

**Tenant Service Committee: April 13,2026**  
**Deputation: Item 7G: Winter Floor Mats and Accessibility**

Good morning, Chair, committee members and member of public.  
Thank you for having me.

I would like to share several reflections and clarifications following our previous discussion.

The last meeting was overwhelming for me. I had prepared to meet with four individuals, and when attendance increased, it became difficult to follow the pace and volume of conversation, especially while managing cognitive impairments. It took a few days to fully process the discussion and recover.

**I appreciate your understanding as I provide this follow-up.**

**Addressing a Recurring Misconception**

I also want to address a recurring concern that has been shared with me: the general consensus from some on-site staff and management that “these are Victoria’s issues” and that no one else is raising them. I want to be clear that I am speaking not only from my own lived experience, but also as an advocate for people of all abilities. The safety, well-being, and dignity of all residents — including members of my community who may not feel comfortable or able to speak up — is deeply important to me. I am invested in their safety, their access, and their happiness.

To support the next steps, I will also be including a few photos that illustrate the

conditions residents are facing. While some of these issues were addressed by upper management after they were raised, I want to ensure there is no recurrence moving forward. These images are intended to provide clarity and help guide long-term, consistent solutions.

**Indoor Winter Mats – Update**

I want to acknowledge that there has been improvement with the indoor winter mats. The color choice is appropriate, and we appreciate the effort that went into this decision.

To ensure a consistent and safe experience for all residents, I recommend that the same flooring approach be applied at all entrances. The new mats have received positive feedback from tenants and community members, which is encouraging.

**The next step is to focus on minor adjustments and proper realignment so the mats fully accommodate residents with accessibility needs. I also want to thank everyone involved in this process — the effort is recognized.**

However, concerns remain regarding alignment, cleaning, and overall installation. I am requesting a formal reassessment after the winter season, including a review of cleaning practices, to ensure the mats remain safe, sanitary, and accessible.

**Outdoor Winter Maintenance – Primary Concern:**

While indoor mats have received much

attention, the most urgent issues are outdoors. We continue to experience:

- Slippery sidewalks
- Snowbanks piled onto sidewalks and pathways
- Tactile Walking Indicator strips buried under snow
- Lack of consistent weekend maintenance, including salting
- Irregular cleaning and upkeep

These conditions have resulted in an increase in falls, which is deeply concerning. There have also been instances where on-site decisions have disrupted established accessible routes, putting residents at further risk.

### **Accessibility Report and Policy Alignment**

I have reviewed the accessibility report and appreciate that TCHC recognizes:

- Winter mats can create unintended barriers for residents with visual, mobility, or balance challenges
- A “one size fits all” approach is no longer appropriate
- On-site assessments are necessary
- Tenant engagement is required
- Accessibility must be balanced with safety

However, the reality on the ground shows that these measures are not yet being implemented consistently.

### **Recommendations and Request**

- A full indoor and outdoor accessibility and cleaning assessment
- A proactive approach, rather than case-by-case responses after concerns arise
- An on-site tour and assessment led by R-PATH, with tenant involvement

### **Clear winter maintenance standards must be established and consistently implemented, including:**

- Residential sidewalks must be fully plowed and salted, end-to-end, without gaps or partial clearing
- Walkways, pathways, and all fire exits must be plowed and kept unobstructed at all times
- Snowbanks must be rerouted away from the courtyard sidewalk and away from the front of the building
- Guaranteed weekend snow clearing, including plowing, salting, and general upkeep

In addition, TCHC should establish a formal Annual Winter Indoors and Outdoors Protocol.

This protocol should outline clear expectations, responsibilities, accessibility requirements, and maintenance standards for both indoor and outdoor winter conditions. A consistent, annualized protocol would help prevent recurring issues, ensure accountability, and support long-term accessibility and safety across all sites. Accessibility decisions should not rest solely with site staff or regional management. They should be guided by a specialized accessibility team, led by R-PATH, to ensure consistency, expertise, and accountability across the system.

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Ongoing education and training for staff and management on TCHC Accessibility Build Standards is also needed to strengthen understanding of both visible and invisible disabilities. This will help close the gap between policy and practice.

### **Closing**

I do not want to raise the same concerns year after year.

What is needed is a clear, consistent, and long-term approach that ensures safe, clean, and accessible pathways for all residents, throughout every season.

Thank you for your time and consideration.

Victoria Ojubuyi

\* NOTE: No photos have been received with this document.