RECOMMENDATION

a) That the 2010 Annual Accessibility Plan for the City of Hamilton attached as Appendix “A” to Report FCS10088 be approved and be made available to the public; and

b) That the Advisory Committee for Persons with Disabilities be thanked for their advice and contribution towards the completion of the accessibility plan.

EXECUTIVE SUMMARY

The Ontarians with Disabilities Act, 2001 requires municipalities to prepare an annual accessibility plan and make it public, and to consult with the accessibility advisory committee about the preparation of the plan. The plan, which is attached as Appendix A to Report FCS10088 for approval, has been reviewed by the members of the Advisory Committee for Persons with Disabilities and the staff Access & Equity Support Committee, who have prepared departmental submissions. The comments of the
committee members and departmental staff have been taken into consideration in the finalization of the plan.

The 2010 Accessibility Plan provides an update on the City initiatives that were detailed in the 2009 Accessibility Plan, as well as a listing of new initiatives to be undertaken from July 2010 to June 2011 in order to identify and address barriers to participation for persons with disabilities. In addition, the plan provides an overview of the consultation activities that have taken place over the last year with respect to input from persons with disabilities and agencies and caregivers including the identification and removal of barriers for persons with disabilities.

Alternatives to the specific initiatives will be addressed, if possible, when they are considered as set out in the plan.

### FINANCIAL / STAFFING / LEGAL IMPLICATIONS

**Financial:**
In terms of financial implications, there are no identified implications specifically related to the approval of the ODA plan. Most of the departmental initiatives have been budgeted and planned for in the previous year.

Implementation of specific initiatives which require additional financial resources will have to be budgeted for or accommodated in existing approved budgets. For initiatives that require funding, the budgets will be brought forward for Council’s consideration during the 2011 budget process. As many of the initiatives still require consultation about the specific nature of barriers and potential solutions, costs can not always be identified at the time of preparation of the plan.

In order to implement the Province of Ontario’s five Accessibility Standards and meet the ongoing requirements over the next 15 years, there will be additional resource requirements for each new standard. The exact impact of this cannot be determined until such time that the standards are released for implementation.

**Staffing:**
There are no identified staffing implications specifically related to the ODA accessibility plan. Many of the initiatives outlined in the plan will be undertaken by staff, therefore utilizing staff resources. The staff Access and Equity Support Committee, as part of their role, contributes to the preparation of the annual plan, and regularly monitors their departmental activities related to accessibility, providing updates on a regular basis.

**Legal:**
The legal implications of the Accessibility Plan are such that the completion of an Annual Accessibility Plan by September 30th, the provision of advice about the plan to Council by the Advisory Committee for Persons with Disabilities, and making the plan...
available to the public will address the municipality’s legal obligations under the Ontarians with Disabilities Act.

The Accessibility Standards for Customer Services has been approved under the Accessibility for Ontarians with Disabilities Act, 2005 and Ontario’s first accessibility standard. The Customer Service Standards sets out rules that organizations, businesses and municipalities must follow in order to provide equitable access to goods, services and opportunities for persons with disabilities. The Province has instituted a compliance process and a Customer Service Accessibility Reporting system that required municipalities to file a compliance report by March 31, 2010. The City of Hamilton’s compliance report was filed prior to the deadline.

HISTORICAL BACKGROUND

The Ontarians with Disabilities Act, 2001 (ODA) received Royal Assent on December 14, 2001, with municipal sections being proclaimed effective on September 30, 2002.

The ODA was passed to improve access and opportunities for persons with disabilities, and it requires the input of persons with disabilities to identify, remove and prevent barriers. The purpose of the Act stated in the legislation is as follows:

“...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.”

There are two key definitions in the ODA, 2001 and Accessibility for Ontarians with Disabilities Act, 2005 (AODA) which are important to keep in mind when developing the City of Hamilton’s 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")

Each municipality with a population of over 10,000 people must establish an accessibility advisory committee, with a majority of the members to be persons with disabilities. The Council of the City of Hamilton has established the required advisory committee, the Advisory Committee for Persons with Disabilities.

The ODA requires municipalities to:

- consider accessibility when purchasing goods and services, in planning and subdivision approval;
- develop accessibility plans for municipally-administered, subcontracted or licensed transit providers in consultation with persons with disabilities;
- improve access to municipal elections by giving greater consideration to accessible voting locations and to go to electors if necessary to enable them to vote;
- ensure that new social housing additional units or replacement units include a percentage of modified units for persons with disabilities;
- enforce new penalties for counterfeiting and misuse of Disabled Person Parking Permits; and
- increase the minimal penalty for misuse of designated parking under municipal by-laws to $300.

Municipalities also have the option to develop accessibility requirements when granting business licenses.

Section 11 of the ODA sets out the requirements of municipalities, which include the preparation of an annual accessibility plan and the receipt of advice from the Advisory Committee for Persons with Disabilities regarding the preparation of the 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 to determine the effect on accessibility for persons with disabilities;
- a list of all by-laws, programs, policies, practices and services that will be reviewed in the coming year to identify barriers;
- measures that the City will take to identify, remove and prevent barriers in the coming year.

On May 10, 2005, the Provincial Government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). 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, buildings, structures and premises for persons with disabilities. The AODA standards apply to private and public sector organizations all across Ontario. Persons with disabilities and representatives of the Ontario government, specific industry sectors and various groups to whom the standards will apply have been involved in the development of the accessibility standards.

Under the AODA, five accessibility standards will eventually be established by the Ontario government and will detail the measures, policies, practices and other steps needed to identify, remove and prevent barriers for people with disabilities. Both visible and invisible disabilities are to be addressed by the standards including physical, sensory, hearing, mental health, developmental and learning disabilities.

As standards are set, they will establish the persons and organizations who must comply, as well as the timeframe for compliance. There may be different timelines and requirements for different kinds of organizations. In addition, the Province established standards development committees in the areas of Transportation, Built Environment, Information and Communications, and Employment which recommended proposed accessibility standards to the Cabinet Minister responsible for the AODA.

The Province has already approved the Customer Service Standard (O/Reg 429/07) which had an implementation date of January 1, 2010. The Access and Equity office conducted consultations with the Advisory Committee for Persons with Disabilities, relevant agencies, grassroots community members who have disabilities or are caregivers and parents of persons with disabilities to determine the needs and concerns of persons with disabilities in Hamilton with respect to services, programs and
opportunities. This information was used in the crafting of the City of Hamilton’s Accessibility Commitment Policy Statement and implementation plan.

The Province has taken further steps to harmonize three of the remaining standards and has released a proposed integrated regulation under the Accessibility for Ontarians with Disabilities, 2005. The proposed Integrated Accessibility Regulation is intended to align and phase-in requirements of the Information and Communications, Employment and Transportation Accessibility Standards, while making Ontario more accessible and reducing regulatory burden for obligated organizations.

The proposed integrated regulations will prescribe requirements in the areas of accessibility requirements, compliance enforcement initiatives and the timelines for compliance with accessibility standards between 2011 and 2025. The Province has released the proposed integrated regulations for public feedback which will inform the drafting of the standards. The final proposed Built Environment Standards is also available for public review on the Ministry’s website.

Under the Accessibility for Ontarians with Disabilities Act, 2005, the City of Hamilton is required to implement the accessibility standards which apply to municipalities, and is required to file and make public an annual accessibility report outlining the level of compliance with the standards. The Provincial government may conduct spot audits to verify the contents of the City’s reports that the municipalities are required to submit.

In accordance with the requirements of the Ontarians with Disabilities Act, the attached 2010 Annual Accessibility Plan for the City of Hamilton is presented for Council's approval.

**ANALYSIS/RATIONALE:**

Over the past year, the City has taken steps towards implementing the initiatives outlined in the 2009 Accessibility Plan for the City of Hamilton. While there has been some activity on most initiatives outlined in the 2009 Accessibility Plan, many of the initiatives are not fully complete. It is recognized that it is often difficult to identify and remove barriers within one year so many initiatives are at different stages of completion. Some of the difficulties are a result of little research information available and the length of time to develop and implement a good consultation process for meaningful participation of persons with disabilities with short turn around times. All of the initiatives planned for 2009 and earlier years which are not yet complete will continue in the 2010 plan as ongoing initiatives.

Again this year, there has been a consistent level of consultation with the Advisory Committee for Persons with Disabilities by departmental staff about new or revised policies, procedures, initiatives, and programs. Staff has requested the committees' input on one or more occasions during their initiatives, and while time consuming, it has provided staff with more effective and reliable feedback.
All new initiatives proposed for the coming year, as identified by various departments are included in the 2010 plan. These departmental initiatives include:

- continuing the implementation and monitoring of the Customer Service Standards policies, procedures and processes,
- implementation plan for the Equity and Inclusion Policy and the policy statement regarding the City’s commitment to accessibility,
- construction of fully accessible recreation centres including Westmount, Inch Park and Stoney Creek facilities,
- installation of Accessible Pedestrian Signals at 4 priority locations,
- improved accessibility to voting locations,
- review and updating of the Barrier Free Design Guidelines 2006,
- implementation of the Eligibility Policy for Accessible Transportation Services

The annual accessibility plan must be prepared and approved by the City of Hamilton each year by September 30th.

POLICY IMPLICATIONS

The Accessibility Plan has been prepared to address the City's obligations under provincial legislation to produce an annual accessibility plan. In addition, there are several City policy documents which speak to the City's current commitment to addressing the needs of persons with disabilities.

The City's Barrier Free Design Guidelines for buildings address physical barriers of persons with disabilities, as do the Urban Braille guidelines. There are also many City policies which address matters for employees with disabilities, such as the Corporate Health Policy, the Work Accommodation Policy, and the Harassment & Discrimination Prevention Policy. The Technology Entitlement Policy also addresses the possible needs of employees with disabilities. Where affected or planned for review, policies are noted in the plan.

RELEVANT CONSULTATION

During the preparation of the plan, there was consultation with City departments through the Access and Equity Support committee, and with other members of departmental staff. Input was provided by all City Departments. The Access and Equity Staff Support Committee has embraced the spirit of the legislation and the desire to eliminate barriers for persons with disabilities.

All management, staff and Council are required to review the Customer Service Standard Handbook and sign an acknowledgement form that they have read and
understand their obligation to the Customer Service Standard policies and procedures and our collective responsibilities to provide inclusive and responsive access to services, programs and opportunities to members of the community who have disabilities. The staff committee have worked very hard to communicate this information to their respective departmental staff and they should be commended for their ongoing assistance in the preparation and monitoring of the plan.

One of the most valuable resources has been the input and advice from the Advisory Committee for Persons with Disabilities, who have provided valuable insight, suggestions, and advice to staff regarding the barriers faced by persons with disabilities and how to remove those barriers to the full participation of persons with disabilities in the life of the community. They also set yearly priorities in terms of addressing and eliminating these barriers. This input and advice takes place over the course of the year, addressing issues of importance in many operational areas, and is not related solely to the preparation and monitoring of the implementation of the annual accessibility plan. The committee is very committed to assisting the City with respect to identifying and eliminating barriers faced by community members with disabilities. The committee has set up sub-committees to address input and implementation of matters related to the proposed standards area. Sub-committees of the Advisory Committee have been formed to reflect the AODA standards. They are as follows:

- Customer Service Sub-committee
- Built Environment Sub-committee
- Transportation Sub-committee

Additional sub-committees will be required to address the other two standards as well:

- Employment Standard
- Information & Communications Standard

The advisory committee (ACPD) and its sub-committees require a significant time commitment from the volunteer citizen members, as well as the staff who provide support.

**ALTERNATIVES FOR CONSIDERATION**

Alternatives to the specific initiatives will be addressed, if possible, when they are considered as set out in the plan.
CORPORATE STRATEGIC PLAN


The completion of an Annual Accessibility Plan and the noted initiatives will contribute to the following aspects of the Corporate Strategic Plan:

**Skilled, Innovative & Respectful Organization**
- A culture of excellence
- More innovation, greater teamwork, better client focus
- An enabling work environment - respectful culture, well-being and safety, effective communication

**Growing Our Economy**
- Competitive business environment
- An improved customer service
- A visitor and convention destination

**Social Development**
- Residents in need have access to adequate support services
- People participate in all aspects of community life without barriers or stigma

**Healthy Community**
- Plan and manage the built environment
- An engaged Citizenry
- Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)

APPENDICES / SCHEDULES

Appendix A – 2010 Annual Accessibility Plan for the City of Hamilton
CITY OF HAMILTON

2010 ACCESSIBILITY PLAN
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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 Accessibility Standards that are currently being developed (Information and Communication, Transportation, Employment and Built Environment) will detail the measures, 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. The 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 the all of the proposed standards by establishing committees to support the Advisory Committee for Persons with Disabilities focusing on future standards such as the Built Environment, Information and Communication and Transportation. 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 people 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 through inspections, compliance orders and administrative penalties. Ontario’s public sector organizations were required to report their compliance with the Customer Service Standard by March 31, 2010. The City of Hamilton provided our compliance report prior to March 31, 2010 and was compliant in all areas.

The Province appointed Charles Beer in June 2009 to conduct a review of the Accessibility for Ontarians with Disabilities Act, 2005 as required by the legislation including outreach initiatives, the standards development process and the AODA requirements such as municipal advisory committees. Mr. Beer’s final report was tabled in the Legislature on May 31, 2010 in which he made several recommendations for consideration.

