Present: Councillors B. Clark (Chair), B. Morelli and M. Pearson

Absent with Regrets: Councillors B. Johnson (Vice Chair) and R. Powers – Vacation

Also Present: Councillor C. Collins
R. Rossini, General Manager, Finance & Corporate Services
R. Caterini, City Clerk
M. Gallagher, Deputy Clerk
H. Hale Tomasik, Executive Director, HR & Organizational Dev.
A. Zuidema, Director, Corporate Initiatives
T. Tollis, City Treasurer
D. Belaisis, Manager, Employment Services
Deputy Chief K. Leendertse, Hamilton Police Service
Staff Sergeant S. Hahn, Executive Officer to the Chief of Police
A. Pekaruk, Director of Audit Services
B. Minard, Intermediate Internal Auditor
S. Paparella, Legislative Assistant, Office of the City Clerk

THE AUDIT FINANCE & ADMINISTRATION COMMITTEE PRESENTS REPORT 11-013 AND RESPECTFULLY RECOMMENDS:

1. Tax Appeals Under Sections 357 and 358 of the Municipal Act, 2001, as amended (FCS11003(g)) (City Wide) (Item 5.1)

   (a) That Appendix “A” attached to Report 11-013, respecting the “Tax Write-Offs processed under Section 357 of the Municipal Act, 2001”, in the amount of $29,695 be approved;

   (b) That Appendix “B” attached to Report 11-013, respecting the “Tax Appeals due to a Gross or Manifest Clerical Error, Pursuant to Section 358 of the Municipal Act, 2001”, in the amount of $11,929, be approved.
2. **Monthly Status Report of Tenders and Requests for Proposals for September 10, 2011 to October 14, 2011 (FCS11004(f)) (City Wide) (Item 5.2)**

That Report FCS11004(f), respecting the Monthly Status Report of Tenders and Requests for Proposals for September 10, 2011 to October 14, 2011, be received.


That Report FCS11005(b), respecting the Quarterly Report on the Use of Policy 10 – Emergency Purchasing; and, Policy 11– Negotiations for the 3rd Quarter of 2011, be received.

4. **Human Resources Employment Services Provided to Individual Departments (HUR11013) (City Wide) (Item 5.4)**

That Report HUR11013, respecting Human Resources Employment Services Provided to Individual Departments, be received.

5. **Treasurers Apportionment of Land Taxes for Properties in Flamborough and Stoney Creek (FCS11001(f)) (Wards 15 and 9) (Item 5.5)**

   (a) That the 2010 land taxes in the amount of $1,480 for 15-25 Browview Drive, Flamborough, (Roll #2518 303 420 23035 0000) be apportioned and split amongst the six newly created parcels, as set out in Appendix C to Report 11-013; and,

   (b) That the 2011 property taxes in the amount of $3,622 for 29–43 Bankfield Crescent, (Roll #2518 003 850 00190 00000) be apportioned and split amongst the eight newly created parcels, as set out in Appendix C to Report 11-013.

6. **Hamilton Wentworth Retirement Fund (HWRF) - December 31, 2010 Valuation (FCS11087) (City Wide) (Item 5.6)**

   (a) That the December 31, 2010, actuarial valuation for the Hamilton Street Railway Plan (1994), attached as Appendix 'A' to Report FCS11087, be received for information;
(b) That the Treasurer be authorized to file the December 31, 2010, actuarial valuation with the Financial Services Commission of Ontario (FSCO) and Canada Revenue Agency (CRA);

(c) That the current budgeted amount of $3.87 million be maintained and used to fund both the Hamilton Wentworth Retirement Fund (HWRF) and the Hamilton Street Railway (HSR) special payments for the years 2011-2012 with any shortfall funded from the Hamilton Wentworth Retirement Fund (HWRF) Actuarial Deficiency Provision (112065).

7.  **Master Trust Pension Investment Performance June 30, 2011 (FCS11083) (City Wide) (Item 5.7)**

That Report FCS11083, respecting the Master Trust Pension Investment Performance to June 30, 2011, be received.

8.  **Freedom of Information Quarterly Report – July to September 2011 (CL11002(b)) (City Wide) (Item 5.8)**

That Report CL11002(b), respecting the Freedom of Information Quarterly Report – July to September 2011, be received.

9.  **Audit Report 2011-04 - Hamilton Police Service - Cash Accounts & Revenue Processes (AUD11034) (City Wide) (Item 5.9)**


(a) That Report AUD11036 and its Appendix, respecting Audit Report 2011-02 – Hamilton Police Service – Property and Evidence Management Process, be received;

(b) That Appendix “A” to Report AUD11036 remain confidential and not for public release.
11. **Audit Report 2011-06 - Infectious Diseases Programs (AUD11027) (City Wide) (Item 5.11)**

(a) That Report AUD11027 respecting Audit Report 2011-06, Infectious Diseases Programs, be received;

(b) That the Management Action Plans as detailed in Appendix “D” of Report 11-013 be approved; and,

(c) That the Medical Officer of Health be directed to instruct the appropriate staff to have the Management Action Plans (attached as Appendix “D” to Report 11-013) implemented.

12. **Follow Up of Audit Report 2010-01 - Real Estate Asset Management (AUD11031) (City Wide) (Item 5.12)**

That Report AUD11031, respecting the follow up of Audit Report 2010-01, Real Estate Asset Management, be received.


14. **2012 Budget Requests – Volunteer Advisory Committees (FCS11101) (City Wide) (Item 5.15)**

That the Volunteer Advisory Committee 2012 base budget submissions be approved as follows and forwarded to the 2012 budget process (GIC):

(a) Advisory Committee on Immigrants & Refugees in the amount of $3,500;
(b) Lesbian, Gay, Bisexual, Transgender and Queer (LGBTQ) Advisory Committee in the amount of $3,890;
(c) Aboriginal Advisory Committee in the amount of $3,500;
(d) Hamilton Mundialization Committee in the amount of $5,890;
(e) Hamilton Status of Women Committee in the amount of $3,500;
(f) Committee Against Racism in the amount of $3,890.
15. **Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer Community of Hamilton (FCS11104) (City Wide) (Item 7.1)**

   (a) That the Customer Service, Access and Equity Division work with the LGBTQ Advisory Committee of the City of Hamilton to address gaps and needs identified in the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender, Queer (LGBTQ) Community of Hamilton in conjunction with the implementation of the Equity and Inclusion Policy.

   (b) That staff be directed to investigate the possibility of available space, within City facilities, for use by the LGBTQ Advisory Committee and its community partners to meet to and carry out the recommendations outlined in Report FCS11104, the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer Community of Hamilton.

   (c) That, should space not be available through the City, staff be directed to prepare a feasibility study respecting the requirements for that space, and report to the Audit, Finance & Administration Committee.

   (d) That staff be directed to report back to the Audit, Finance & Administration Committee, on a quarterly basis, respecting the status of the Implementation of the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender, and Queer Community of Hamilton.

16. **Award of Contract C12-08-11 Inventory Management & Supply of Engine Antifreeze (FCS11086) (City Wide) (Item 8.1)**

   That the Request for Tenders C12-08-11 Inventory Management & Supply of Engine Antifreeze, be awarded to the lowest bid Barton Auto Parts Ltd., with an estimated annual expenditure of $50,240.

17. **Implementation of the Hybrid Auditor General Model (AUD11028) (City Wide) (Item 8.2)**

   That Report AUD11028, respecting the Implementation of the Hybrid Auditor General Model, be referred to the General Issues Committee for consideration.

18. **Auditor General Model (CM11006) (City Wide) (Item 8.2(b))**

   That Report CM11006, respecting the Auditor General Model, as amended, be referred to the General Issues Committee for consideration.
19. Governance Committee Report 11-005 (Item 8.3)

(a) 2012 Committee Calendar (Item 4.1)

(i) That the 2012 Committee/Council Calendar, attached as Appendix “E” to Report 11-013, amended as follows, be approved:

1. That Board of Health meet on the third Monday of every month commencing at 1:30 p.m.;

2. That the General Issues Committee meet on the first and third Wednesday of every month commencing at 9:30 a.m.;

3. That the Emergency & Community Services Committee meet on the second Monday of every month commencing at 1:30 p.m.;

4. That the Audit, Finance & Administration Committee meet on the second Monday of every month commencing at 9:30 a.m.;

5. That the amendments to the 2012 Committee/Council Calendar be implemented on a one year trial;

(ii) That staff be directed to prepare the necessary amendments to the Procedural By-law; and,

(iii) That staff be directed to report back to the Governance Review Sub-Committee prior the end of 2012 with the results of the one-year trial period.

20. Development Charge Demolition Credit Extension Request – 119 and 121 Young Street, Hamilton (FCS11094) (Ward 2) (Item 8.4)

That the Development Charge Demolition Credits for 119 & 121 Young St. be extended by 5 years – expiring July 5, 2014.

21. 2011 Annual Accessibility Plan - Ontarians with Disabilities Act Report (FCS11095) (City Wide) (Item 8.5)

(a) That the 2011 Annual Accessibility Plan for the City of Hamilton attached as Appendix “F” to Report 11-013, be approved and be made available to the public;
(b) That the Advisory Committee for Persons with Disabilities be thanked for their advice and contribution towards the completion of the accessibility plan.

22. Resignations from Various Volunteer Committees (Item 9.1)

That the resignations from the following Volunteer Committees be received:

(a) Status of Women Committee:
   (i) Debbie Sanche
   (ii) Liliana Cardona
   (iii) Shirley Molinaro

(b) Committee Against Racism:
   (i) Michelle Poirier

(c) Advisory Committee for Immigrants & Refugees:
   (i) Rita Giancarlo

(d) Lesbian, Gay, Bisexual, Transgender & Queer Advisory Committee:
   (i) Ryan McComb

23. Internal Audits respecting Hamilton Police Service (Added Item 9.2)

(a) That, upon reviewing its administrative authority of the powers vested to Council under the Police Services Act, it has been determined that the appropriate venue for consideration of future internal audit reports, regarding Hamilton Police Services, be before the Hamilton Police Services Board of Directors.

(b) That forthcoming reports, prepared by the City of Hamilton’s Internal Audit Division; when on the Division’s Work Plan, be provided to the Audit, Finance & Administration Committee via a succinct Information Report.
24. Items Referred from the Audit, Finance & Administration Committee to the General Issues Committee (Item 11.1)

That the following two outstanding business items be referred to the General Issues Committee:

(i) Item “L” - Two Vacant Internal Audit Positions

(ii) Item “O” - Financial Obligations that the City will be required to Pay Out for the approx. 35% of the City’s Work Force Expected to Retire within the Next Five Years

FOR THE INFORMATION OF COUNCIL:

(a) CHANGES TO THE AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

(i) Added as Item 8.2(b) – Report CM11006, respecting the Auditor General Model, as amended. (Tabled at the June 8, 2011 AF&A meeting.)

(ii) Item 5.14 of the agenda, the September 8, 2011 Minutes of the Food & Shelter Advisory Committee, has been withdrawn as the Advisory Committee reports to the Emergency and Community Services Committee

The agenda for the November 23, 2011 Audit, Finance & Administration Committee meeting was approved, as amended.

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 3)

(i) October 19, 2011 (Item 3.1)

The Minutes of the October 19, 2011 meeting of the Audit, Finance and Administration Committee were approved, as presented.

Council – November 30, 2011
(d) Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer Community of Hamilton (FCS11104) (City Wide) (Item 7.1)

Marlon Picken, Chair of the Lesbian, Gay, Bisexual, Transgender and Queer Advisory Committee, addressed Committee respecting the Needs Assessment of the LGBTQ Community of Hamilton. Mr. Picken’s comments included, but were not limited to, the following:

- Mr. Picken spoke in support of Report FCS11104, respecting the Needs Assessment of the LGBTQ Community in Hamilton.
- There are still gaps with respect to the aging and youth population.
- Youth suicide is staggering – 3 of 15 youth in our community have attempted suicide.
- The aging Baby Boomers are a generation that, for the most part, has not had the opportunity to come out or identify with our community structure. We must to determine how we are going to address their needs.
- A secure, tangible, safe space is required to carry out the recommendations that are in the Assessment.
- The Advisory Committee is looking at a 3 year plan of engaging community stakeholders, such as the Community Wellness Centre of Hamilton, the Aids Network and bringing those partners together with the Positive Space Collaborative and the GLBTQ youth groups to build that space in order to carry out the work outlined in the Assessment recommendations.

The presentation, respecting the Needs Assessment of the Lesbian, Gay, Bisexual, Transgender and Queer Community of Hamilton was received.

(e) Update on the Management Action Plan (Verbal Update) (Item 7.2)

Helen Hale Tomasik, Executive Director of Human Resources & Organizational Development, provided an update regarding the Management Action Plan. Ms. Tomasik’s comments included, but were not limited to, the following:

- On March 2, 2011, the Director, Audit Services presented a report on the Recruitment and Selection processes of Human Resources (AUD11011).
- The audit made a total of 31 recommendations related to the effectiveness and efficiency of City recruitment and selection processes including compliance with legislation, collective agreements, policies, procedures and guidelines.
• The audit can be summarized into 4 theme areas: development, review and updating policies and procedures to establish better controls and ensure adequate approvals; reviewing performance measures; making better use of technology; and, training hiring managers in regard to their responsibilities.

• At the subsequent Council meeting of March 9, 2011, staff was directed to provide a verbal update on the progress with the Management Action plan to the Audit, Finance & Administration Committee by the fourth quarter of 2011.

Diana Belaisis, Manager of Employment Services, addressed Committee. Ms. Belaisis’ comments included, but were not limited to, the following:

• Technology Related Action Items:

  There were a number of actions, which required enhancements to our current technology. The upgrade of the PeopleSoft enterprise system was completed in July.

  The optimization of the recruitment modules, which was originally scheduled for 2012, has commenced. Staff are currently working on enhancing the existing functionality of the recruitment modules made available through the upgrade. This will be completed by February 2012 and those audit action items, which rely on technology, will subsequently be addressed as follows:

  • Automation of data collection to enable reporting on performance measures; and,
  • Review of information collected in competition files.

  The cost of doing a fit gap analysis related to the use of Word Recognition Software was assumed within our optimization plan, at no additional cost. A report on the use and compatibility of Word Recognition Software, to assist with screening process, is scheduled for March 2012.

• Policies and Procedures:

  Several policies have been drafted and are in various stages of approval, as noted in Report HUR11013, respecting Human Resources Employment Services Provided to Individual Departments (Item 5.14 on today’s agenda):
• Recruitment & Selection Policy
• Request to Post and Fill a Position
• Temporary Deployment, Acting Appointments and Secondments
• Anti Nepotism Policy – Replaces Hiring of Relatives
• Eligibility for Reemployment Policy
• Succession Planning Policy

These policies relate specifically to Employment Services and the Audit recommendations and do not include other policy work completed by the Human Resources Department in 2011.

• Offer Letters and Templates:

All related Audit items that were agreed to have been completed.

• Contracts & Controls related to External Advertising and Temporary Placement Agencies

The audit recommended that Employment Services work with Purchasing to investigate opportunities to negotiate corporate contracts. The City’s advertising contract expired May 31, 2011.

The RFP was issued in August, closed in September, and is being awarded this week. The costs associated with advertising positions is borne by the hiring departments; usually paid from the gapping of the vacant position.

The City’s costs over the past 3 years have shifted from print media to 80% on-line advertisements. This has maximized the effectiveness of our expenditures and extended our reach significantly to attract qualified candidates. The total expenditure for advertising has decreased over the last 3 years (2008 -$126,700; 2009-$114,000, 2010 - $106,000).

The audit recommended that the Human Resources Department divest itself of the task of brokering the requests for temporary assistance by the departments, but be involved in control activities related to the use of temporary agency placements.

The audit further recommended that Human Resources work with Purchasing to investigate opportunities to negotiate corporate contracts. Human Resources has developed the terms and conditions, contained
within the RFP, in a manner which requires the vendor of record to seek approval from Human Resources for assignments in excess of 8 weeks.

The vendor of choice will provide the services of 7 positions that the City uses most frequently at the best cost. The RFP will be released in December and we anticipate that a vendor will be selected early in the new year.

The procedure for Use of Temporary Agencies has been drafted. The internal procedure will require departments wanting to request a position, outside of the 7 positions identified in the RFP, to consult with Human Resources. HR will review the quarterly reports received from the vendor and will follow up on issues of concern with the appropriate Director.

That the verbal update, respecting the Management Action Plan was received.

(f) Auditor General Model (CM11006) (City Wide) (Item 8.2(b))

Report CM11006, respecting the Auditor General Model was lifted from the table. See Item 18 for the disposition of this item.

(g) Development Charge Demolition Credit Extension Request – 119 and 121 Young Street, Hamilton (FCS11094) (Ward 2) (Item 8.4)

Councillor B. Clark wished to be recorded as OPPOSED to Item 8.4.

(h) Desktop Computer, Mobile Computer, Server & Storage Area Network Corporate Contract (FCS11022) (City Wide) (Item 8.6)

Report FCS11022, respecting the Desktop Computer, Mobile Computer, Server & Storage Area Network Corporate Contract, was referred back to staff for further review and information, and a report back to the December 7, 2011, Audit, Finance & Administration Committee.

(i) GENERAL INFORMATION/OTHER BUSINESS (Item 11)

(i) Amendments to the Outstanding Business List:

The following items were removed from the Audit, Finance & Administration Committee’s Outstanding Business List:
(aa) Item “D” – LGBTQ Needs Assessment

(bb) Item “E” - Real Estate Asset Management (Item 5.12)

(cc) Item “H” – Update on Management Action Plan (Item 7.2)

(dd) Item “I” – HR Services Provided to Individual Departments (Item 5.4)

(ee) Item “N” - Hybrid Auditor General Model – Terms of Reference and By-Law (Item 8.2)

(ff) Item “Q” – Auditor General Model (Item 8.2(b))

(gg) Item “R” - Vacant Lots – 119 Young Street and 121 Young Street, Hamilton – Request for Extension of the Development Charge Demolition Credit (Item 8.4)

(j) PRIVATE AND CONFIDENTIAL (Item 12)

(i) Appendix “A” to Report AUD11036, respecting Audit Report 2011-02 - Hamilton Police Service - Property and Evidence Management Process (Item 12.1)

Committee moved into Closed Session, at 11:00 a.m., respecting Appendix “A” to Report AUD11036, regarding Audit Report 2011-02 - Hamilton Police Service - Property and Evidence Management Process, pursuant to Section 8.1, sub-sections (a), (e) and (f) of the City’s Procedural By-law 03-301 and Section 239, sub-sections (a), (e) and (f) of the Ontario Municipal Act, 2001, as amended, as the subject matter pertains to the security of the property of the municipality or local board, litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; and, the receiving of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.

Committee reconvened in Open Session at 11:14 a.m.

(ii) Closed Session Minutes - October 19, 2011

The Closed Session Minutes of the October 19, 2011 meeting of the Audit, Finance & Administration Committee were approved, as presented.
(k) **ADJOURNMENT (Item 13)**

There being no further business, the Audit, Finance and Administration Committee adjourned at 11:27 a.m.

Respectfully submitted,

Councillor B. Clark, Chair
Audit, Finance and Administration Committee

Stephanie Paparella
Legislative Assistant
November 23, 2011
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<td>357-11-075</td>
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<td>Tax Class Conversion now all CTN new owners using building as a warehouse</td>
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<td>357-11-045</td>
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<td>Fire making the home uninhabitable from Jan 16 to May 31</td>
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<td>6373 Twenty Rd</td>
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### Appendix "B" to Item 2 of AFA Report 11-013

City of Hamilton  
Corporate Services Department  
Taxation Division  
Section "358" Appeals of the Municipal Act, 2001  
Realty Tax Applications for overcharges

B- overcharge (Assessment Roll)  
B1 -overcharged-application denied  
E - Exempt

<table>
<thead>
<tr>
<th>Appeal No.</th>
<th>Property Address</th>
<th>Roll Number</th>
<th>Reason</th>
<th>Explanation</th>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>358-11-066</td>
<td>1 Trillium Ave</td>
<td>0030201390000000</td>
<td>B</td>
<td>internal MPAC error on calculations to be corrected</td>
<td>2010</td>
<td>-596.96</td>
</tr>
<tr>
<td>358-11-067</td>
<td>1 Trillium Ave</td>
<td>0030201390000000</td>
<td>B</td>
<td>The CTN / ITN percentages were reversed</td>
<td>2009</td>
<td>-308.08</td>
</tr>
<tr>
<td>358-10-126</td>
<td>423-433 Millen Rd</td>
<td>0031401160000000</td>
<td>B</td>
<td>The roll number for an alleyway was created in error - roll to be deleted.</td>
<td>2009</td>
<td>0.00</td>
</tr>
<tr>
<td>358-10-127</td>
<td>423-433 Millen Rd</td>
<td>0031401160000000</td>
<td>B1</td>
<td></td>
<td>2010</td>
<td>-48.44</td>
</tr>
<tr>
<td>358-11-076</td>
<td>0 Ferrie St</td>
<td>0201110813500000</td>
<td>B</td>
<td></td>
<td>2007</td>
<td>-43.09</td>
</tr>
<tr>
<td>358-11-077</td>
<td>0 Ferrie St</td>
<td>0201110813500000</td>
<td>B</td>
<td></td>
<td>2008</td>
<td>-44.45</td>
</tr>
<tr>
<td>358-11-078</td>
<td>0 Ferrie St</td>
<td>0201110813500000</td>
<td>B</td>
<td></td>
<td>2009</td>
<td>-46.44</td>
</tr>
<tr>
<td>358-11-079</td>
<td>0 Ferrie St</td>
<td>0201110813500000</td>
<td>B</td>
<td></td>
<td>2007</td>
<td>-43.09</td>
</tr>
<tr>
<td>358-11-096</td>
<td>231 Burlington St E</td>
<td>0218240000500000</td>
<td>E</td>
<td>The property was inspected for a project - it was discovered that the pool</td>
<td>2009</td>
<td>-1993.31</td>
</tr>
<tr>
<td>358-11-082</td>
<td>0 Annabelle St</td>
<td>0809710365000000</td>
<td>B</td>
<td>the two properties consolidated roll needs to be removed</td>
<td>2010</td>
<td>-1107.46</td>
</tr>
<tr>
<td>358-11-070</td>
<td>115 Annabelle</td>
<td>0809710373000000</td>
<td>B</td>
<td></td>
<td>2010</td>
<td>-194.50</td>
</tr>
<tr>
<td>358-11-071</td>
<td>115 Annabelle</td>
<td>0809710373000000</td>
<td>B</td>
<td></td>
<td>2009</td>
<td>-189.99</td>
</tr>
<tr>
<td>358-11-056</td>
<td>92 Tyrone Dr</td>
<td>0809731173000000</td>
<td>B</td>
<td></td>
<td>2010</td>
<td>-27.92</td>
</tr>
<tr>
<td>358-11-057</td>
<td>92 Tyrone Dr</td>
<td>0809731173000000</td>
<td>B</td>
<td></td>
<td>2009</td>
<td>-27.35</td>
</tr>
<tr>
<td>358-11-065</td>
<td>4 Berkshire Pl</td>
<td>1402801819000000</td>
<td>B</td>
<td></td>
<td>2010</td>
<td>-104.34</td>
</tr>
<tr>
<td>358-11-095</td>
<td>2041 2nd Con Rd W</td>
<td>3012106680500000</td>
<td>B</td>
<td>farm status granted owner missed deadline due to illness</td>
<td>2009</td>
<td>-5197.95</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td><strong>-11928.51</strong></td>
</tr>
</tbody>
</table>

The sections and their explanations are as follows:

- **Section "358" Appeals of the Municipal Act, 2001**
- **Realty Tax Applications for overcharges**
APPORPTIONMENT OF TAXES

That the original land taxes recorded against;

(a) **Roll #2518 303 420 23035 0000** – (15 – 25 Browview Drive, Flamborough) in the amount of $1,480 for the year 2010 be split amongst the six newly created lots listed below:

<table>
<thead>
<tr>
<th>YEAR</th>
<th>ADDRESS</th>
<th>ROLL NUMBER</th>
<th>APPORTIONED ASSESSMENT</th>
<th>TAX AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>25 Browview Dr.</td>
<td>2518 303 420 23035 0000</td>
<td>18,577</td>
<td>$ 248.14</td>
</tr>
<tr>
<td>2010</td>
<td>23 Browview Dr.</td>
<td>2518 303 420 23036 0000</td>
<td>18,414</td>
<td>245.97</td>
</tr>
<tr>
<td>2010</td>
<td>21 Browview Dr.</td>
<td>2518 303 420 23037 0000</td>
<td>18,414</td>
<td>245.97</td>
</tr>
<tr>
<td>2010</td>
<td>19 Browview Dr.</td>
<td>2518 303 420 23038 0000</td>
<td>18,414</td>
<td>245.97</td>
</tr>
<tr>
<td>2010</td>
<td>17 Browview Dr.</td>
<td>2518 303 420 23039 0000</td>
<td>18,414</td>
<td>245.97</td>
</tr>
<tr>
<td>2010</td>
<td>15 Browview Dr.</td>
<td>2518 303 420 23040 0000</td>
<td>18,576</td>
<td>248.12</td>
</tr>
</tbody>
</table>

**Total** 110,809 $ 1,480.14

(b) **Roll #2518 003 850 00190 0000** – (29 – 43 Bankfield Cres., Stoney Creek) in the amount of $3,622.41 for the year 2011 be split amongst the six newly created lots listed below:

<table>
<thead>
<tr>
<th>YEAR</th>
<th>ADDRESS</th>
<th>ROLL NUMBER</th>
<th>APPORTIONED ASSESSMENT</th>
<th>TAX AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>43 Bankfield Cres.</td>
<td>2518 003 850 00190 0000</td>
<td>37,161</td>
<td>$ 491.59</td>
</tr>
<tr>
<td>2011</td>
<td>41 Bankfield Cres.</td>
<td>2518 003 850 00193 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>39 Bankfield Cres.</td>
<td>2518 003 850 00194 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>37 Bankfield Cres.</td>
<td>2518 003 850 00512 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>35 Bankfield Cres.</td>
<td>2518 003 850 00513 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>33 Bankfield Cres.</td>
<td>2518 003 850 00514 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>31 Bankfield Cres.</td>
<td>2518 003 850 00515 0000</td>
<td>33,252</td>
<td>439.87</td>
</tr>
<tr>
<td>2011</td>
<td>29 Bankfield Cres.</td>
<td>2518 003 850 00523 0000</td>
<td>37,163</td>
<td>491.61</td>
</tr>
</tbody>
</table>

**Total** 273,836 $ 3,622.41
## OBSERVATION OF EXISTING SYSTEM

### Policy and Procedure Documents - General

There is no complete policy and procedure manual for the Infectious Disease Program as administrative procedures are currently not included in the existing manual. Without appropriate administrative guidelines and expectations, it may be difficult for management to hold staff accountable. In addition, new staff to the Program would not have consistent, written guidelines to which they could refer.

