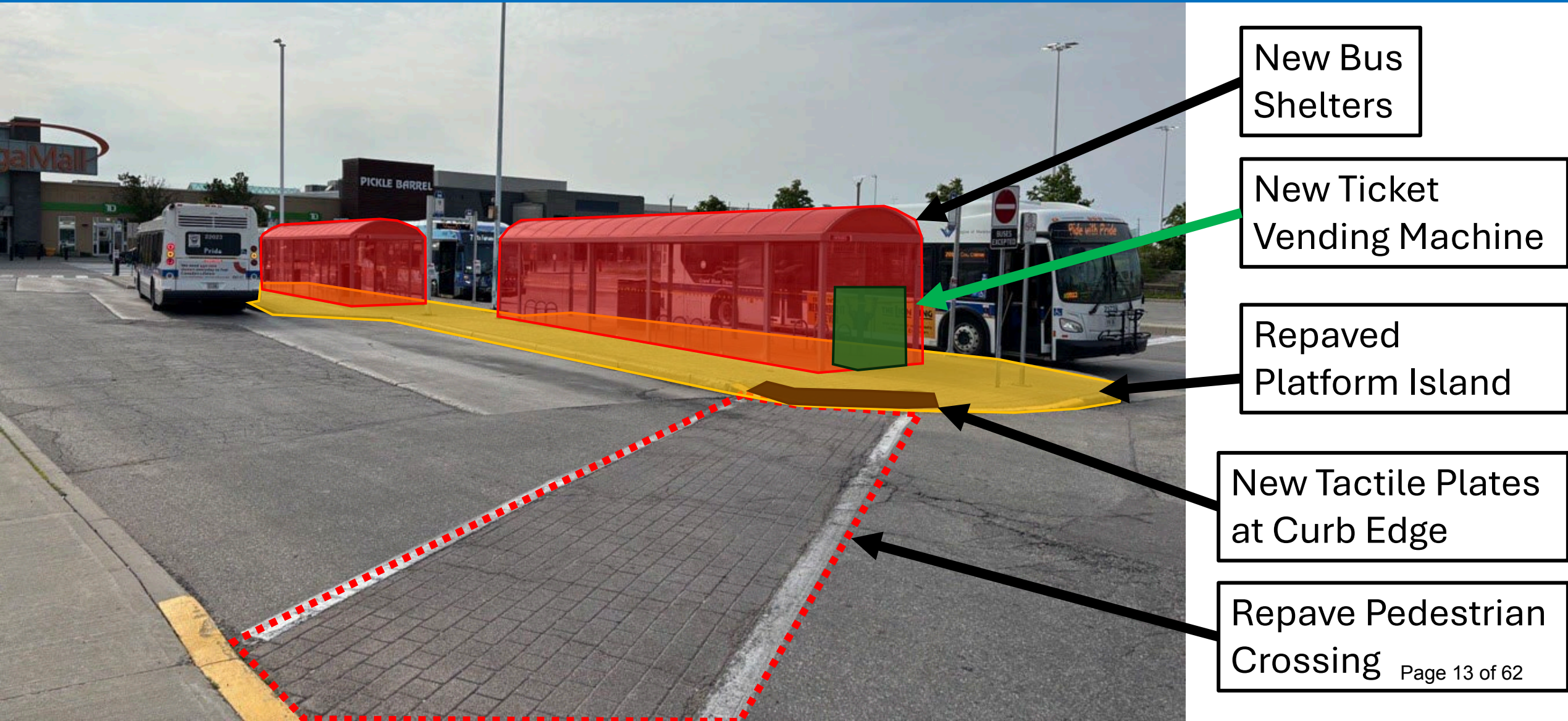
New Bus
Shelters

Repave Platform
Island

New Tactile Plates
at Curb Edge

Repaint Pedestrian
Crossing

GRT Conestoga Station Refresh



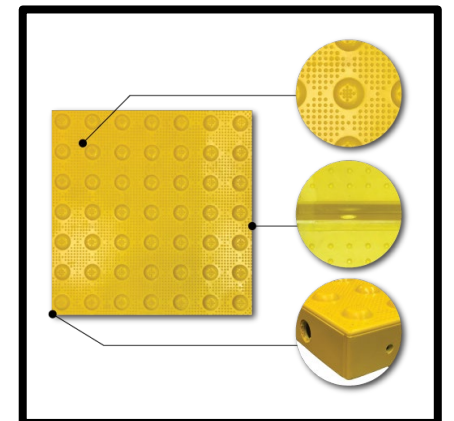
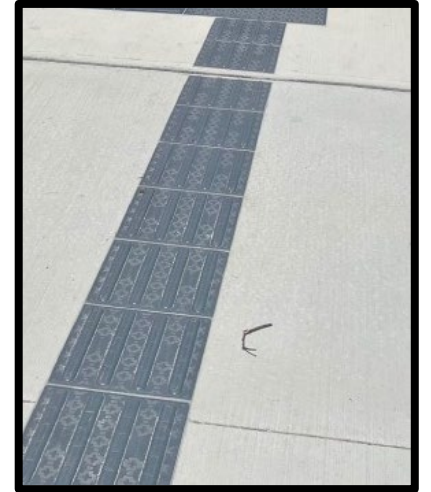
GRT Conestoga Station Refresh