The ministry provided a response in which it was stated that they consistently heard that there is a need to align the requirements of each of the outstanding standards. The proposed integration of the Information and Communication, Employment and Transportation standards is available for public input on the ministry’s website. The approach is designed to avoid the cumulative impacts and to prevent duplication of activities and efforts in meeting the standards set out and the Customer Service Standards will be integrated in 2013.
As the rest of the standards are in various stages of development the 2010 Accessibility Plan does not comment on specific plans for implementing future accessibility standards, regarding Information and Communication, Built Environment, Employment and Transportation.

The Access and Equity Office has completed consultation with the Advisory Committee for Persons with Disabilities, community stakeholders (including persons with disabilities, service providers and care providers of persons with disabilities), the Customer Service Standard sub-committee, Built Environment sub-committee and the Staff Access and Equity Support Committee. The consultation regarding the needs and concerns of persons with disabilities were completed, including the customer service practices, service delivery channels and types of services provided by the city. The input from many stakeholders was used to shape the Equity and Inclusion Policy and implementation plan, the Accessibility Policy Commitments and the policies required under the Customer Service Standard. The policies are available to the public upon request and available in many formats that will meet the needs of persons with disabilities.

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 moves forward in implementing its obligations under the Accessibility for Ontarians with Disabilities Act, 2005. There are many challenges regarding the implementing of our obligations that get in the way of moving forward. There is still an ongoing need for increased awareness and training amongst the staff at the City of the municipality’s obligations under the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005. Although departmental staff who are members of the Staff Access and Equity Support Committee or who have consulted with the Advisory Committee for Persons with Disabilities about operational issues or input on policies are
becoming more familiar with both the detail and the intent of the Act, there is still a lot of internal education and awareness to take place. A requirement of the Customer Service Standards requires the City to develop and provide training to all staff that provides service to people with disabilities, including training on principles and requirements of the AODA policies and procedures and methods of service delivery. The training is being implemented in a phased in approach. For the past several months staff has been reviewing the AODA 2005 Accessibility Handbook that contains all accessibility policies and procedures including additional information to help staff implement the legislative requirements of the Customer Service Standards. The staff will also have an opportunity to participate in e-learning on-line accessibility learning sessions and in-class room training sessions for those who work extensively with the community, those who write policies and strategies and for management.

The sub-committees of our advisory committee ACPD, Built Environment Standards, Customer Service Standards and the Transportation Standards share the work by dealing with issues by the appropriate area of concern and then all decisions and motions are brought back to the main committee for discussion and approval. Despite the delegation of work to sub-committees, the committee still experiences difficulties in follow-up and feedback from staff which does not always happen in a timely manner. The committee has developed a more streamlined approach to deal with the heavy load and going forward in the 2010-2011 year 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 2010 - 2011 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

Current 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

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, Corporate Services
- Jane Lee, Director, Customer Service Access and Equity, Corporate Services
- May-Marie Nuyaba, Access and Equity Specialist, Access and Equity Office
- Daniel Sadler, Access and Equity Specialist, Access and Equity Office
- Carolyn Bish, Admin Asst., Customer Service Access and Equity, Corp. Ser.
- Annie Strojin, Human Rights Specialist, Human Resources, City Manager’s Office
- Rodger Metcalfe, Manager, Housing, Community Services
- Coralee Secore, Manager, Flamborough, Ancaster, Dundas, Recreation, Community Services
- Sheila DuVerney, Community Services
- Betty Anne Major, Supervisor Administration Services, Recreation, Community Services
- John Verbeek, Fire Prevention Officer- Public Information, EMS, Fire
- Teresa Bendo, Director, Planning & Continuous Improvement Public Health Services,
• Joanne Kohut, Manager, Planning & Continuous Improvement, Public Health Services,
• Vanessa Grupe, Senior Planner, Community Planning & Design, Planning & Economic Development
• Erika Liao, Accommodations Planning & Design Technician, Facility Services, Public Works
• Owen Quinn, Coordinator of Accessible Transit, Transit, Public Works,
• Doug Waugh, Manager, Operations and Logistical Support, EMS

Key Contacts

Tim Nolan, Chair
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 people. 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 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. Fred Eisenberger is Hamilton’s 60th Mayor and has been elected for the period 2006 - 2010. 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 Services
- Planning & Economic Development
- Public Health
- 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 opportunity to be more inclusive and reflective of the community we serve.

According to Census 2006 - Sex and Age Report 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 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 104,310 persons with disabilities in Hamilton. This number represented 18% of the total population in that period (504,559 Hamiltonians). The prevalence of disability rate in Hamilton is much higher than the provincial (15%) and the national rate (14%).¹ This high rate of persons with disabilities could be attributed to the high poverty rate (20%) in Hamilton in which there is a correlation between the level of functioning and income.² Notably, poverty and disability rates are gendered. Women represented 60% of Hamiltonians living in poverty in 2006. Further, twenty-nine percent of Hamilton’s total population living in poverty was persons with disabilities, 33% of whom were women compared to 25% of men.³

With regard to labour force it was noted that unemployment rate for people with activity limitations dropped from 13.2% in 2001 to 10.4% in 2006, narrowing the gap by roughly one-third with those without activity limitations. Similarly, the national rate closely mirrored that of Ontario; in 2006 persons with disabilities had an unemployment rate of 10.2% compared to that of 7% for persons without disabilities.⁴

While increase in employment rates for all types of activity limitations, significantly increased for those with learning limitations, from 32.5% in 2001 to 41.8% in 2006. 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%.⁵

Overall, 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


³ Ibid


have a slightly lower employment rate at 47.1% compared to that of 52.9% for males.  

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

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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 we 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 2010**

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 2009 Accessibility Plan and an outline of the new initiatives proposed for the 2010 plan.

4.2 **CONSULTATION ACTIVITIES**

Consultation activities during 2009 – 2010 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 and of staff. Consultation activities occurred over the past year for many reasons, including the review of proposed renovation and construction plans for City facilities, proposed changes to programs and services and input on policy directions.

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 2009 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 2009 Accessibility Plan.

The status update of each of the initiatives in the City of Hamilton’s 2009 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 2010.

4.4 ACTIVITIES PLANNED FOR 2010- 2011

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 2011 budget. In addition, Council approval is required for some decisions.


5. ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

Status of Current Initiatives 2009-2010

1. Activity or Initiative

   HSR transit terminal on MacNab Street

Action to Date

The ACPD expressed its disappointment with the approval of the MacNab Street Transit Terminal plan without the endorsement of committee. The report submitted by BESC on MacNab Street Terminal was approved.

ACPD referred the issues of rerouting, bus connections, drop-off and access points of DARTS, HSR, and other vehicles at MacNab Street Terminal to the Transportation sub committee.

Status

BESC has provided its input on the design of MacNab Street Terminal.
The issue regarding bus curb elevations is still pending.

2. Activity or Initiative
Rent Supplement Program

Action to Date
BESC submitted a report to ACPD. ACPD passed a motion requesting the rental supplement program be expanded to include persons with disabilities.

Status:
ACPD recommended City Housing to include persons with disabilities in the waiting list for affordable or social housing.

3. Activity or Initiative
Accessible Social Housing

Action:
Committee approved the report submitted by BESC and recommended to Council to allocate a 5% quota for the fully accessible social housing units among all the new units being built in Hamilton.

Status:
Committee agreed not to define "fully accessible" until the Built Environment Standard is released. ACPD also requested Council to approach the appropriate provincial ministry or federal department to determine if any funding arrangement exists for social affordable housing.

4. Activity or Initiative
Lack of Curb Cuts

Action:
BESC submitted a report to ACPD for the implementation of the Barrier Free Design Guidelines in relation to curb cuts.

Status:
BESC will be inviting the appropriate Public Works staff to a future meeting to discuss these issues.

5. Activity or Initiative
Fire Drill HECFI

Action:
BESC presented a report to ACPD on the fire drill at HECFI. ACPD recommended to Council to review and update all fire plans at City facilities.

Status:
It was recommended that the Clerk supporting the committee be the Fire Warden for ACPD. The Committee also agreed to further work on and implement the recommendations of BESC and the Fire Department.

6. **Activity or Initiative**  
Construction on Summer’s Lane

**Action:**  
The issue was referred to BESC. They plan to request Public Works/PED to hold a discussion with committee members on this matter.

**Status:**  
On going

7. **Activity or Initiative**  
Signage at City Hall

**Action:**  
The BESC submitted a report to ACPD concerning the implementation/compliance of the Barrier-Free Design Guidelines (BFDG) and Clear Print Accessibility Guidelines for the installation of signage in the City Hall renovation project. The specific observations were made regarding the doors & frames, decals, access ramps and direction signs. BESC also stressed that in cases where BFDG are not prescriptive, the architects/consultants must do research and look for the best samples and options. BESC also recommended the use of tactile and Braille in signage.

**Status:**  
BESC also recommended ACPD to review the Project Manager’s report prior to any final decision-making respecting the resolution of interior and exterior signage issues regarding the signage at City Hall.

8. **Activity or Initiative**  
Buildings and Renovations

**Action:**  
BESC recommended ACPD to be a part of the planning/project management team for anything built or renovated under City Of Hamilton.

**Status:**  
The issue is under consideration.

9. **Activity or Initiative**  
Barrier Free Design Guidelines

**Action:**
BESC submitted a report to ACPD on the implementation of Provincial AODA Built Environment Standard and recommended that ACPD make a request to Council to update Barrier Free Design Guidelines on yearly basis.

**Status:**
The issue is under consideration.

**10. Activity or Initiative**
Roundabouts

**Action to date:**
ACPD and BESC continued its discussion and follow-up on Roundabouts during 2008-09 and 2009-10. Traffic & Engineering also sought the assistance of Committee to update BFDG and to reflect what ACPD and BESC have approved regarding curb cuts (wheelchair ramps). Traffic & Engineering also sought to discontinue formation of Roundabout working group.

The Committee was advised that Ron Gallo, Environment and Sustainable Infrastructure, has expressed a desire to no longer pursue formation of a task workgroup regarding Hamilton standards for roundabouts but will await the development of provincial standards coming out of the AODA and the development of national standards.

**Status:**
ACPD passed a motion recommending to Council that no more roundabouts be constructed in Hamilton until input from ACPD is received. Council then instructed staff that they are to consult with ACPD when constructing roundabouts.

**11. Activity or Initiative**
Customer Service Standards

**Action to Date:**
The Transportation Sub-Committee (TSC) discussed policies for a support person and service animals and provided their feedback on the implementation of procedures. A report outlining this was approved by ACPD.

**Status:**
TSC recommended to ACPD that all the procedures for the implementation of the Customer Service Standard should be reviewed by the committee.

The Committee discussed the impact of service animals on other passengers with allergies, and agreed that this should not be addressed in the policy, but that a set of procedures should be developed and reviewed by TSC.
Members of TSC provided clarification respecting an “attendant” versus a “companion” issue.

12. Activity or Initiative
Signage & Announcements in HSR buses

Action to Date:
TSC submitted a report to ACPD and recommended to keep the destination signage illuminated in the HSR buses. It also recommended that bus stop announcements continue in HSR buses until the automated system becomes fully operational.

Status:
The issue is under consideration

13. Activity or Initiative
New Eligibility Policy for Accessible Transportation Services (ATS)

Action to Date:
TSC recommended to ACPD that Persons with Disabilities must be given an opportunity to comment on the Public Works staff report regarding the New Eligibility Policy for ATS. TSC submitted a report to Council regarding the issues and difficulties while accessing ATS. The issue of subscription ride was also highlighted.

Status:
TSC provided clarification to ACPD regarding the process of developing the New Eligibility Policy for Accessible Transportation Services. TSC expressed concern on the issue of “grand parenting” existing DARTS passengers. The Committee noted that Council approved “grand parenting” existing DARTS passengers, so a reconsideration vote at Council would be required in order to approve a review of individual passengers. Furthermore, staff was also directed to report back on other transportation service delivery models.

14. Activity or Initiative:
Taxi Reform Sub-committee

Action:
ACPD was apprised of the status of the Taxi program and Taxi Reform Sub-committee. TSC recommended ACPD to appoint one of its members to the Taxi Advisory Working Group. Parking and Bylaw Services delivered a presentation to TSC regarding the Taxi Program. Licensing staff also delivered a presentation to the Taxi Reform Sub-committee.

Status:
Aznive Mallett has been appointed to the Taxi Advisory Working Group and Terri Wallis will act as a backup. An Access & Equity staff person was also nominated to note any concern regarding accessible taxis.

15. Activity or Initiative
Winona Shopping Centre

Action to Date
A member of committee recommended ACPD to take on the new shopping complex in Winona as a barrier-free project and to further use it as a reference point for other future projects to address issues such as the width of sidewalks, door entrances, and lighting.

Status:
It was suggested that the Built Environment Sub-committee should meet with the developer to discuss accessibility issues, as by the time the site plan is created, it will be too late to make changes. Since the project has been appealed in Ontario Municipal Board (OMB), the Clerk was directed to find out at what stage the appeal is.

16. Activity or Initiative
HSR Survey

Action to Date
A member of ACPD suggested that HSR Hamilton should organize public meetings like Toronto to determine the issues being faced by the public.

Status:
ACPD recommended to refer this issue to TSC.

17. Activity or Initiative
Staff Access and Equity Committee Accessibility Resource Fair

Action to Date
ACPD and its sub committees were invited to participate in the resource fair which was organized by the Staff Access and Equity Committee, City of Hamilton.