### Policy and Procedure Documents - Personal Services Settings and Licensed Day Nurseries

It was noted by Internal Audit that the most recent approved versions of policy and procedure documents for Personal Services Settings (PSS) and Licensed Day Nursery (LDN) inspections are dated 2007. Even though there are more current documents reflective of legislative and protocol changes in 2009 available, they are only in draft format.

## RECOMMENDATION FOR STRENGTHENING SYSTEM

### Policy and Procedure Documents - General

That management develop, approve and implement a comprehensive policy and procedure manual for administrative procedures in the Infectious Disease Programs. These documents should be reviewed on a regular basis (annually) and be revised as required.

### Policy and Procedure Documents - Personal Services Settings and Licensed Day Nurseries

That management finalize, approve and implement policy and procedure documents for PSS and LDN inspections. These documents should be reviewed on a regular basis (annually) and be revised as required.

## MANAGEMENT ACTION PLAN

Agreed. Currently, administrative policies are available but titled with a different division/program name (Environmental Health). All staff follow these policies. However, all administrative policies need to be updated to apply across the Health Protection Division which will be inclusive of Infectious Disease Programs. Implementation Date - March 2012.

Agreed. Policies and procedures related to both PSS and LDN inspections have been finalized and implemented in use by the Infectious Disease Prevention and Control Program as of August 2011. Finalized policies are being used to conduct all inspections in these programs. Both policies will be reviewed on an annual basis moving forward.
<table>
<thead>
<tr>
<th>#</th>
<th>OBSERVATION OF EXISTING SYSTEM</th>
<th>RECOMMENDATION FOR STRENGTHENING SYSTEM</th>
<th>MANAGEMENT ACTION PLAN</th>
</tr>
</thead>
</table>
| 2. | Policy and Procedure Documents - Personal Services Settings and Licensed Day Nurseries (Cont’d.)  
   Additionally, there currently are no policy and procedure documents that adequately outline enforcement activities that are available during PSS and LDN inspections.  
   Without up-to-date guidelines and written expectations, it may be difficult for management to hold staff accountable.                                                                                                     | That management develop, approve and implement a policy and procedure document that provides guidance for enforcement actions that are to be taken during the inspection process (as required). This document should be reviewed on a regular basis (annually) and be revised as needed.                                                                 | Agreed. There are no regulations available for use to guide PSS inspections. All infection control inspections in PSS are based upon guidelines and best practice documents in addition to inspection requirements contained within the Ontario Public Health Standards. This limits the ability to enforce some of the inspection findings during this inspection. This being said, an enforcement policy that speaks to all inspection work within the Infectious Disease Prevention and Control (IDP&C) program has been developed, finalized and implemented for use. This policy describes the expected enforcement strategies to be used by public health inspectors conducting infection control inspections in personal services settings and licensed day nurseries. The enforcement policy includes details on the use of the green sign in PSS as an enforcement strategy. The policy describes when a green sign is to be removed from inspected premises. The policy will be reviewed on an annual basis. |


### Observation of Existing System

3. **Policy and Procedure Document - Green Signs (PSS)**

Currently, Green Signs (similar to those used in the Food Safety Program) are issued to PSS operators whose premises meet inspection requirements. The green sign program is voluntary and was requested by PSS operators. There is no policy and procedure that outlines the issuance and purpose of Green Signs for PSS premises.

The Green Signs are a highly visible indicator that premises have passed City of Hamilton Public Health inspections. Since the Green Sign program is not formalized and no specific guidelines regarding the issuance of these Signs have been documented, the risk exists that the public may interpret the reason for the signage incorrectly. Adequate documentation may not be retained to support the process.

### Recommendation for Strengthening System

That management develop, approve and implement a policy and procedure document that provides guidance and direction regarding the issuance of Green Signs to PSS premise operators during the inspection process. This document should be reviewed on a regular basis (annually) and be updated, as required.

### Management Action Plan

Agreed. The enforcement policy approved for use in August 2011 addresses the removal and use of the green sign in PSS (see Management Action Plan in #2 above).
<table>
<thead>
<tr>
<th>#</th>
<th>OBSERVATION OF EXISTING SYSTEM</th>
<th>RECOMMENDATION FOR STRENGTHENING SYSTEM</th>
<th>MANAGEMENT ACTION PLAN</th>
</tr>
</thead>
</table>
| 4. | **Policy and Procedure Documents**  
- Community Outbreak Management  
The Outbreak Management Protocol document (“Protocol for the Investigation of Infectious Disease Outbreaks”) currently exists in draft format only and there is no formally approved document in use in PHS.  
Without approved guidelines and expectations, it may be difficult for management to hold staff accountable due to the lack of policies and procedures for the management of community outbreaks. In order to be fully prepared for an outbreak, an approved Outbreak Management Protocol should be in effect. | That management finalize, approve and implement the “Protocol for the Investigation of Infectious Disease Outbreaks” policy and procedure document. This document should be reviewed on a regular basis (annually) and be revised as required. | Agreed. The Outbreak Management Protocol is a document that guides the management of community outbreaks across the Health Protection Division. Although the current policy is in draft format, it is formally in use in PHS and is used during the management of all community outbreaks. The document will be reviewed, updated and finalized for use by February 2012. The document will be reviewed and updated on an annual basis. |
## Policy and Procedure Documents - West Nile Virus (WNV) Program

There is no comprehensive internal policy and procedure manual for the West Nile Virus (WNV) Program. There is a lack of detailed and approved policies and procedures for major portions of the WNV Program.

Of the few policy and procedure-type documents (informal workflow documents) that were available for review by Internal Audit, four (4) of the five (5) documents have not been reviewed or revised within the past year.

Without appropriate guidelines and expectations, it is difficult for management to hold staff accountable due to the lack of policies and procedures for the Program.

<table>
<thead>
<tr>
<th>#</th>
<th>OBSERVATION OF EXISTING SYSTEM</th>
<th>RECOMMENDATION FOR STRENGTHENING SYSTEM</th>
<th>MANAGEMENT ACTION PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.</td>
<td>Policy and Procedure Documents - West Nile Virus (WNV) Program</td>
<td>That management develop, approve and implement a comprehensive internal policy and procedure manual for the West Nile Virus Program. These documents should be reviewed on a regular basis (annually) and be revised as required.</td>
<td>Agreed. The manual will only be created in electronic format. Management will: poll other health units (i.e. WNV policy and procedures initiated Sept. 9, 2011); organize existing Policies and Procedures (P&amp;Ps) into one electronic folder and name it WNV P&amp;P Manual; transfer or reference workflow document information into the P&amp;P template for approval; and review what P&amp;Ps are needed and draft same for approval. Completion of the manual is expected by April, 2012. Annual review to be initiated January 2013. Following that, the review will occur between November and March annually.</td>
</tr>
</tbody>
</table>
### Appendix D to Item 11 of AF&A Report 11-013

**PHS – INFECTIOUS DISEASES PROGRAMS**  
**AUGUST 2011**

<table>
<thead>
<tr>
<th>#</th>
<th>OBSERVATION OF EXISTING SYSTEM</th>
<th>RECOMMENDATION FOR STRENGTHENING SYSTEM</th>
<th>MANAGEMENT ACTION PLAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Rate of Re-Inspection (PSS and LDN)</td>
<td>That management monitor the rate of re-inspections by performing regular reviews of inspection reports (on a sample basis) with such review adequately documented.</td>
<td>Agreed. In order to address the issue of a wide range in re-inspection rates, the following actions are being or have been implemented:</td>
</tr>
<tr>
<td></td>
<td>Re-inspection can be used as an enforcement tool when premises do not meet compliance with certain set procedures during a routine inspection. However, without specific criteria to determine when re-inspection is appropriate (see Observation #2) and with the decision left to the discretion of each particular PHI, varied enforcement in this regard would be expected. Internal Audit analyzed the rate of re-inspection across Public Health Inspectors (PHIs) that perform Infection Control (PSS and LDN) inspections. It was found that the rate of re-inspection varied from 0.8% to 14.3% across inspectors. Such a large deviation in the rate may be an indication that enforcement is not being consistently applied and thus re-inspection is not occurring at an appropriate level. In a sample of reports where the re-inspections had been scheduled, the actual re-inspection in 2 of 9 cases (over 20%) had not taken place.</td>
<td>1. A finalized enforcement policy addressing inspections in both PSS and LDN has been implemented (August 2011). This policy establishes clear direction for PHIs working in the program to determine when enforcement actions are warranted.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. A general inspection policy in addition to specific policies establishing inspection expectations in PSS and LDN have been approved for use in the programs. The policies are no longer draft and have been implemented into use.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>3. Management will review a sample of all inspection reports on monthly basis to ensure compliance with policies. Implementation Date - October 2011.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>The divisional Quality Assurance Advisor will work with management to develop and implement a robust quality assurance process with full policy and procedures to provide more consistent inspection, re-inspection and enforcement actions. This will be implemented in Q1 of 2012.</td>
</tr>
<tr>
<td>#</td>
<td>OBSERVATION OF EXISTING SYSTEM</td>
<td>RECOMMENDATION FOR STRENGTHENING SYSTEM</td>
<td>MANAGEMENT ACTION PLAN</td>
</tr>
<tr>
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<td>-----------------------</td>
</tr>
<tr>
<td>7.</td>
<td>Personal Services Settings - Completeness of Premises Inventory</td>
<td>That management investigate various means to verify the completeness of the inventory of premises subject to inspection. This could include setting aside a period of time on a regular basis (i.e. quarterly) to allow Public Health Inspectors to perform walkabouts/driveabouts in assigned areas in order to identify new establishments, and/or to perform internet searches for unlicensed and uninspected premises. These procedures and the results of such investigations should be documented in writing.</td>
<td>Agreed. The following strategies are in place at this time to ensure completeness of PSS inventory: 1. Any premises noted by PHIs while they are in areas conducting inspections that are not currently captured in our inventory are inspected and reported as unlicensed to the Planning and Economic Development Department (Licensing and By-law Division) for follow-up. The premise is created within our inventory and ongoing inspections occur whether or not the premise is licensed (in accordance with Ontario Public Health Standards and Protocols). 2. Complaints of unlicensed “underground” PSS are received by our program. All complaints are investigated within 24 hours. Any premise found to be operating as a PSS is included in our inventory and licensing staff are notified of existence of the premise (as above). 3. Staff working in the IDP&amp;C program conduct random searches on databases in order to find “underground” PSS. Any premises located via this process are treated as above. 4. The program manager attends Licensing working group meetings with representatives of other departments and licensing staff. This meeting is a venue where discussion of such premises occurs. In addition to these strategies already in place, management commits to a more formal and scheduled process with respect to internet searches for unlicensed premises. A routine check will be conducted on a quarterly basis with results documented. Implementation Date: January 2012.</td>
</tr>
<tr>
<td>#</td>
<td>OBSERVATION OF EXISTING SYSTEM</td>
<td>RECOMMENDATION FOR STRENGTHENING SYSTEM</td>
<td>MANAGEMENT ACTION PLAN</td>
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<td>-----------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>8.</td>
<td>Rotation of PHIs (PSS and LDN Inspections)</td>
<td>That management review the current assignment of premises with a view of providing “fresh eyes” inspection capabilities through regularly scheduled rotation of PHIs.</td>
<td>Agreed. As of January 1, 2012, all PHI assignments for PSS and LDN will be rotated. Assignments from that point on will be rotated on an annual basis. Implementation Date: January 2012.</td>
</tr>
<tr>
<td>9.</td>
<td>Public Disclosure of Inspection Findings</td>
<td>That management consider increasing the level of public disclosure of inspection results for the Infectious Diseases Programs.</td>
<td>Agreed. Currently, results of PSS and LDN inspections are available to the public via the FOI process. In order to address the observation that there is a lack of public disclosure of results, management will commit to reviewing practices in other health units to assess the level of public disclosure in such settings. Based on the findings of such a preliminary review, a decision will be made whether a further assessment and consideration of the issue will be pursued.</td>
</tr>
<tr>
<td>#</td>
<td>OBSERVATION OF EXISTING SYSTEM</td>
<td>RECOMMENDATION FOR STRENGTHENING SYSTEM</td>
<td>MANAGEMENT ACTION PLAN</td>
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</tr>
</tbody>
</table>
| 10.| **Quality Assurance Process**  | That management expand the current Quality Assurance (QA) process to include: complaint follow up; management review of inspection reports; a checklist to facilitate management review of community outbreak files; and the use of hazard ratings in Hedgehog to detect problem premises and to help management monitor enforcement actions taken at these premises. | Agreed. The current QA processes within the Infectious Diseases programs will be expanded. This expansion will include:  
1. The Quality Assurance Advisor position, dedicated to inspection programs in Health Protection Division, will be in place by the end of Q4 2011. The Advisor will work with management to develop and implement a robust quality assurance process with full policy and procedures to provide more consistent inspection, re-inspection and enforcement actions. This will be implemented in Q1 2012.  
2. A checklist to allow for more thorough and documented management review of community outbreak files. Implementation Date: January 2012.  
3. Documented management review of all community outbreak files to ensure completion as per protocol. Implementation Date: January 2012.  
5. Documented quarterly review of a sample set of all LDN and PSS inspection reports. Implementation Date: October 2012.  
6. Continue working to establish a more effective database that communicates with Hedgehog for the purpose of complaint documentation. This will allow for more thorough management review of complaint investigations. Implementation Date: April 2012.  
7. Quarterly review by the program manager of a sample set of calls captured within ID intake database to ensure appropriate actions and follow-ups. Implementation Date: November 2011. |

The Quality Assurance (QA) process that is in place in the Infectious Diseases Programs and included in the scope of this audit does not address all QA concerns. Areas currently not included in the QA process are: CD (Communicable Diseases) Intake database monitoring (to ensure complaints are investigated and complaints are closed in a reasonable timeframe); management review of completed inspection reports; the creation of a checklist for community outbreak files to facilitate management review; and hazard ratings in Hedgehog to detect problem premises (and to monitor enforcement actions taken). A strong quality assurance process with management oversight results in procedures being followed uniformly and documentation available to adequately support actions taken.
<table>
<thead>
<tr>
<th>#</th>
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</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>West Nile Virus (WNV) - Program Evaluation</td>
<td>That management perform an evaluation of the WNV Program in order to determine the effectiveness of the program and to use the evaluation results to assist with future planning.</td>
<td>Agreed. Management will develop a work plan with the help of the Planning and Business Improvement Division staff for an evaluation of the WNV program. The program evaluation scope will be established in part following a full scan of Ontario health units to gauge type and extent of any WNV program as there may be few or none completed to date. The evaluation will be completed by the end of Q1 2012 so that any program changes can be brought forward to Board of Health prior to the traditional WNV season starting in May each year.</td>
</tr>
</tbody>
</table>

Program evaluation is one of the major components of an integrated vector management program, per the Ministry’s “West Nile Virus Preparedness and Prevention Plan 2010”.

Over the years, individual components of the WNV program have been evaluated, but there has never been a complete, comprehensive program evaluation.

In the absence of evaluating the effectiveness of the WNV Program, it may not be administered in a way that minimizes the public health risk of WNV while maximizing good value for money spent.
The following items were noted during the course of the audit. Although they do not present internal control deficiencies, they are indicated in this Addendum so management is aware of the issues, risks and inefficiencies and can address them appropriately.

Recording the Provision of Education Activities (Personal Services Settings and Licensed Day Nursery Inspections)

1. Education related to infection control is required to be provided annually at all premises per provincial requirements. After review of the Hedgehog information, there were only 49 recorded instances of education provided to PSS operators during a 12-month period for approximately 700 PSS premises and only 15 recorded instances of education provided to approximately 200 LDN operators during a 12-month period. All PHI should record education activities as an “action taken” in the Hedgehog database.

   It is recommended:
   That management require PHIs to record the provision of education activities as an “action taken” in the Hedgehog database each time education is provided to operators during inspections and/or consultations in order to support the carrying out of provincial requirements.

   Management Response:
   Agreed. Education is currently provided to PSS and LDN operators at each inspection. PHIs have been advised to select “education provided” as an action within each Hedgehog inspection. This documentation change was implemented as of September 2011.

Community Outbreak Management - Policy and Procedure

2. The draft “Protocol for the Investigation of Infectious Disease Outbreaks” document references the requirement of an outbreak management plan. However, no details are provided as to what an acceptable document would be or if the plan even needs to be in writing.

   It is recommended:
   That management require a written plan for each community outbreak and that the plan be included in the community outbreak file.

   Management Response:
   Not Applicable. The protocol in question is Public Health Services internal protocol and not a provincially-mandated protocol. A written outbreak management plan is not a document currently used or required for use during community outbreaks. During the next review and update of this document, the wording for a written plan will be removed.
# 2 GIC/MONTH VERSION WITH PROPOSED BUDGET MEETINGS

## January 2012

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
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<tbody>
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## Appendix E to Item 19 of AF&A Report 11-013

### February 2012

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All meetings will be in the Council Chambers, Hamilton City Hall
# November 2012

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CITY OF HAMILTON

2011 ACCESSIBILITY PLAN

Maxine Carter
Access & Equity Coordinator

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Hamilton, ON L8P 4Y5
Phone: (905) 546-2424 Ext. 6419
E-mail: Maxine.Carter@hamilton.ca
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1. **INTRODUCTION**

The Ontarians with Disabilities Act, 2001, (also referred to as the ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001. The purpose of the Act is to “improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002, and apply to all Ontario municipalities.

In addition to the ODA, the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005. It received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “…development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation, and buildings for persons with disabilities. Persons with disabilities, people who represent persons with disabilities, representatives of the Ontario government and representatives from organizations, industries and various sectors, to whom the all standards will apply have participated in the development of the five accessibility standards. Persons with disabilities made up at least 50% of the membership of the standards development committees.

The Ontarians with Disabilities Act, 2001 will continue, in force, until repealed, in whole or part and upon completion and approval of all standards. The AODA 2005 Customer Service Standards and Integrated Accessibility Standards (Information and Communication, Transportation & Employment) are being implemented with policies, practices and other steps needed to identify, remove and prevent barriers for persons with disabilities.

Ontario’s first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, whereas Integrated Accessibility Regulation was enacted in June 3, 2011. These standard sets out requirements that organizations, businesses and municipalities are legally required to comply with. The City of Hamilton has been proactive in meeting the requirements of the AODA, 2005 and its standards, by establishing committees to support the Advisory Committee for Persons with Disabilities focusing on these standards.

In order to meet the requirements of the Customer Service Standard, the City has worked diligently to ensure all City staff, volunteers, consultants and third-parties, receive training regarding the AODA, 2005 and the Customer Service Standard, including the policies, practices and procedures that the City has developed on providing goods and services to people with disabilities.

Policies have been developed to provide equitable access to City services, programs, opportunities and facilities, for persons with disabilities including persons accompanied by either a service animal or support person. In the case of service animals, the service animal is permitted to accompany the person with a disability into a facility unless the animal is excluded by law. In the case of a support person, a person with a disability, who requires a support person, can access all City services, programs or goods and no fees will be charged for the support person.

Further to the standard’s requirements, the City has also developed a policy on notifying the public when facilities or services that persons with disabilities rely upon are interrupted. Also, the City has
established a process for people to provide feedback on how the City provides goods or services to persons with disabilities and how it will respond to any feedback or take action against complaints.

Finally, in order to provide the best service to people with disabilities, the City has not only developed the required policy to allow people to use their own assistive devices to access City services, programs or goods, but has acquired a wide array of assistive devices to assist in the access of these services or goods. These devices are available at multiple locations throughout the city with signage indicating the types of devices available. Coupled with the training requirements of the Customer Service Standard, these devices will help to ensure that communication with a person with a disability will take place in a manner that takes into account the person’s disability.

The AODA provides for enforcement of the Customer Service Standard and Integrated Accessibility Standards through inspections, compliance orders and administrative penalties. The City of Hamilton provided its first compliance report prior to March 31, 2010 and was compliant in all areas.

1.1 Key Definitions
There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

b) a condition of mental impairment or a developmental disability,

c) a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

d) a mental disorder, or

e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”) 

In addition, the Act defines a barrier as:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:
**Architectural or structural** barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

**Information and communications** barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

**Technology** or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

**Systemic** barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

**Attitude** is perhaps the most difficult barrier to overcome. Some people don’t know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes and myths and misconceptions that perpetuate. Some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.

### 1.2 Duties of Municipalities

The Accessibility for Ontarians with Disabilities Act details the duties of municipalities which include the following:

- establish an accessibility advisory committee
- prepare an annual accessibility plan
- seek advice from the accessibility advisory committee on the plan
- make the accessibility plan available to the public
- seek advice from the accessibility advisory committee on the accessibility of any building, structures or premises that the Council buys, leases, constructs, has provided to them, or renovates significantly
- have regard to the accessibility for persons with disabilities to the goods or services the City purchases, whether the goods and services are purchased for the use of itself, its employees or members of the public

### 1.3 Accessibility Advisory Committee

The City of Hamilton’s advisory committee, the Advisory Committee for Persons with Disabilities provides significant input and monitors the implementation of the Annual Accessibility Plan.