New Wayfinding
Tactile Pathways

New Tactile Strip
at Platform Edge

1.77m clearance

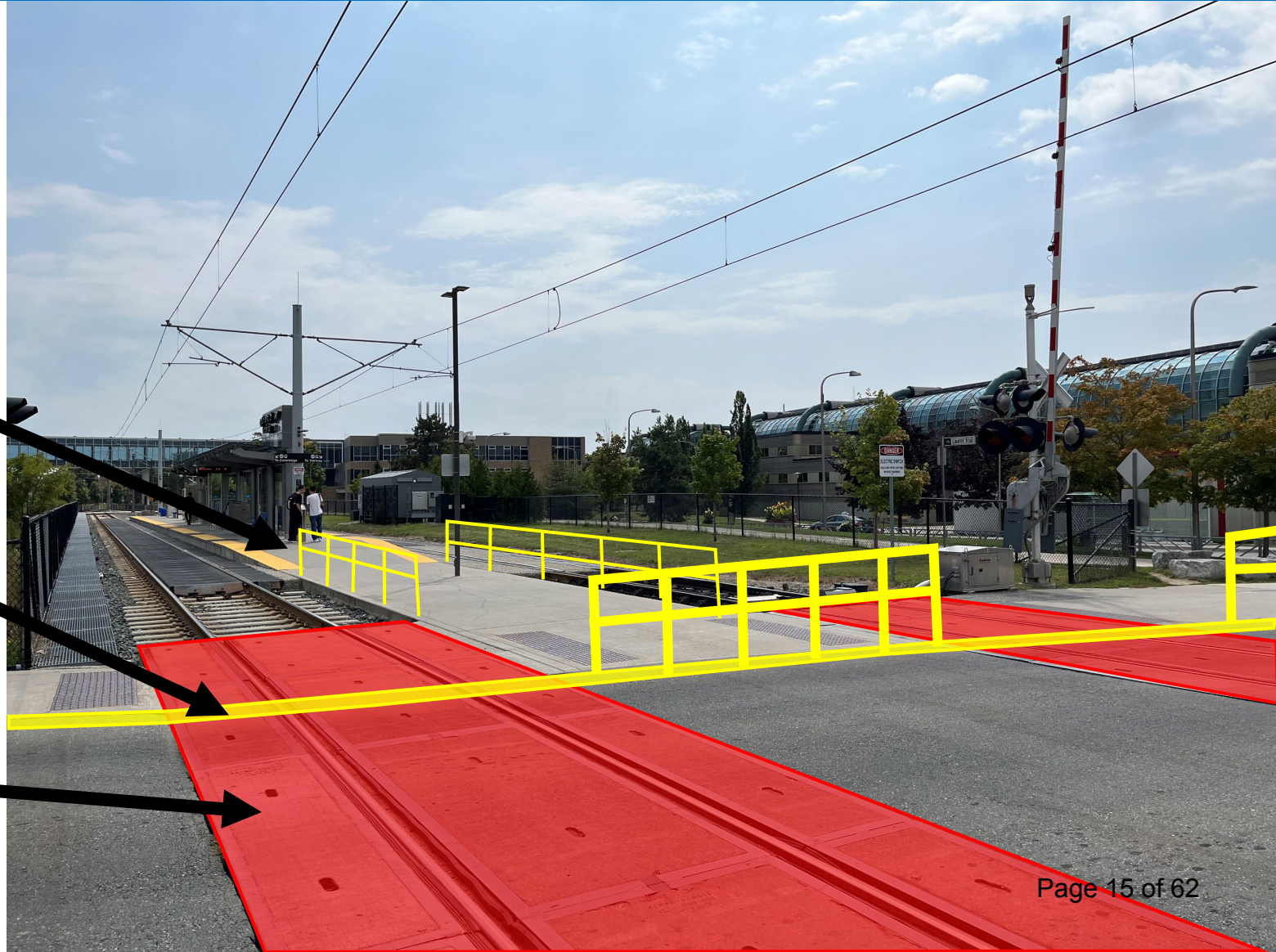


GRT University of Waterloo Station Improvements

New Railings

Yellow line painting
along curbs

Red paint over
LRT Tracks





Region of Waterloo

Taxi By-Law Update and Discussion

By: Nora Emtesali

Background

- The Region of Waterloo's Taxi By-law was last reviewed in 2016.
- Due to many changes in the taxi industry over the last several years, Regional Council directed staff to review and update the By-Law in 2025.
- To ensure accessibility standards are up to date, we want to engage with GRAAC and Cambridge's AAC.

Engagement Phase

- We are currently engaging with multiple stakeholders over the next few months to gain feedback on our current taxi services in the Region.
- Survey posted on EngageWR and hosting in-person sessions in Regional Libraries.
- Stakeholders include:
 - Grand River Accessibility Advisory Committee
 - Cambridge Accessibility Advisory Committee
 - Members of the public
 - Taxi Brokers

Latest Update

- Regional Council approved staff to increase the required accessible fleet size from 7% to 9%.
 - Adding 5 additional accessible vans in 2026.
- Changing ableist wording in the by-law.
- Looking at adding more incentives for drivers to ensure there is a van on the road from 12am to 6am.
- Looking at adding penalties for drivers in cases where they are putting the customer's safety at risk.
 - Similar model to City of London.

Update Continued

- Increasing the accessibility fee for Uber, Lyft and RideCo. trips from \$0.07 per trip to \$0.10.
 - To support the purchase of 5 additional vehicles and the region's incentive program for drivers.
- Vulnerable sector check will be proposed to be a requirement.
- Mandatory accessibility training will be provided by GRT.
- Updating complaint process to include a taxi complaint form virtually to be directed to the Region's Licensing and Enforcement team for investigation.

Your Insight

- We would greatly appreciate any comments or concerns you may have regarding our current taxi services in the Region of Waterloo.