Status:
Event was held on September 2010.

18. Activity or Initiative
Roundabouts Working Group

Action to Date
An ACPD member submitted comments to the Traffic & Engineering department for proposed roundabout at Governors Road and Davidson Road in Dundas. Committee also assigned two of its member to the Roundabout Working Group.

**Status:**
On going

**19. Activity or Initiative**
Feedback on Draft Built Environment Standard.

**Action to Date**
Committee discussed options on how to provide The Council with a response in time to meet the Ministry’s deadlines for comments on the Draft Built Environment Standards. Committee also showed its concern regarding public statements relating to provision of accessibility being made.

**Status:**
With respect to the proposed Built Environment Standard, Committee discussed that the living space is too narrow, which is prohibitive for people with scooters and other mobility devices.

**20. Activity or Initiative**
Rescue Vehicles

**Action to Date**
Discussions occurred regarding the provision of rescue vehicles to persons with disabilities, who are using wheelchairs and may need a rescue vehicle in emergency situations, was discussed. ACPD reviewed a report in this regard and discussed various situations and made note that there are no set procedures to overcome these types of situations. It was also decided that EMS would be invited to a future meeting of the Rescue Vehicles Response Working Group.

**Status:**
ACPD formulated a Rescue Vehicles Response Working Group and nominated its members. Committee also discussed whether this issue should be referred to the Customer Service Sub-committee, the Transportation Sub-committee, or whether it is a City issue that falls within ACPD’s mandate. Committee agreed with the Chair of the DARTS Board’s request to be involved as well.

**21. Activity or Initiative**
Evaluation Process and 2009-2010 Priorities

**Action to Date**
The background of the evaluation process was given to the committee. Evaluation process is aimed at identifying the accomplishments and concerns of
the committee in responding to the AODA and the implementation of accessibility plan each year.

**Status:**
The issue is under consideration.

### 22. Activity or Initiative

**Para Pan-Am Games**

**Action to Date**
ACPD raised the issue of the Para Pan-Am Games and the involvement of ACPD. Committee was informed that the Games are a joint effort across southern Ontario. The infrastructure in Hamilton will not be tendered out for construction by the City nor will the City be hiring employees or volunteers for the Games. Also, the athletes will not be staying in the Hamilton area. ACPD members highlighted their desire to be involved in the process be it through having representation on Advisory Committees for the Games or working closely with them.

**Status:**
Committee was advised that it is still very early in the process and suggested that the committee take time to formulate their thoughts. It was suggested that ACPD could form a sub-committee to deal with issues (i.e. signage, pathways between venues, transportation) arising from the Pan-Am Games. It was also suggested that the Pan Am Games Item be placed as a standing Item under discussion for all of the ACPD sub-committee’s meetings.

### 23. Activity or Initiative

**Signage at City Hall**

**Action to Date**
Sample of the proposed signage for the City Hall renovations was shared with ACPD. The Committee gave the following recommendations:
- decals on glass walls & doors at 2 levels – not frosted fountain as it is not really visible;
- signage to be 70% contrast, since proposed gold wording on black background is not at 70% contrast;
- words (i.e. meeting & room) should be on 2 different lines to enable print to be larger;
- gold boxes to be spaced 4” apart at 2 levels on glass doors / walls;
- recommended the use of BFDGs for all city facilities;
- signage for access ramps; Built Environment Sub-committee has recommended that signage should be placed on all ramps;
- ACPD requested a tour of City Hall.

**Status:**
A tour was done on June 21, 2010 and recommendations for the improvement were made.

24. **Activity or Initiative**  
Customer Service Standard Implementation Status

**Action to Date**  
A report with a status update of the Customer Service (CS) Standard was submitted to BESC.

**Status:**  
The final recommendations for the implementation of the CS standard and related policies were presented to Committee of the Whole in December for approval. The operating procedures have been made available on internal and external web sites.

25. **Activity or Initiative**  
Meeting with the City Manager

**Action to Date**  
Councillor Morelli provided an update on the meeting he and Tim Nolan had with the City Manager. The following points were brought up for consideration:

- The City Manager is empathetic and sensitive to needs of the Advisory Committee for Persons with Disabilities;
- Departments should determine how the recommendations in staff reports respond to the needs of the disabled. At the meeting, it was asked if that point could be included in the report. The City Manager was amenable to working on that.

**ACPD Consultations 2009-2010**

1. **Department or Committee involved in Consultation**  
Consultation with Charles Beer, Accessibility Directorate of Ontario.

**What were you consulting about?**  
AODA and the role of municipal advisory committees

**Barriers Identified:**  
Issues in the implementation of AODA.

**Actions to be taken:**  
A presentation was delivered to ACPD and a perspective was gained on “how municipal advisory committees are working” and issues being faced in the implementation. Highlights included:

- AODA – key elements of the Act;
- The Purpose and Standards of the AODA;
• Legislative Review Process;
  o Role of Accessibility Directorate of Ontario;
  o Repeal of the ODA;
  o Standards under the AODA;
  o Municipal Accessibility Committees;
  o Mandate for the Independent Review;

2. Department or Committee involved in Consultation
Accessibility Plan 2009

What were you consulting about?
Role of ACPD in the implementation of Accessibility Plan

Barriers Identified:
Issues in the implementation of Accessibility Plan

Actions to be taken:
While the City of Hamilton was putting together the 2009-2010 Accessibility Plan, members of the ACPD were asked to provide their feedback as to which activities were dealt with at the committee and sub-committee level, and what the priorities were for the coming year.

Staff delivered a presentation on the role of the ACPD, which is to monitor and support City Departments with respect to the accessibility plan. The ACPD was informed that departmental staff will fill out a form respecting their departmental initiatives/policies that they require feedback on from the ACPD. The form includes a short synopsis of the project.

ACPD members agreed that the ACPD is doing a good job of determining which items should be dealt with. However, the committee expressed its concern with the timeframes in which staff expect feedback from the committee, as well as the wording of motions that go forward to Council. The following recommendations were made:

• Each department should make a presentation to ACPD once a year on their part of the accessibility plan.
• Departments should inform ACPD of the priority of the project and the status of the project.
• The Committee members agreed that the process of referring to sub-committees should be refined and more criteria added.
• Advance notice to committee members on issues under consideration.

ACPD also recommended that the Chair of the ACPD and Councillor Morelli should meet with the City Manager to add accessibility as part of the triple bottom line report checklist for staff.
3. **Department or Committee involved in Consultation**  
Jim Winn, The Deputy Fire Chief’s designate, and Brad Calder, HECFI.

**What were you consulting about?**  
Fire Drill HECFI

**Barriers Identified:**
- No automatic door openers in the stairway door
- One of the doors to the stairwell could close on a wheelchair and push it down the stairs.
- There should be better communication so that everyone is aware of where to go.
- The PA system was garbled.
- The doors that lead to the art gallery patio and the accessible ramps to the ground level are often chained shut and therefore unusable.
- There is no yellow line to mark the edge of the stairs.
- Unsure of how many wheelchairs could be held in the stairwell landing.
- There was no assurance that anyone would take care of those in wheelchairs.
- HECFI staff were unaware of where to go.
- The announcement to stay where you are until the fire is investigated came too late.

**Actions to be taken:**  
The following recommendations were made:

- A new holding area should be designated as the stairwell is not a proper holding area.
- The escape route should be better communicated in either posted instructions or a diagram.
- A member of the security team should check each floor, beginning at the top.
- Should be clear communication to move a certain distance away from the building for safety purposes.
- Use of video surveillance.
- Door closings need to be evaluated as a person using a wheelchair would be stuck in the elevator bank due to the doors to the hallway and the exits close during an alarm.
- Visual alarms (strobe lights) – should be part of annual capital renewal plan.
- The fire plan should be posted in all rooms.

Committee discussed whether further conversation respecting the fire drill should take place at a Built Environment Sub-committee meeting.

4. **Department or Committee involved in Consultation**
Organizational Development Department, Human Resources

What were you consulting about?
Workforce Census

Barriers Identified:
None

Actions to be taken:
A presentation was delivered regarding the Workforce Census project by the Organizational Development Department, Human Resources. Human Resources Department will use information to better understand who the City employs, what the trends indicate, and whether there are any gaps. Committee members suggested some changes regarding use of definitions and sought some explanations, for example, the question regarding the type of disability is too general - it needs to be divided up more.

Status:
The Committee expressed interest in reviewing the information once it has been obtained and made public and it may also decide to invite staff back to provide further input at that time.

5. Department or Committee involved in Consultation
Community Services Department

What were you consulting about?
Recreational Need Assessment for Persons with Disabilities.

Barriers Identified:
None

Actions to be taken:
Community Services Department delivered a presentation in order to get feedback on the first draft of the Recreation Needs Assessment for Persons with Disabilities. The following observations were made:

- Population statistics must be kept in mind in terms of the people living with disabilities to make sure that the service is representative of the group seeking services.
- It is also desirable to look at distinct disabilities, in an effort to not overlook any groups specific service needs.
- Use of other non-traditional ways to survey should be practiced so that no one is overlooked.
- ODSP postal code files should be used in order to identify where disabled individuals live in the community so that services can be implemented in the areas they are most needed;
• Services for people with disabilities should be more visible on the website explaining what activities are available at every site;
• Social needs as well as physical needs should be addressed;
• How persons with disabilities access recreation facilities should also be examined, as many require the use of HSR or DARTS. There would be little sense offering programming if it is inaccessible because of lack accessible transport or distance.
• Another concern was that those requiring accessible transportation may be overlooked in the survey.

6. Department or Committee involved in Consultation
Paul Thompson, Manager, Transit Fare Administration & ATS

What were you consulting about?
Eligibility and Registration Policy Revision for ATS

Barriers Identified:
• Provision of service to the outlying areas
• Prediction of demand for the service
• How DARTS will treat episodic disabilities
• Community involvement and notification
• How to do the functional assessment
• Use of high floor buses

Actions to be taken:
Staff updated Committee on the new direction for DARTS, recently approved by Council, and the allocation of an additional $500,000 to add more than 70,000 new trips. Some members asked questions about the Consultant’s report and its accuracy in predicting the demand for service and whether the allocated amount enough to meet the demand. Committee emphasized upon having a uniform approach to the functional assessment of the subscribers to the service. The issue of high-floor vs. low-floor buses was also discussed, and it was requested that in the future all of the high-floor buses must be replaced with the low-floor ones.

Committee was also informed that the department will consult with the Transportation Sub-Committee when they will begin the process of public outreach and functional assessment.

7. Department or Committee involved in Consultation
Tony Fallis, Coordinator of elections, Office of the City Clerk

What were you consulting about?
Accessibility at Polling Stations

Barriers Identified:
**Actions to be taken:**
Tony Fallis delivered a presentation on how the City has made numerous advances to address everyone’s needs at polling locations for this election. Some of the key actions are:

- Provision of greeters and election assistants.
- Provision of accessibility machines.
- Provision of extra date to persons with disabilities who wanted to use accessibility machines.
- Special communication with persons with disabilities to make them aware of the advance poll mechanism and availability of DARTS.
- Provision of list of infractions to the organizations in order to become more accessible.
- Coordinate a plan with DARTS to wait while those with disabilities can vote.

The ultimate departmental goal is to make the 2014 election fully accessible.

**NEW ACTIVITIES PLANNED FOR 2010-2011**

The Advisory Committee for Persons with Disabilities have indicated that they will be working through the sub-committees mostly and have refined their process for monitoring the Accessibility Plan initiatives. The Access and Equity Coordinator has provided a draft document for consideration regarding the development of an evaluation process to review the committee’s progress.

Priorities for the 2010 – 2011 year will be considered from the following:

- Statistical data on current recruiting, hiring and retention of persons with disabilities in the City of Hamilton

- **New Process for monitoring and supporting Accessibility Plan**
  Access and Equity Coordinator, in consultation with ACPD, designed a new process for monitoring and supporting the Annual Accessibility Plan. The following suggestions will be considered in the coming year:
  - The role of ACPD to monitor and support City Departments with respect to the accessibility plan.
  - Additional sub-committees- how to manage more sub-committees and what they would be.
  - Presentation by departments once per year regarding status, updates and changes.
  - Ensuring department accountability on status and completion of their projects within the accessibility plan.
  - Determine ACPD and Council’s role in ensuring Accessibility plans are completed.
  - Development of a tracking tool for motions and actions.
5.1 REPORTS FROM SUB-COMMITTEES

- BUILT ENVIRONMENT
- CUSTOMER SERVICE
- TRANSPORTATION

5.1.1 BUILT ENVIRONMENT SUB-COMMITTEE

Status of Current Initiatives 2009-2010

1. Activity or Initiative
Funding for renovation and new construction of social and affordable housing.

Actions to Date
Housing Division provided an overview of the draft staff report regarding the motions passed at the ACPD, which was subsequently referred to Housing staff for investigation and reporting back to Council.

Status:
A detailed report was shared with Committee, which was subsequently presented to the Council on April 7, 2010. The report supported the recommendation that the Mayor correspond with the Honourable Jim Bradley, Minister of Municipal Affairs and Housing, requesting that any future funding for affordable housing include a stipulation that a minimum of five percent of any new or retrofit housing be fully accessible. The report also provided a status update of Hamilton housing.

Report of April 7, 2010 was copied and sent out to members. In the future, accessibility will be written into contracts with Housing.