In addition to the responsibilities noted above, the advisory committee has additional specific roles noted in the ODA, as follows:

- to advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- to review site plan & drawings under section 41 of the Planning Act, as selected by the Committee
The Advisory Committee for Persons with Disabilities and its sub-committees, has been invaluable in providing advice to the Council and staff of the City of Hamilton, in identifying barriers experienced by persons with disabilities, in establishing priorities for ongoing review and developing new initiatives and in providing oversight and input to the staff preparing the Annual Accessibility Plan.

1.4 Accessibility Plan
The Ontarians with Disabilities Act, 2001 sets out the requirements for the annual accessibility plan. The accessibility plan must address the identification, removal and prevention of barriers to people with disabilities in the City’s by-laws, policies, programs, practices and services. The ODA notes that the annual plan must include the following components:

- report on the steps taken to identify, remove and prevent barriers to people with disabilities
- detail how the City assesses its proposals for by-laws, policies, programs, practices, and services
- a list of the programs, policies, practices and services that will be reviewed in the following year to identify barriers
- detail how the City will identify, remove and prevent barriers in the coming year
- anything else covered in the regulations

The City continues to move forward in implementing its obligations under the Accessibility for Ontarians with Disabilities Act, 2005. A follow-up training on the assistive devices, has recently been completed to make staff more conversant with assistive devices and methods of service delivery to persons with disabilities. The online customer service standard training module will also be available by the end of 2011. In order to facilitate the implementation of AODA 2005 Customer Service Standard and Integrated Accessibility Standards, a communication plan is being formulated. The Staff Access and Equity Support Committee provided regular input on the operational issues regarding AODA customer service standard policies and procedures.

In order to implement the AODA integrated accessibility standards, sub-committees of Advisory Committee for Persons with Disabilities (ACPD), Built Environment Standards (BESC), Employment Standards and the Transportation Standards (TSC) have initiated their work. ACPD has developed a more stream-lined approach to deal with the heavy load and going forward in the year 2011 – 2012 and departments will have an opportunity to share their planned initiatives and provide a status report on current initiatives in a presentation to ACPD. They are also developing a monitoring tool that will help them to evaluate their effectiveness as a committee.

In addition to current initiatives still underway, activities planned for 2011 - 2012 are the focus of the plan in the coming year, including the continuing implementation of the mandatory requirements of the Customer Service Standards.

1.5 Identification of Participants
The participants identified below were instrumental in the completion of the 2010 Accessibility Plan, and the City of Hamilton staff, management and Council offers its thanks and heartfelt gratitude for the committee’s dedication and commitment to helping make improvements by providing advice regarding the removal of barriers and ensuring that new barriers are not put in place and hence improve the quality of life for persons with disabilities.
The two groups that were instrumental in the collection of information and the preparation of the annual accessibility plan are the Advisory Committee for Persons with Disabilities and the Staff Access and Equity Support Committee.

1.5.1 Advisory Committee for Persons with Disability (Term 2010-2014)
Current Members:
- Aznive Mallett, Chair
- Tim Nolan, Vice Chair
- Terry Wallis
- Patty Cameron
- Roger-Wayne Cameron
- Brian Lane
- Kim Nolan
- Robert Semkow
- Mary Smithson
- Raihanna Hirji-Khalfan
- Paula Kilburn
- Denise Maraj
- Tim Murphy
- Debbie Sanche
- Robert Thompson

Advisory Committee for Persons with Disability (Term 2007-2010)
Members:
- Tim Nolan, Chair
- Darlene Burkett
- Patti Cameron
- Roger-Wayne Cameron
- Fran Chesney
- Sharon Derkach
- Robert Helwig
- Brian Lane
- Tom Manzuk
- Aznive Mallett
- Kim Nolan
- Robert Semkow
- Mary Smithson
- Terry Wallis
- Marlene Thomas
- Deborah Ecker
- Sandi Bell
- Elizabeth Wagner

1.5.2 Staff Access and Equity Support Committee
The Staff Access and Equity Support Committee is made up of at least one staff member representing each department. Some of the responsibilities of this committee include gathering
information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified in the audit and through consultations will be addressed and assisting with the preparation of the annual Accessibility Plan.

**Current Members:**

- Maxine Carter, Access and Equity Coordinator, Customer Service, Access and Equity Division, Corporate Services
- Jane Lee, Director of Customer Service, Access and Equity Division, Corporate Services
- May-Marie Nuyaba, Access and Equity Specialist, Customer Service, Access and Equity Division, Corporate Services
- Jaffar Hayat, Access and Equity Policy Advisor, Customer Service, Access and Equity Division, Corporate Services
- Carolyn Bish, Admin Asst., Customer Service, Access and Equity Division, Corporate Services
- Anny Strojin, Human Rights Specialist, Human Resources, City Manager’s Office
- Sheila DuVerney, Project manager, Strategic Services, Community Services
- John Verbeek, Assistant Chief Fire Prevention Officer, Hamilton Emergency Services
- Teresa Bendo, Director, Planning & Business Improvement, Public Health Services
- Joanne Kohut, Manager, Planning & Business Improvement, Public Health Services
- Owen Quinn, Coordinator of Accessible Transportation Services, Transportation, Energy and Facilities, Public Works
- Doug Waugh, Manager, Operations and Logistical Support, Hamilton Emergency Services
- Meghan Stewart, Landscape Architect, Environment and Sustainable Infrastructure, Public Works
- Andrea McDonald, Senior Planner, Community Planning and Design, Planning and Economic Development

**Key Contacts**

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Advisory Committee for Persons with Disabilities
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2. MUNICIPAL HIGHLIGHTS/OVERVIEW
The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559. Hamilton is currently the fourth most populated urban center in the Province of Ontario after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada’s business hub and most populated urban centre, Toronto; and one hour from Niagara Falls and the United States/Canada border.

The Council for the City of Hamilton is comprised of a Mayor elected at large and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton’s 61st Mayor and has been elected for the period of 2011 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments as follows:

- City Managers Office
- Community Services
- Corporate Services
- Emergency Management Services
- Planning & Economic Development
- Public Health Services
- Public Works

2.1 Demographic Profile of Persons with Disabilities in Ontario and Hamilton
As we move forward in addressing the barriers of persons with disabilities in Hamilton, it is important to have an understanding of the numbers of persons with disabilities in Hamilton and how they participate or do not participate in the life of the community and, where information is not available for Hamilton specifically, to look at information available for Ontario. This information will help us in the planning processes for programs, services and opportunities to be more inclusive and reflective of the community we serve.

According to Census 2006 - Sex and Age Report\(^1\) released on July 17, 2007 by Statistics Canada; Hamilton’s 65 years and over population has reached 75,395 people and represents 14.9% of the total population of this municipality while the population 14 years of age and under has reached

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89,890 and represents 17.8%. In comparing these results with Census 2001, the population 14 years of age and under has experienced a negative population change (-4.8%) whereas the population 65 years of age and over, has the highest population change (7.3%) and the adult population (15-64) a moderate one (4.2%).

The age group (40-64) close to retirement represents 35% of the total population. In just a few years, Hamilton will have a significant percentage of the population at retirement age. This situation could increase the demands in some sectors, including health care, affordable housing, decent pensions and labour shortages. In addition, Hamilton’s fertility rate (1.2%) is lower than the national rate (1.5%). As Hamilton’s older generation continues to grow increasingly large it is becoming a pressing need to attract new immigrants to the city in order to maintain the population levels.

In 2006, there were 138,245 persons with disabilities in Hamilton. This number represented 20% of the total population in that period (692,910 Hamiltonians). The prevalence of disability rate in Hamilton is higher than the provincial (19%) and the national rate (17.6%). This high rate of persons with disabilities could be attributed to the high poverty rate (18.1%) in Hamilton in which there is a correlation between the level of functioning and income. More specifically, persons with disabilities, 15 years and over, earned an annual average of $9,640 less than persons without disabilities.

With regard to the labour force it was noted that the unemployment rate for people with activity limitations was 8.2% in 2006 compared to Hamilton’s overall unemployment rate of 6.5%. Similarly, the national rate closely mirrored that of Ontario; in 2006 persons with disabilities had an unemployment rate of 8% compared to Ontario’s overall unemployment rate of 6.4%.

There is a connection between unemployment and type of disability. In Canada, of all the types of activity limitations in 2006, persons with hearing limitations had the highest employment rate at 57.8% whereas persons with developmental limitations had the lowest employment rate at 27.8%

On a national level, in 2006, the employment rate for persons with disabilities was 1,250,720 compared to that of 14,069,780 for persons without disabilities. In terms of employment distribution between the sexes, there is an almost equal employment rate between female and male individuals with disabilities, 50.7% and 49.3% respectively. Conversely, for persons without disabilities, females have a slightly lower employment rate at 47.1% compared to that of 52.9% for males.

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2 Hamilton is represented by Census Metropolitan Area (CMA) which includes Burlington and Grimsby; Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

3 Hamilton’s population is represented by CMA.


7 Statistics Canada, PALS 2006.


City of Hamilton’s Accessibility Plan 2011

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3. **VISION, MISSION, VALUES AND GOALS OF THE CITY OF HAMILTON**

Hamilton City Council has developed a very important document that provides a vision for the future of Hamilton and defines the mission of our local government.

**Vision:**
To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

**Mission:**
We provide high quality services in a fiscally and socially responsible, environmentally sustainable and compassionate manner in order to ensure a healthy, safe and prosperous community.

We engage our citizens and promote a fair, diverse and accepting community.

We are a skilled, knowledgeable, collaborative and respectful organization that thrives on innovation and quality customer service.

We are led by a forward thinking Council.

The team shows leadership in carrying out their responsibilities and is valued and appreciated for their contributions and accomplishments.

**Values:**
Honesty
Accountability
Innovation
Leadership
Respect
Excellence
Teamwork

**Strategic Themes:**
Image
Job Creation

**Focus Areas:**
Skilled, Innovative and Respectful Organization
Financially Sustainable
Effective Intergovernmental Relations
Growing Our Economy
Social Development
Environmental Stewardship
Healthy Community

The **Strategic Plan** will change how we do our ‘business’. All of us will now be working towards a common vision and common priorities that our understood across Departments. This in turn will drive integration across the organization.
The Strategic Plan will also change the budget process by providing a framework for annual operating, capital and multi-year budgets; a framework for performance measurement; and it will also influence our day-to-day decision-making.

4. OVERVIEW OF ACCESSIBILITY PLAN 2011

4.1 Department/Divisional Plans
In this section, the accessibility initiatives are listed for each department, then by divisions and where applicable by sections. There is also a section detailing the work of the Advisory Committee for Persons with Disabilities and its sub-committees. The information in each divisional section details the consultation activities which have taken place over the previous year, a status report on the initiatives of the 2011 Accessibility Plan and an outline of the new initiatives proposed for the 2012 plan.

4.2 Consultation Activities
Consultation activities during 2010 – 2011 period with respect to issues and barriers experienced by persons with disabilities primarily took place with the Advisory Committee for Persons with Disabilities (Advisory Committee/ACPD) and its sub-committees. Consultation activities were at the request of the Advisory Committee, referred by the Council and requested by staff. Consultation activities occurred over the past year for many reasons, including the review of site tour reports, review of proposed designs for renovation and new construction projects.

The consultation activities undertaken over the last year by the Advisory Committee for Persons with Disabilities and by City staff, are outlined in the Advisory Committee and departmental sections of the plan.

4.3 Update on 2011 Accessibility Plan Initiatives
Over the past 12 months the Advisory Committee for Persons with Disabilities and its sub-committees has assisted the City in identifying barriers, provided assistance to many departments in arriving at solutions and changes to operational processes and policy documents, advising on priorities for the accessibility plan and assisting with recommendations for the elimination of barriers. In addition, they have monitored the progress made by the City in addressing the initiatives identified in the 2010 Accessibility Plan.

The status update of each of the initiatives in the City of Hamilton’s 2010 Accessibility Plan is detailed in the Advisory Committee and Departmental sections of the plan. Many of the planned initiatives were not completed in one year, many subject to budget approvals and subsequently had to be carried forward to the Accessibility Plan for 2011.

4.4 Activities Planned for 2011- 2012
This part of the plan identifies the initiatives planned by departments for the coming year, as well as addresses the items deemed to be a priority by the Advisory Committee for Persons with Disabilities. Any activities requiring budget funding beyond normal operating budgets will require budget approval, and may be subject to delay should funding not be available in the 2012 budget. In addition, Council approval is required for some decisions.
THE FOLLOWING ARE THE ACTIVITIES OF THE ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES FOR THE PERIOD JULY 2010 TO JUNE 2011.

5. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Accessible Social Housing for persons with disabilities

Actions to Date:
In its December meeting, ACPD recommended to Council that the Housing Division prepare a report detailing how it has fulfilled the 5% accessible units requirement, highlighting the internal process, procedures for these Request for Proposals (RFPs) and tenders.

Status Update:
Still awaiting Housing Hamilton Report.

2. Activity or Initiative
City Hall Renovation

Actions to Date:
Issues regarding signage, ramps, decals, reeling and front and back paving stones were raised by BESC in June 2010. A detailed report was submitted to the Project Manager highlighting the following issues;

2.1 Signage
2.1.1 The decals that are placed on the glass doors and walls are too high for persons using scooters and wheel chairs. The agreement after much consultation was to have these decals at two levels, 4’ and 5’10”.
2.1.2 The golden color used on signage for room numbers, letters and graphics is much lighter than the sample that was shown in our meetings.
2.1.3 Braille that is located below the number and or name on the plates is not noticeable and/or not easy to find. It is so small that it almost non functional.
2.1.4 Meeting room signs are too high so much so that a person in a wheel chair who may need to use the Braille could not reach the Braille to read it.
2.1.5 Decals or markings on all the doors and Councillors Chambers are missing.
2.1.6 Signage at the Councillors’ offices needs a better contrasting colour against the black backdrop. Very difficult to see.
2.1.7 No contrast between floor and pillars on the first and second floor, which may act as barrier for persons with low vision.
2.1.8 Signage at DARTS drop off and DARTS entries are missing.
2.1.9 There are two ramps, one in the forecourt and one at the front of City Hall that shows the wrong ramp direction in the graphic.
2.1.10 The Bay Street ramp signage is confusing and it does not lead someone in a wheelchair or someone pushing a stroller to the series of ramps naturally.
2.2 Stairs – outside
2.2.1 The width of the railings on all the stairs makes it difficult to have a firm grip because of the bar that is securing the railing handle to the vertical posts.
2.2.2 The edges on most of the stair railings are sharp and can cause cuts on someone’s hands.
2.2.3 The gap between the bars that secure the railing handle to the vertical bars is too short. This causes one to catch their fingers on these bars.

2.3 Stairs – inside building
2.3.1 The rise of the stairs is too short and can cause tripping.
2.3.2 What is the purpose of the plexi-glass that is protruding from the ceiling above the front staircase? Can cause injury to someone very tall.

2.4 Doors
2.4.1 Absence of any kind of markings on the middle piece (central glass part) of doors near elevators makes them a barrier for persons having low/or impaired vision.
2.4.2 The railings on the doors of Councillors’ offices does not serve any purpose and are barriers.

2.5 Elevators
2.5.1 The outside Electronic panels of the Elevators are too high on the first and second floor. Someone in a wheelchair not able to reach it.
2.5.2 Voice over should be a little louder as some of us cannot hear her.
2.5.3 Elevator door timer should be reset to open a little longer. Door shut on you unless you while entering.
2.5.4 Remove the plastic from the elevator doors, it looks tacky.

2.6 Ramps
2.6.1 Outside patio at the rear entry first floor near the parking lot is not levelled. Pathway very uneven. (near the DARTS drop off).
2.6.2 The Bay Street ramp located at the entrance to the parking area is too steep and railing on this ramp is also a hazard. Once you are at the end of the ramp you would have to turn to your left very sharply in order to be in line with the other ramp.
2.6.3 The railing on the ramp on east side of City Hall sticks out so far that it is in the pathway and a dangerous obstruction for those in a wheelchair. The railing is directed at the persons head.
2.6.4 Graphic of the slope on the signage is showing the wrong direction. This is done in two places where there are ramps.
2.6.5 Missing directional sign near “No Access” sign near west front entrance. This sign simply says no access to the building when in fact just crossing over the front of City Hall takes you to a proper ramp.
2.6.6 The main entrance ramp railing is a safety hazard. (Easy to cut your hands on these railings.
2.6.7 All railing inside and outside of the building have an unusual piece of metal coming out into the path of travel. It is only a matter of time before someone gets hurt.

2.7 Washrooms
2.7.1 Soap dispensers in washrooms are too high for a person using wheel chair.
2.7.2 Provision of automatic towel dispensers in washrooms.

2.8 Parking Lot Back of City Hall ground floor
2.8.1 Installation of bumpers on the disabled parking spots will stop/prevent people from parking too close or driving over the sidewalk and onto the pathway inhibiting accessibility.

**Status Update**

Most of the issues related to signage, and decals have been addressed. ACPD was also informed that the paving stones in the back of City Hall have been fixed.

### 3. Activity or Initiative

Accessible Taxis

**Actions to Date:**

Citizen Committee Report for the provision of Accessible Taxis in the City of Hamilton was presented to ACPD. The committee was informed that there is special training and licensing requirement for accessible taxis and also wait times and fares have to be the same for accessible taxis as regular ones. On the basis of this report ACPD recommended that staff must be directed to ensure that by 2012, 20% of licensed taxis in the City of Hamilton are fully accessible and by 2011 all new taxi plates are issued to accessible taxis only. It was also recommended that staff create a communication strategy to inform the public of the accessible taxi system and fares.

**Status update:**

Pending

### 4. Activity or Initiative

Accessible Pedestrian Signals

**Actions to Date:**

BESC submitted a report to ACPD along with recommendations to Council in December 2010 to allocate more resources for completing the installation of Accessible Pedestrian Signals before 2025.

**Status update:**

The report from Public Works is still awaited.

### Status of Planned Activities or Initiatives 2010-11

#### 1. Planned Activity or Initiative

MacNab Street Terminal Tour

**Actions to Date:**

ACPD toured MacNab Street Terminal in December, 2010. The issues raised included; boarding & deboarding from buses, steep ramps, gaps between buses and platforms, not enough contrast signs, height of emergency call buttons, poor washroom placement, automatic door placement, poor accessibility of building and no wheel chair waiting area. Committee members also mentioned that they provided a detailed input during the design phase but in reality most of their suggestions were overlooked.

Issues regarding boarding and deboarding were sent to Transportation Subcommittee to be dealt with.
Status Update:
Highlighted issues still pending further action.

2. Planned Activity or Initiative
Capital projects list

Actions to Date:
ACPD made a recommendation to Council that within 30 days of approval of City Capital Budget, all General Managers be directed to provide a list of new construction, retrofits and renovations to ACPD.

Status update:
City Council concurred the motion and approved a notification on September 15, 2010. The follow up for this action item has been referred to BESC.

3. Planned Activity or Initiative
Hamilton Entertainment and Convention Facilities Incorporated (HECFI) implementation of Customer Service Standard

Actions to Date:
The Advisory Committee for Persons with Disabilities requests that City Council requests a copy of the HECFI’s outline for the implementation plan on the Accessible Customer Service Standard.

The committee also recommended to the City Council to request HECFI to prepare a document outlining how the BFDGs are used and where they are used and also to provide a list of all planned renovation projects for the next five years.

Status update:
Still awaiting follow up and report from HECFI regarding CSS implementation plan and how HECFI is using BFDG.

4. Planned Activity or Initiative
Accessibility Plan 2010

Actions to Date:
Access & Equity Staff throughout 2010 updated ACPD on the status of the Accessibility Plan and various initiatives. Staff outlined the process that each City department make a presentation to ACPD once a year to provide an update on what they have done in terms of implementing the AODA Customer Service Standard. The Access & Equity Office indicated that it is looking at reviewing the way consultations are planned and reported by departments.

Status Update:
The Accessibility Plan 2010 was approved by the Council in August, 2011. Each member of ACPD was given a copy of the approved plan December 2011.

New Discussion Items (2010-2011)
1. **Activity or Initiative**

**Rescue Vehicles working group discussion**

**Actions to Date:**

ACPD was informed that the working group to develop the feasibility of Rescue Vehicles will be instituted after the induction of new committee members. It was suggested to appoint a staff liaison in this working group along with a representation from HPS.

**Status Update:**

Action on this item is still pending.

2. **Activity or Initiative**

**AODA Alliance's best practices**

**Actions to Date:**

ACPD acknowledged all the efforts made by the Election Hamilton staff in addressing the barriers to access during the Municipal Election 2010 and recommended AODA Alliance to include them in its best practices.

**Status update:**

The motion was carried by the Council on October 13, 2010. A letter was sent to AODA Alliance.

3. **Activity or Initiative**

**Pan Am Games**

**Actions to Date:**

The team working on the 2015 Pan Am Games delivered a presentation to the Advisory Committee for Persons with Disability. The committee was informed that Hamilton is the second largest recipient of athletes after the Toronto area. Staff discussed the multi-use stadium and multi-use velodrome that are to be constructed. The committee was informed that all the construction will be done by Host Co, and City of Hamilton does not have any role to play in the tendering, and contracting of the facilities. Staff also pointed out that they are beginning the social inclusion policy for the Games. Members showed their concern on following;

- ACPD would like an opportunity to have input into the design of the buildings.
- There is a shortage in accessible accommodations in the area
- Many hotels only have one handicapped room and that this needs to be addressed.
- Availability of accessible washrooms
- Will the accommodations be built to be fully accessible?
- How will the McMaster pool transition after the games to become a community pool?
- Access issues for all the proposed facilities to be considered

**Status update:**

ACPD nominated two members for the advisory team for the draft Social Inclusion strategy for the 2015 Pan Am Games.
Staff indicated that they will be reporting to Council in August 2010. The Social inclusion policy will be submitted to Council in fall 2011.

4. Activity or Initiative
Disabled Parking Spots

Actions to Date:
ACPD recommended that since the review of BFDG 06 is under process therefore the City should also examine the issue of various sizes of disabled Parking spots as part of its review of BFDG.

In September 2010, staff from Planning & Economic Development (PED) had a consultation with ACPD. Members suggested various options to address accessible parking contraventions. Staff from PED explained how the use of smart phones to report parking violations by phone was a contravention of the Provincial Offences act. ACPD was also informed that enforcement staff can not go onto property of private owners to enforce this unless the owners give their permission. Staff indicated that gaining access to private property must be ascertained through a blanket coverage agreement for the property to allow enforcement to enter the property at anytime. It was also suggested to post signs at private lots that had blanket coverage of sites. Questions were asked regarding the disabled parking permit system and the abuses that occur to that system. Staff indicated that they have the power to seize the permits if being abused and send them to the Ministry of Transportation.

ACPD requested PED to report back with the details on what criteria are used on private land owners who are installing disabled parking spots as well with further details on how they assist private owners who are seeking enforcement.

Status update:
BESC has been mandated by ACPD to review and add Accessible Parking issue in the Barrier Free Design Guidelines (BFDG). The report from PED is still awaited.

5. Activity or Initiative
Representation of people with disabilities on boards and committees

Actions to Date:
ACPD suggested to liaise with other Advisory Committees representing the interest of various marginalized groups in the City if they desire to bring a reform policy forward. A motion was made to the Council in this regard.

Status Update:
Action on this item is still pending.