- Are there any other changes you would like to see?

Contact Information

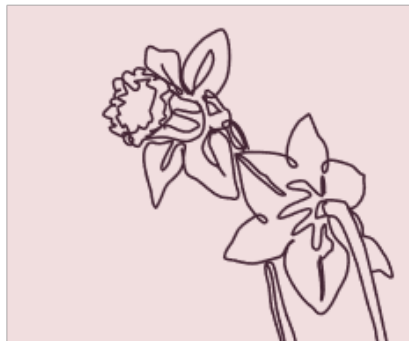
Nora Emtesali, Policy and Program Advisor

Email: nemtesali@regionofwaterloo.ca

Victoria Park Master Plan

GRAAC Presentation

June 26th, 2025





Victoria Park, Kitchener

Project Team



**Karen
Leasa**
City of Kitchener



**Meghan
MacKinnon**
City of Kitchener



**Cara
Lozano**
City of Kitchener



**Ashley
Hosker**
City of Kitchener



**Claire
Basinski**
Take Consulting



**Morgan
Boyco**
Dillon Consulting



**Zahra
Jaffer**
Dillon Consulting



**Lauren
Weseluck**
Dillon Consulting

Victoria Park Master Plan - Overview

- Parks staff are currently updating our Master Plan for Victoria Park.
- The master plan provides guidance on infrastructure planning for the next 10 years. The Master Plan is composed of three phases:

Phase 1: Inventory, Data Collection & Analysis (2023/2024)

Phase 2: Engage & Envisioning (2025)

Phase 3: Masterplan Development (2025/2026)

- The City is also conducting separate processes for Indigenous Placemaking and Commemorative Installation related to the Queen Victoria Statue

Themes of the Master Plan

- There are four main themes being explored for the Master Plan:

Connectivity - Ways that people move through the Park

Growth - Designing to support growing and diverse community needs

Natural Systems - Protecting biodiversity, access to nature, and supporting environmental stewardship

Community - Creating events and spaces that are inclusive and welcoming to all

Connecting with Advisory Committees

- We want to better understand **how users feel about the way spaces are designed** in the Park today
- We want to identify **opportunities and challenges** to help us plan for improvements, including removing accessibility barriers.
- We have been connecting with Advisory Committees regarding their relationship to Victoria Park, and have been looking forward to connecting with GRAAC. We understand that accessibility touches all aspects of this treasured public space.