2. Activity or Initiative
MacNab St. Transit Terminal

Actions to Date
Committee requested Council to investigate why construction on this project started without removing its concern on the proposed plan. The Project Manager from Water and Wastewater & Sustainable Infrastructure division provided a response to concerns raised by BESC. The committee still had numerous outstanding concerns:

- platform height, snow removal, safety & the grade of the sidewalk & curb cuts;
• The incline (grade) of the ramp is too steep on Main St. and there is only one accessible entrance to the terminal;
• The middle platform will be a heavy traffic area;
• How is safety addressed in getting to the terminal, in crossing to other platforms to get connecting buses and how are people protected from the buses and other traffic using terminal roads?
• Signage is needed at both ends in order to know what side of the street to be on for your correct bus
• Will DARTS vehicles be able to enter the terminal?

A presentation was made at the December meeting of the Committee by Gary Moore, Director, Water and Wastewater Sustainable Infrastructure and Don Hull, Director, Transportation, Energy and Facilities to follow up to the concerns. The following clarifications were made to address the concerns of committee:

• All accesses to the ramps are level with the sidewalk.
• The entire terminal ground will be heated so that snow ploughing will not be necessary including a good drainage system to keep water from accumulating on the road and sidewalk.
• The terminal is covered including the waiting area outside.
• Three washrooms will be available for Female, Male and Family.
• Family washrooms will be fully accessible with a change table.
• Announcements of stops will be on all buses.
• Terminal will have 24/7 supervision and security.
• Urban Braille will be a feature leading up to and all through the Terminal.
• The terminal building is all glass and will have markings on the glass so that users know there is glass and will not bump into it.
• Transit users can get to Gore Park from the terminal by going to either the Main or King Streets exits and walking over, no other pathway has been contemplated at this time.
• There will also be emergency buttons throughout the terminal for anyone who needs to call for help.

Status:
A tour will be organized.
Gary Moore to ensure that ramps on Main Street side of terminal are graded to accessibility requirements (BFDG) and a yellow warning strip is on all sidewalks and curb cuts.

3. Activity or Initiative
HECFI Fire Evacuation/Drill

Actions to Date
The BESC continued on working on the HECFI Fire Evacuation Drill during 2008-09 and 2009-10. A fire drill was carried out and the Chief Fire Prevention Officer’s comments were reviewed by the committee.
Status:
BESC prepared a report and sent comments to ACPD with recommendations.

4. Activity or Initiative
Draft Built Environment Public Review

Actions to Date
BESC provided feedback to ACPD regarding the Built Environment Standards:
- Housing has too many gaps;
- The Parks section is good, with some exceptions;
- Transition pathways & the distance to the washroom is too long;
- Lack of graphics is a problem as it leaves room for misinterpretation;
- Costs to imposing restrictions. Constant referral to cost can cause one to opt-out;
- Dialogue needs to take place regarding what elements are in the Built Environment Standard and which are in the OBC. The two documents must be synchronized;
- Locations of walkways are inappropriate and not easily accessible;
- Turning radius is not enough for wheel chairs/scooter;
- Child in wheelchair at the picnic table sitting parallel is inappropriate and awkward;
- Roundabouts are not included but they are being built;
- Walkways should have rest stations if they are lengthy;
- Does not address the continuum of the aging population;
- Lighting is not sufficiently detailed;
- The COH Barrier-Free Design Guidelines are more detailed;
- Interior housing guidelines are more detailed in Peel’s Guidelines;
- The spacing allotted for private housing is too cramped for a person in a wheelchair;
- Timelines are too rushed;
- The scope of housing is too narrow. The excuse is that there is a higher cost to build accessible housing.

Status
The report was approved at the ACPD meeting on October 13. The Chair, BESC prepared a cover letter which was sent to the ACPD & Council and then on to the Accessibility Directorate of Ontario, Ministry of Community and Social Services.

5. Activity or Initiative
City Hall Renovations - Signage

Actions to Date
City Hall Renovations Project Committee delivered a presentation and distributed demo signage for the review of members.
The following recommendations were proposed by BESC:

- Lettering on signage will meet the BFDG requirements – size increased. A sample was presented;
- The gold decal on all glass doors and walls will now have a 70% contrast and the decals will be 2 ½ inches in height and 3 inches apart along the glass wall one line at 49 inches and one line at 59 inches;
- Signs will be posted directing where you are able to go, not where you cannot go;
- For anything built or renovated, the BESC is to be part of the planning process from the beginning.

**Status**
Completed.

6. **Activity or Initiative**
Roundabouts

**Actions to Date**
ACPD and BESC continued its discussion and follow-up on roundabouts during the year 2008-09 and 2009-10. Traffic & Engineering also sought the assistance of Committee to bring some changes to the Barrier Free Design Guidelines to update them to reflect what ACPD and its BESC have approved regarding curb cuts (wheelchair ramps).

BESC raised concerns that the design issues were never resolved. It also recommended that there should be no more roundabouts built in the city if they are waiting for outcomes of rulings from ADO & Ministry of Transportation

**Status:**
Following a report from ACPD regarding its dissatisfaction of how roundabouts are being built with lack of regard for safety of pedestrians, Council sent a notice to General Managers advising them to consult with ACPD before taking up any work on roundabouts.

ACPĐ submitted the following recommendations to Council regarding roundabouts:
- All roundabouts being constructed need to be consulted with ACPD;
- Need to be more strict with multi-lane roundabouts;
- Single lane roundabouts are safer for pedestrians since traffic flows from one way.

These specific recommendations pertain to Jerseyville Road:
- Review of roundabout to be installed at Jerseyville Road;
- Since there are no pedestrian sidewalks, the committee had no concern. BESC is ok with these plans.
7. **Activity or Initiative**  
Barrier Free Design Guidelines

**Actions to Date**
- Committee members would like to see a definition developed for accessibility - definition should be broken down into components;
- There would be a common understanding of accessibility to provide guidance;
- Strike an ad-hoc committee to work on accessibility definition;
- Age-friendly city material to be looked at as well;
- Committee also concerned that Barrier-Free Design Guidelines 2006, has not been updated which is required every year;
- BFDG 2006, offer more accessibility than the provincial standards and should not be put on hold to await the Built Environment Standard;
- BFDG review process must consider deficiencies and gaps such as social housing and accessible washrooms;
- BESC and ACPD should both have input into BFDG review.

**Status**
Council has approved updating of the BFDG

8. **Activity or Initiative**  
Tour of Turner Park Library

**Actions to Date**  
The tour of Turner Park Library was carried out on June 21, 2010.

**Status:**
A feedback report will be submitted to ACPD.

9. **Activity or Initiative**  
Recreation Facility Building Audits

**Actions to Date**
Staff from Capital Planning, Community Services provided committee with an overview of the recreation centers being audited. Members of the BESC expressed their concern about the growing number of projects. It was also agreed that Capital Planning, Community Services Staff will provide committee with a summary of the Facility Audits once complete.

**Status:**
Committee requested a list of all 2010 capital projects, so it can select specific projects to review. The terms of reference were created and buildings are currently being audited.
Report from the Project Manager regarding a summary of facility audits is still pending.

10. Activity or Initiative  
Design Plans for Inch Park Pool, Stoney Creek & Westmount Recreation Centres.

Actions to Date  
Project Manager, Community Services provided an overview of the three projects currently underway through the infrastructure stimulus funding.

Status:  
The committee was provided with the design plans and a discussion followed during which they provided feedback and recommendations to the Project Manager.

11. Activity or Initiative  
Accessible Pedestrian Signals (APS)

Actions to Date  
ACPD and BESC continued its discussion and follow-up on APS during the years 2008-09 and 2009-10. The Project Manager delivered a presentation to the committee on the APS project and notified them that in fall 2009, they had tested a variety of tools and have chosen POLARA. POLARA met 100% of the evaluation requirements, was preferred by all participants, and is already being used by the City of Toronto.

Status:  
Equipment (POLARA) has been approved for installation.

12. Activity or Initiative  
Planning & Economic Development (PED)

Actions to Date  
PED staff provided an update on the development of the Urban Braille report. High priority areas were identified in the presentation to Council and the following amendments were approved as per the recommendation of ACPD:

- Inclusion of Business Improvement Areas (BIAs) in the list of priority areas for Urban Braille;
- Expansion of Urban Braille into other high traffic (urban and suburban) areas of Hamilton for persons with disabilities and seniors.

Status:  
The report was approved by Council.

13. Activity or Initiative
Accessibility Audits

**Actions to Date**
A discussion regarding the accessibility audits and design of new recreation centre was held. Staff provided an overview of how the BFDG and the accessibility audit checklist are applied in the procurement and tendering process:

- All bidders are provided with the link to the BFDG and explicit instructions regarding the compliance with the BFDG in their proposal;
- Project Managers ensure successful consultants adhere to the procurement and tendering process while auditing and ensuring that compliance with the BFDG guidelines are met.

**Status:**
Ongoing

14. **Activity or Initiative**
East Hamilton Recreational Trail Hub and Waterfront Link.

**Actions to Date**
BESC was updated on the staff report to Council for the East Hamilton Recreational Trail Hub and Waterfront link project. BESC had requested a washroom on the Globe Side of the bridge which was approved by Council.

**Status:**
The washrooms will be constructed in the new “Water Centre of Excellence” building that is scheduled for construction in 2011.

15. **Activity or Initiative**
Accessibility Plan 2010

**Actions to Date**
Committee reviewed status of Accessibility Plan 2010 initiatives and followed up on the activities throughout the year.

- Committee reviewed new activities planned for 2009-2010;
- Status update was provided on the ongoing activities;
- Committee also discussed how to move things forward and how to set a standard;
- Committee sought presentations from different departments, as well as reports to ACPD;
- Committee reviewed reports submitted by the departments;
- Committee reviewed reports from sub-Committees;
- Committee reviewed policies regarding the Customer Services Standard and Equity and Inclusion Policy.
Status:
Committee has accomplished most of the tasks as per the Accessibility Plan 2010, however the work on clearly defining the word “accessibility” is still pending.

Built Environment Subcommittee Consultations

2009 – 2010 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation
Housing Hamilton: Social Housing and Homelessness division and City Housing Hamilton division.

What were you consulting about?
Funding for renovation and new construction of social and affordable housing.

Barriers Identified:
Limited funding for the Social Housing program and supply of modified or accessible units.

Actions to be taken:
Housing Division delivered a presentation and updated Committee that City’s Rent Supplement Program includes persons with disabilities however, there is limited funding for the program and limited supply of modified or accessible units available. The department is working with housing providers to create new modified or accessible units when there is new construction including the retrofit of existing units to modified units.

The report also supported the recommendation that the Mayor correspond with the Honourable Jim Bradley, Minister of Municipal Affairs and Housing, requesting that any future funding for affordable housing include a stipulation that a minimum of five percent of any new or retrofit housing be fully accessible.

- 387 people on the waiting list for housing allowance;
- 5,350 on waiting list for social housing through ASH and 150 people on the waiting list for accessible units;
- out of 14,400 units 872 are accessible and 908 are rent supplemented;
- 9 accessible units at Queenston Rd. building;
- 12 accessible units are planned over the next 2 years;
- Assessment of all accessible units is ongoing.

2. Department or Committee involved in Consultation
Capital Planning and Implementation, Public Works Department

What were you consulting about?
Gore Park Master Plan

Barriers Identified:
- Accessible Drop-off locations for DARTS and other vehicles to drop-off passengers on the entire route of the designated area;
- Raised concrete would be a problem for people with walkers or wheelchairs;
- How and where to catch buses, after the MacNab St. terminal is closed;
- Curb alignment at King/James Streets (as they are currently out of alignment with each other);
- Rapid Transit plans may affect King/James St. intersection;
- Pathways width must accommodate 2 wheelchairs passing each other.

Actions to be taken:
A presentation was made regarding the Gore Park Master Plan in which Victorian Carriageway Scheme, The Garden Ribbon Scheme and the Grand Plaza Scheme (Option 1 & 2) concepts were presented. The following were the salient features of the proposed plans:
- There is a potential to add monuments, walk of fame, dedications or anything of historical significance;
- There may be a store-front with public washrooms. Staff is exploring this option;
- Chess set or Victorian maze were suggested, (along with a police reporting area, public washrooms and lost and found as a store front);
- 20 more buses running along King St.;
- Pathway width, ground treatments and curb cuts are guided by requirements of the Barrier-Free Design Guidelines.

BESC Members showed their concern and recommended that:
- The Mobility Streets Master Plan must be included in this Project. The Transportation Sub-Committee should review this document to ensure that there are effective and accessible connections;
- The water jets presented were not accepted;
- Coloured concrete/stone would be better instead of concrete.

3. Department or Committee involved in Consultation
EMS, Fire

What were you consulting about?
HECFI Fire Evacuation/Drill

Barriers Identified:
- Procedures are outlined but are not being followed;
- HECFI do not have regular fire drills;
- Lack of training and compliance issues with fire plans;
- All staff were not familiar with emergency procedures;
• During the fire drill, staff did not know where to exit from the building, the distance to walk away from the building or a meeting location once they exited during a fire alarm.