6. Activity or Initiative
Policies and procedures for Video Surveillance

Actions to Date:
That ACPD request that staff be directed to prepare a set of guiding principles, policies and procedures for video surveillance cameras usage in relation to public transportation.
Status update:
Pending

Consultation Activities July to June 2010 – 2011

1. Accessibility Plan 2010 Consultation
Access & Equity Staff updated ACPD on the status of Accessibility Plan 2010 and various initiatives. Staff outlined the process how each City department come to ACPD once a year to provide an update on what they have done in terms of Accessibility. Following observations were made;
- Insert a table of contents for each issue
- It might benefit the Committee to prioritize items

2. Hamilton Police Service (HPS)
HPS delegation made a presentation to ACPD to inform its members about changes in the legislation as a result of Bill 168, aimed to protect everyone in the workplace. HPS encounters around 1500 people a year with a mental illness and deals with them under the Mental Health Act. The committee was informed about the COAST program which provides alternatives to help individuals to access local social networks. HPS staff also indicated that they do a lot of training to help fight against any stigma associated with mental health.

3. Presto Cards
Presto Card Company delivered a presentation to ACPD in October 2010. ACPD was informed that the goal of Presto Card technology is to integrate a multi jurisdictional transit system. The company carried out a test poll of a small initial user group and 90% of them recommended Presto card. In case a card is frozen or stolen, a new card is issued. Users can go online or visit or contact the call centre and get their information or transaction record. The project rolled out on HSR February 2011 on a limited trial basis and expanded by May 2011 and Presto is also unveiling a card for the use of tourists. The card has been passed by the Privacy Commissioner and that when data is presented it is not based on individual trips and movement but aggregate values.

ACPD suggested that the company should do some testing on people with different ranges of disabilities questioning whether someone who is a quadriplegic could use a swipe card. Questions were also asked whether there would be payment units set up at the back entrance of buses as that is often where wheelchairs are required to enter and is there anything more that can be done to make the visually impaired aware of the fare they are paying.

4. Snow Clearing Operations
Staff from Public Works delivered a presentation to ACPD in response to a complaint made in December 2010, regarding the snow piles on accessible ramps. ACPD was informed that Public Works team failed to notice it due to some confusion in scheduling and will address this issue on priority basis in future and will also ensure that snow does not pile up on the accessible areas during snow cleaning operations. Staff informed committee that residential areas are given lower priority and less service and also less salt is used due to environmental reasons.

Activities Planned for 2011-2012
1. Marydale Park
2. Pan Am Games
3. Capital projects list
4. Disabled Parking Spots
5. Policies and procedures for Video Surveillance
6. Accessible Taxis
7. HECFI’s implementation of Customer Service Standard
8. Accessible Pedestrian Signals
9. Accessibility Plan 2011
10. Rescue Vehicles
11. Representation of people with disabilities on boards and committees

5.1 Reports from Sub-Committees
   ➢ Built Environment
   ➢ Customer Service
   ➢ Transportation

5.1.1 Built Environment Sub-Committee

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
   Housing Hamilton- Social Housing Provider

Actions to Date:
BESC worked on various issues related to Housing Hamilton throughout 2010-11. The committee learnt that there still exist disparities in the services provided by Housing Hamilton to persons with disabilities. The committee was also informed that Housing management had indicated that they will use the BFDG for newly built and renovation projects, but the committee wants to work toward BFDG being part of all housing agreements.

BESC also planned to deliver a presentation in the upcoming Access To Housing (ATH) forum on AODA and issues related to persons with disabilities in Hamilton.

In its December 2010 meeting BESC passed a motion that ACPD recommend to Council that a report be prepared from Housing Division detailing how it has fulfilled the 5% accessible units requirement, highlighting the internal process and procedures for these RFPs and tenders.

Status Update:
ATH forum presentation is still pending. Housing Hamilton Report is still awaited.

2. Activity or Initiative
   MacNab Street Terminal

Actions to Date:
BESC worked with the Project Manager and Transit Director in the design and implementation of the project during 2009-10. Upon completion of the project in December 2010, BESC requested a tour of the facility. The tour was completed on December 21, 2010 and the following observations and recommendations were made by the committee.

Issues and Concerns regarding the MacNab Street Terminal:

2.1 Gap between Buses and Platform
Members are concerned that there will be a significant gap/space between the bus and the sidewalk when the driver pulls up to the curb to allow passengers to board the bus. It was noted again that when a passenger is using a walker they often have difficulty boarding the bus when there is a significant gap between the vehicle and the sidewalk. Some members informed the committee that they have been instructed by bus drivers to deboard and board the bus backwards. This is extremely dangerous and riders are afraid of hurting themselves. Members from the Seniors Advisory Committee and ACPD expressed extreme concern regarding the instructions that have been given to persons in wheelchairs and those using walkers on how they are expected to board and deboard a bus. The committee recommends that drivers be trained and that the practice of asking wheelchair, scooter and walker users to deboard and board backwards must stop.

2.2 No buses in Terminal for demonstration
Members noted that without a bus to actually demonstrate how the bus will enter and pull up to the curb it is difficult to judge the height of the platform in relation to the first step of the bus. If there is a difference in height it will become a tripping/safety hazard for passengers boarding and deboarding the vehicles. Built Environment Committee Members were told at their Dec. 14, 2009 meeting with Gary Moore and Don Hull that all bus front and back doors will align at the same level with the platforms in the terminal.

2.3 Way-finding and Signage
Signage and signage designs were not consistent throughout the facility. The signs had different style of fonts, sizes and colours which can make them seem confusing and difficult to distinguish. Some were too high and not easily noticeable.

Did the designer follow the recommendations of the Built Environment Sub-committee and the BFDG regarding font style, sizes and colour contrast on the signage?

There is not enough signage along the bus lanes indicating bus routes and where the bus stops. If someone is approaching the bus terminal from either Main or King Street they would not know where to go to catch their bus. Members recommended that there be a bus route sign at both entrances at King and Main Streets.

The yellow lettering and white lettering are very difficult to see on the glass of the terminal building. Is there at least 70% contrast as recommended by BFDG? The lettering should be significantly larger and black in colour. Even though the BFDG has recommended a size for lettering it is just a minimum and the City should collaborate with the advisory committee for input.

At the December 14, 2009 meeting, Don Hull from Transit assured committee members that there would be accessible markings (on the ground) regarding designated spots for persons using
wheelchairs/scooters and walkers for boarding buses at the back of the bus. These waiting areas for buses were not marked with accessible signage as was discussed.

There is no signage for designating waiting areas for persons in wheelchairs and scooters along the bus lanes and in the terminal building.

Most of the signage that was present were too high to be seen by someone in a wheelchair. Persons in wheelchairs/scooters may not be able to see these signs that are situated in the ceilings of the bus lanes/bays. Members recommended increasing the number of signs and having them lowered when appropriate.

There is a sign located at each side of the bus lane where pedestrians cross from one side to the other and that sign reads, "wait for gap". Committee members did not understand what the message meant until it was explained by the HSR staff.

Committee members would like the message to be very clear regarding what pedestrians are supposed to do at this junction as it appears to be a cross walk. The Seniors Advisory Committee members expressed the same concern. Committee members are very concerned because pedestrians will think that they have the right of way and will cross freely. Advisory members are asking for much more specific, clear and concise instructions at this crossing and any other crossing located in the terminal where pedestrians will have to navigate across road ways.

The "Wait for Gap" sign is the wrong colour and does not appear to have proper contrast as required by the BFDG. Also consider making all signage reflective or visible for night time. This crossing seems to be potentially dangerous and we recommend a flashing warning light and regular announcements letting pedestrians/riders know how to cross this intersection.

2.4 Emergency Call Button
The emergency call buttons along the east and west side of the terminal have been installed too high for someone in a wheelchair or scooter to be able to access.

2.5 Bus Route Maps
No bus route maps were installed at the time of the tour. Members requested that the route maps be very large (using large and clear print guidelines) and would be useful to have the schedule and route map on a jumbo screen using an accessible format for LED.

2.6 Automatic Door Opener
The automatic door opener to allow entrance to the terminal building is on the wrong side of the door.

2.7 Bus Schedules and Brochure Holders
The bus information pamphlet holder located inside the terminal building is too high for persons in wheelchair or someone who is not tall enough to reach the brochures (e.g. children). The pamphlet holders located on the posts outside in the terminal along the bays are too high and the print on the pamphlets is too small to be seen by most everyone. The schedule should be on a very large sign board much like the terminal in Mississauga.

2.8 Accessible Washroom
The accessible washroom has been arranged in a manner that makes it very difficult to use. The sink has been installed too high for some persons using wheelchairs and has been installed flush in the corner of the room so it is very hard to maneuver a wheelchair up to use the sink. Emergency call button needs to be installed. The washroom door should open inward in a direction that does not expose the toilet to public view. Committee members recommends that the toilet be moved to the other side of the room and that the sink be moved out of the corner and more centered so that someone in wheelchair or walker can use it with greater ease.

The automatic door opener for the washroom was not available for testing. Lighting was not installed yet.

2.9 Colour Contrasting and Size of Decals on Glass Doors and Walls
The terminal was not finished therefore members could not comment on colour contrast of walls and floors, lighting and the PA sound system. The glass did have decals but they are too small to be noticeable for someone who is visually impaired. The white lettering on glass is hardly noticeable and someone can easily bump into the glass doors and walls. Committee members would prefer to have larger black decals or lettering on all glass walls and doors as it is very difficult to see the white decals.

2.10 Bus Stop Announcements
How much notice/time will a rider have when the bus in entering the terminal to get to the bus stop? Can the buses be announced at least twice over the PA when they are arriving and continuous over the LED boards until the bus is ready to depart?

There are too many benches in the terminal building and hence not enough room for those with wheelchairs, scooters or strollers. Remove two benches to make more room.

The benches should be placed closer to the windows because their current location is in the middle of the terminal building which severely restricts the space for walking traffic, walkers and wheelchairs. A potential tripping hazard.

2.11 Accessible Ramps
The ramp that takes pedestrians/riders to the other side of the bay in the middle of the terminal is at ground level and quite smooth. This is good. The ramps located on the east side of the terminal on the north end (King St. side) of the terminal building and the one located at the South end of the middle platform at Main Street are extremely steep. They will present difficulty to someone using a wheelchair, walker and scooter. Signage is required to alert persons in wheelchairs, scooters and parents with strollers that the ramp is very steep and the one nearest to the terminal building leads directly into the pathway of the driveway for the CIBC building. Post signage to warn pedestrians of the danger especially for visually and hearing impaired pedestrians. Signage should also be there to alert drivers to proceed cautiously to the top of the driveway. Perhaps a flashing warning light (yellow) can be installed there along with a beeper to warn when cars are ascending the ramp.

2.12 Yellow Warning Strips
Yellow warning strips have not been installed at all stairs, sidewalks and curb cuts. This is essential for safety.
2.13 **DARTS Drop Off Areas**
There were no signs indicating where the drop off area is for the DARTS vehicles and/or Taxis.

2.14 **Timers for Cross Walks**
The timers for cross walk lights at the corner of King and MacNab Streets should be increased to allow slower pedestrians to get across. The lights are currently changing very quickly. Take into account that there will be more pedestrian traffic in this area now.

2.15 **No Smoking Signage**
Smoking should not be allowed in the service areas, terminal building and shelters. Please post no smoking signs.

2.16 **Travel Training**
Contact service providers for persons with disabilities especially CNIB and Canadian Hearing Society and Canadian Hard of Hearing to let them know that the terminal is open and that they may want to consider travel training for their clients. This transit terminal marks a significant change and challenge for persons with visual and hearing disabilities.

2.17 **Customer Service Representative**
A Customer Service Representative should be available at the Terminal to assist passengers everyday during peak hours and available on the intercom when ridership is low. This step will help to orient riders to the new location and new system of operating as a terminal.

3. Activity or Initiative
City Hall Renovation

**Actions to Date:**
Issues regarding signage, ramps, decals, reeling and front and back paving stones were raised by BESC in June 2010. Later on a report detailing a number of deficiencies was submitted to the Project Manager from ACPD.

**Status Update**
The term of BESC (2007-10) is over now, issues on City Hall renovation will be followed up by the incumbent committee.

4. Activity or Initiative
Roundabouts

**Actions to Date:**
Committee members learnt that a new roundabout was built at Golf Links Road without bringing it to the committee’s attention. BESC expressed its concern that the process was not followed as per the direction of the City Council which states that no more roundabouts be constructed in Hamilton until input from ACPD is received.

**Status Update**
Staff were requested to look into the process to streamline and get input from ACPD prior to the construction, as per the directive of City Council. There was no update on the roundabout working group and the roundabout guidelines.
5. Activity or Initiative

Turner Park Library

Actions to Date:

Members of BESC visited the newly constructed Turner Park Library on June 21, 2010 and highlighted the following issues:

5.1 The Ramp grade to be confirmed with respect to BFDG compliant,
5.2 It was noted that there are not enough ramps for this facility,
5.3 The Hamilton Police Service uses the same exit as the Library participants which raises safety concerns,
5.4 The committee is concerned and would like to request the rules or any policy regarding the HPS using the driveway, accessibility to the building, parking lot and to their vehicles,
5.5 This was a partnership project between the Library and the YWCA, the Library followed the BFDG but the YWCA preferred to use another design guideline, the City should have put this in the partnership agreement that BFDG must be used when they are supplying significant funding,
5.6 More signage is required at Turner Park Library
5.7 Change tables were not yet installed,
5.8 The pillars in the Library are the same colour as the carpet which presents safety hazards,
5.9 The accessible information desk was being used for a display and did not have signs stating that this was the accessible service desk,
5.10 BESC was told that the library had undertaken a new philosophy and wanted to get away from too much signage, and Committee has serious concerns of this direction. The same philosophy is being implemented at the Central Library regarding signage hence staff will be walking around to assist customers,
5.11 The customer service desks are all at lower height where the staff member will be sitting however there are no accommodation for wheelchairs to go under these desks. The person in a wheelchair will have to arrange themselves sideways to the desk, again library staff are to be walking around the library to offer customer service,
5.12 Attitudinal barriers need to be taken into consideration,

BESC made following motions;

- That a report be prepared for Council regarding the issues around accessible signage and outlining reasons why signage is important for persons with disabilities. The concerns will include, the trends of services moving away from signage and way finding and the statistics to support why this decision was made to reduce or eliminate signage, attitudinal barriers, and training of senior staff regarding these issues.

- To request that staff invite Clark Euale of Public Works to attend a BESC meeting to address accessibility and safety issues of Turner Park Library and the YWCA building on Rymal Road.

In the subsequent meetings, the committee also discussed issues related to accessible parking and requested a presentation from By-law Enforcement, Planning and Economic Development.

Status Update

The committee was apprised that ramps have been fixed.
6. Activity or Initiative

Accessible Pedestrian Signal Presentation

Actions to Date:

BESC was apprised of the situation that there are considerable funding shortages that will make it difficult to install Accessible Pedestrian Signals on all the locations in Hamilton by 2025. BESC recommended to Council that Traffic Engineering and Public Works prepare an implementation plan that details the financial and human resources needed for a replacement and installation of Accessible Pedestrian Signals by 2025.

Status Update:

- Barton/Victoria intersection has been approved for the installation and testing of the new equipment
- Staff from PW is planning for travel training in consultation with BESC

Status of Planned Activities or Initiatives 2010-11

1. Planned Activity or Initiative

BFDG Manual Updated

Actions to Date:

Committee was informed that the City of Hamilton will be updating its Barrier Free Design Guidelines 2006. BESC requested that they be involved throughout the process including the development of TORs for the project. The following recommendations were made by members:

- To include Accessible Pathways documents in the review
- The committee to review and identify critical work such as the washroom section, which needs more detail
- To review the material on glass contrast and visual queues.
- To enhance signage and wayfinding, especially contrast and visual cues criteria

Status Update:

Capital Planning staff has been assigned to the project.

2. Planned Activity or Initiative

List for Capital Projects

Actions to Date:

BESC recommended to ACPD that a recommendation be sent to Council that all departments provide a copy of their Capital Projects. In this regard a notification was made on September 15, 2010 to inform ACPD within 30 days of approval of the annual City Capital Budget.

Status Update:

A list of Capital projects from Public Works, Environment & Sustainable Infrastructure Division was submitted in December 6, 2010.
The following are the priority projects for which the committee has requested more information:

- Annual Park Pathway Resurfacing
- Annual Traffic Signal Modernization & Upgrades
- Annual Coordinated Replacement Program – Cost Share with Roads
- Jerome Neighbourhood Park
- Gage Park Greenhouse Facilities Rehab

### 3. Planned Activity or Initiative

#### Bus Stop Placement and Design

**Actions to Date:**

The committee undertook a bus stop placement and design review. A report was compiled and presented to BESC and ACPD in January 2011. The report highlighted many existing bus stop locations which possess various kinds of barriers to persons with disabilities. The report also highlighted some ideally designed locations and best practices. The report will be subsequently shared with the Public Works Department.

**Status Update:**

Report approved by ACPD. BESC will meet with all departments involved with designing bus stops: Planning, Furniture, intersections, etc.

### 4. Planned Activity or Initiative

#### HECFI- Interlocking Bricks

**Actions to Date:**

In response to the complaint made to ACPD by a citizen regarding the safety issues due to the use of interlocking bricks, BESC wrote a letter to the complainant explaining the steps taken by the committee. BESC also made a recommendation to Council to ask Public Works to replace interlocking bricks from the high traffic areas due to safety concerns.

**Status Update:**

Matter referred to PED.

### Consultation Activities July to June 2010 – 2011

1. **Accessible Pedestrian Signal Presentation (APS)**

   Staff from Traffic Engineering, Public Works delivered a presentation on APS and updated committee on their accomplishments during 2010. The committee was informed that out of the 4 intersections selected for testing of the “New Signals” only one will be converted into a test site because of shortage of funding. The committee was also apprised of the selection criteria equipment, and their input was sought.

2. **Heritage Committee**
Staff from Heritage Committee delivered a presentation to BESC in January, 2011. Staff explained that in order to change the face of buildings it is required to issue a permit since the Heritage Committee does not evaluate projects against BFDG. To a question regarding the criteria or checklist for evaluation of such projects, the committee was told that there does not exist any criteria. Normally assessment is done on the basis of experience and it varies from site to site. Staff also explained that the Heritage committee is very flexible in accommodating accessibility related issues and in the past never disallowed putting ramps and decals on glass doors.

Activities Planned for 2011-2012

1. BFDG manual review and updating
2. Roundabouts
3. List for Capital Projects
4. Pan-Para American Games
5. Heritage Committee
6. MacNab Street Terminal
7. Accessible Housing
8. Bridge at Confederation Park
9. Locke St. Bridge
10. Community Gardens
11. City Hall Renovation

5.1.2 Customer Service Standards Sub-Committee
No update during the period.

5.2.3 Transportation Sub-Committee (TSC)

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Alternative Service Models

Actions to Date:
In July 2010, ATS staff delivered a presentation on Demand Responsive Service. The following questions/concerns were raised: use of community resources; transportation cost for passengers under the expanded service option; similar response time for taxi service as that for persons without disabilities; possibility of elimination of the “shared-ride” service structure by DARTS.

Status update:
A report on the service delivery model was presented to the General Issues Committee on January 10, 2011.

2. Activity or Initiative
Accessible Taxi Licensing By-Law

Actions to Date:
In September 2010, staff from the City’s Licensing Division provided an update on the Accessible Taxi Licensing By-Law and specifically noted there is nothing in the current Licensing By-law to regulate taxi operators from providing accessible taxis.

It was also noted that as per the proposed AODA Integrated Accessibility Regulation, taxi fares will have to be equal for both regular and accessible taxis by 2011 and that municipalities will have to work with advisory groups to ensure that accessible taxis comprise a proportion of the total taxi fleet by 2014. Members noted that the response time for both regular and accessible taxis should be the same.

In October, staff from the City’s Licensing Division provided a “Webinar” on Municipal Taxi Licensing By-laws and accessible taxis and mentioned that the Licensing Division had given consideration of hiring a consultant in the future to assist in providing public consultations regarding accessible taxis.

**Status Update:**

Members recommended that by 2012, 20% of licensed taxis are to be accessible, with 100% of licensed taxis accessible by a certain reasonable time period; that the Taxi Licensing by-law be amended so that as of 2011 all new taxi plates be issued to accessible taxi cabs, that all new vehicles are accessible, that all transfers and/or sales of taxi cab plates be permitted to accessible cabs only. They also recommended that staff develop a recommendation to create a communication strategy to inform the public of reforms to the taxi by-law. ACPD approved the recommendations which were presented to the General Issues Committee (GIC), in January, 2011. GIC referred the report to the Economic Development and Planning Committee for further investigation and report back by the fall of 2011.

**Status of Planned Activities or Initiatives 2010-11**

1. **Planned Activity or Initiative**
   
   ATS Performance Report

   **Actions to Date:**
   
   Staff outlined the terms and conditions of the OHRC Settlement from 2004 regarding DARTS, the following issues were raised: trip denial rate; on-time performance goal; development and implementation of a policy regarding “no shows” and late cancellations and the elimination of the $5.00 charge for “no shows”; elimination of the $15.00 annual registration fee; and, Ridership (passenger) satisfaction surveys.

   Staff gave an update on the No-Show Policy and advised that ATS endeavours to stay within the acceptable limits of the policy (i.e. maximum of 25% trip cancellations per month).

   **Status Update:**
   
   Members requested if ATS could provide quarterly updates regarding information on “no shows” and cancellations, etc. ATS provide statistical report including this information quarterly. Complete and ongoing.

2. **Activity or Initiative**
   
   ATS Passenger Survey
Appendix A to Report FCS11095

Actions to Date:
The ATS Customer Survey was conducted during the Fall of 2010. TSC played a very active role in the survey design, methodology and approach and information being sought and its use. The survey was also available in an electronic format on the City’s website. TSC members advised that City staff should test the accessibility of the survey in order to ensure that it accommodates various disability types.

Status Update:
TSC members reviewed the final draft of the survey in September 2010. The questionnaire was mailed out in mid November and collected by mid January 2011. Survey Report is awaited.

3. Activity or Initiative
Passenger Suspension Policy

Actions to Date:
In August 2010, staff shared draft ATS “Passenger Suspension Policy”. Committee learnt that three types of suspensions are; Inappropriate behaviour (i.e. physical assault); Outstanding payment of fares; and, No Shows & Cancellation. TSC members showed their concerns regarding the appeal process for suspensions.

Status update:
ATS was requested to review the AODA Proposed Transportation Standard to see if there is any relevant information pertaining to appeals. ATS to revise the draft Suspension Policy, for further discussion at a future meeting.

4. Activity or Initiative
On-Board Bus Stop Announcements for HSR

Actions to Date:
A committee member inquired about the HSR’s policy for service disruptions as in case of the non availability of the automated bus stop announcement system. In the ensuing discussion, it was noticed that HSR policy (Operating Notice # 6) has been enacted to provide alternate arrangements such as manual announcements by the bus drivers.

TSC members noted that the message to drivers is not clear and the policy is ambiguous because it does not advise drivers to recognize those persons with an “invisible” disability, such as a cognitive impairment, nor a person with a mobility device who is rear-facing. Members also noted that there are times when it is difficult to hear the bus stop announcements, especially on HSR’s articulated buses.

Status update:
On Aug. 26/10 a revised Operating Notice regarding On-Board Bus Stop Announcements was issued to address the previous concerns of members, wherein bus drivers recognize that passengers with various disabilities and those occupying the rear-facing compartments need communication from drivers regarding bus stops. Complete.

5. Activity or Initiative
PRESTO Card System – Accessibility Concerns

**Actions to Date:**

Members advised that the PRESTO Card system is not accessible for persons with disabilities, specifically, the PRESTO Card readers (machines) are equipped with a visual display only and there is no audible system available which is a barrier for persons with visual impairments.

**Status update:**

A presentation was requested from the Project Manager PRESTO System to discuss issues/concerns regarding service. A presentation was made to the full Advisory Committee for Persons with Disabilities. Complete.

