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

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

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<th>TO: Chair and Members Audit and Administration Committee</th>
<th>WARD(S) AFFECTED: CITY WIDE</th>
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<td>COMMITTEE DATE: May 19, 2010</td>
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<tr>
<td>SUBMITTED BY: Roberto Rossini, General Manager Finance &amp; Corporate Services Department</td>
<td>PREPARED BY: Jane Lee (905) 546-2424 ext. 2654 Maxine Carter (905) 546-2424 ext. 6149</td>
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<td>SIGNATURE:</td>
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Council Direction:
N/A.

Information:
The first compliance report required by the Customer Service Standard of the Accessibility for Ontarians with Disabilities Act, 2005 (O.Reg.429/07) was required to be submitted to the Province of Ontario by March 31, 2010. The report for the City of Hamilton was certified and submitted on March 30, 2010.

The first compliance report consisted of background information on the number of employees and locations of the City of Hamilton and asked 13 questions about the implementation of the Customer Service Standard. The Province was seeking a simple “yes” or “no” response to every question and the City of Hamilton was in a position by March 30\textsuperscript{th}, 2010, to respond positively and to note that we are in compliance with this first set of questions.

We are pleased that we have moved forward with implementation to this degree. We are not aware, at present, of the timing of the next compliance report or what questions will be asked at that time.

The compliance questions that we responded to are attached for information (refer to Appendix A of report FCS10039).
We continue to work collaboratively across the organization towards implementation of the many components of the standard and appreciate the feedback from the public and the efforts of the Advisory Committee for Persons with Disabilities and staff and the support from Members of Council.
13 Questions Contained in the Compliance Report

1.a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities? [section. 3(1)]

1.b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity? [section. 3(2)]

2. Do your organization’s policies address the use of assistive devices by people with disabilities to access your organization’s goods or services, or any available alternative measures that enable them to do so? [section. 3(3)]

3. Do your organization’s policies, practices and procedures require your organization to take a person’s disability into account when communicating with the person? [section. 3(4)]

4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s. 4(1)]

5.a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? {section. 4(2) & (7)]

5.b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [section. 4(3)]

6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support persons, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [section. 4(4) (6) & (7)]

7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization’s goods or services, including the reason, duration and any alternatives available? [section. 5(1) (2) & (3)]

8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [section. 7(1) (3) & (4)]

9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise)? [section. 7(1) & (2)]
10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities: every person who deals with the public or other third parties on behalf of your organization, and every person who participates in developing your organization’s policies, practices and procedures on providing goods or services? [section. 6(1)]

11. Does this training include your organization’s current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [section. 6(2) & (4)]

12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [section 6(5) & (6)]

13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person’s disability into account? [section. 8(1) (2) & 9(1)]