4. Department or Committee involved in Consultation
Water and Wastewater and Sustainable Infrastructure and Transportation, Energy and Facilities

What were you consulting about?
MacNab St. Transit Terminal

Barriers Identified:
• Only one (1) accessible pathway entrance to MacNab St. Terminal;
• Limited space for wheel chair access;
• Height of the platform in relation to the bus is a concern because they are different heights;
• There is a difference in grading of sidewalks and the roadway, which would affect accessibility and it does not meet the requirements of BFDG, especially at MacNab and Main Streets.

Actions to be taken:
A presentation was made by Gary Moore, Water and Wastewater and Sustainable Infrastructure and Don Hull, Transportation, Energy and Facilities as a follow-up to the concerns raised earlier by the committee.

The following recommendations and clarifications were raised to address the concerns of committee:

• All accesses to the ramps are level with the sidewalk;
• All buses will enter from King St. entrances and proceed to Main St. exit;
• Buses will pull up as close as possible to the curb to reduce the space between curb and bus;
• The entire terminal ground will be heated so that snow ploughing will not be necessary and the terminal will include a good drainage system to keep water from accumulating on the road and sidewalk;
• The terminal is covered including the waiting area outside;
• Three washrooms will be available for Female, Male and Family;
• Family washrooms will be fully accessible with a change table;
• Announcements of stops will be on all buses;
• Urban Braille will be a feature leading up to and all through the terminal;
• The terminal building is all glass and will have markings on the glass so that users know there is glass there and will not bump into it;
• Pedestrians with assistive devices can cross to the west side of MacNab St. and use this sidewalk to travel to the intersection;
• Transit users can get to Gore Park from the terminal by going to Main or King Street exits and walking over, no other pathway contemplated at this time;
• Terminal will have 24/7 supervision and security;
• Security cameras will monitor 24/7;
• Emergency buttons will be installed throughout the terminal;
• It was recommended to demarcate the sidewalk with, “wheelchair entrance” and wheelchair waiting areas where the rear of the bus doors will open;
• Signage was recommended to warn pedestrians of the flow of traffic moving through the terminal as well as yellow warning strips;
• Signage needs to be provided as well as public education regarding the safe routes of travel and way finding for pedestrians especially persons using assistive devices and those with visual impairments in the Transit Terminal;
• Pilot testing will be done before the terminal is open;
• Gary Moore will look into the design of the Main Street entrance where the grade to the ramp is very steep and also the design of curb cuts.

5. **Department or Committee involved in Consultation**  
City Hall Renovations Project Committee

**What were you consulting about?**  
Review of Signage

**Barriers Identified:**  
Barrier-free accessibility signs are only on the front of the building, lettering colour to be gold on black, use of frosted words on windows.

**Actions to be taken:**  
City Hall Renovations Project Committee delivered a presentation and distributed demo signage for the review of members. BESC made following recommendations to remove the barriers:

• The Barrier-Free Design Guidelines states that the signage is intended to make the message obvious and clear to people;
• BESC recommends that signage is needed to let people know where they can go;
• It was recommended to add the signage at the back of building as well;
• Print size is 5/8” but they can make them 1 inch, in size, as recommended by the BESC;
• Lettering colour to be gold on black changing it from white on black;
• It was recommended to focus on what you can do rather than what you cannot do;
• Stick on logos can be added at last minute, if something needs to be added to the glass, in order for people to know that there is glass there;
• Outer level entrances should have accessibility signage;
6. **Department or Committee involved in Consultation**
Capital Planning, Community Services

**What were you consulting about?**
Recreation facility Building audits.

**Barriers Identified:**
- Accessibility of recreation facilities;
- Lack of consultation of BESC members in the designing and implementation of project.

**Actions to be taken:**
Staff has contacted the manager of Recreation regarding building audits and tours of facilities. Capital Planning, Community Services provided committee with an overview of the recreation centre being audited:
- Capital Planning carried out an audit of facilities;
- COH properties are being audited for accessible parking spaces, accessible washrooms, entrances, service counters, ramps, pools (entry), etc.;
- Final report for the audit has been completed with a list of all priorities and geographical locations for the next phase;
- Staff reviewed the list of facilities being audited;
- Committee will have an opportunity to review the designs for three new facilities (Inch Park, Westmount and Stoney Creek);
- Ali Mustafa (Project manager, Capital Planning, Community Services) provided the committee with an overview of the recreation centres being audited.

7. **Department or Committee involved in Consultation**
Laurie Nelson, Project Manager, Community Services

**What were you consulting about?**
Design Plans for Inch Park Pool, Stoney Creek & Westmount Recreation

**Barriers Identified:**

**Actions to be taken:**
Project Manager provided an overview of the three projects currently underway through the infrastructure stimulus funding.

**Inch Park Pool**
This project involves building a fully accessible pool & change house which can accommodate up to 150 people. The project is in compliance with the Ontario
Building Code (OBC) and the City’s Barrier Free Design Guidelines. The Committee expressed its concern on the following:

- Parking is limited but connects to the existing arena parking;
- Width and placement of control joints;
- Committee suggested that bus stops be placed appropriately in line with bus drive access to avoid inappropriate pedestrian or vehicle contact;
- Committee raised an issue regarding the depth of water on wheelchair platform and how far into the pool they can take the wheelchair;
- There is a 100 mm ramp (6.24% grade) with a handrail at the far end, to accommodate service users.

**Stoney Creek Recreation Centre**

The recreation centre will include a pool, senior’s room, youth room, fitness room, community room, administrative space, accessible washrooms and change room. The Committee expressed its concern on the following:

- The slide requires people to climb 5 levels of stairs to get to it;
- Committee noted that there should be due consideration for people with multiple sclerosis, because the heat creates additional fatigue;
- Committee recommended that curb cuts be placed on both sides, farther down and flushed to make them more accessible;
- Distance from washrooms to seniors room to be reconsidered because the distance from the entrance to the seniors room is approximately 80’ and there is no washroom or seating along this route.

**Westmont Recreation Centre**

- Project Manager confirmed that both Stoney Creek Recreation Centre and Westmount Recreation Centre were very similar in design and accessibility features.

8. **Department or Committee involved in Consultation**

Ron Gallo & Rodney Aitchison, Public Works

**What were you consulting about?**

Accessible Pedestrian Signals (APS) and Travel Training Pilot Sites

**Barriers Identified:**

Limited funding and priority

**Actions to be taken:**

Public Works delivered a presentation on the APS project in the May meeting of Committee. The following were the key points:

- POLARA being the first choice among all the equipment being reviewed for APS project;
- There are 520 signals in the whole City Of Hamilton and Public Works is looking for support to obtain additional staff and funding;
Following are the four priority locations:
1. Barton St. & Victoria Ave.;
2. John St. & Charlton Ave.;
3. Upper James St. & Fennell Ave.;
4. Governor’s Rd. & Main St. (Dundas).

Public Works wants ACPD to rank the list of intersections as per the priority & choose one as a pilot site;
The MacNab terminal at Main/King was suggested to be a good test location;
Retrofits require more funding and are time consuming;
If 10 locations are done per year the target could be achieved;
Regarding pedestrian training on APS, ACPD/BESC can help to appoint trainer and might also host a training night on the “train the trainer” model.

OUTSTANDING ACTIVITIES TO BE CONTINUED FOR 2010 - 2011

1. Review conditions and policies governing Social Housing, Rooming and Boarding Houses and Independent Living Facilities
   - Examine conditions of social housings (what they are & what they look like.
   - Review policies governing social housing
   - Availability of housing including a review of the waiting list policies
   - Review and define standards on accessibility for social housing
   - Review specific facilities for Independent Living
   - Review Rooming and Boarding Houses

2. Bus Stop Markers and investigation of the Braille System
   - Prepare a plan of action for bus stop design and configuration;
   - Put together a list of issues for passengers with disabilities (bus stop design, shelters and stop installations).

5.1.2 CUSTOMER SERVICE STANDARDS SUB-COMMITTEE

Status of Current Initiatives 2009-2010

1. Activity or Initiative:
Customer Service Standards Implementation Plan including guidelines.

Actions to Date:
The Customer Service Sub-Committee developed Customer Service Implementation guidelines. The guidelines include accessibility requirements for City services provided by phone, over the counter (in person), on-line or
electronic services, e-mail and printed material, visiting someone’s home, public
meetings & presentations, films, and attitudes.

In addition, the sub-committee made specific recommendations related to Waste
Management, by-law enforcement, Emergency Medical Services, Fire, Ontario
Works, Culture, and Recreation services.

Input was also provided in the development of policies required by the standard.

**Status:**
Guidelines and related policies were approved by Council, December 2009.
Complete.

2. **Activity or Initiative**
Customer Service Complaints Process in relation to the Customer Service
Standards

**Actions to Date:**
Members of the Committee participated in a workshop to assist with the
development of the feedback and tracking tool.

**Status:**
Currently under further development by staff.

3. **Activity or Initiative:**
Education and awareness, especially attitudinal barriers

**Actions to Date**
Attitudes and requirements for education and training related to the
implementation of the AODA CS Standard were developed as part of the
implementation guidelines.

**Status:**
Guidelines, including attitudes and requirements for education, were approved by
Council in December, 2009.
Complete.

**2009 – 2010 CONSULTATION ACTIVITIES**

**Status of Current Initiatives 2009-2010**

1. **Activity or Initiative**
Visit to City Museum to identify Implementation Strategies for the Customer
Service Standard

**Actions to Date:**
Committee members visited Whitehern Museum for a tour, and provided feedback to the Culture Division about the modifications required to provide an accessible experience. Some parts of the museum’s tours will be accessible through an alternative program, where physical accessibility is not possible.

**Status:**
Culture Division staff consulted the Customer Service Sub-Committee again with respect to their plans for modifications. A final visit for feedback is planned for the 2010 summer or early fall.

### 2. Activity or Initiative
Review of final policies for CS Standard

**Actions to Date:**
Committee members provided final feedback on draft policies before presentation to Council
Status: Council approved policies in December, 2009.

**Status:**
Complete

### 1. Activity or Initiative:
Review of Feedback/Tracking Process and Tools

**Actions to Date:**
Committee members provided input for the tools and processes for tracking of feedback.

Implemented by the City as part of the Customer Service Standard implementation

**Status:**
Complete and ongoing

### 2. Activity or Initiative:
Review of procedures, as required

**Actions to Date:**
Committee members provided feedback into the procedures developed for implementation of all of the Policies.

Procedures complete and implemented by the City as part of the CS Standard implementation.

**Status:** Complete

**New Initiative for 2010-2011**
1. **Activity or Initiative:**
Input into 2015 PanAm and Parapan Games

Provide input into the Social Inclusion Strategies for the Pan American Games, and into the customer service strategies for people with disabilities for the festival events to be organized by the City

2. **Activity or Initiative:**
Monitoring and feedback for staff regarding emerging implementation issues related to the implementation of the CS Standard.

### 5.2.3 TRANSPORTATION SUB-COMMITTEE

**Status of Current Activities or Initiatives 2009 - 2010**
The following matters were raised in earlier plans and continued in the 2010 Accessibility Plan.

1. **Activity or Initiative**
**Accessible Transportation Policy Review**

**Actions to Date**
After conducting the status update on Policy Review with Accessible Transportation System (ATS), the Advisory Committee for Persons with Disabilities recommended additional review yet to take place.

**Status**
Policy Review was continued in conjunction with Accessible Transportation Services. Reviews were completed of the Companions, Service Animals and Support Persons Policy in conjunction with implementation of the Customer Service Standards; and audible calling of stops on HSR conventional transit. New Customer Service policies were approved by the City in December 2009. The sub-committee also reviewed and re-confirmed the On Board Time Policy and Service Area Policy.

Policies yet to be reviewed:
- nature of service
- service types policy
- trip times policy
- passenger contact at trip origin policy
- pick-up window policy
- drop-off window policy
- passenger service suspension policy
- oversize mobility aids
- fixed-route transit accessibility
2. **Activity or Initiative**
Demand Responsive Service & Alternatives for Accessible Transit

**Actions to Date**
Several discussions were held by sub-committee and staff with respect to the accessible transportation model. A strategic review of accessible services was suggested including a review of other service delivery models, being able to access service within 24 hours, and ensuring that there is sufficient capacity for transportation needs for people with disabilities.

**Status**
Transportation Sub-committee and ACPD recommended to Council a review of service delivery models, which was referred to staff of ATS for follow-up.

3. **Activity or Initiative**
ATS Annual Community Consultations

**Actions to Date**
The sub-committee provided input into an ATS passenger survey planned for late 2010.

**Status**
Passenger survey will take place in September, 2010 for Accessible Transportation registrants.

4. **Activity or Initiative**
New Eligibility Policy for Accessible Transportation Services

**Actions to Date**
Transportation Sub-committee and ACPD provided feedback to Accessible Transportation Services regarding the final report to Council with respect to the implementation of the New Eligibility Policy for Accessible Transportation Services. They expressed concern that there may not be sufficient resources to manage the increased future demand, and recommended to Council that other transportation service delivery models be employed to ensure that persons with disabilities are guaranteed 100% trip service.

**Status**
Staff Report to Council in Spring 2010 recommending proceeding with the Eligibility Changes subject to 2011 budget implications. To be considered during 2011 budget deliberations.

5. **Activity or Initiative**
Fare Harmonization: Accessible Transportation Services
Actions to Date
Sub-committee discussed a number of matters related to fares, including the need for Taxi Scrip at a lower cost, and fare parity with conventional transit and DARTS.

Status
Awaiting further analysis and discussion with ATS.