6. Activity or Initiative

Surveillance Cameras on DARTS Buses

**Actions to Date:**

Members raised concerns regarding surveillance cameras on DARTS buses, and specifically noted that it may effect the privacy and confidentiality issues for passengers. ATS noted that the cameras will assist in providing accurate information on accidents/incidents and data from cameras can be downloaded upon request. Cameras are widely being used by many other public transit authorities across Canada for safety and security reasons on buses.

ATS staff delivered a presentation to TSC in September 2010 on the use of onboard cameras. The ensuing discussion included issues around levels of access by DARTS and ATS staff, and limitations within governing policy. Members also expressed concern with proposed DARTS control of access and potential for misuse of data.

**Status update:**

ATS to prepare a policy and procedures regarding surveillance cameras on DARTS buses. Passenger communication strategy for passengers and/or caregivers regarding this issue was prepared and discussed with committee members. The Policy was presented to the General Issues Committee in August, 2011. Complete.

7. Activity or Initiative

AODA Proposed Integrated Accessibility Regulation

**Actions to Date:**

Staff made a presentation to TSC on the proposed AODA Integrated Accessibility Regulation, and gave an overview on the requirements, timelines and impacts (such as cost) of the regulation for accessible transportation services. TSC raised concerns on having no definitions in the document. It was also recommended for the Province to reconcile all of the AODA standards before the regulation is finalized.

**New Discussion Items (2010-2011)**

1. Activity or Initiative

Regular Meeting for Passengers
Actions to Date:
TSC requested that HSR hold an annual passenger meeting to obtain feedback and comments from passengers. HSR and ATS noted they would continue with focused consultation at this time rather than general passenger meetings. The draft Transportation Standard may require regular passenger meetings. Complete.

2. Activity or Initiative
Rapid Transit Advisory Committee
Actions to Date:
Committee members heard a presentation from Rapid Transit staff about the review and planning process for Rapid Transit in Hamilton. A member from ACPD was appointed to the Rapid Transit Advisory Committee as the representative of ACPD. Members requested future updates.

3. Activity or Initiative
Oversize Mobility Aids and Persons Policy
Actions to Date:
Committee members reviewed a discussion paper prepared by staff to seek input on a possible future policy on Oversize Mobility Aids and Persons. Committee members noted the need for specialized transit which would accommodate oversize mobility aids and persons, and that a dedicated vehicle(s) with adequate specifications would be required (i.e. larger doorway openings, increased weight capacity for lifts, etc. Incomplete – waiting for a draft policy for further discussion.

4. Activity or Initiative
Policy on Passenger Carry-on Items on DARTS
Actions to Date:
Staff presented background information on the current restriction of 2 bags per passenger on DARTS as well as the need to ensure that parcels are secure, and that they not create a safety hazard for other drivers or other passengers. Committee members noted the need for passengers to be able to meet their life needs (i.e. groceries, etc), and requested copies of the MTO requirements/policy, HSR and DARTS policies on carry-on items for further evaluation and discussion.

6. ACCESS & EQUITY STAFF SUPPORT COMMITTEE
Mandate:
- support the Access & Equity Co-ordinator in areas of responsibility (e.g. strategies, policies & procedures, identification and elimination of systemic barriers) as they interface with each department
- co-operate in identification of needs, emerging issues and trends and barriers to access & equity
- assist in service, policy and program review
- facilitate access to appropriate departmental staff to develop and implement strategies
assist community groups to liaison with appropriate departmental staff
provide input and updates on issues, barriers and initiatives from the departments’ point of view
plan strategies to implement change

Actions to Date:
In order to meet the ongoing requirements of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities, 2005 the staff support committee will undertake the following more specific roles:

- acquire feedback from appropriate departmental staff with respect to the information required to complete the accessibility plan on an annual basis
- obtain information with respect to identification of needs, emerging issues and trends, the steps that have been taken to identify, and eliminate barriers in order to achieve accessibility for persons with disabilities, the progress achieved on the initiatives planned for the year and any new initiatives scheduled for the coming year
- share information with departmental directors or managers with respect to progress, directions, deadlines and decisions that need to be made with respect to future initiatives
- participate in the review of the final report and development of the annual Accessibility Plan.

The Access and Equity Staff Committee meets monthly to provide input into access and equity initiatives and strategies including the AODA 2005 ongoing Accessibility Plans and the implementation requirements of its Standards.

Status update:
The committee meets monthly and continues to provide input into various activities including the development of the Equity Policy and the implementation of the AODA and its standards.

7. OFFICE OF THE CITY MANAGER

- With recent organizational changes, strategies for channel improvements, including the city’s website, will be directed from the City Manager’s office.
- An inventory of city-run or hosted websites will be collected. Business units responsible for those websites will be contacted to provide their plans for ensuring AODA compliance.
- Standard font styles will be applied to the city’s website to enable low and no vision alternatives using commonly available browser features

7.1 Division: Human Resources

Mandate: To provide human resource management programs and services to enable the City to meet its goals, consistent with Council and regulatory requirements.

7.1.1 Section: Organizational Development

Status of Current Activities or Initiatives 2010-11
1. Activity or Initiative

Diversity Survey – renamed INCLUDE ME! City of Hamilton Workforce Census

Actions to Date:

A City-wide Workforce Census was conducted in Sept-Oct 2010. Full-time and part-time employees were asked to contribute to this first ever demographic information gathering, based on Statistics Canada Census questions. Information shared voluntarily by employees will help the City to understand gap areas, as reflected in Statistics Canada's Greater Hamilton population. A Report with Recommendations will be going to City Council’s General issues Committee on October 11, 2011.

The Workforce Census instrument consisted of 30 simple questions in seven different focus areas, including:

- Organizational Demographics
- Individual Demographics
- Education
- Ethnicity
- Culture, Religions and Languages
- Children and Other Dependents
- Staff Activities
- Dependent Care

Status:

In progress

Consultation Activities July to June 2010 – 2011

Department or Committee involved in consultation?

In 2010, in preparation for the City’s Workforce Census, 6 Committees were consulted: GLBT, Committee Against Racism, Status of Women, Advisory Committee on Immigrants and Refugees, Advisory Committee for Persons with Disabilities and the Aboriginal Advisory Committee.

Internally, all City departments contributed to an Advisory Committee. Legal Services, Human Rights and Labour Relations, and Customer Service and Access and Equity were consulted and involved.

In addition, McMaster University, Hamilton Police Services, Ottawa Police Services, City of Edmonton, Home Depot and Mount Sinai Hospital, assisted with recommendations on diversity and inclusiveness matters.

Department or Committee involved in consultation?

Organizational Development will continue to communicate with the Council Committees and internal departments once recommendations have been approved by Council.

Division or Department Responsible?
Human Resources

7.1.2 Section: Employment Services
No update

7.1.3 Section: Human Resources Administration

Status of Planned Activities or Initiatives 2010-11

1. Planned Activity or Initiative
Implement AODA Accessibility Standards to front reception counter on the 9th floor

Actions to Date:
Information regarding the execution of the project is still awaited from Facilities. Finance has requested to take a wall down which involves construction so they are waiting for the quote. The funding $12,000 has been set aside for the front counter.

8. DEPARTMENT: CORPORATE SERVICES

Mandate:
➢ to provide for efficient delivery of administrative services
➢ to support Council and the operating departments in the delivery of programs
➢ to advise on and develop fiscal strategies for Council

8.1 Division: City Clerk
No update

8.2 Division: Customer Service Access & Equity
For the benefit of all residents, the Customer Service, Access & Equity Division provides integrated customer service initiatives through voice, e-mail and in-person service delivery at the Customer Contact Centre and the Municipal Service Centres. The Access and Equity office develops and implements internal and external initiatives that forge relationships and partnerships to identify needs, barriers and strategies, in order to ensure inclusive access to City services, programs and opportunities, with an emphasis on equity and inclusion requirements.

8.2.1 Section: Access and Equity Office
The Access and Equity Office coordinates the yearly Accessibility Plan and is responsible for submitting the document to the province. The office assists departments with understanding, interpreting and implementing the yearly Accessibility Plan and the municipal responsibility under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities 2005. The Access and Equity Office is currently working on the implementation and monitoring of AODA Customer Service Standards.

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan implement and evaluate strategies and opportunities that sustain and maintain the rights
of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation’s standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; and Information and Communications.

The City of Hamilton will continue to support and seek advice from the Advisory Committee for Persons with Disabilities with respect to issues of accessibility that include policies, programs, services and opportunities.

Work plan implementation of the AODA Integrated Standard is underway and will be in effect by January 1, 2012.

**Status of Current Activities or Initiatives 2010-11**

1. **Activity or Initiative**
   Monitoring implementation of the AODA 2005, Customer Service Standard

   **Actions to Date:**
   Access and Equity staff provided support and advice to City staff on the implementation of Customer Service Standard Policy and Procedures through training, information sessions and one on one consultation.

   1) **Revision of current Policies and Procedures:** The City of Hamilton’s AODA Customer Services Policies and Procedures were implemented on January 1\textsuperscript{st}, 2010. Changes were made in the existing Policies and Procedures based on consultations/feedback from City departments and persons with disability Access & Equity Office to revise; the feedback/complaints form, the Customer Service Standard Training acknowledgement form, and the Clear, Accessible & Large Print Guidelines.

   2) **Braille printing (embossing):** The in house Braille embosser is fully functional with 15 designated staff who have the Duxbury Software installed on their computers and more than 20 staff are trained to convert word documents into Braille format. The organisation has two Braille Embossers that can be used for printing small and medium scale documents. Larger scale documents are outsourced to external Braille vendors.

   3) **Up gradation of Access & Equity Website:** The Access and Equity Office website has been redesigned and is now in compliance with WG3 level 2 and it is easier to access information now.

   4) **Accessibility Resource Development:** The Access and Equity Office facilitated City employees to deliver better services to persons with disabilities by developing following Accessible Service Delivery Information & Resources:
   - Accessing Contracted Services
   - Delivering Accessible Service
Locating Accessible Service Centers & Facilities - updated 2011
Profile of People with Disabilities - Demographics - updated 2011
Tips for Planning Accessible Meetings and Events
Tips on Communicating Effectively with Person with Disabilities
Ways to Provide Better Services to People with Disabilities
Assigned Braille Representatives - updated 2011
Access and Equity Staff Committee Membership - updated 2011

5) Training on Assistive Devices: A number of training sessions on the Customer Service Standard policies and procedures and assistive devices have been conducted from May to September 2011. Moreover department specific training sessions on assistive devices were also carried out for Planning and Economic Development and Community Services from January to June 2011.

6) Training on Clear, Accessible and Large Print Guidelines: Public Works and Public Health staff were trained on the development of Accessible PDF documents and development of promotional material using Clear, Accessible and Large Print Guidelines.

7) Procurement of Assistive devices: From July 2010 to June 2011, the Access and Equity Office procured more assistive devices as a result of user feedback and consultations with various City departments on the basis of the effectiveness of existing devices.

8) Up gradation of Accessibility Features Checklist: The Access & Equity Office has started the process to upgrade the location wise accessibility features checklist, which will be made available eventually for the planning of accessible events in City Programs and Services.

9) Promotion of Accessibility in Hamilton: The Access & Equity Office has played a proactive role to promote Accessibility in Hamilton by participating in various public events from July 2010 to June 2011.

   Participation in Accessibility Fair organized by the Ontario March of Dimes (OMD) - The Access & Equity Office participated in the event by displaying information regarding features and services offered by the City of Hamilton to improve the accessibility of persons with disabilities in its services, programs and opportunities.

   Access and Equity Office participated in the “AccessON” event organized by The Accessibility Directorate Ontario in May 2011.

   Accessibility related information was also disseminated at National Aboriginal Day and South Asian Heritage Month festivals.

10) Consultations with Staff
   a) AODA Customer Service Standard: Access and Equity Office was consulted throughout the year to implement AODA Customer services Standards in the following areas;

   Use of Service Animal Policies - example EMS
Use and deployment of Assistive devices- example CS, PED, PW

Procurement of more assistive devices- Acrobat, 2.3 x and 4x Magnifiers, FM Systems.

Planning of Accessible meetings and events- CS, PW.

Municipal Elections 2010- development of strategy to address Accessibility related issues and use of assistive devices in municipal elections.

Use of feedback forms and implementation of a follow up process on citizen’s complaints.

b) Development and implementation of Facility Accessibility Audit Checklist:

Various consultations were carried out with staff- example- PED and Facility Management.

Meetings

Status update:
Complete.

2. Activity or Initiative
Implementation of the Barrier Free Design Guidelines (BFDG) 2006

Actions to Date:
Access and Equity staff provided support and advice to City staff on the implementation of BFDG through training, information sessions and one on one consultation.

1) Input in the facility renovation projects. Access and Equity Office provided input on several facilitates which are being renovated to ensure that BFDG are met.

2) Input in the designing of new Capital projects. Access and Equity Office provided input in the designing of the new project to ensure that they are fully accessible and meet BFDG.


4) Tours and Audits: The Access and Equity Office facilitated ACPD, BESC and City Departments in the identification of barriers towards the fulfillment of the BFDG in new developments and renovations by conducting site visits.

Status:
Since 2009, input has been provided on 48 projects to improve the accessibility by reducing barriers.

3. Activity or Initiative
Equity and Inclusion Policy

Actions to Date:
The Policy was approved in August 2010. The main deliverables are: The Equity and Inclusion Policy; Racial Equity Policy; Best Practices and Themes document. Prior to the finalization of the Policy, consultants carried out a validation process in which they consulted with members of ACPD, community groups, agencies serving persons with disabilities, the A&E staff committee, management and staff from various departments.
The Equity and Inclusion Policy articulates the Council’s commitment to meeting the needs of Persons with Disabilities within City services, programs and opportunities.

**Status update:**
Complete

4. **Activity or Initiative**
Development of Implementation Plan for AODA Integrated Standards

**Actions to Date:**
An implementation framework for the recently approved Integrated Standard (June 2011) has been developed. The Policies, procedures and training materials will be developed during the last two quarters of 2011.

**Status update:**
Consultations are being carried out internally among A & E staff regarding the finalization of the implementation plan for Integrated Standards.

5. **Activity or Initiative**
Voting Location Assessment

**Actions to Date:**
An assessment of the accessibility features on the selected voting sites for Election Ontario was conducted by A & E staff for the upcoming provincial election in September 2011.

**Status update:**
The criteria used in the assessment of the voting locations was tested and recommendations were made to the province.

6. **Activity or Initiative**
New ACPD Orientation

**Actions to Date:**
The Access and Equity Office organized various orientation sessions for the members of Advisory Committee for Persons with Disabilities to provide them an insight into the working of their committee, its terms of references and governance structure of City of Hamilton.

**Status update:**
Complete

7. **Activity or Initiative**
Request for Proposal (RFP) for the Development of barrier identification tools

**Actions to Date:**
The tool is required for by-law & Policy review and development that meets the requirements of the AODA 2005 and the City’s Equity & Inclusion Policy. The Access and Equity Office is overseeing this project.

**Status update:**
The project is expected to start in September 2011.

8. Activity or Initiative
Feasibility study for the implementation of Employment Standards

Actions to Date:
The Access and Equity Office carried out a detailed feasibility study of the AODA Employment Standard requirements to provide staff with a tool to estimate cost.

Status update:
Study is complete. Internal consultations are being carried out to assess the applicability of suggested models.

9. Activity or Initiative
Tracking System for ACPD Initiatives

Actions to Date:
The Access and Equity Office has developed a tracking system to follow up on various initiatives being carried out by the Advisory Committee for Persons with Disabilities and its sub committees. The system is being updated after every three months.

Status update:
Completed

8.3 Division: Financial Services
Mandate: To provide financial reporting and record keeping, payroll and pensions services, procurement and payment of goods and services to both internal and external customers.

No update

8.4 Division: Information Services
Mandate: To take a leadership role in delivering comprehensive Information Services, to meet the City’s vision and corporate goals in an efficient and cost-effective way for the benefit of the City organization and the community.

No update

Status of Current Activities or Initiatives 2010-11

8.5 Division: Taxation
Mandate: For the benefit of all residents, the Customer Service, Taxation Division provides integrated customer service initiatives through voice, e-mail and in-person service delivery at the Hamilton City Centre.

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Provision of Accessible Forms
Actions to Date:
Tax bills, various tax application forms and brochures will be produced in large font, upon request, to make all forms accessible for people with visual disabilities. The Information Services Section has made available on-line order forms for large print versions of documents. If a request is received in the Tax Department either from this on-line inquiry system, verbally or by email through our Web site, the required information will be provided in large font.

Status update:
Ongoing.

9. DEPARTMENT: HAMILTON EMERGENCY SERVICES

2.1 Division: Fire

MISSION STATEMENT: Protect and promote quality of life and public safety.

Consultation Activities July to June 2010 – 2011
1. Department or Committee involved in Consultation
Hamilton Emergency Services – Fire

What were you consulting about?
Programs and Services offered by Hamilton Emergency Services – Fire

Who was consulted?
Advisory Committee for Persons with Disabilities

Barriers Identified

Status of Planned Activities or Initiatives 2010-11
1. Activity or Initiative

Status update:
The majority of Divisions and staff have completed and signed off on the required training. Those names have been submitted to the Access and Equity Office. We will continue in efforts to ensure the remainder of Fire Personnel complete this training.

10. DEPARTMENT: COMMUNITY SERVICES

Mandate: To provide health, housing, cultural, recreational and social services that promote well being and create opportunities to enhance the quality of life in our community.
10.1 Divisions: Benefit Eligibility, Employment & Income Support Ontario Works Program

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Ontario Works Client Satisfaction Survey

Actions to Date:
The 2010 Ontario Works Client Satisfaction Survey reports on clients perceived levels of satisfaction with the service they receive from OW staff and includes questions on accessibility. One hundred and seventy-nine completed surveys have been analysed and a draft report has been prepared.

Status update:
A draft report with results from the 2010 survey is currently under review and will be finalized by summer 2011.

10.2 Division: Social Development & Early Childhood Services

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Transit Affordability Pass

Actions to Date:
The Pilot Program was implemented from June to December 31, 2009 and continued throughout 2010 to include those citizens living below the poverty line and in receipt of Ontario Works or Ontario Disability Support Program benefits.

Status update:
Funding to support this initiative is continuing. Evaluation of monitoring complete and program is now being administered by Benefit Eligibility and Employment and Income Support Divisions.

2. Activity or Initiative
Review of Special Needs Re-sourcing in 2011

Actions to Date:
None

Status:
The task force was not convened due to changes in provincial policy direction. The Division will initiate a review of Special Needs Resourcing in 2011.

3. Activity or Initiative
Review of supports available to disabled adults who are parents by Occupational Therapy Students

Actions to Date:
A literature review will be complete in June 2011 outlining resources and assessment tools available on broad scale.
Status update:
Phase one complete. Phase two is to conduct a further review of supports and services in September 2011 in the City of Hamilton. This is being completed in conjunction with the Disabled Adult Networking group (DANG)

Consultation Activities July to June 2010 – 2011

1. Activity or Initiative
Pan Am Social Inclusion Action Plan

Actions to Date:
A steering committee has been formed to develop a social inclusion action plan for the 2015 PanAm games. Significant actions to date include the provision of input for the games’ Request for Qualifications process and commissioned the Caledon Institute to develop a social inclusion strategy for Hamilton (now complete).

Status update:
The steering committee will continue its work throughout the year towards the development of the action plan. Community consultation is expected to take place as part of the process.

10.3 Division: City Housing, Housing and Homelessness

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
Directory of modified units for persons with disabilities

Actions to Date:
Half of the modified units were assessed in 2008-09. A decision has been made to assess all the units in the City’s social housing stock in the 2010 work plan.

Status update:
Ongoing

2. Activity or Initiative
Workshop on accessibility issues to provide housing providers with more awareness and understanding of accessibility issues.

Actions to Date:
This initiative continued as part of employee orientation in 2009

Status update:
A presentation is planned to all housing providers at the next Housing Provider meeting on November 30th, 2010. This activity was completed. The workshop resulted in additional units being built as part of the Good Shepherd Square Project.

3. Activity or Initiative
Administering of Centralized Waiting List

**Actions to Date:**
Fengate was the successful proponent for the RFP issued in 2009. The Housing and Homelessness Division has put in their 2010 work plan to review the role to the centralized wait list and to expand its services into accessible units.

**Status update:**
Some initial analysis was done in 2010 and a more in-depth review will be done in 2011 to better understand the needs of people on the wait list and how they could be addressed.

4. **Activity or Initiative**
Hostels to Homes Pilot Project

**Actions to Date:**
The Project engages and supports chronic shelter users to find and maintain housing. Hostels to Homes (H2H) has been folded into transitions to Homes project, providing services to chronic shelter users who have income sources other than OW. In 2008, H2H contributed to a reduction in 13,000 bed nights in the shelter system with $529,750 in associated per diem cost savings in the emergency shelter system. The H2H program was funded through March 31, 2011.

Funding for the H2H pilot project ended in 2010. The City of Hamilton has leveraged funding from several sources to create an intensive case management team loosely based on the H2H model.

**Status update:**
As of January 2011, this new program has housed 168 chronic shelter users and is supporting an additional 87 former chronic shelter users to remain housed.

5. **Activity or Initiative**
Housing with Supports Inventory

**Actions to Date:**
An inventory has been developed of housing with supports. The inventory covers a wide range of conditions and support modalities. The inventory was developed with the help of a community reference group. A number of recommendations also grew out of the inventory development process.

**Status update:**
The community reference group has been reconvened to work on actioning the recommendations. Efforts are underway to publish the inventory and plan for regular updates.

6. **Activity or Initiative**
Residential Care Facility Program Review

**Actions to Date:**
Community Services has committed to conducting a review of its Residential Care Facility (RCF) Program. The RCF program provide affordable supported housing to people with a variety of disabilities and conditions in including brain injuries, mental health issues as well as the frail elderly.
The review will address service needs and determine how the RCF program can most effectively address those needs. The effort will be undertaken to understand accessibility.

**Status update:**

An initial report has been taken to Council providing general context for the review. The review will be completed early in 2011

### Activities Planned for 2011-2012

1. **Planned activity/initiative**
   
   To collect information by using Resident Satisfaction Surveys and feedback, in family/resident newsletter and a Tenant Engagement Strategy. Accessibility Plans will be monitored and revised accordingly.

**Why are you undertaking this activity or consultation?**

To identify the accessibility issues.

**Division & Department Responsible**

City Housing Hamilton

### 10.4 Division: Recreation

#### Status of Current Activities or Initiatives 2010-11

1. **Activity or Initiative:**

   To provide wheelchair accessible concession counters at Carlisle, North Wentworth, J.L. Grightmire, Glanbrook and Morgan Firestone Arenas.

**Actions to Date:**

Carlisle renovations were undertaken in 2010. Construction of the new North Wentworth Twin Pad Arena is currently under way. The new design will conform with the barrier free guidelines and is scheduled to open in Fall 2012. The Morgan Firestone Twin Pad Arena construction is currently underway with substantial completion in Fall 2011, Concession accessibility will be modified during this construction phase.

**Status update:**

The work to be completed at Grightmire Arena and Glanbrook Arena are pending.

2. **Activity or Initiative:**

   To develop an accessibility Awareness Training Program and to provide customer service training.

**Actions to Date:**

An AODA Awareness Training Program for Recreation Division staff was developed and implemented in late spring 2010.

**Status update:**

Full-time Recreation Division staff and summer camp/playlot seasonal staff received AODA Awareness Training in May and June 2010. The Recreation Division continues to train current and new staff in both AODA Awareness and Customer Service.
3. **Activity or Initiative**  
Refine and strengthen administrative process for ensuring an effective “feedback process” throughout the Recreation Division.  

**Actions to Date:**  
An administrative staff working group was created and meet on a regular basis to review current administrative processes and make recommendations to the Recreation Management Team and identify efficiencies in a number of administrative processes.  

**Status update:**  
Feedback process for Recreation is under review by the established working group.  

4. **Activity or Initiative**  
Recreation to complete a facilities review with the purpose of auditing existing efficiencies and deficiencies in building design and equipment.  