What the Master Plan *Is* and *Is Not*...

The Master Plan **Is**:

- a 10-year vision for the park to help shape the future for its users
- a set of recommendations informed by data and community input

The Master Plan **Is Not**:

- a full re-design of the park
- a direct vote to add, keep, or remove features or amenities
- A process by which to address other specific ongoing-city initiatives

Background from Phase 1...

- In **Phase 1**, Condition Assessments were completed for features, infrastructure, furnishings, utilities, and play structures
- We have prioritized repairs based of a set of criteria.
- Ongoing data collection for 1 year in the park that focuses on pedestrian circulation and methods of movement and usage
- Some highlights we'd like to explore in our recommendations may include:
Playground/splash pad /fitness area upgrades, accessible seating, pedestrian pathway repairs (review of widths, slopes & access), pedestrian level lighting gaps reviewed for safety and visibility, a cohesive family of site furnishings, and wayfinding signage strategy.

GRAAC – Specific Lens

Connectivity

What barriers might limit access, inclusion, or belonging for yourself or other while visiting Victoria Park?

Growth

As the community grows, how can Victoria Park ensure that people of all abilities feel welcome, included, and represented by addressing accessibility in its design?

Natural Systems

How can we ensure that people of all abilities feel connected to Victoria Park and empowered to care for its natural environment?

Community

What kinds of events or features could help Victoria Park feel more welcoming and inclusive for people of all abilities?

Thank You! To Stay Connected...

Visit engagewr.ca/victoriaparkmp to learn more:

- Project updates
- Event information – help us get the word out!
- Background documents
- Ways to get involved

OR

Reach out to our team directly! victoriaparkmp@kitchener.ca

Victoria Park Master Plan

GRAAC Presentation June 26th, 2025



Figure 1: Introduction Graphics with coloured square tiles and hand drawn graphics



Figure 2: Victoria Park Aerial Image highlighting key elements within the park

Project Team

City of Kitchener team members

- Karen Leasa
- Meghan MacKinnon
- Cara Lozano
- Ashley Hosker

Consultants:

- Claire Basinski from Take Consulting
- Morgan Boyco from Dillon Consulting
- Zahra Jaffer from Dillon Consulting
- Lauren Weseluck from Dillon Consulting

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Phase 2: Engage & Envisioning through 2025

Phase 3: Masterplan Development throughout 2025 & 2026

- The City is also conducting separate processes for Indigenous Placemaking and Commemorative Installation related to the Queen Victoria Statue that are not included within the Master Plan scope of work

Themes of the Master Plan

There are four main themes being explored for the Master Plan including Connectivity, Growth, Natural Systems and Community.

Connectivity includes the ways that people move through the Park

Growth includes designing to support growing and diverse community

Natural Systems includes protecting biodiversity, access to nature, and supporting environmental stewardship

Community includes creating events and spaces that are inclusive and welcoming to all

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Background from Phase 1

- In **Phase 1**, Condition Assessments were completed for features, infrastructure, furnishings, utilities, and play structures
- We have prioritized repairs based on a set of criteria gathered within the Phase 1 assessments
- We also have ongoing data collection for 1 year within the park that focuses on pedestrian circulation and methods of movement
- Some highlights we'd like to explore in our recommendations may include:
The playground, splash pad and fitness area upgrades, accessible seating, pedestrian pathway repairs including a review of widths, slopes & access, pedestrian level lighting gaps reviewed for safety and visibility, a cohesive family of site furnishings, and a wayfinding signage strategy.

