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**To:** Mayor Foster and Members of Council

**From:** Jeannette Whynot, Staff Liaison to the Accessibility Advisory Committee

**Date:** Wednesday March 24, 2021

**Re:** Service Ontario Bowmanville

Throughout the Covid-19 Pandemic, concerns have been brought forward from the community regarding the accessibility of Service Ontario Bowmanville. Municipal staff spoke with the Ministry about the community's concerns and were advised that appointment booking software/programs are available. However, the Government does not require private service providers to utilize this technology.

Therefore, at their March 3, 2021 meeting, the Accessibility Advisory Committee passed the following motion:

Whereas the current COVID-19 social distancing requirements have impacted the number of people allowed inside businesses at one time;

Whereas the current Service Ontario Bowmanville location lacks the necessary indoor space to comply with current public health guidelines on COVID-19 social distancing;

Whereas residents of Clarington, especially persons with disabilities, cannot line up outside for hours on end for government services;

Whereas the Clarington Accessibility Advisory Committee supports the need to make government services accessible to everyone, especially people with disabilities;

Now therefore be it resolved that the Council of the Municipality of Clarington write to Members of Provincial Parliament, Lisa Thompson, Minister of Government and Consumer Services, Raymond Cho, Minister of Seniors and Accessibility and Ministry staff, urging the privately operated Service Ontario Bowmanville location to adopt available technology to increase its accessibility to residents during these uncertain times, including the adoption of appointment software and that they establish protocols to address persons with disabilities who are required to attend for in-person services.

Jeannette Whynot

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Name: Jeannette Whynot

Job Title: Accessibility Coordinator

Community Services Department

cc: Accessibility Advisory Committee