**Actions to Date:**  
The facilities review will be informed by the formal consultation and recommendations established in the Needs Assessment for Persons with Disabilities currently under way.  

**Status update:**  
Pending results of Needs Assessment for Persons with Disabilities.  

5. **Activity or Initiative**  
Annual Facilities Projects  

**Actions to Date:**  
A number of facilities have begun to see accessibility changes including facilities recently renovated. Sir Allan MacNab and Laurier have undergone recent changes as well as Chedoke Arena, Inch Park Outdoor Pool and Coronation Outdoor Pool.  

**Status:**  
Ongoing as the Recreation Division continues to work towards completing facility accessibility projects working within the current budget structure.  

6. **Activity of Initiative:**  
Expansion of special needs youth program to address wait list and age limitations of existing programs.  

**Actions to Date:**  
A pilot camp “Teen Venture” specifically for teens ages 16-19 with special needs requirements was introduced to coincide with summer camp programs throughout the months of July/August 2010. The program was very well received by both the community and staff.  

Due to the success of the summer program an extension of this program carried over in to the Fall/Winter/Spring sessions and operated out of Ryerson Recreation Centre.  

**Status update:**
Due to the success of the summer “Teen Venture” program in 2010 this camp has now been incorporated into the summer program portfolio as a regular offering. Ages and ratios for participants were slightly modified as were some elements of the program.

Offerings of this type during the non-summer months at additional facilities is currently under review pending the recommendations of the Needs Assessment for Persons with Disabilities.

7. Activity or Initiative
Chedoke Arena Green rink to provide improved access for sledge hockey.

Actions to Date:
During the recent renovation work undertaken at Chedoke Arena many improvements were made to accommodate sledge hockey participants including removing visual barriers, improved access to enter the ice surface, modified team bench and change room areas.

Status update:
Completed during renovation shutdown Spring/summer 2010.

Activities Planned for 2011-2012

1. Planned activity/initiative
Introduce program offerings designed for persons with disabilities in an increased number of recreation facilities.

How or where did you identify a barrier?
Informed through the recommendations of the Needs Assessment process.

Why are you undertaking this activity or consultation?
In order to better serve those in the community with special needs requirements gain access to recreation endeavours in the City of Hamilton.

Division & Department Responsible
Recreation Division

2. Planned activity/initiative
Develop a standardized orientation tool for all new Recreation employees which includes AODA Awareness and Customer Service Training components.

How or where did you identify a barrier?
Through the introduction of the AODA training tools currently in use and the ability of the Recreation Division to ensure all staff routinely have access to and acquire this training as part of the on-boarding process.

Why are you undertaking this activity or consultation?
In order to comply with AODA legislation requirements in more efficient manner with such a large staffing resource.

Division & Department Responsible
Recreation Division
10.5 Division: Culture

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative
   E-museum project
   Make heritage resources accessible on line and or in accessible areas of heritage facilities.

   Actions to Date:
   Grant approved under Museums and Technology Program. The design firm has been hired and the designing is in process.

   Status update:
   Extension has been received for Museums Assistance Grant. Rollout scheduled for Q2 2011. Second Museum and Technology grant ($50,000) received for phase 2.

   STATUS OF ACTIVITIES 2010-2011
   2. Activity or Initiative
      Web design project and rollout

      Actions to Date:
      Holding pending e-museum rollout

      Status update:
      Holding pending e-museum rollout.

Activities Planned for 2011-2012

1. Planned activity/initiative
   Phase 2 of E-Museum/Virtual Tour with focus on Bicentennial of War of 1812 commemoration

   How or where did you identify a barrier?
   Many community groups are active in developing commemorative programs for bicentennial. None have a focus on ensuring that material/activity are accessible

   Why are you undertaking this activity or consultation?
   Not the role of Culture Division to deliver all of bicentennial commemorative activities. However, Division is in a position to carry out targeted projects to eliminate gaps and to ensure full accessibility

2. Planned activity/initiative
   Completion of interim facility upgrades

   How or where did you identify a barrier?
   Public alerts that some historic sites are not physically accessible.

   Why are you undertaking this activity or consultation?
Full accessibility represents a significant financial and design challenge. However, a variety of relatively small changes can have a big impact: door openers, redesigned ramps etc. Work begun in 2010 and will be completed by second quarter, 2011. Awaiting construction season.

10.6 Division: Wentworth Lodge and Macassa Lodge

Status of Current Activities or Initiatives 2010-11

1. Activity or Initiative

Develop Accessibility Plan consistent with CARF Accreditation Standards

Actions to Date:

Based on the information compiled from a variety of sources at each Lodge and in compliance with CARF Accreditation Standards, Accessibility Plans have been developed for Wentworth and Macassa Lodges. Focus areas addressed are Community Integration, Transportation, Communication, Employment, Finance, Attitude, Environment and Architecture.

Status update:

The plan and action plans are monitored quarterly. Macassa Lodge has complied with the recommendations of the CARF Accreditation survey report in 2010. Wentworth Lodge is revising their Accessibility Plan based on the recommendations of the April, 2011 CARF Accreditation survey.

Activities Planned for 2011-2012

1. Planned activity/initiative

Accessibility issues will continue to be identified through our Resident Satisfaction Surveys, feedback in family/resident newsletter, communication with Residents Council and Family Council, postings for staff to identify issues, review of meeting minutes and review of “How are we doing?” reports. Accessibility Plans will be monitored and revised quarterly.

How or where did you identify a barrier?

Through information gathering activities as noted.

Why are you undertaking this activity or consultation?

To comply with CARF standards on accessibility.

Division & Department Responsible

Wentworth Lodge and Macassa Lodge, Community Services

11. DEPARTMENT: PLANNING AND ECONOMIC DEVELOPMENT

11.1 Division: Development Engineering

STATUS OF INITIATIVES FOR 2010 - 2011

1. Activity or Initiative
Engineering Guidelines and Sidewalk Policies

**Actions to Date:**

A new policy for sidewalks is proposed, to provide sidewalks on both sides of all streets except for bulbs of cul-de-sacs. This would replace the existing policy which allows sidewalks to be provided only on one side of the street.

**Status update:**

Staff is currently reviewing the requirements for implementing sidewalks on both sides of streets with narrow (18m) rights of ways. The challenge is to minimize underground utility conflicts and above-ground clearance from street furniture such as hydro transformers. The City has piloted the installation in one subdivision to date. Policies will be finalized following a review of the installation.

11.2 **Division: Development & Real Estate**

No activity reported during this period.

12. **DEPARTMENT: PUBLIC HEALTH SERVICES**

**Vision Statement:**

Public Health Services will be an effective, innovative and efficient organization that is recognized as essential to the health and well-being of the people of Hamilton.

**Mission Statement:**

Hamilton Public Health Services works together with the community to assess, promote and protect health, and to prevent disease and injury.

The core business of Hamilton Public Health Services (PHS) is to provide programs and services in the areas of Chronic Diseases & Injury Prevention, Family Health, Infectious Diseases, Environmental Health and Emergency Preparedness as mandated by the Health Protection and Promotion Act of Ontario (HPPA).

The Public Health Services (PHS) 2011 Accessibility Plan summarizes its adherence to the Accessibility for Ontarians with Disabilities Act (AODA) for the period of July 2010 to June 2011.

PHS is comprised of five divisions with their respective programs and services:

A. **Clinical and Preventive Services Division**
   - Alcohol, Drug and Gambling Services
   - Dental Services
   - Mental Health and Street Outreach Services
   - Sexual Health and Harm Reduction Programs
   - Vaccine Preventable Disease Program

B. **Family Health Division**
   - Child and Adolescent Services
   - Healthy Babies, Healthy Children Program
   - Reproductive and Child Health Program
C. Health Protection Division

- Emergency Planning
- Environmental Health Programs (Food Safety, Safe Water, Vector Borne Disease, Health Hazard Investigation)
- Infectious Disease/Tuberculosis Control Program
- Infection Control/Residential Care Facilities

D. Healthy Living Division

- Chronic Disease Prevention, Adult Program
- Chronic Disease Prevention, Children and Youth Program
- Injury Prevention Program
- School Program (Elementary and Secondary)
- Tobacco Control Program

E. Planning and Business Improvement Division

- Health, Safety and Wellness
- Organizational Development
- Accommodations – Facility Capital Renewal Project Management
- Applied Research and Evaluation:
  - Management
  - Library Services
  - Core Competency Project
  - Student Placement Coordination
- Strategic Projects and Services:
  - Management
  - Continuous Improvement Group, including Equal Access
  - Information Technology Group
  - Marketing and Communications Group
- Surveillance

12.1 Division: Clinical & Preventive Services

Status of Activities/Initiatives Ongoing from July 2009 - June 2011

1. Provision of services to individuals with speech or hearing impairments by using speech and hearing interpreters.

2. Development or revision of low literacy educational materials. Past letters were reviewed and all new printed materials are assessed for literacy levels. Information provided at grade 4-5 level.

3. Provision of services to individuals living with a mental illness, some of whom are homeless, services are being provided at home, in shelters or on the street.

4. All programs including the Community Health Bus provide programming for the disadvantaged community, including those with disabilities. Dental staff continued to serve all eligible clients in the clinic and on the Community Health Bus

5. Dental screening in the elementary school setting for children with disabilities. Dental screening is conducted from Sept. to June of each school year.
6. Client access to mobile needle exchange services. Clients may call or text program cell phone to receive harm reduction supplies delivered to their desired location.

7. Client access to treatment for sexually transmitted infections. If client unable to access a clinic site, Public Health Nurse may deliver free medications to desired site.

8. Staff experiencing work difficulty related to workstation. Work space accommodation adjustments made to staff member with disabilities.

9. Tender specifications ensured that the vehicle would include features of accessibility (including wheelchair) for clients. Tender submission awarded. Delivery of new vehicle is expected in fall of 2011.

Status of Planned Activities or Initiatives 2010-11

1. Planned Activity or Initiative
   Access to all clinic locations providing service for immunizations and sexual health services
   
   **Actions to Date:**
   As clinics are being renovated, the sites are being examined for AODA requirements
   
   **Status update:**
   Ongoing

2. Planned Activity or Initiative
   Assessment of facilities to ensure accessibility issues
   
   **Status update:**
   Completed – no current issues

3. Planned Activity or Initiative
   Dental and Sexual Health Clinic Renovation. Existing clinic was non compliant with ODA guidelines - new clinic was designed to meet the requirements
   
   **Status update:**
   Completed March 31, 2011

Activities Planned for 2011-2012

1. Planned Activity or Initiative
   Continue with the Hamilton Emergency Shelters Integration Coordinating Committee
   
   **How or where did you identify a barrier?**
   Decrease in shelter beds has had on individuals living with a mental illness.
   
   **Why are you undertaking this activity or consultation?**
Participant in the consultation process – not leading the process.

**Division & Department Responsible**
Community Services

2. **Planned Activity or Initiative**
Continue with LHIN activities related to redesign of mental health and addiction services.

**How or where did you identify a barrier?**
Statistic kept by LHIN indicated higher length of stay in emergency departments by individuals living with a mental illness compared to general population

**Why are you undertaking this activity or consultation?**
Limited funding and need to decrease length of hospital stays and number of Emergency Room visits.

**Division & Department Responsible**
LHIN and St. Joseph’s Healthcare Hamilton – Mental Health and Street Outreach Services expected to continue to participate.

3. **Planned Activity or Initiative**
Improve hearing impaired client access to mobile needle exchange services and emergency shelter

**How or where did you identify a barrier?**
Staff on the needle exchange Van identified a client who was unable to speak on a phone to access emergency shelter services.

**Why are you undertaking this activity or consultation?**
Client was refused a bed as she could not speak on the phone with staff at an agency.

**Division & Department Responsible**
Clinical & Preventive Services

4. **Planned Activity or Initiative**
Improved physical access to both the east end and mountain clinics

**How or where did you identify a barrier?**
During accessibility assessment when clinics renovated

**Why are you undertaking this activity or consultation?**
To meet AODA requirements

**Division & Department Responsible**
Clinical & Preventive Services
5. **Planned Activity or Initiative**

Clinic washrooms to have baby change tables

**How or where did you identify a barrier?**

During accessibility assessment when clinics renovated

**Why are you undertaking this activity or consultation?**

To meet AODA requirements

**Division & Department Responsible**

Clinical & Preventive Services

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**12.2 Division: Family Health**

**Activities/ Initiatives Ongoing from July 2009 - June 2011**

1. Development or revision of low literacy educational materials. Low literacy educational materials used for providing clients with information. Information provided at grade 4-5 level.

2. Provision of services to individuals with speech or hearing impairments. Use of speech and hearing interpreters as well as language and cultural interpreters.

3. Early identification of individuals with disabilities (developmental delays) through expedited home visiting.

4. Identification of transportation access barriers and provision of one to one visiting where people live. Provision of emergency bus/taxi vouchers, if required.

5. Work space accommodation adjustments made to staff with disabilities. Staff experiencing work difficulty related to workstation

6. Managers participated in Mental Health Workshop related to implications for staff. Reviewed and applied workshop materials related to working with staff.

7. Provision of services to individuals with speech or hearing impairments by using speech and hearing interpreters.

8. Development or revision of low literacy educational materials. Past letters were reviewed, all new printed materials are assessed for literacy levels. Information provided at grade 4-5 level.

9. Assessment of facilities where community groups are held, to ensure accessibility. Selected community sites based on wheelchair and stroller accessibility

10. Advocate for better access for people with disabilities at sites that co-sponsor program with other community agencies

11. Collaborative Injury Prevention (IP) Web site for City of Hamilton (Family Health and Healthy Living Divisions’ content) updated, based on requirements for AODA and as we move forward with web submissions, criteria will be met.

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**Status of Planned Activities or Initiatives 2010-11**

1. **Planned Activity or Initiative**
Assessment of facilities to ensure accessibility.

**Actions to Date:**
Ensured hallways and toilets were wheelchair accessible. Clients need to have total accessibility to the washroom. Consultation with Facilities and request for the landlord to install a raised handicapped toilet

**Status update:**
Renovated washroom for clients allows greatly access for wheelchairs and scooters. Complete.

2. **Activity or Initiative**
Feel the Power, Feel Fit Girls Physical Activity (FTPFFG PA) Campaign

**Actions to Date:**
20 schools involved with the program with attendance varying from 10-20 girls participating
Wilma’s School (an alternative school) has just registered this year with programming for all girls, including those with disabilities

**Status update:**
Completed

**Activities Planned for 2011-2012**

1. **Planned Activity or Initiative**
Two Healthy Eating discussion workshops with MS clients who have increasing immobility concerns

**How or where did you identify a barrier?**
Through consultation with MS Society

**Why are you undertaking this activity or consultation?**
MS Society wanted to apply for a grant to complete a survey of needs related to physical inactivity and challenges to preparing and accessing healthy meals for their clients and wished to partner with PHS and YWCA for programming

**Division & Department Responsible**
Healthy Living Division, CDP-A

2. **Planned Activity or Initiative**
Injury Prevention Program Web Content on PHS web pages

**How or where did you identify a barrier?**
The AODA Act and through the Healthy Living Division Website Committee.

**Why are you undertaking this activity or consultation?**
To comply with AODA legislation and ensure adherence in the format of Injury Prevention web content as allowed through the PHS portal, and in the development of printable downloads of IP fact sheets.

**Division & Department Responsible**

Injury Prevention, Healthy Living Division and PHS

### 12.3 Division: Healthy Living

**Activities/ Initiatives Ongoing from July 2009 - June 2011**

1. **PHS Healthy Food and Beverage Policy**

   The Healthy Food and Beverage Policy outlines procedures/protocols that relate to accessibility for people with disabilities, e.g. availability of bendable straws and easy-to-open bottle caps. The policy addresses healthy eating as well as issues of access and diversity related to food. Offering both cultural food choices and special dietary food choices provides greater access for everyone. AODA requirements are highlighted at the Healthy Food and Beverage Policy in-service.

2. **Public Health Nurses within the School Program provide consultation to school staff and assessment and referral to students as required.**

   Public Health Nurses (PHNs) provide consultations and services when needs arise, in the course of their everyday work with students, school staff and parents. This includes assessment and referral of individual students, consultations with teachers regarding students with a disability.

   Services/resources for families, schools, and students, including those with disabilities.

3. **Becoming Smoke Free: A Quit Smoking Clinic**

   The Quit Smoking Clinic provides programming and service for the disadvantaged community, including those with disabilities.

4. **Smoking Cessation Community of Practice**

   Provide support and consultation re: tobacco screening training to many disciplines (family physicians, school of medicine, Nurses on Family Health Team, Nurses in HPHS, Dental staff in HPHS) and to promote access to services with community partners who serve people with disabilities including SPMI. Smoking Cessation Community of Practice developed which meets four times per year.

**Status of Planned Activities or Initiatives 2010-11**

1. **Activity or Initiative**

   AODA and Customer Standard Booklet

   **Actions to Date:**

   AODA and Customer Standard Booklet circulated to program staff to read and sign off

   **Status Update:**

   Complete.
2. **Activity or Initiative**  
Community forum on accessibility  

**Actions to Date:**  
Very positive evaluations from vendors and participants. Attendance decreased due to H1N1.  

**Status Update:**  
Considering whether to hold forums annually or biannually.

3. **Activity or Initiative**  
Feel the Power, Feel Fit Girls Physical Activity (FTPFFG PA) Campaign  

**Actions to Date:**  
20 schools involved with the program with attendance varying from 10-20 girls participating. Wilma’s School (an alternative school) has just registered this year with programming for all girls, including those with disabilities.  

**Status Update:**  
Completed

4. **Activity or Initiative**  
Request to provide Sign Language during the 9th Annual Suicide Prevention Conference  

**Actions to Date:**  
A conference registrant requested the provision of sign language interpretation, to attend the 9th Annual Suicide Prevention Conference. Event organizer: Suicide Prevention Community Council of Hamilton. Two sign language interpreters were booked through the Canadian Hearing Society. Speaker presentations (when made available by the presenters) were sent to the sign language interpreters in advance of the conference.  

**Status Update:**  
Completed

12.4 **Division: Health Protection**

**Activities/ Initiatives Ongoing from July 2009 - June 2011**  
1. Front lobby signage at 1 Hughson Street North, 3rd Floor  
Created a directory outside of elevator (3rd Floor lobby) that contains large pictures and multi-coloured, bigger font and less wording (basic English) to help clients find services, and to know whom to contact when they arrive.  

2. Environmental Health Programs information is available on the City’s website
Environmental health information is written at grade 5 level to address literacy levels. Environmental health information handouts distributed to residents of Hamilton to advise on Environmental Health issues. Review of environmental health information handouts to ensure that they read at an acceptable level. Some resources have been updated according to AODA requirements.

3. Mail out to residents of Hamilton to advise on Environmental Health issues

The Environmental Health Programs have set up a phone hot line to help the public with getting additional information when sending mail out. Clients can ask questions or request information via E-mail at publichealth@hamilton.ca

4. Home visits

The Environmental Health Programs will visit clients when deemed necessary to permit them to access information or services such as submitting ticks. Visits to residents of Hamilton to advise on Environmental Health issues or collect insect samples. Clients can contact the office to request a visit.

5. Offer TB nursing services to clients with disabilities as needed

Usually when clients are considered no longer infectious, they are expected to come to the health department daily throughout their course of treatment for medication administration. If there were issues whereby clients cannot come to the health department, TB nurses would continue to visit them in their homes. These barriers could be physical, social, psychological, etc.

Activities Planned for 2011-2012

1. Planned Activity or Initiative

Review all health information materials to ensure that they include basic English, larger font size and reading capability are at an acceptable level

How or where did you identify a barrier?

Awareness of AODA legislation

Why are you undertaking this activity or consultation?

AODA compliance

Division & Department Responsible

Health Protection Division

Food Safety, Safe Water, and Health Hazard Investigation Programs

2. Planned Activity or Initiative

Food Safety, Safe Water, and Health Hazard Investigation Programs staff representation at the Public Health Equal Access Committee (PHEAC)

PHEAC has identified AODA as one of the priority actions

How or where did you identify a barrier?

Through AODA in-service delivered by Equal Access PHN
Increase awareness of AODA legislation for all staff members

**Why are you undertaking this activity or consultation?**

AODA compliance

**Division & Department Responsible**

Health Protection  
Food Safety, Safe Water, and Health Hazard Investigation Programs

### 12.5 Division: Planning & Business Improvement

**Activities/ Initiatives Ongoing from July 2009 - June 2011**

1. **Work Place Accommodation**

Various accommodation projects carried out for all divisions within Public Health Services, to address staff increases and changes, reorganization and/or restructuring operation requirements and functional requirements were fulfilled.

Facility Services provides project management for various accommodation projects for Public Health Services. Facility Services provides consultation to address these various accommodation issues and concerns.

2. **Provide accommodation to those students with identified disabilities (physical/cognitive) while conducting their clinical placement with PHS**

Inform students and preceptors at the nursing orientation session that, if students have a physical or learning need that requires accommodation, they need to discuss with their tutor and let the Student Placement Coordinator and Preceptor know, so they can facilitate their learning during the clinical placement. Also include resources at McMaster University.

Included process/policy link as a support to preceptors/tutors at the beginning of each school term (In the Preceptor Planning document). Incorporate the AODA information in the PHS Student Placement Manual. If students disclose disabilities, consult with Student Services at McMaster University who will provide service/letter of accommodation for student

**Status of Planned Activities or Initiatives 2010-11**

1. **Activity or Initiative**

Web-based technology for dissemination of secondment presentation on EIPH and the NCCMT

**Actions to Date:**

Posted to PHS eNet in pdf to allow for font magnification and text to speech functions

**Status Update:**

Completed

2. **Activity or Initiative**
Injury Prevention & CDP - Consultations

**Actions to Date:**
Advised Injury Prevention & CDP to consider literacy levels of participants with survey/interview questions and that surveys should follow the AODA guidelines re: font size, style, colour (high contrast), etc. Focus group participants were advised of our ability to accommodate any special accessibility requests.

**Status Update:**
Completed

3. **Activity or Initiative**
Physician Communication and Manager Needs Assessment

**Actions to Date:**
Surveys will be designed so that they follow the AODA guidelines re: font size, style, colour (high contrast), etc. AODA disclaimer paragraph will be inserted at the bottom of participant invitations. Surveys were designed to follow the AODA guidelines re: font size, style, colour, etc.

**Status Update:**
Completed.

4. **Activity or Initiative**
OPHA Competencies Implementation Workgroup – Performance Management e-Learning website

**Actions to Date:**
The website [www.corecompetencies.ca/performance_elearning](http://www.corecompetencies.ca/performance_elearning) was constructed to be completely AODA compliant, both in terms of HTML readability and video/audio access

**Status Update:**
Completed

5. **Activity or Initiative**
Promote awareness of accessibility issues within PHS

**AODA eModule for New Employees- Completed**
- Prepared an AODA presentation to be included in the New Employee Orientation for Public Health
- Revisions will be made according to new released AODA information

**AODA webpage and links on PHS intranet- Ongoing**
- Updated AODA webpage, as part of redevelopment of PHS intranet (PHSnet 2.0), including a Question & Answer (Q & A) Section.
- Links to AODA Corporate initiative
- The AODA webpage features links from the Emergency Management of Ontario website, which addresses emergency preparedness planning to meet the needs of people with visible and/or non-visible disabilities and seniors with special needs.

- Developed AODA E-mail guidelines for PHS staff.

6. **Activity or Initiative**

Develop documents and promotional campaigns for the general public that are in compliance with AODA guidelines.

**Actions to Date:**

- Developed promotional materials keeping in mind AODA requirements and the needs of audiences with disabilities, e.g. low literacy, visual impairments:
  - Availability of large font feature on the city website during the campaign period for supplemental information.
- Considered communication barriers, of potential participants with visual and hearing impairments, when identifying venues for focus groups, surveys, public consultation and market research.
- Used alternate distribution channels to disseminate educational materials to “hard to reach” populations.
- Campaigns/communications included:
  - BBAG (bed bugs awareness)
  - HIV/AIDS Awareness Week
  - Sexual Health Network (SHN) events
  - Healthy Smiles Ontario
  - AQHI Air Quality Health Index
  - Annual report to the community.