Questions for GRAAC

Connectivity Theme

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Growth Theme

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Community Theme

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CORPORATE POLICY



Policy Title: **Accessibility Policy**
Policy Category: **Corporate**
Policy No: M-002
Department: Community Services
Approval Date: Nov 26, 2012
Revision Date: May 8, 2017
Author: Lolita Paroski, Inclusion Services Coordinator
Attachments: none
Related Documents/Legislation:
Accessibility for Ontarians with Disabilities Act, 2005
Integrated Accessibility Standards Regulation, 191/11
Accessibility Plan

Key Word(s):

POLICY STATEMENT:

The Corporation of the City of Waterloo values the contributions and participation of all citizens in the life of the City. To facilitate this involvement, the City is committed to providing goods, services and facilities that are accessible to all.

PURPOSE:

The Accessibility Policy will act as an all-encompassing policy to guide the actions of the Corporation in fulfilling the requirements of the Standards developed under the Accessibility for Ontarians with Disabilities Act, 2005

The requirements set out in the Accessibility Policy are not a replacement or a substitution for the requirements established under the Human Rights Code nor does the Policy limit any obligations owed to persons with disabilities under any other legislation.

Further amendments to the Accessibility Policy may occur if Standards are amended or developed and will be brought forward for Council approval based on timelines and compliance requirements.

DEFINITIONS:

For the purposes of the Accessibility Policy, the following terms have the following meanings:

Act – Means the Accessibility for Ontarians with Disabilities Act, 2005, S.O.2005, c.11.

Mandatory Policy, *Municipal Act*: yes

Policy Administration Team, Review Date April 10, 2017

Corporate Management Team, Review Date

Accessible Formats – May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Assistive Devices – Means any piece of equipment or any product used to maintain or improve functional capabilities of persons with disabilities.

City – Means the Corporation of the City of Waterloo.

Communication Supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Disability – For the purposes of this policy, ‘disability’, as defined in section 10 of the Human Rights Code, R.S.O 1990 c. H.19.

Kiosk – Means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Regulation – Means Ontario Regulation 191/11, Integrated Accessibility Standards.

Service Animal Means either:

- A) A ‘guide dog’ as defined in section 1 of the Blind Persons’ Rights Act;
- B) A ‘service animal’ can be readily identified as one that is being used by the person for reasons relating to the person’s disability.

Service Disruption – means the temporary disruption of goods, services or facilities operated or provided by the City of Waterloo including but not limited to washroom facilities, elevators and websites.

Service Provider – means every person who deals with members of the public or other third parties on behalf of the City.

Support Person – Means in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Third Party – Means any person or entity that provides goods, services or facilities on the City’s behalf.

SCOPE:

The Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Regulation 191/11, Integrated Accessibility Standards, requires that every provider of goods, services or facilities shall develop, implement and maintain policies governing its provisions of goods, services or facilities to persons with disabilities.

POLICY COMMUNICATION:

The Accessibility Policy will be posted on the City website and Intranet. Staff will be advised of the policy during staff AODA training. Any amendments to this policy will be communicated to all staff of the City's organization.

POLICY:**a) Accessible Formats and Communication Supports**

The City will upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. The City will provide this in a timely manner that takes into account the person's accessibility needs due to disability and at a cost that is no more than the regular cost charged to other persons.

b) Accessibility Plans

The City will establish, implement, maintain and document a multi-year Accessibility Plan, which will outline the ways the City will prevent and remove barriers and meet the requirements of the Act. The multi-year Accessibility Plan will be posted on the City website.

c) Assistive Devices

The City shall use reasonable efforts to facilitate the use of assistive devices to goods, services or facilities provided by the City.

It is the responsibility of the person with a disability to ensure that his or her assistive device is operated in a safe and controlled manner at all times.

The City provides a variety of assistive devices at various facilities. A list will be available to staff in the Corporate Accessibility folder.

d) Communication with Persons with a Disability

When communicating with a person with a disability, the City will do so in a manner that takes into account the person's disability. Any person with a disability may request reasonable accommodation and/or alternate formats to facilitate their interaction with the City, in which case the City will work with the person with a disability to provide a timely and appropriate accommodation and/or alternate format at a cost that is no more than the regular cost charged to other persons.

e) Emergency Information

The City shall provide publicly available emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

f) Feedback

The City values the feedback from its citizens. Feedback from a member of the public about the delivery of goods, services or facilities to persons with disabilities may be submitted by telephone, in person, in writing, in electronic format, through TTY or through other methods to accommodate a person's disability.

Response to the feedback will be provided in the same method it was received and will outline the actions taken to resolve the concern, if any.