6. Activity or Initiative
AODA Transportation Standard
Review of Service Standards: Accessible Transportation Services

Actions to Date
Input into implementation of the AODA Transportation Standards.

Status
Awaiting enactment of AODA Transportation Standard

7. Activity or Initiative
Provision of Accessible Taxis - Licensing By-law Amendments

Actions to Date
ACPD Members made a presentation to the Taxi Reform Sub-committee of Council in October, 2009. The committee directed staff to review the licensing by-law with respect to facilitating accessible cabs, and particularly public safety on vehicles owned and operated by Cab Brokers that are not licensed.

Status
Staff from the Licensing Division updated the Transportation Sub-committee regarding the current status of the request in late 2009. Proposed Taxi By-Law to be considered by City’s Parking and By-Law Services Division in light of pending AODA Transportation Standard and direction of Council Taxi Reform Sub-committee.

8. Activity or Initiative
Ongoing Monitoring of Performance Reports and Complaints

Actions to Date
Committee reviewed quarterly and year end statistical performance reports and volume and nature of complaints.

Status
Ongoing review of quarterly performance and complaint reports to continue.

New initiative 2010-11
1. Activity or Initiative
2015 Pan Am Games – Transportation and Social Inclusion Input

Actions to Date
Initial presentation of information from City Staff related to the PanAm Games in Hamilton.

Status
Further discussion required including feedback on transportation plans for the PanAm events in Hamilton.

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

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 of Activities:
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 INITIATIVES FOR 2009 – 2010

1. Activity or Initiative
Diversity Survey

Actions to Date
A questionnaire was prepared in May 2010 and consultations with various advisory committees and stakeholders were carried out to seek their feedback.

Status
The survey is planned to be carried out in September 2010.

CONSULTATION ACTIVITIES JUNE 2009 – 2010

1. Department or Committee involved in consultation?
Human Resources, Organizational Development

What were you consulting about?
City of Hamilton’s Workforce Census;
- Information sharing about a major corporate initiative for all City employees
- sought direct feedback on the questions asked in the census, in terms of accuracy, relevance and approach

Who was consulted? (individuals / groups)
Council Committee – Persons with Disabilities

Barriers Identified
Helpful advice received which shaped our Census instrument – specific suggestions helped with the wording of questions, approach to information sharing, possible outcomes and program evaluation. Suggested use of large print versions, accurate wording of disabilities, alternative considerations to include.

ACTIVITIES PLANNED FOR 2010-2011

1. Planned Activity or Initiative
City of Hamilton Workforce Census launch (all PT and FT staff)
September 13-24, 2010

How or where did you identify a barrier?
To better reflect the community we serve, and to plan for our workforce talent pool, we need to understand basic information about our workforce. Based on the Statistics Canada Census of Population, the City is endeavouring to survey all 7000 employees with 30 questions that are divided into seven categories: organizational demographics, individual demographics, education, ethnicity culture and religion, languages, dependent care and staff activities.

Why are you undertaking this activity or consultation?
Results of the workforce Census survey will assist HR and the City of Hamilton with current data and information to update people practices, policies and programs across the corporation.

Division or Department Responsible?
HR will work with an external vendor TWI Inc., well known in the field of business case planning for diversity. The collected data will provide the basis for a recommendation report that will chart next steps of a 3-5 year plan.

7.1.2 SECTION: EMPLOYMENT SERVICES

STATUS OF ACTIVITIES 2009 – 2010

1. Activity or Initiative
Recruiting Strategies.
Actions to date
The “Hamilton Hires” initiative was extended by mutual agreement with Employment & Income Support & HR until December 2009. The liaison and processes established during this time continue and this connection contributes to Employment Services’ outreach.

Status
Other initiatives will be identified when the Employment Standards portion of the AODA is released. Issues which arise through the recruitment process related to accommodation continue to be addressed pursuant to legislative requirements.

7.1.3 SECTION: HUMAN RESOURCES ADMINISTRATION

STATUS OF ACTIVITIES 2009 – 2010

1.  Activity or Initiative
Implement AODA Employment Accessibility Standards

Actions to Date
Employment Standards portion of the AODA has not yet released.

Status
No activity

ACTIVITIES PLANNED FOR 2010 – 2011

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

How or where did you identify a barrier?
In collaboration with Access & Equity and Finance Division, counter accessibility was identified as a capital budget request and was submitted in 2010 budget year.

Why are you undertaking this activity or consultation?
To achieve compliance with AODA CS Standards

Division or Department Responsible?
Human Resources, City Manager’s Office & Finance Division, Corporate Services Department

8.  DEPARTMENT: CORPORATE SERVICES

Mandate:
• to provide for efficient delivery of administrative services
Appendix A to Report FCS10088

- 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

Mandate:
- to provide effective, efficient and timely support and regulatory programs to Council, Citizens, Staff and External Groups, in order to ensure compliance with Legislative requirements and procedures.

STATUS OF ACTIVITIES 2009 – 2010

1. Activity or Initiative
   Improved Accessibility to voting locations.

Actions to Date
Elections staff consulted with ACPD and other stakeholders on the issues related to accessibility of voting locations and the options to remove the potential barriers. Election staff sought the input of the Access and Equity Office on “Voters Location Assessment Checklist” to reflect the BFDGs and AODA requirements into the checklist. Access and Equity Office also briefed Election staff regarding the use of various “Assistive Devices” and their use. The staff carried out an assessment of the potential voters locations for 2010 Municipal Election.

Status
Complete

2. Activity or Initiative
   Consult, develop and implement fair and equitable advertising recruiting practices for volunteer committee appointments.

Actions to Date
Clerk’s staff carried out consultations with ACPD and other stakeholders including Advisory Committees and City departments and intelligentsia. The work on streamlining the membership process of the Volunteer Advisory committees is still ongoing.

Status
The new information sessions will be rolled out after the new Council is sworn in. The recruitment will be complete in 2011.

3. Activity or Initiative
   Sign Interpreters for City Council Meetings

Actions to Date
Explored provision of sign interpreters during meetings of City Council. Consulted with Canadian Hearing Society to look for solutions to this issue.
Status
Developing communications & procedure including advising public that any requirements to participate in Council meetings should be sent to Office of the City Clerk. The next phase of the City’s Council Chambers technical abilities will include webcasting.

4. Activity or Initiative
Implement new section on the Council reporting document for Ontarians with Disability Act and Accessibility Plan progress and issues.

Actions to Date
New report template approved by SMT and Council. Orientation session was organized in Fall 2009 to launch new template. Report format includes a section regarding the activities impacting AODA and an online tutorial to help staff to understand the section on AODA.

Status
Complete

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.

8.1.1 SECTION: ACCESS AND EQUITY OFFICE

The Access and Equity Coordinator coordinates the yearly Accessibility Plan and is responsible for submitting the document to the province. The Coordinator 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 Coordinator is currently working on the implementation of the Customer Service Standards.

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.
Focus group consultations have been completed by the Equity Policy consultants and their input is being incorporated into the Draft Equity and Inclusion Policy. The policy will be presented to Council for approval in winter 2010.

Work plan Implementation of the AODA Customer Service Standard is underway and will be in effect by January 1, 2010.

**STATUS OF INITIATIVES 2009 - 2010**

1. **Activity or Initiative**
   Development of an electronic complaints process that will track, notify and monitor resident complaints including accessibility complaints.

   **Actions to Date**
   An electronic complaints process has been developed and piloted in October 2009 and has gone live on January 1, 2010.

   **Status**
   Complete

2. **Activity or Initiative**
   Focus group consultations for AODA Customer Services Standards Implementation and Equity and Inclusion Policy Development

   **Actions to Date**
   Equity Policy consultants consulted with members of ACPD, community groups, agencies serving persons with disabilities, A&E staff committee, management and staff from various departments. Consultation was also completed with departmental management teams.

   **Status**
   Complete

3. **Activity or Initiative**
   Develop implementation plan for AODA Customer Service Standards.

   **Actions to Date**
   Policies, procedures, forms, and training materials were completed and implemented. Assistive devices acquired and distributed. Additional training material is being developed.

   **Status**
   Plan is complete and the implementation process is ongoing. City website is being updated. Training underway.

4. **Activity or Initiative**
Community Validation process for the Equity and Inclusion policy

**Actions to Date**
Consultations were carried out with a wide range of stakeholders including Volunteer Advisory committees, community groups, not for profit organisations, City departments and faith groups in Hamilton.

**Status**
Complete

5. **Activity or Initiative**
Monitoring the Implementation of the Customer Service Standard

**Actions to Date**
Access and Equity staff continuously followed up on the implementation of CS Standard Policy and Procedures through training, information sessions and Q&A sessions. The CS Standard complaint tracking system has been pre-tested and deployed.

**Status**
Complete.

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.

1. **Activity or Initiative**
Review of procurement process to ensure accessibility is considered when purchasing goods and services.

**Actions to Date**
Working with the Access and Equity office to develop a plan for moving forward.

**Status**
In progress.

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.
STATUS OF INITIATIVES FOR 2009 - 2010

1. Activity or Initiative
On line order forms for large print versions of documents

Actions to date.
The online form inventory and assessment has been completed.

Status
Complete

2. Activity or Initiative
Assign a Senior Project Manager to:
develop a centralized and coordinated approach to addressing information and technology accessibility with dedicated resources to lead divisional efforts and co-ordinate enterprise-wide initiatives to support the goals in the following;
   i. Training, education and awareness;
   ii. Determining the most appropriate web and online service accessibility protocols to adopt
   iii. Development of universal design standards & guidelines
   iv. Conduct systematic reviews of sites and technology, policy & process resulting in consequences for not adhering to guidelines.

Actions to date
Senior corporate management’s support for the project has been bestowed. Significant improvements to accessibility are on hold pending completion of a governance review for the City’s website, and pending approval of the AODA Information and Communications Standard. The web authors guide has been updated to reflect current knowledge of the AODA requirements. We are awaiting the release of the provincial direction before we can further proceed.

Status
With recent organizational changes, strategies for channel improvements, including the city’s website will be directed from the City Manager’s office.

3. Activity or Initiative
‘Hamilton.ca’ is being separated from ‘myhamilton.ca’.

Actions to date
- Hamilton.ca separation project is complete. New templates are in place as per the CMO to provide improved visual clarity.
- Have updated the Web Authors Guide to reflect new web site and known AODA requirements

Status
4. **Activity of Initiative**
   Installing a new Web Analytics Package

**Actions to date**
CMO and IS have selected and purchased a web analytics software package. It is in the process of being installed. Appropriate staff have been identified and scheduled for training.

**Status**
Complete

5. **Planned Activity of Initiative**
   Support to low and no vision website users

**Actions to date**
Following activities were scheduled for completion in Q4, 2009:
- Integrated third party web applications review for compliance against the current standards
- Internally created applications assessment for compliance. If non-compliant, IS and City Manager’s office will provide an impact assessment for making them compliant, including timelines. When non-compliant, a contextual alternative will be provided to web visitors so that they can access an equitable service through an alternative channel.
- Updated web authoring guidelines and training.
- Investigate best practice for continuous improvement of the website that will include usability and user impacts.

**Status**
Web application review and assessment are currently in progress. Web authoring guidelines have been updated.

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 INITIATIVES FOR 2009 - 2010**

1. **Activity or Initiative**
   Installation of accessible customer service counters in the renovated City Hall.
**Actions to Date**
AODA accessibility requirements have been met with improvement of counters by using Barrier Free Design Guidelines. Assistive devices are also available at the counters.

**Status**
Complete

2. **Activity or Initiative**
Review tax forms, bills and brochures to make accessible to people with visual disabilities.

**Actions to Date**
Magnifiers available for in-person service. Tax bills, forms and brochures available in large print on request.

**Status:**
Ongoing.

9. **DEPARTMENT:** HAMILTON EMERGENCY SERVICES
**DIVISION:** FIRE

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

**Status of activities 2009 – 2010**

1. **Activity or Initiative**
Investigate the possibility of expanding our “Alarmed and Ready” Smoke Alarm Program to include visual smoke alarms for the deaf and hard of hearing

**Actions to Date:**
The Fire Prevention Division of Hamilton Emergency Services has been working with The Canadian Hearing Society in an effort to provide a listed smoke alarm for the hearing impaired that incorporates a visual signal (strobe light feature). HES – Fire were able to contact a supplier (First Alert) and secure a price of $69.95 for an AC powered ionization type smoke alarm that incorporates a strobe light feature. This same smoke alarm was being purchased by the Canadian Hearing Society for $170.10. HES-Fire have secured funding through our partnership with Union Gas to purchase a number of these smoke alarms however the Canadian Hearing Society have indicated that they are no longer in a position to assist with the installation costs. Because these alarms are hard-wired, it requires a licensed electrician to install and cannot be done by firefighters. HES – Fire are still prepared to purchase these alarms and have them available.
The Canadian Hearing Society have also suggested the purchase of another type of smoke alarm manufactured by Silent Call, a manufacturer from the United States. This type of smoke alarm requires the purchase of a transmitter and receiver in addition to the smoke alarm at a total cost of over $500 per unit. Research into this product revealed that it did not have the required listing to be sold in Canada and therefore we cannot purchase these alarms.

HES – Fire have consulted with the Ontario Fire Marshal’s Office and they are not aware of a battery powered listed smoke alarm that incorporates a strobe feature for the hearing impaired.

HES- Fire will be further consulting with smoke alarm manufacturers/distributors in the following weeks in an effort to find a solution.