**Status Update:**

Completed 2010-2011.

7. **Activity or Initiative**

Enhance supports for obtaining knowledgeable consent from PHS clients experiencing communications barriers.

**Actions to Date:**

PHIPA compliance:

- Implementing recommendations from internal audit conducted in 2008 for PHS compliance with the Personal Health Information Protection Act (PHIPA) 2004. [http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_04p03_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_04p03_e.htm)
E-Inventory project created an inventory of electronic information management methods used by PHS programs and services, in order to understand flow of client information and identify gaps in AODA compliance.

Privacy Practices Statement for PHS

Designed in at least 14pt font with sufficient white space to facilitate readability. In addition, statements will be posted on the web, translated in to French, and will be available in pamphlet format in English & French for easier access to the information.

Notice of collection, use & disclosure of personal health information on consent forms can be read verbally to client.

Status Update:
Completed

8. Activity or Initiative

Ensure that communications materials and events are accessible to PHS staff with sensory and mobility impairments

Actions to Date:
Prepared presentations and ensured that font and graphics were AODA compliant for the target PHS Staff audience. Also ensured that facilities were AODA compliant from a structural perspective.

Created BOH Report Process and Materials

Created new process, ensuring the process chart and supporting materials were created in AODA font and graphics.

Status Update:
Completed

Status of Planned Activities or Initiatives 2010-11

1. Activity or Initiative

Vaccine Preventable Diseases School Program

Actions to Date:
Potential low literacy levels of parents will be considered when developing surveys for the program review. Surveys will also follow the AODA guidelines re: font size, style, colour (high contrast), etc. Literacy levels of students participating in focus groups will be considered when developing the focus group guide and when facilitating focus groups. AODA disclaimer paragraph will be inserted at the bottom of participant invitations.

Status Update:
Ongoing

2. Activity or Initiative
Web-based technology for dissemination of information

- Web-based technology for dissemination of health status reporting period. Posted electronic bulletins on PHS eNet in pdf format to allow for font magnification and text to speech functions. Worked with a graphic designer to improve the readability and clarity of design.
- Web-based technology for dissemination of secondment presentation on EIPH and the NCCMT. Posted to PHS eNet in pdf to allow for font magnification and text to speech functions.
- Web-based technology for dissemination of program evaluations, needs assessments and situational assessments. Evaluations posted electronically on PHSnet in pdf to allow for font magnification and text to speech functions.
- Surveys will be designed so that they follow the AODA guidelines re: font size, style, colour, etc. AODA disclaimer paragraph will be inserted at the bottom of participant invitations.
- Prenatal Situational Assessment: Surveys will be designed so that they follow the AODA guidelines re: font size, style, colour, etc.
- Media Evaluation: Materials will be designed so that they follow the AODA guidelines re: font size, style, colour (high contrast), etc. AODA disclaimer paragraph will be inserted at the bottom of participant invitations.

Status Update:
Ongoing.

3. Activity or Initiative
Waterdown Sexual Health Clinic Service Needs Assessment

Actions to Date:
Literacy levels of students (participants) will be considered when developing surveys for the program review.

Surveys will also follow the AODA guidelines re: font size, style, colour (high contrast), etc.

Status Update:
Ongoing

4. Activity or Initiative
PHS Employee Performance Management Toolkit Pilot Project

Actions to Date:
Tools and forms have been developed with AODA compliance re: font, text size, format and other visual aspects of each written tool. PowerPoint visual presentations for large and small groups were also AODA compliant.

Status Update:
In progress
5. **Activity or Initiative**  
Staff Learning and Professional Development Needs Assessment and Framework  

**Actions to Date:**  
A survey tool for use by Public Health Services employees is currently in development. It will comply with AODA requirements for text size, font, and format.  

**Status Update:**  
In progress  

6. **Activity or Initiative**  
Manage initiatives to increase organizational compliance with legislation  

**Actions to Date:**  

**Development of PHS AODA Compliance Plan**  
- Oversaw the development of a multi-year and multi-phase approach, in alignment with corporate Access and Equity initiatives by Equal Access PHN and graduate nursing student.  
- Submitted to PHS Management Team for review.  
- The PHS AODA Compliance Plan includes relevant PHS accessibility policies, procedures and protocols. Highlights of the PHS AODA Compliance Plan include:  
  - Assess the gaps in current service delivery that affect AODA compliance (PHS Audit)  
  - Plan & implement a multi-year and multi-phase PHS coordinated approach/strategy to improve AODA compliance  
- PHS staff training  

**Status Update:**  
Pending approval  

7. **Activity or Initiative**  
Oversee departmental initiatives to enhance client accessibility to PHS programs and services.  

**PHS-MT Briefing Notes**  
Inform PHS Management Team of new legislation. Submit recommendations to PHS Management Team to improve AODA compliance.  

**Web-based Knowledge Transfer Guidelines Project**  
Initiative to support compliance with the AODA Customer Service Accessibility Standard. Development of PHS guidelines for web-based knowledge transfer tools for the general audiences that focus on usability and accessibility features.  

**Assistive Devices Training & Tracking System**
Developed a process for centralizing and distributing mobility and communications devices to all PHS client service locations. Developed an inventory control system and defining processes for ensuring that equipment is maintained and for reporting on utilization.

Developed a training module and materials for PHS staff, based on the AODA Tool Kit and assistive devices assigned to PHS. Training includes an introduction to the Accessibility for Ontarians with Disabilities Act (AODA) and related legislation and standards; Glossary of Terms (type of disabilities, barriers to access and accessibility symbols. Deliver training to PHS staff using a “hands-on” approach on accessibility processes, procedures and plans to comply with AODA. To-date over 8 sessions delivered and approximately 80 staff members attended the sessions.

- Process development for Conversion of Documents into Braille

Designated SPS team members to be PHS key contact for getting documented produced in Braille. Development of a proposed customized PHS process.

**Status Update:**
Ongoing

8. **Activity or Initiative**

eHealth Project

**Actions to Date:**

PHS Online Event Registration: to support compliance with the AODA Customer Service and Information and Communication Accessibility Standards.

Developing a business case and methodology for developing web-based registration systems for PHS events targeting the general public, including those with disabilities.

PHS Web-based Registration System

Initiative to support compliance with the AODA Customer Service and Information and Communication Accessibility Standards.

**Status Update:**
In progress

9. **Activity or Initiative**

Develop web content for the general public that is in compliance with AODA guidelines

**Actions to Date:**

Identified the need to include accessibility requirements as part of the criteria for selecting future Content Management System (CMS), which is the PHS Web Portal software.

The progress for finding a Content Management System is in collaboration with Community Services. A meeting has been setup between Community Services, IS, Public Health and the Library to discuss possible options.

**Status Update:**
In progress / Ongoing
10. Activity or Initiative
Enhance organizational capacity for creating accessible websites/webpages.

Actions to Date:
Maintenance of Public Health Services (internal) eNet
During new website development, accessibility issues, including those for people with disabilities are highlighted and new web authors are encouraged to contact the Equal Access PHN to discuss AODA legislation.

Enhanced AODA-compliant functionality and features include:
- Skip to content
- Font re-size
- Text menu
- Div tag layout
- Alternate text for images

Public Health Services (internal) PHSnet 2.0 has been up and running successfully for 1 year.
All new website development has included accessibility requirements. Evaluation of the new website is underway.

Status Update:
In progress/Ongoing.

Activities Planned for 2011-2012

1. Planned Activity or Initiative
Sexual Health Program – STI Video

How or where did you identify a barrier?
The DVD does not contain any audio description. All information must be read. Barrier for the visually impaired.

Why are you undertaking this activity or consultation?
Activity on my operational project plan.

Division & Department Responsible
Clinical and Preventive Services

2. Planned Activity or Initiative
Development of information/ Promotional Material

How or where did you identify a barrier?
The barrier for these campaigns would be in the dissemination of information. Clear and large print guidelines, including contrast colours, type colour, point size, leading space, font size and style, letter spacing, margins and columns, and paper finish will ensure all print material is accessible.

**Why are you undertaking this activity or consultation?**

Activity based on operational project plan.

**Division & Department Responsible**

Clinical and Preventative Services, Health Protection – Environmental Health, Healthy Living – Injury Prevention, Clinical and Preventative Services

3. **Planned Activity or Initiative**

*eHealth Project*

**How or where did you identify a barrier?**

Providing online registration for PHS events, including for persons with disabilities.

**Why are you undertaking this activity or consultation?**

To enhance the efficiency of the event registration process.

**Division & Department Responsible**

PBI, PHS, Family Health – prenatal and other parenting courses

Health Protection – Safe Food Handling Course registration.

4. **Planned Activity or Initiative**

As an accredited Public Health Unit, ensure that AODA issues are addressed under the Ontario Council on Community Health Accreditation (OCCHA) Standard 12 I.

**How or where did you identify a barrier?**

Familiarity with AODA legislation. Requirements under the OCCHA Principles and Standards.

**Why are you undertaking this activity or consultation?**

To comply with AODA legislation (2005). To comply with OCCHA requirements.

**Division & Department Responsible**

PBI, All PHS divisions

5. **Planned Activity or Initiative**

Update clinic locations to add accessibility information on all locations

**How or where did you identify a barrier?**

Through AODA in-service and the PHS 2008 Accessibility Plan presentation

**Why are you undertaking this activity or consultation?**

To comply with existing PHS Web Author Guidelines. To comply with AODA Legislation
Consultation Activities July to June 2010 – 2011

1. Department or Committee involved in Consultation
Mental Health and Street Outreach Services
What were you consulting about?
Housing for clients with both physical and mental disabilities
Barriers Identified:
Physical, architectural and systemic barriers:
Availability of wheelchair accessible housing for mental health clients.
Availability of supportive housing for individuals living with a mental illness.
Actions to be taken:
Various community organizations providing subsidized and non-subsidized housing along with Hamilton Mental Health and Addiction Collaborative were consulted to accommodate the persons with disabilities.
Status:
Various consultations were carried out from July to June 2011.

2. Department or Committee involved in Consultation
Applied Research & Evaluation (AR & E)
External Public Health partners and Ontario Public Health Association (OPHA)
What were you consulting about?
AODA Requirements to be considered and employed in the design, production and publishing of a new performance website for the Public Health Agency of Canada (PHAC),
Barriers Identified:
Information and communication barriers
Actions to be taken:
AR&E staff consulted the Equal Access PHN on AODA requirements; W3 Guidelines/Standards; CNIB Guidelines, etc. Training planned to increase awareness of AODA legislation.
Status:
Consultations were carried out from January to April every year.

3. Department or Committee involved in Consultation
Public Health Services & Community Services Dept. (CSD)
What were you consulting about?
Online client registration system for PHS events.

Barriers Identified:
Technological, Information and Communication

Actions to be taken:
PHS Program Managers, PHS Electronic Communications Analysts and CSD Electronic Communications Analyst were consulted. Creation of an online client registration system for PHS events, which include persons with disabilities.

Status:
Various consultations were carried out from July to June.

4. Department or Committee involved in Consultation
Strategic Projects & Services, Information Technology Group (Strategic SPS, PHS Divisions, Web authors).

What were you consulting about?
- AODA requirements
- Enforcement of accessibility issues (i.e., colour scheme, PDF formats, etc.)
- Accessibility and functionality issues when creating accessible PDF documents or graphics
- Development or redesign of PHS websites

Barriers Identified:
- Information and Communication
- Technological
- Visual impairment
- Literacy

Actions to be taken:
ECAs proactively work with PHS Program Staff to ensure that new and existing WebPages meet the AODA requirements; W3 Guidelines/Standards; CNIB Guidelines, etc. The following were consulted;
- Referrals to Equal Access PHN to explain AODA legislation
- SPS Team
- Electronic Communication Analysts
- PHS Program staff and Web Authors
- Project Manager, Marketing

Status:
Various consultations were carried out from July to June 2011
13. **DEPARTMENT: PUBLIC WORKS**

**Mandate:**
- to liaise and provide support and expertise to the City Manager, Corporate Management Team, Council, and the Public Works, Infrastructure & Environment Committee
- to serve the residents and businesses of Hamilton by providing leadership and guidance to ensure the City’s mission, vision, values and goals are achieved, as they relate to the services provided by Public Works

13.1 **Division: Environment & Sustainable Infrastructure**

**Status of Current Activities or Initiatives 2010-11**

1. **Activity or Initiative**
   Hamilton Trails Master Plan

   **Actions to Date:**
   The master plan has been finalized and the barrier-free routes have been identified.

   **Status update:**
   Ongoing. The proposed Recreational Trails were updated within the City’s GIS database. Trail projects will be implemented through a phased strategy according to ranking throughout the 10 year capital forecast pending Council approval.

2. **Activity or Initiative**
   Accessible playground equipment

   **Actions to Date:**
   The City of Hamilton's play area design standards continue to comply with the Barrier-Free Design Guidelines. Standard specifications reflect the requirement for accessible play structures. All newly installed play structures meet this higher standard where environmentally possible.

   **Status update:**
   Complete. A new category of playground was installed in the summer 2010, that complies to Barrier-Free Design Guidelines. The “natural” playground was created in Dundas to compliment programming at the Dundas Lions Memorial Community Centre.

3. **Activity or Initiative**
   Red Hill Valley Trail

   **Actions to Date:**
   Draft Landscape Management Plan (2003) calls for the use of the upper portion of Mount Albion Road to remain asphalt for multi-purpose trail usage. Southerly portion of Upper Mount Albion was closed to vehicular traffic in November 2007 and opened for pedestrian use and cycling.
Status update:
Upper Mount Albion Road is now an accessible trail. Further accessibility was achieved when the Arbour Road bridge connection was completed in 2010. This bridge provides access to a portion of the East Mountain Trail Loop whose Design stage is currently underway and scheduled for completion in 2011.

4. Activity or Initiative
The East Hamilton Waterfront Link is a fully accessible trail link that connects two Hamilton Trail Systems: the Hamilton Waterfront Trail and the north portion of the Red Hill Valley Trail from Brampton Street, across the Q.E.W.

Actions to Date:
The East Hamilton Waterfront Link from the Red Hill Valley Trail to the Waterfront is now open.

Status update:
Complete

5. Activity or Initiative
Rapid Transit

Actions to Date:
Review of the AODA Legislation, Built Environment Standard and passenger concerns to comply with the AODA plan. The City of Hamilton Barrier Free Guidelines (2006), City of Hamilton Urban Braille Design and Implementation Manual and the City of Hamilton Response to the AODA Proposed Accessible Built Environment Standard were provided to all Consultants bidding on the RFP for the Rapid Transit Preliminary Design and Feasibility Study in October of 2009. These requirements to be considered in all areas of the Rapid Transit Facility including LRT trains, station design, Public Realm areas, etc.

The following are excerpts from the successful proposal addressing these items:
"The design of the Flagship, Downtown and Outside Downtown categories of stops, all of them applying barrier-free principles that allow access for all, will be important to ensure system coherence and wide community support" (1.32)
"Barrier-free Stop Accessibility Requirements will be addressed in developing the stop specifications. These will follow the Ontario Disabilities Act requirements." (2.117)

Status update:
The Contract has been awarded and compliance to all requirements of the AODA will be monitored throughout the entire design process. This includes the Public Realm plans, the station design, the municipal sidewalks adjacent to the stations, etc.
The exact technology for the transit route has not been determined. Metrolinx to provide the recommendations regarding the type of transit, the vehicle design including the "barrier free" standards.
The 30% Planning. Design and Engineering Contract will ensure that the requirements of the AODA, the City of Hamilton Barrier Free Design Guidelines, etc will be incorporated into the engineering design of all stations and adjacent Public Realm areas.

6. Activity or Initiative
Accessible garden plots at proposed Community Garden at Victoria Park.

Actions to Date:
Consultation with ACPD was to establish design criteria for barrier-free garden plots at the proposed Community Garden. Detail design drawings and specifications were completed in September 2009 that included accessible garden tables, accessible shed with individual storage cupboards at wheelchair height, concrete paved surface around the accessible tables and as a centre pathway through the ground level garden plots.

Status update:

7. Activity or Initiative
Hunter Street Streetscape Functional Plan from Wellington Street to Queen Street.

Actions to Date:
The Streetscape Functional Plan will include the addition of Urban Braille sidewalks. Functional Plan is under staff review and scheduled to be completed by spring 2012.

Status update:
In progress. Construction schedule not yet determined.

8. Activity or Initiative
York Boulevard reconstruction (Caroline Street to James Street) including installation of Urban Braille sidewalks, ramps at corners and site furniture (benches with back and arm rests).

Actions to Date:

Status update:
Complete. Construction period: June to December 2010. Deficiencies were completed in the spring of 2011.

9. Activity or Initiative
Accessible Pedestrian Signals.

Actions to Date:
City staff, CNIB mobility rep and ACPD are jointly developing the list of implementation sites. CNIB and Traffic Section have appraised hardware, with a view to determining the brand to be deployed. Basic funding has been determined.
Status update:
The method of training new users has to be determined and a plan established before the program can proceed. Public Works and the BESC will work together to develop this plan.

10. Activity or Initiative
Roundabouts

Actions to Date:
Staff met with the “Built Environment Sub Committee” on April 24th, 2009, to discuss process to develop roundabout standards that will sufficiently address accessibility issues. Council subsequently directed general consideration of new roundabout designs by the committee.

Status update:
The recently completed roundabout at Jerseyville Road and Highway 52 was the first design to be considered by the BESC, at its May 17, 2010 meeting.

11. Activity or Initiative
East Mountain Trail Loop.

Actions to Date:
The Environmental Assessment and Design Development were done for Phase 1 in 2009. The construction of Phase 1 from Felker’s Falls to Upper Mount Albion was completed in spring 2011. Phase 2 includes the portion from Mud Street to the pedestrian bridge over the LINC, to Stone Church and the Mount Albion Conservation Area, to be designed in 2011 with construction in 2012.

Status update:
In process

Activities Planned for 2011-2012
1. Planned Activity or Initiative
Functional design stage of the Gore Master Plan project – pedestrianization initiative for the south leg of King Street E.

How or where did you identify a barrier?
Through the public stakeholder consultation process, 11 Project Objectives were identified. One of these objectives is Accessibility. Through detailed design accessibility will be a consideration in making various decisions, For example, surface materials, curbs or flush adjacent spaces.

Why are you undertaking this activity or initiative?
The Gore Master Plan pedestrianization initiative is the result of a recommendation of the Downtown Transportation Master Plan, 2008 Review, which recommended that HSR buses be relocated to the new terminal on MacNab St, that a Functional Design Study be undertaken (the Gore Master Plan) and that a pedestrianization pilot project be undertaken to assess the success and acceptance of pedestrianizing the south leg of King. The pilot project is proposed for summer 2012.
What is the status of this activity or initiative?

We are currently in Phase 5 of the project, which is a detailed design. Part of this will be the pilot project in 2012. Recommendations of the pilot project will be used to finalize the detailed design, prior to requesting construction funds through the annual capital budget process, and project tendering.

Department, Division and Program Responsible
Environment & Sustainable Infrastructure, Public Works.

2. Planned Activity or Initiative

CP Rail Trail. This is a multi-use, recreational trail which parallels Main Street West and extends the existing Ancaster-Brantford trail.

How or where did you identify a barrier?
The barrier would be the use of a loose surface material that might not be compatible with wheelchairs.

Why are you undertaking this activity or initiative?
Recreational and multi-use utilitarian walking, cycling and in-line skating facility.

What is the status of this activity or initiative?
Construction scheduled for June-July, 2011. Surface to be paved to ensure maximum accessibility.

Department, Division and Program Responsible
Environment & Sustainable Infrastructure, Public Works.

3. Planned Activity or Initiative

Accessible Pedestrian Signals. These are a system of sounds at intersections with traffic signals that allow the visually impaired person to determine that audible indications are in use, where to find the buttons and to know that a request has been acknowledged. This is the new standard that replaces the type of facility presently in use in Hamilton.

How or where did you identify a barrier?
The barrier is the ability for a person with poor or no vision to cross a complex or difficult intersection equipped with traffic signals.

Why are you undertaking this activity or initiative?
To improve pedestrian mobility among those with poor or no sight.

What is the status of this activity or initiative?
Initial list of priorities prepared. Hardware alternatives evaluated and chosen by combination of CNIB, ACPD and staff. As requested by the Advisory Committee for Persons with Disabilities, a report will be submitted to the City of Hamilton General Issues Committee on the status of the project and what resources, including financial, would be required to achieve full implementation in Hamilton by 2025.

Department, Division and Program Responsible

City of Hamilton’s Accessibility Plan 2011
4. Planned Activity or Initiative

Wheelchair Ramp Configuration. These are the curb depressions which allow a person in a manual or motorized wheelchair to access the roadway to cross.

How or where did you identify a barrier?

In the past, crossings were only provided where protected by a stop sign or traffic signal. Going forward, when road reconstruction or planned retrofits allow, all directions at an intersection will be provided with ramps.

Why are you undertaking this activity or initiative?

To improve mobility for those in wheelchairs.

What is the status of this activity or initiative?

The standard has been rolled out to design and construction staff. The change needs to be entrenched in the City’s Barrier Free Design Guidelines.

Department, Division and Program Responsible

Environment & Sustainable Infrastructure, Public Works.

5. Planned Activity or Initiative

Contract PW-11-10 (HSW), King William St. reconstruction (James Street to Hughson Street) and Hughson Street streetscape reconstruction (King William St. to Rebecca St.) including installation of Urban Braille sidewalks, ramps at corners, and site furniture (benches with back and arm rests). Design completed in spring 2011. Contract tendered and awarded in April 2011. Construction in progress. Construction period: spring 2011 to September 2011.

Department, Division and Program Responsible

Environment & Sustainable Infrastructure, Public Works.

6. Planned Activity or Initiative

Churchill Park Master Plan, 145 Cline Ave., Westdale neighbourhood, ward 1.

How or where did you identify a barrier?

Through the public stakeholder consultation process, 11 Project Objectives were identified. Two of the Project Objectives are Inclusiveness and Accessibility. Through the master planning process inclusiveness and accessibility will be a consideration in making various decisions, for example, new walkways and paths; surface materials; and site furniture.

Why are you undertaking this activity or initiative?

A master plan is required to identify problems and improvements for a park site and will guide the future management and capital expenditures in the park.

What is the status of this activity or initiative?

We are currently in the middle of the master planning process receiving and assessing public comments and undertaking supporting studies.
7. Planned Activity or Initiative

Jerome Park - 1305 Upper Wellington Street, Ward 7.

How or where did you identify a barrier?

Through site analysis and design process for the master plan of the park, it was determined that there was no existing accessible infrastructure in this undeveloped park. The master plan addressed this by including accessible play equipment, walkways, sunshelter, multi-use court, and spray pad.

Why are you undertaking this activity or initiative?

Jerome Park has been in City ownership for many years, and it is time for its development to serve the neighbourhood for park purposes.

What is the status of this activity or initiative?

Design work is complete for Phases 1-3. Phases 1 & 2 are constructed. Phase 3 will be tendered and constructed this summer 2011. Phase 4 design work will be completed this summer 2011, with construction fall 2011 or spring 2012, pending completion of Phase 3.

Phase 1 - clearing.
Phase 2 - earthworks
Phase 3 - walkway, senior play equipment, retaining walls, plantings, stormwater management
Phase 4 - spray pad, multi-use court, junior play area and walkways.

13.2 Division: Energy, Fleet, Facilities & Traffic

13.2.1 Section: Corporate Facilities Management

Status of Planned Activities or Initiatives 2010-11

1. Planned Activity or Initiative

Ensure that front line staff that work in the 330 Wentworth reception and any other area deemed necessary, receive training with the assistive devices available to support the City of Hamilton Customer Service Policy and Procedures.