The City shall ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request.

g) Notice of Temporary Service Disruptions

The City is aware that the operation of its goods, services or facilities is important to the public. However, temporary disruptions in the provision of City goods, services or facilities may occur.

The City will make reasonable effort to provide notice to the public of the disruption. The notice will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. The City will make reasonable effort to provide advance notice of planned disruption. In situations of unplanned disruption, advance notice may not be possible. In such instances, the City will provide notice as soon as possible.

The City will provide notice by posting the information in visible places and/or on the City's website as soon as reasonably possible.

h) Procuring or Acquiring Goods, Services or Facilities

The City shall incorporate accessibility design criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

If the City determines that it is not practicable to incorporate accessibility design criteria and features when procuring or acquiring goods, services or facilities, it shall provide, upon request, an explanation.

i) Provision of Goods and Services to Persons with Disabilities

The City shall provide the provision of goods, services or facilities to persons with disabilities as provision of goods, services or facilities are provided to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.

j) Self-service Kiosks

The City shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

k) Service Animals

The City is committed to welcoming people with disabilities who are accompanied by a guide dog or other service animal on all City facilities that are open to the public. The City will ensure that the person is permitted to keep the service animal with him or her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the City will ensure that alternate means are available to enable the person with a disability to obtain, use or benefit from the city's goods, services or facilities.

If it is not readily apparent that the animal is a service animal, the person with the disability may be requested to provide documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

- i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
- ii) A member of the College of Chiropractors of Ontario.
- iii) A member of the College of Nurses of Ontario.
- iv) A member of the College of Occupational Therapists of Ontario.
- v) A member of the College of Optometrists of Ontario.
- vi) A member of the College of Physicians and Surgeons of Ontario.
- vii) A member of the College of Physiotherapists of Ontario.
- viii) A member of the College of Psychologists of Ontario.
- ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

It is the responsibility of the person with a disability to ensure that his or her service animal is kept in control at all times.

l) Support Persons

A person with a disability is welcome to participate in City programs and services accompanied by a support person. A support person, when assisting a person with a disability to obtain, use or benefit from the City's goods, services or facilities will be permitted to attend at no-charge. To facilitate the attendance of a support person, the City recognizes the Personal Attendant for Leisure (PAL) Card.

The City may require a person with a disability to be accompanied by a support person while on City premises in situations where it is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and there is no other reasonable way to protect the health or safety of the person with the disability and the health or safety of others on the premises.

If in the presence of a support person, personal information is being discussed, City staff must ensure that the individual consents to the support person being present. Consent can be given verbally or in writing.

m) Training

The City will ensure that the following persons receive training on the requirements of the Accessibility Standards referred to in the Regulation and on the Human Rights Code as it pertains to persons with disabilities.

- i) All City employees and volunteers
- ii) Any person who participates in developing the City's policies
- iii) Any person who provides goods, services or facilities on behalf of the City.

Training will be provided as soon as practicable upon a person being assigned the applicable duties and on an ongoing basis in connection with changes to City policies governing the provision of goods, services or facilities to persons with disabilities.

Availability of Accessibility Standards Documents

This policy and any other documents key to the delivery of goods, services or facilities to persons with disabilities will be made available on the City's website. This document can be provided in a format that takes into account a person's disability, upon request.

COMPLIANCE:

In cases of policy violation, the City may investigate and determine appropriate corrective action.

Alternative Snow Clearing Supports in Waterloo

Grand River Accessibility Advisory Committee

June 26, 2025

Presented by: Aaron Broverman (he/him), Emma Goulding
(they/them) and Amy Ross (she/her)

Context

- Alternate snow clearing supports has an annual operating budget
- Working group formed and met to develop recommendations
- Research report under development, will include initiatives that need:
 - Resources
 - Advocacy/Awareness
- **We value your input!**

Priority Initiatives

Three priorities identified by working group:

- Emergency Funds
- Awareness Campaign
- Mutual Aid Equipment

Priority #1: Emergency Funds

Spending Account/Emergency Rides

- Money available for residents at the beginning of the winter season to use when needed for supports

Examples of uses for this money:

- Book emergency rides for school/work/groceries/medical appointments
- Hire someone on a one-time basis for property snow clearing
- Buy taxi scrips