HES – Fire is continuing in our efforts to work with the Canadian Hearing Society in order to meet our goal and the needs of the hearing impaired.

**Status**
Complete

2. **Activity or Initiative**
Large Print Documents

**Actions to Date:**
Pamphlets and other information sheets produced for the public by Hamilton Emergency Services are being re-produced in a larger font size that complies with the City of Hamilton Clear and Large Print Guidelines. These documents are being stored on the network drive accessible by all staff and available to the public upon request.

**Status**
Complete

3. **Activity or Initiative**
Access to Fire Prevention Offices – Station 12 and Station 29

**Actions to Date:**
Station 29 (Fire Prevention West Office) located at 189 King Street East, Dundas is now designated as an accessible location. An automatic door opener has been installed on the inside vestibule door.

**Status**
Complete

**CONSULTATION INFORMATION (July 2009 – JUNE 2010)**
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? (individuals/ groups)
Advisory Committee for Persons with Disabilities

Barriers Identified

Planned activities 2010 – 2011

1. Planned Activity or Initiative

How and where did you identify a barrier?
Many staff may not be aware of the AODA and its requirements.

Why are you undertaking this activity or consultation?
To ensure that all staff understand and comply with City of Hamilton Customer service Policies and Procedures.

Division & Department Responsible
Hamilton Emergency Services- Fire, All Divisions.

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 DIVISION: BENEFIT ELIGIBILITY, EMPLOYMENT AND INCOME SUPPORT
ONTARIO WORKS PROGRAM

STATUS OF ACTIVITIES 2009- 2010

1. Activity or Initiative
Special Supports Program.
**Actions to Date**  
Special Supports monitor for requests to have program documents in alternative formats (i.e. Braille).

**Status:**  
Completed  
There have been no requests to date, therefore, no review with the Equity officer for provision of such.

2. **Activity or Initiative**  
Annual Ontario Works Evaluation

**Actions to Date**  
An evaluation and round table discussions were completed in 2009 and the results have been correlated into a document available for review by the public.

**Status:**  
Completed

3. **Activity or Initiative**  
Ontario Works Customer Satisfaction Survey including accessibility of services

**Actions to Date**  
A satisfaction survey was completed in 2009.

**Status:**  
The results of the survey are being used for planning of new initiatives.

4. **Activity or Initiative**  
Annual Ontario Works Town Hall

**Actions to date:**  
The Town Hall has been held in 2007, 2008 and 2009

**Status:**  
An evaluation and round table discussions were completed in 2009 and the results have been compiled a document available for review by the public.

**ACTIVITIES PLANNED FOR 2010-2011**

1. **Planned Activity or Initiative**  
Ontario Works Customer Satisfaction Survey including accessibility of services

**How or where did you identify a barrier?**  
Annual
Why are you undertaking this activity or consultation?
To ensure Ontario Works services are accessibility to all

Division & Department Responsible
Ontario Works (Benefit & Eligibility and Employment & Income Support divisions), Community Services.

10.2 DIVISION: SOCIAL DEVELOPMENT & EARLY CHILDHOOD SERVICES

STATUS OF ACTIVITIES FOR 2009-2010

1. Activity or Initiative
Transit Affordability Pass

Actions to Date
The Pilot Program has recently been extended to December 31, 2009 and beginning June 1, 2009 the target group has been expanded to include those citizens living below the poverty line and in receipt of Ontario Works or Ontario Disability Support Program benefits.

Status
Funding to support this initiative will continue to April 2011.

2. Activity or Initiative
Expanded funding for support and services for children with disabilities.

Actions to Date
Child Care System continued provision of equipment and resources that support access to child care programs for children with disabilities.

Since August 2009 to December 2010, $112,000 dollars invested to support Occupational Therapists and Physiotherapists to provide occupational/physiotherapy services to children in their child care setting/s. Service levels have increased; however greater numbers of children are also being identified with special needs and/or disabilities.

Status
Completed

3. Activity or Initiative
Review of Special Needs Re-sourcing in 2010

Actions to Date
The task force was not convened due to changes in provincial policy direction.
Status
The Division will initiate a review of Special Needs Resourcing in 2010.

4. Planned Activity or Initiative
Participate on the Provincial Special Needs Network

Actions to Date
None

Status
The network was not convened due to changes in provincial policy direction.

10.3 DIVISION: STRATEGIC SERVICES

10.4 DIVISION: CITY HOUSING HAMILTON AND SOCIAL HOUSING AND HOMELESSNESS

STATUS OF INITIATIVES FOR 2009 - 2010

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
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
A presentation is planned to all housing providers at the next Housing Provider meeting on November 30th, 2010.

3. Activity or Initiative
Administering of Centralized Waiting List

Actions to Date
Fengate was the successful proponent for the RFP issued in 2009.

**Status**  
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.

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. Over its 18 months, the program assisted 136 men and 9 women.

Hostels to Homes has been folded into Transitions to Homes project, providing services to chronic shelter users who have income sources other than OW. The H2H program is currently funded through March 31, 2011. Staff are presently working to secure permanent funding.

**Status**  
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. Update from 09.

**Consultation Activities FOR 2009-2010**

1. **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**  
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.

2. **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 provides affordable supported housing
to people with a variety of disabilities and conditions 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**

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

### 10.5 DIVISION: RECREATION

**STATUS OF ACTIVITIES 2009-2010**

1. **Activity or Initiative**  
   To develop a barrier-free sports park with accessible baseball fields for the Challenger Baseball Association along with a fully accessible play area and shelter

**Actions to Date**  
The diamond modification work is complete. The baseball program is operating successfully and the number of participants is increasing. We continue to consult with the Challenger Baseball Association on improvements to the park.

**Status**  
Complete

2. **Activity or Initiative**  
   To conduct Accessibility Audits of Recreation Facilities. The existing Recreation Facility Barrier Free Audits are outdated and require updating.

**Actions to date**  
The Recreation Division received capital funding to undertake facility audits in conjunction with Corporate Facilities. Corporate Facilities is co-ordinating the scope of work and engaging the consultant to undertake the audits.

**Status**  
Complete

3. **Activity or Initiative**  
   Identify barriers and develop plans to make sport, recreation and leisure programs more accessible. To continue to ensure individuals with disabilities can be integrated into City recreation programs

**Actions to date:**
The Recreation Division received capital funding in 2009 to undertake a Needs Assessment for Persons with Disabilities, to determine the programs and services specifically for persons with disabilities within, and without, partnerships from support agencies. The terms of reference are scheduled to be completed by Dec. 2009.

**Status:**
In consultation with the ACPD a draft Request for a tender was developed. This tender will be issued in 2010.

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

**Status**
Carlisle was approved with renovations to take place in 2010. North Wentworth will be demolished and replaced, the new facility will follow the BFDG, Morgan Firestone will be twinned with the addition having an accessible concession. Grightmire and Glanbrook are pending

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**CONSULTATION ACTIVITIES JULY 2009 – JUNE 2010**

1. **Department or Committee involved in Consultation**  
   Community Services Department, Recreation Division

**What were you consulting about?**
Providing support for youth age 15-19 with special needs in a youth summer camp program

**Who was consulted? (individuals/ groups)**
Parents of special needs youth age 15-19

**Barriers Identified**
- Program is well received and is at capacity.
- Consider expanding the program to address the wait list

2. **Department or Committee involved in Consultation**  
   Community Services Department, Recreation Division

**What were you consulting about?**
Design of barrier free access to Chedoke Arena’s Green Rink to provide improved access for sledge hockey

**Who was consulted? (individuals/ groups)**
Sledge hockey users
Barriers Identified
- Players benches affected ability of sledge hockey players to get into the players area as well sledge hockey players could not see the game.
- Bench doors were not wide enough for entry of the sledges.
- Change rooms require barrier free modifications.

ACTIVITIES PLANNED FOR 2010-2011

1. Planned Activity or Initiative
   - To develop an accessibility Awareness Training Program
   - To provide customer service training

How or where did you identify a barrier?
Through the Accessibility Standards for Customer Service under the AODA.

Municipalities are required to comply with the Customer Service Standard by January 1, 2010 and to improve service to persons with disabilities.

Why are you undertaking this activity or consultation?
To heighten staff’s awareness and sensitivity to accessibility issues

Division & Department Responsible
Recreation Division, Community Services Department

2. Planned Activity or Initiative
Refine and strengthen administrative process for ensuring an effective “feedback process” throughout the Recreation Division.

How or where did you identify a barrier?
Customer Service Standards to improve service to persons with disabilities

Why are you undertaking this activity or consultation?
Customer Feedback Process to provide high quality services to persons with disability. The feedback process document is to be prepared to address the requirements to provide persons with disabilities with a variety of ways of communicating with the Recreation Division.

Division & Department Responsible
Recreation Division, Community Services Department

3.0 Planned Activity or Initiative
Facilities Review

How or where did you identify a barrier?
Recommendations from the Advisory Committee for Persons with Disabilities
**Why are you undertaking this activity or consultation?**
To continue facility tours of City Recreation Facilities by the ACPD in order to make recommendations regarding accessibility renovations.

**Division & Department Responsible**
Recreation Division, Community Services Department

**4.0 Planned Activity or Initiative**
Annual Facilities Projects

**How or where did you identify a barrier?**
The Use, Renovation Replacement Study for Recreation and Public Use ACPD recommendations as a result of facility tours

**Why are you undertaking this activity or consultation?**
To improve accessibility of existing recreation facilities

**Division & Department Responsible**
Recreation Division, Community Services Department

#### 10.6 DIVISION: CULTURE

**STATUS OF ACTIVITIES 2009 – 2010**

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

**Status**
Planning work underway to complete RFP for design firms specializing in AODA compliant web design. Selection and design to be completed by the end of 2010.

**ACTIVITIES PLANNED FOR 2010-2011**

1. **Planned Activity or Initiative**
Continue web design project and rollout

**How or where did you identify a barrier?**
Continuation of 2009/10 Project

**Why are you undertaking this activity or consultation?**
Appendix A to Report FCS10088

Continuation of 2009/10 Project

SECTION: WENTWORTH LODGE AND MACASSA LODGE
STATUS OF ACTIVITIES 2009 – 2010

1. Activity or Initiative
Accessibility review exercise to identify barriers to programs and services specific to Long Term Care Homes.

Actions to Date
Accessibility issues were identified and compiled through a variety of sources: Question on Resident Satisfaction Survey, request for feedback in family/resident newsletter, communication with Residents’ Council and Family Council, postings for staff to identify issues, review of meeting minutes, review of “How are we doing?” reports.

From the compiled information an Accessibility Plan for each Lodge is being developed which a) identifies barriers b) identifies action to be taken, c) identifies timelines. The plan and action plan are to be monitored quarterly.

Status
Completed

ACTIVITIES PLANNED FOR 2010-2011

1. Planned Activity or Initiative
Develop Accessibility Plan consistent with CARF Accreditation Standards

How or where did you identify a barrier?
Through information gathering activities as noted above.

Why are you undertaking this activity or consultation?
In order to comply with CARF standards an accessibility plan specific to the LTC Home is required.

Division & Department Responsible
Macassa and Wentworth Lodges.

11. DEPARTMENT: PLANNING AND ECONOMIC DEVELOPMENT

Mandate:
• To provide policies, programs and services to the public and business community to ensure a prosperous, safe and healthy City.

Mandate:
To provide policies, programs and services to the public and business community to ensure a prosperous, safe and healthy City.

1. **Activity or Initiative**  
York Boulevard Streetscape Master Plan.

**Actions to Date**  
Master plan was completed in Fall 2009. Sidewalks have been planned at a wider width, addition of Urban Braille facilitates accessibility

**Status**  
Completed- January 2010

**ACTIVITIES PLANNED FOR 2009 – 2010**

2. **Activity or Initiative**  
Wilson Street Streetscape Master Plan to begin in late 2009 – 2010. Not initiated

**Actions to Date**  
Not initiated

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).

**Activity or Initiative July 2009 - June 2010**

1. **Activity or Initiative**
Various divisions carried out the assessment of facilities to improve the accessibility of persons with disabilities to the programs and services provided by the PHS.

**Actions to Date**

Assessment of facilities where community groups are held, to ensure accessibility.

1. Discussions with property owners (landlord) to ensure accessibility of elevators and parking spaces.
2. Ensured that hallways at various locations were wheelchair accessible.
3. By selecting sites which are wheelchair and stroller accessible.
4. Advocate for better access for people with disabilities at sites that co-sponsor program with other community agencies.

**Status**
Completed

**2. Activity or Initiative**

Development or revision of accessible promotional and communication material.

**Actions to Date**

Developed documents, promotional campaigns and web site content for general public and other stakeholders that are in compliance with AODA guidelines.

1. Collaborative Injury Prevention (IP) Web site is currently in development phase based on the AODA requirements. The development of this website is collaboration between the Family Health Division and the Healthy Living Division, in consultation with the Electronic Communications Analysts (ECAs). ECAs will ensure that AODA requirements are met.
2. Develop documents and promotional campaigns for the general public that are in compliance with AODA guidelines
3. Develop web content for the general public that is in compliance with AODA guidelines; Customer Service Standards; W3 Guidelines/Standards; CNIB Guidelines
4. Development of low literacy educational materials to assist persons with learning disabilities.
5. Enhance AODA compliance of web based applications and communications
6. Introduction of Web-based technology for dissemination of health status reporting period. (PBI)
7. Bulletins posted on PHS eNet in PDF to allow for font magnification and text to speech functions.
8. Worked with a graphic designer to improve the readability and clarity of design, Ongoing (PBI)

**Status**
Activity Completed (2, 3, 4, 5, 6, 7)
Activity in progress (1 & 8)

3. **Activity or Initiative**
Development of written public health information materials that reflect best practices for health, literacy, plain language and visual design.