Actions to Date:

Members of the front line reception staff at 330 Wentworth St. have been trained in the use of all assistive devices as of June 2011.

Status update:

Complete.

2. Planned Activity or Initiative
Ensure that all Energy, Fleet, Facilities, Traffic staff receive AODA Customer Service Standard specific training as required and have read and are familiar with the City of Hamilton Accessible Customer Service Policy and Procedures.

**Actions to Date:**
The Customer Service Policy has been reviewed with all Corporate Facilities Management staff as of December 2010.

**Status update:**
In Progress.

3. **Planned Activity or Initiative**
In anticipation of the Built Environment Standard, provide a training course to Facilities Project Managers, Supervisors and Accommodations staff, for the review of City of Hamilton Barrier Free Guidelines with an emphasis on empowerment in the identification of and proactive elimination of barriers.

**Actions to Date:**
The training occurred on June 9, 2010.

**Status update:**
Complete.

4. **Planned Activity or Initiative**
330 Wentworth St. front & back parking upgraded, addressing accessibility concerns within the scope of the project, referencing the City of Hamilton Barrier Free Guidelines.

**Actions to Date:**
Layout of new spaces and access aisle for accessible parking spaces to be prepared, the Building Supervisor engaged to execute the work as required.

**Status update:**
Work to be completed at front parking lot June 2011. Back parking lot has been removed from the scope as the retrofit to which the accessibility work was aligned was deferred due to budgetary constraints.

5. **Planned Activity or Initiative**
330 Wentworth St. door handle replacement - primary door handles are to be replaced in compliance with City of Hamilton Barrier Free Design Guidelines.

**Actions to Date:**
Primary door handles at 330 Wentworth St. has been replaced. 60% of the building hardware has been replaced per accessible requirements in the City Of Hamilton Barrier Free Guidelines.

**Status update:**
Primary meeting room doors and washroom doors have been retrofitted with lever handles. The remaining door hardware is to be retrofit on an ongoing basis as required.
6. **Planned Activity or Initiative**

A comprehensive regulatory compliance Gaps Analysis is to be completed for a sampling of buildings. The analysis will include AODA related accessibility items relative to the Facilities scope – washrooms, entrances and exterior building elements.

**Actions to Date:**

Consultant reports completed December 2010.

**Status update:**

Complete.

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7. **Planned Activity or Initiative**

An Accessibility Project Work Plan, addressing AODA compliance and using the City of Hamilton Barrier Free Design Guidelines, is to be developed extending from building audits done in 2009 and the current gap analysis. The plan will identify capital costs, operational costs and potential resource requirements for execution of work and projects to be used in a submission to council for capital budget consideration.

**Actions to Date:**

A strategy has been created and is under review, work plans will follow once the strategy has been approved.

**Status update:**

Ongoing. Strategy being reviewed and the work plan development are ongoing.

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8. **Planned Activity or Initiative**

Track accessibility related, on demand maintenance requests for our Corporate Facilities, implemented through our Facilities Help Desk. Facility work requests, work orders and resulting actions pertaining to AODA compliance and accessibility will form the basis for future reporting.

**Actions to Date:**

On demand work requests coming in through our Facilities Help Desk and in turn the ARCHIBUS system relating to AODA are flagged. Reports can now be generated showing us how many and what types of requests come in as well as what locations there have been barrier removal activities independent of specific projects.

**Status update:**

Complete.

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9. **Planned Activity or Initiative**

Meeting Rooms within Corporate Facilities for use by City staff and public are to be reviewed with respect to the City of Hamilton Accessible Customer Service Policy & Procedures. A report is to be created outlining recommendations and potential work plan for implementation of recommendations over a period of time.
**Actions to Date:**
Meeting spaces have been identified and reviewed, documentation of the work plan is underway, and consultation with stakeholders will be included in the work plan.

**Status update:**
Recommendations and work plan with budget considerations will be completed December 2011.

**ACTIVITIES PLANNED FOR 2011 – 2012**

1. **Planned Activity or Initiative**
Comply with the 2012 Integrated Accessibility Standards (IAS) Fire & Emergency Plan requirements for the Corporate Facilities Management (CFM) Portfolio of Buildings. The work includes updating the physical fire plans for each CFM building to meet the IAS requirements.

As well, the Corporate Facilities Management, Capital Projects and Legislative Code & Compliance Group will assist in the preparation of fire and emergency evacuation plans.

**How or where did you identify a barrier?**

**Why are you undertaking this activity or initiative?**
To be in compliance with the IAS requirements for fire and emergency preparedness plans as of January 2012.

**What is the status of this activity or initiative?**
A meeting has been initiated by the A & E Group to discuss the requirements of the IAS, needs analysis and work plan to follow with implementation before the 2012 deadline.

**Department, Division and Program Responsible**

2. **Planned Activity or Initiative**
Each year a “program” focused initiative will be investigated to remove as many barriers to accessibility as possible as it relates to specific accessibility items, standardization, or guidelines. (For example, an interior signage strategy). For 2011, a focus will be placed on identifying potential programs and conducting a needs analysis and developing a strategy.

**How or where did you identify a barrier?**

**Why are you undertaking this activity or initiative?**
To improve the consistency of accessibility elements throughout our City Facilities.

**What is the status of this activity or initiative?**
Needs analysis to be conducted and completed by December 2011.

**Department, Division and Program Responsible**
3. Planned Activity or Initiative

Building Focused Initiative
Each year a selected facility will be targeted specifically for the removal of as many barriers to accessibility as possible subject to funding availability. The facility will be selected based on level of public access, need, location, available meeting space, and building function.

For 2011 the Dundas Town Hall has been selected for the removal of as many barriers to accessibility as possible within the available budget.

How or where did you identify a barrier?

Why are you undertaking this activity or initiative?
The Dundas Town Hall is a prominent centrally located facility, with multiple meeting spaces and a Municipal Service Center. With minor modifications it can be made significantly more accessible.

What is the status of this activity or initiative?
Barriers being reviewed and prioritized for a defined work plan with implementation scheduled for completion by December 2011.

Department, Division and Program Responsible

4. Planned Activity or Initiative

Building Project Based Initiatives
Each Facilities Capital Renewal Project done for the Departments within the City Of Hamilton inherently incorporates the corporate Barrier Free Design Guidelines. In addition to actively removing barriers to accessibility in our facilities, we integrate barrier removal into current projects wherever feasible.

The following capital renewal projects, in the Facilities listed, are being addressed in 2011 and improvements are being made to accessibility as noted.

a) Flamborough Town Hall, 163 Dundas St. East – a full building reconstruction is in progress and scheduled for completion in 2012. Planning and development phases have begun and Barrier Free Guidelines will be considered throughout the process.

b) Lister Block Project – a full building renovation and fit-up by ESI Construction Services Department is in progress and scheduled for completion in 2012. We will provide input as stakeholders and future stewards of the facility as requested by the ESI group throughout the construction and fit-up process.

c) Old Courthouse Facility, 50 Main St. East – the interior ramp to the entrance off of the basement parking is to be reconstructed per BFG Section 5 Physical Accessibility.
d) City Hall, 71 Main St. West all exterior stair nosing are to be painted per Section 6 Visual Accessibility.

e) Ancaster Municipal Center, 300 Wilson St. – larger automatic door push button operators are being installed to improve accessibility as per BFDG Section 5, Physical Accessibility.

f) Stoney Creek Municipal Center, 777 Hwy 8 Stoney Creek – barrier-free entrance door relocated to be closer to the exterior access ramp. Larger automatic door push button operators are being installed to improve accessibility as per BFDG Section 5 Physical Accessibility.

g) Kenilworth Library, 103 Kenilworth St. – renovations to include ramp re-construction and the addition of an accessible parking space to improve accessibility as per BDFG Section 5 Physical Accessibility. Also included are modifications to the customer service desk.

h) Red Hill Library – minor renovations to include modifications to the customer service desk and automatic doors with push button operators added to improve accessibility per BFG Section 5 Physical Accessibility.

i) Barton Library, 571 Barton St. East – minor renovations to include modifications to the customer service desk to improve accessibility as per BFDG Section 5 Physical Accessibility.

How or where did you identify a barrier?
Barrier Removal Action Plan from the 2009 building Audit and review of City Of Hamilton Barrier Free Design Guidelines in relation to the scope of each project.

Why are you undertaking this activity or initiative?
To actively improve the accessibility of our facilities by removing the barriers throughout as we perform capital renewal projects.

What is the status of this activity or initiative?
Ongoing, the projects listed will be completed by the end of the year 2011 unless otherwise noted.

Department, Division and Program Responsible
Initiated as projects by various Departments, Divisions, Sections and Groups and project managed by the Corporate Facilities Management Group, Transportation Energy & Facilities, Public Works.

5. Planned Activity or Initiative

Parking Initiatives
Through the annual rehabilitation of parking lots initiative we will integrate and improve the accessibility as per the BFDG Section 5.1.6 Physical Accessibility, Vehicular Access.

The following facilities are currently undergoing parking lot renovations.

a) Binbrook Library, 2641 Highway #56 – parking lot renovations to include an accessibility component.

b) Dundas Library, 18 Ogilvie St. Dundas - parking lot renovations to include an accessibility component.
c) Firestation 4, 729 Upper Sherman Ave - parking lot renovations to include an accessibility component.

How or where did you identify a barrier?
Barrier Removal Action Plans from the 2009 building Audit and site assessment in relation to the City Of Hamilton Barrier Free Design Guidelines.

Why are you undertaking this activity or initiative?
To actively improve the accessibility of our facilities by removing the barriers throughout as we perform capital renewal projects.

What is the status of this activity or initiative?
Ongoing, the locations listed will be completed by the end of the year 2011 unless otherwise noted.

Department, Division and Program Responsible

6. Planned Activity or Initiative

Lighting Design Initiatives
The Energy Initiatives Office works on multiple lighting projects each year. In the case of a full design and implementation the lighting design and implementation will incorporate the requirements set out in BFDG Section 6, Visual Accessibility.

The following facilities are currently undergoing a full review with design recommendations.

Fire Halls - 29 Fire stations – currently the design work is being reviewed, the BFG requirements being incorporated as applicable and the replacement of lighting fixtures and installation of new fixtures is scheduled to be completed by December 2011.

Libraries - 19 Branches - the design work is complete, the BFG requirements have been incorporated as applicable and the replacement of lighting fixtures and the installation of new fixtures are scheduled to be completed by December 2011.

How or where did you identify a barrier?
Barrier Removal Action Plans from 2009 building Audit.

Why are you undertaking this activity or initiative?
To actively improve the accessibility of our facilities by removing the barriers throughout as we perform capital renewal projects.

What is the status of this activity or initiative?
Ongoing, the locations listed will be completed by end of year 2011 unless otherwise noted.

Department, Division and Program Responsible
13.3  Division: Water and Wastewater Operations and Engineering Sections

Status of Planned Activities or Initiatives 2010-11

1.  Planned Activity or Initiative

Ensure that the Customer Service Counter at 330 Wentworth and 700 Woodward Sample Drop off Counter and Front Reception are in compliance with the AODA Customer Service Standard and the City’s Barrier Free Design Guidelines requirements. As well as address any concerns for the service area reported in the Facilities Accessibility Audit dated November 2009.

330 Wentworth Storefront Counter:

1.  The entrance door has a width of 855 mm (33.5”) which has been reduced to 795 mm (31.5”) due to projecting push bar hardware. It has been recommended that the panic/push bar style hardware be replaced with a concealed/recessed hardware. Estimated cost = $3000

2.  The storefront speaker (mounted in the glass) is mounted at 1395 mm (55”) from the floor which is too high for persons using mobility aids and persons of short stature. It is recommended that we install a secondary speaker unit at no higher than 1060 mm (41.75”) from the floor. Estimated cost = $500

Status update:

Both items identified have been completed.

700 Woodward – City of Hamilton Environmental Laboratory:

The Superintendent Environmental Laboratory is working with the Accommodations Planning and Design group to create a configuration that will meet the AODA Customer Service Standard and the City’s Barrier Free Design Guideline requirements along with the functionality required by staff working at the Sample Drop off Counter. The renovation will require demolition, electrical, computer lines, IS hook-ups, plumbers, carpenters, painters, new desks and custom built tables for coolers, the relocation of one work station; etc. The possibility of having to relocate sample intake during the renovation will also have to be looked at. Once a firm plan is in place and approved by the Manager, Compliance and Regulations, a quote will be prepared and sent out. The delivery and install will take approximately 4 to 6 weeks.

700 Woodward Front Reception:

The front reception area needs to be evaluated by the Accommodations Planning and Design group to ensure that it is in compliance with the AODA Customer Service Standard and the City’s Barrier Free Design Guidelines.

Status update:

The upgrades to the Sample Drop Off Counter and Front Reception have been completed.

2.  Planned Activity or Initiative

Ensure that all Water & Wastewater Operation and Engineering staff receives training regarding the AODA, Customer Service Standard.

Actions to Date:
Training on the Accessibility for Ontarians with Disabilities Act, 2005 and Customer Service Standard Handbook has been completed by most WWW employees.

**Status update:**
Those employees who have not yet completed the training are being identified along with any new employees to ensure that all staff completed the training.

3. **Planned Activity or Initiative**
Ensure that assistive devices are available at all Water & Wastewater Operation and Engineering locations and events attended by the public, as appropriate.

**Actions to Date:**
Assistive devices including the UbiDuo Face to Face Communicator, Personal FM System, Acrobat magnifier, hand held magnifying glasses and a PA system are available at 330 Wentworth St. N. for use by all Water/Wastewater Sections.

**Status update:**
We are currently in the process of creating a procedure for identifying device availability and signing out assistive devices.

4. **Planned Activity or Initiative**
Ensure that all Water & Wastewater Operation and Engineering staff receive training regarding Assistive Devices, as appropriate.

**Actions to Date**
Training on the assistive devices has been provided to a number of staff who serve the public at the Environmental Laboratory and 330 Wentworth Storefront.

**Status update:**
Training for the remainder of staff who serve the public is currently being scheduled; this includes refresher training for a few staff members who previously attended training in 2010.

13.4 **Division: Transportation, Energy & Facilities**

13.4.1 **Section: Transit**

**Status of Current Activities or Initiatives 2010-11**

1. **Activity or Initiative**
Policy Review: Accessible Transportation Services

**Actions to Date:**
- continued review of identified barriers completed
- individual policy review continuing

**Status update:**
- policy statements completed:
passenger service suspension policy
- automated next stop announcements on conventional transit

- policy statements under consideration
  - children as companions
  - oversize mobility aids
  - carry-on items on DARTS buses
  - service delivery model – on-demand services
  - DARTS vehicle surveillance system

- carried out research and consultation activities; Council Report “Protecting the Taxi Scrip Program - Recommendation from Advisory Committee for Persons with Disabilities (PW10098)” - completed

2. **Activity or Initiative**

Strategic Service Review: Accessible Transportation Services

**Actions to Date:**

Carried out research and consultation activities; Council Report “Accessible Transportation Service Delivery (PW11003)” - completed

**Status update:**

Identified requirement to maintain consideration within Accessibility Plan activities, pending legislative requirements of AODA

3. **Activity or Initiative**

Community Consultation: Accessible Transportation Services - Customer Survey

**Actions to Date:**

Survey completed in 2010. Various passenger bulletins and newsletters released during 2010/2011 in both print and electronic format

**Status update:**

Survey data analysis and report to be complete within Q2 2011

4. **Activity or Initiative**

Eligibility & Registration: Accessible Transportation Services

**Actions to Date:**

- Report to Council on new eligibility and registration policy implementation – complete
- Service enhancement requirements for budget consideration - complete
- Identification of AODA Transportation Standard (i.e. Integrated Regulation) impacts, including eligibility component - complete
- Travel training pilot recommendation to Council - complete

**Status update:**

City of Hamilton’s Accessibility Plan 2011
Further consideration of service enhancement by Council after enactment of AODA Integrated Regulation in 2011

Sponsorship of travel training pilot focusing on persons with developmental disabilities to be undertaken during 2011 – 2013 timeframe

5. Activity or Initiative
Fare Harmonization: Accessible Transportation Services

Actions to Date:
- Identification of AODA Transportation Standard (i.e. Integrated Regulation) impacts, including fare parity component - complete

Status update:
Further consideration of service enhancement by Council after enactment of AODA Integrated Regulation in 2011

6. Activity or Initiative
Review of Service Standards: Accessible Transportation Services

Actions to Date:
- service standards reviewed within context of anticipated requirements of AODA Integrated Regulation
- consultation with ACPD Transportation Subcommittee on various aspects of anticipated requirements

Status update:
- awaiting enactment of AODA Integrated Regulation in 2011

7. Activity or Initiative
Review of HSR Accessibility

Actions to Date:
- service standards reviewed within context of anticipated requirements of AODA Integrated Regulation
- consultation with ACPD Transportation Subcommittee on various aspects of anticipated requirements

Status update:
Awaiting enactment of AODA Integrated Regulation in 2011

Consultation Activities July to June 2010 – 2011

1. Department or Committee involved in Consultation
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Service Issues & Policy

**Who was consulted?**
ACPD Transportation Subcommittee; Corporate Services, Access & Equity Office; persons with disabilities; DARTS

**Barriers Identified**
Numerous issues identified.

**What is the status /outcome/ update of this consultation?**
Complete

2. **Department or Committee involved in Consultation**
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Eligibility Policy - Bus Travel Training for persons with developmental disabilities

**Who was consulted?**
Developmental Services agencies within Hamilton; Corporate Services, Access & Equity Office and Risk Management section.

**Barriers Identified**
Barriers and restrictions (inequities) with current eligibility criteria for accessible transportation services; lack of available proactive travel training within community

**What is the status /outcome/ update of this consultation?**
Complete; Council approval to fund pilot program over 2011 – 2013 timeframe

3. **Department or Committee involved in Consultation**
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Accessibility of HSR service, including but not limited to the following: automated bus stop annunciation system for HSR (both audible & visual display); notification to blind/visually impaired persons regarding the relocation of bus stops; safety issues concerning designated seating for persons with disabilities; use of urban braille at bus stops; support persons

**Who was consulted?**
ACPD Transportation Subcommittee; Corporate Services, Access & Equity Office; HSR Passengers and other stakeholders; other transit service providers within Ontario; OHRC

**Barriers Identified**
Barriers and obstacles with current HSR service

**What is the status /outcome/ update of this consultation?**
Complete to date; further requirements to be addressed by AODA Integrated Regulation.
4. **Department or Committee involved in Consultation**
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Awareness of conventional and specialized transit service

**Who was consulted?**
Various stakeholders including, but not limited to the following individuals and agencies: day programs, medical services, long-term care facilities, caregivers, HNHB LHIN, HNHB SCI Alliance. Ontario Works/Ontario Disability Support Program (Annual Town Hall Meeting)

**Barriers Identified**
Various issues and concerns as well as education and awareness regarding conventional and specialized transit service

**What is the status /outcome/ update of this consultation?**
Complete

5. **Department or Committee involved in Consultation**
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Customer Survey - customer satisfaction with services

**Who was consulted?**
ACPD Transportation Subcommittee; DARTS; random cross-section (25%) of current program registrants

**Barriers Identified**
Various issues, concerns and customer priorities regarding conventional and specialized transit service

**What is the status /outcome/ update of this consultation?**
Survey complete, report to Council and community within 2011

6. **Department or Committee involved in Consultation**
Transportation, Energy & Facilities Division (Transit), Public Works Department

**What were you consulting about?**
Eligibility policy – persons with dementia

**Who was consulted?**
LTC stakeholders; Alzheimer Society; Mohawk College School of Human Services

**Barriers Identified**
Various issues and concerns specific to those with dementia

**What is the status /outcome/ update of this consultation?**
Activities Planned for 2011-2012

1. **Planned Activity or Initiative**
   Policy Review: Accessible Transportation Services

   **How or where did you identify a barrier?**
   Previous ODA Plans; community consultation; review of draft and enacted AODA standards

   **Why are you undertaking this activity or initiative?**
   Provision of clearly defined policies and protocols to community and service providers; compliance with legislated requirements

   **What is the status of this activity or initiative?**
   Ongoing through monthly meetings with Transportation Sub-committee of ACPD

   **Department or Division Responsible**
   Transportation, Energy & Facilities Division (Transit), Public Works Department

2. **Planned Activity or Initiative**
   Strategic Service Review: Accessible Transportation Services

   **How or where did you identify a barrier?**
   Community consultation; review of draft and enacted AODA standards; review of OHRC requirements; previous research

   **Why are you undertaking this activity or initiative?**
   Compliance with legislated requirements; community request

   **What is the status of this activity or initiative?**
   Ongoing; further consideration of service options after enactment of AODA Integrated Regulation in 2011.

   **Department or Division Responsible**
   Transportation, Energy & Facilities Division (Transit), Public Works Department

3. **Planned Activity or Initiative**
   Community Consultation: Accessible Transportation Services - Customer Survey

   **How or where did you identify a barrier?**
   Previously agreed to ongoing community commitment; review of draft and enacted AODA standards

   **Why are you undertaking this activity or initiative?**
   Compliance with legislated requirements and community commitments

   **What is the status of this activity or initiative?**
   Survey complete; report to Council and community within 2011
Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department

4. Planned Activity or Initiative
Eligibility & Registration: Accessible Transportation Services

How or where did you identify a barrier?
Previous community consultation and reports to Council

Why are you undertaking this activity or initiative?
Compliance with legislated requirements and community commitments

What is the status of this activity or initiative?
Ongoing; further consideration of service enhancement by Council after enactment of AODA Integrated Regulation in 2011

Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department

5. Planned Activity or Initiative
Bus Travel Training Pilot Program

How or where did you identify a barrier?
Community consultation; review of draft and enacted AODA standards; review of OHRC requirements

Why are you undertaking this activity or initiative?
Compliance with legislated requirements; fulfillment of community need

What is the status of this activity or initiative?
To be carried out through funding of initiative led by Developmental Services partner agencies over 2011 – 2013 timeframe

Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department

6. Planned Activity or Initiative
Review of Service Standards: Accessible Transportation Services

How or where did you identify a barrier?
Previous ODA Plans; community consultation; review of draft and enacted AODA standards

Why are you undertaking this activity or initiative?
Compliance with legislated requirements

What is the status of this activity or initiative?
Ongoing; further consideration of service requirements after enactment of AODA Integrated Regulation in 2011

Department or Division Responsible
7. **Planned Activity or Initiative**  
Review of HSR Accessibility  

**How or where did you identify a barrier?**  
Community consultation; review of draft and enacted AODA standards  

**Why are you undertaking this activity or initiative?**  
Compliance with legislated requirements  

**What is the status of this activity or initiative?**  
Ongoing; further consideration of service requirements after enactment of AODA Integrated Regulation in 2011  

**Department or Division Responsible**  
Transportation, Energy & Facilities Division (Transit), Public Works Department

8. **Planned Activity or Initiative**  
Implementation of web-based reservations for DARTS service  

**How or where did you identify a barrier?**  
Community consultation; review of draft and enacted AODA standards  

**Why are you undertaking this activity or initiative?**  
Compliance with legislated requirements; fulfillment of community need  

**What is the status of this activity or initiative?**  
To be initiated in 2011  

**Department or Division Responsible**  
Transportation, Energy & Facilities Division (Transit), Public Works Department

9. **Planned Activity or Initiative**  
Implementation of Mobile Data Terminals (MDT) for DARTS service  

**How or where did you identify a barrier?**  
Discussion with DARTS; review of transit operating practices; review of draft and enacted AODA standards  

**Why are you undertaking this activity or initiative?**  
Fulfillment of community request to broaden service capability to perform “on demand” requests  

**What is the status of this activity or initiative?**  
To be initiated in 2011 with completion in 2012  

**Department or Division Responsible**  
Transportation, Energy & Facilities Division (Transit), Public Works Department