Priority #2: Awareness Campaign

- Raise awareness about volunteer snow shovelling opportunities
- Provide understanding of the importance of an accessible snow clearing program
- Motivate community members to report uncleared areas
- Pair with other direct priorities
- Provide in multiple languages, multiple methods eg. social media, bus posters/wraps, neighbourhood association newsletters, posters, video, Uptown Business Improvement Area (BIA)

Priority #3: Mutual Aid Equipment

- Encourage community members to clear areas at their convenience
- Connect with local resources
- Plan for year-to-year maintenance, storage, and damage/theft
- **Materials:**
 - Handheld shovels
 - Snowblowers
 - Salt bins

Recommendations

For the report, explore:

- Adjusting eligibility for existing snow clearing program
- More coordination across the region e.g. Bus stops
- Creating tools/tracking system for snow accessibility complaints
- Enhancing volunteer program
- Reducing additional transportation barriers
- Increasing property owner/landlord accountability for repeat offenders

June, 2025

Website Revitalization Project Overview



Introduction

- Deb Bergey – Manager of Community Engagement
- Jennifer Walker – Program Manager, Client Experience

Overview

Our goal is to:

- Deliver services and information to the public and staff in a simple way that works for them.
- Develop an accessible, modern, mobile first website that is designed and written with users in mind.

Webpages for Review

- [Region of Waterloo Main Website](#)
- [Grand River Transit Website](#)
- [Airport Website](#)
- [Museums Websites](#)
- [Rural Library Websites](#)

Project Timeline

- March to August 2025:
 - Project kick off, identifying audiences, training, reviewing content and navigation.
- September, 2025 to March, 2026:
 - Migrate content for all 8 websites, training on website software, re-write content, redesign website layout and functioning, public input.
- April/ May, 2026
 - Testing and launch!

Discussion

We need your help!

- Complete this [simple exercise](#) to see if you can track down the information you need. About 10 minutes of your time will help us build a website that makes sense to you!
- The test is open until June 27. Can you get where you need to go?



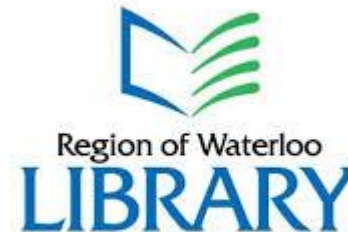
Scan Me



Region of Waterloo

Tell us what you think?

- What is working well with the current websites?
- Are you experiencing any issues with the current websites?
- What should we consider for improving accessibility to the these websites?



Questions

Next Steps

- Future Consultations on design of our website.
 - Fall 2025

Thank You!

Please contact anyone on the project team with additional comments or feedback.

- Deb Bergey – Manager of Community Engagement
 - dbergey@regionofwaterloo.ca
- Jennifer Walker – Program Manager, Client Experience
 - jewalker@regionofwaterloo.ca

Follow up, response to GRAAC's feedback (April 2025) regarding City of Kitchener Community Engagement Review presentation

Dear GRAAC members,

Thanks again for meeting with us about the Community Engagement Review. Our engagement process, A Seat at the Table, is now underway. As you know, we are gathering input in many ways, including online, in-person, and resident-led options.

Spread the word

Thank you very much for offering to help spread the word! Please share the project page with your network: www.engagewr.ca/AtTheTable

If this helps, we've prepared some sample text and images you can use: [View examples](#)

In response to your feedback

During our meeting, you gave us some great feedback and suggestions. Here's what we did in response:

- **Include young people and use online tools to engage them.**
 - We included two online options: an open [online activity](#) and [group discussions on Zoom](#).
 - We are promoting the project on Facebook, Instagram and LinkedIn.
 - We met with the Kitchener Youth Advisory Committee (KYAC) who gave us even more feedback and ideas for reaching youth.
 - I'm happy to report that we have heard from hundreds of youths already at feedback fairs, community booths, event pop-ups, as well as the Kitchener Youth Leaders training.
- **Consider using Reddit.** Unfortunately, the city doesn't have a Reddit account, so we can't use it for this project. I passed on your suggestion to our communications division to consider getting an account for future initiatives.
- **You also suggested that GRAAC could create for the city a list of local disability organizations.** If you decide to move ahead with that, please share the list with me when it's ready. I would use it to promote A Seat at the Table and future engagement opportunities as well.

Thanks again for your support! Please feel free to reach out to us any time at AtTheTable@kitchener.ca or 519-741-2479 (TTY: 1-866-969-9994)

Sue Weare (she/they)

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