**Actions to Date**
1. PHS Staff attended the forum on accessibility in Spring of 2010.
2. Environmental health information has been updated according to AODA requirements.

**Status**
Completed

4. **Activity or Initiative**
Provide AODA training and support for PHS staff.

**Actions to Date**
AODA in-services are delivered to PHS staff members upon request by the Equal Access PHN

**Status**
Completed. Training is delivered upon request

5. **Activity or Initiative**
Development of written program learning materials for children with learning disabilities that reflect best practices for low literacy audiences, based on Child & Adolescent Services Situational Assessment.

**Actions to Date**
1. Low literacy level of Child & Adolescent Services clients were considered when developing client surveys. A plain language review was conducted to ensure language was at an appropriate reading level.
2. Development or revision of low literacy educational materials and information provided at grade 4-5 level.

**Status**
Activity 1 is still in progress.
Activity 2 completed

**6. Activity or Initiative**
Client accessibility is considered as part of operational activities and project work across PHS.

**Actions to Date:**
**A. Department-wide:**

1. pH1N1 Clinic Accessibility Plan: Participated in implementation of tactics to support clients with information and communication barriers (i.e. hearing and visual impairment) having access to H1N1 vaccination services.

2. Creation of screening tool for Influenza-Like Illness (ILI) Management Algorithm: Ensured that the algorithm diagram designed for health care professionals was AODA compliant.

3. PHS P&P development and review: Consider accessibility issues for people with disabilities when policies are developed and reviewed.

4. PDF documents: Incorporated AODA accessibility features into all documents intended for the general public that are to be posted to the PHS website.

5. PHS P&Ps supporting AODA compliance: Draft formal policies supporting AODA Accessibility Standards that align with corporate Access & Equity guidelines, pending the approval of the PHS AODA Compliance Plan

6. Assistive Devices Roll-out:
   - SPS staff attended Assistive Devices Training delivered by the Access & Equity Office.
   - Developing a plan for distributing mobility and communications devices to all PHS client service locations.
   - Developing an inventory control system and defining processes for ensuring that equipment is maintained and for reporting on utilization.
   - Developing a training module and materials for PHS staff, based on the AODA Tool Kit and assistive devices assigned to PHS.
   - Delivery of training to PHS staff using the “train the trainer” model/approach.
7. Enhance supports for obtaining knowledgeable consent from PHS clients experiencing communications barriers. Provide consultation and troubleshooting support to PHS personnel regarding PHIPA compliance issues such as plain English wording of consents, using large size fonts, other best practices for visual design to support clients with visual impairments.

B. Program-Specific:

8. Provision of Dental Care Services. All programs including the Community Health Bus provide programming for the disadvantaged community, including those with disabilities.

9. Dental screening in the elementary school setting for children with disabilities. Dental Hygienists provide screening to children with disabilities in the school setting

10. Facilitated the participation of persons with disabilities in Feel Fit Girls Physical Activity campaign.

11. Clinics were offered in facilities throughout the city that are accessible by public transit and accessible to persons with disabilities

Status
Completed (example 1, 2 & 7)
Activity in progress (examples 3, 4, 5 & 6)

7. Activity or Initiative
Support Accessibility Accommodation as part of the accommodation planning.

Actions to Date
Various accommodation projects carried out for all divisions within Public Health Services, to address staff increases and changes, reorganization and/or restructuring and operational requirements. As a result, workstations, office furniture and workspaces were reconfigured.

Status
Completed. The program is need based.

CONSULTATION ACTIVITIES (July 2009 - June 2010)

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 2010.

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 – April 2010
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 2010.

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;
Appendix A to Report FCS10088

- 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 2010.

**PLANNED INITIATIVES (JULY 2010 – JUNE 2011)**

1. **Planned Activity or Initiative**
   VPD Programs - Assessment of VPD forms to ensure plain language, font size and readability.

   **How or where did you identify a barrier?**
   Awareness of AODA Legislation.

   **Why are you undertaking this activity or consultation?**
   - Ongoing program review
   - AODA requirements: Customer Service Standard; Clear Print Guidelines.

   **Division & Department Responsible**
   Vaccine Preventable Disease Program, C&PSD – VPD Program and PM - Marketing

2. **Planned Activity or Initiative**
   Collaborative Injury Prevention web site – The development of this website is a partnership between the Family Health Division and the Healthy Living Division, in consultation with the Electronic Communications Analysts (ECAs). ECAs will ensure that AODA requirements are met, before content is posted on the city (PHS) website

   **How or where did you identify a barrier?**
   Informed by Planning and Business Improvement Staff of expectations to meet AODA criteria for web development.
Why are you undertaking this activity or consultation?
- To provide web access to clients (residents of Hamilton), including those with disabilities.
- Proactively planning to improve AODA compliance

Division & Department Responsible
Family Health Division, Healthy Living Division, IT and PBI Division

3. Planned Activity or Initiative
Address accessibility issues identified by removing barriers in accordance with AODA legislation and City of Hamilton Barrier-Free Design Guidelines (Physical access; individuals with mobility challenges will be explored in existing and new buildings).

Program/Services: Accommodations – Facility Capital Renewal Project Management (distributed service position with Public Works)

How or where did you identify a barrier?
- Result of departmental Health & Safety inspection
- Through facilities staff or external consulting staff
- Awareness of AODA legislation and new Customer Service Standard
- Reference materials:

Why are you undertaking this activity or consultation?
- The Facility Capital Renewal Project Manager is responsible for the management of Public Health Services Accommodation Projects
- Potential to increase accessibility to PHS facilities

Division & Department Responsible
PHS- All Divisions, Planning & Business Improvement (PBI), Public Works
Facilities Services (Landlord of leased buildings at times) and Facility Capital Renewal Project Manager
4. Planned Activity or Initiative
Initiate a Web-Based Registration Systems Project that will increase public access to PHS programs and services (e.g., prenatal classes; and support individuals with hearing and speech impairments who have access to the Internet)

How or where did you identify a barrier?
Client and staff feedback

Why are you undertaking this activity or consultation?
- PHS-MT directive
- Continuous Quality Improvement
- AODA legislation

Division & Department Responsible
Strategic Projects & Services (SPS), Management
PHS-MT, PBI in collaboration with Community Services Department (CSD)

5. Planned Activity or Initiative
As an accredited Public Health Unit, PHS ensures that AODA issues are addressed under the Ontario Council on Community Health Accreditation (OCCHA) Standard 12 I (formerly Standard 23)

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, communication and mobility barriers.
- To comply with the Ontario Council on Community Health Accreditation (OCCHA) requirements http://www.occha.org/

Division & Department Responsible
Strategic Projects & Services, Continuous Improvement Group, PBI, SPS and All PHS Divisions.

6. Planned Activity or Initiative
Appendix A to Report FCS10088

A multi-year and multi-phase project to update/enhance the content of the Equal Access Webpages, to be posted on the PHS ENet and PHS Portal. Phase I will focus on PHS staff as the audience to increase awareness of AODA legislation. Phase II will focus on an external approach, which will be linked to the City’s website (PHS Portal)

How or where did you identify a barrier?
As per Ministry of Health and Long-Term Care, Ontario Public Health Standards (OPHS) and AODA Legislation, Customer Service Standard

Why are you undertaking this activity or consultation?
To ensure that the Equal Access mandate is addressed and AODA compliance

Division & Department Responsible
PHS, PBI, SPS: Equal Access Webpage enhancement and coordination by Equal Access Program in collaboration with PHEAC members

7. Planned Activity or Initiative
Add accessibility information to written and web-based posting for PHS events and PHS client-service locations

How or where did you identify a barrier?
Through AODA in-service and the PHS Accessibility Plan presentation

Why are you undertaking this activity or consultation?
- To comply with existing PHS Web Author Guidelines
- To comply with AODA Legislation

Division & Department Responsible
Strategic Projects & Services, Information Technology Group, PBI, SPS

8. Planned Activity or Initiative
Develop a comprehensive test plan for all PHS websites to assess the variations of tools (Text-to-Speech software programs) and browsers, to ensure that they are all in compliance with AODA
How or where did you identify a barrier?
Awareness of AODA legislation and new Customer Service Standard through the AODA in-service and the PHS Accessibility Plan (AODA) presentation

Why are you undertaking this activity or consultation?
Compliance with AODA legislation. (Text-to-Speech software programs)

Division & Department Responsible
Strategic Projects & Services, Information Technology Group, PBI, SPS, E-Communication Analysts
Corporate IS

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 INITIATIVES FOR 2009 - 2010

1. Activity or Initiative
South Mountain Complex – Barrier Free Design

Actions to Date
No further consultation with Access & Equity since construction commenced.

Status
Project is complete including Skate Park.

2. 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
Complete
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.

3. Activity or Initiative
Accessible playground equipment

Actions to Date
CP&I revised the City of Hamilton’s play area design standards to require compliance with the Barrier-Free Design Guidelines. Standard specifications have been changed to reflect the requirement for accessible play structures. All newly installed play structures meet this higher standard where environmentally possible.

Status
Complete
A new category of playground will be installed summer 2010 that complies to Barrier-Free Design Guidelines. A “natural” playground will be created in Dundas to complement programming at the Dundas Lions Memorial Community Centre.

4. 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
Upper Mount Albion Road is now an accessible trail. Further accessibility will be achieved once the Arbor Road bridge connection is constructed in 2010 (See East Mountain Trail Loop below). This will provide access to a portion of the East Mountain Trail Loop whose Design stage is scheduled to commence upon completion of the bridge.

5. Activity or Initiative
The East Hamilton Waterfront Link will be a fully accessible trail link to connect 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 under construction.

**Status**
Complete

**6. 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**
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.

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

**Actions to Date**
Consultation with ACPD is 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**  
Complete  

8. **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 fall 2010.

**Status**  
Complete  
Construction schedule not yet determined.

9. **Activity or Initiative**  
York Boulevard reconstruction (Caroline Street to James Street) and addition of Urban Braille sidewalks.

**Actions to Date**  

**Status**  
Complete  
Construction period: June to December 2010.

10. **Activity or Initiative**  
Wheelchair ramp configuration.

**Actions to Date**  
Consultation with the BESC of ACPD is to establish application criteria for wheelchair ramps. Survey of practice in eight local municipalities.

**Status**  
Previously ramps were only placed at protected crossings (i.e. traffic signal or stop sign locations) and were not placed where the person was crossing free—flowing traffic. The new standard to be applied as construction or other
opportunities present is all corners of all intersections, but not mid-block. This is consistent with virtually all municipalities surveyed.

11. 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
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.

12. 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
The proposed roundabout at Jerseyville Road and Highway 52 was the first design to be considered by the BESC, at its May 17, 2010 meeting.

13. Activity or Initiative
East Mountain Loop Trail.

Actions to Date
The Environmental Assessment and Design Development was done in 2009. The Design is complete, and Design Section of ES&I are working to construct the bridge in 2010.

Status
Design for the trail leading up to the bridge is still scheduled for this year.

PLANNED ACTIVITIES OR INITIATIVES 2010- 2011

1. Activity or Initiative
Detailed 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?
The public stakeholder consultation process identified 11 Project Objectives, one of which is Accessibility. Within detailed design, accessibility will be considered in various decisions, such as surface materials, curbs or adjacent spaces.

Why are you undertaking this activity or initiative?
The Gore Master Plan pedestrianization initiative is recommended by the Downtown Transportation Master Plan, 2008 Review, which moved HSR buses to the new terminal on MacNab St, recommended a Functional Design Study (the Gore Master Plan), and proposed a pedestrianization pilot project for the south leg of King. The project is planned for summer 2011.

What is the status of this activity or initiative?
Currently in Phase 5 of detailed design, the pilot project will be finalized and construction funds will be requested through the annual capital budget process.

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

2. Planned Activity or Initiative
CP Rail Trail. This trail connects Main Street West and the existing Ancaster-Brantford trail.

How or where did you identify a barrier?
The issue is a loose surface material incompatible with wheelchairs.

Why are you undertaking this activity or initiative?
The trail is for recreational, multi-use activities including walking, cycling, and inline skating.

What is the status of this activity or initiative?
Construction scheduled for late 2010 to early 2011. Surface to be paved for 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. Remaining primary issue is developing a training system for educating users to a new system of sounds and operations. Installations should start in 2011. AODA Built Environment standard may define approach to be taken.

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

13.2 DIVISION: TRANSPORTATION, ENERGY, & FACILITIES
Energy & Facilities

STATUS OF 2009 – 2010 INITIATIVES

1. Activity or Initiative
Facility Audits of 16 buildings of various types throughout the Corporation to determine accessibility needs with reference to the AODA and our Barrier Free Guidelines and the Ontario Building Code. The building reports, along with documenting the maintenance needs will prioritize the capital items and provide estimated associated costs for each item.

Actions to Date
Project awarded and scheduled to be completed July 2009 with deliverable reports available for Capital Budget planning.

Status
Audits complete.
An additional basic audit was completed on 50 additional buildings to determine basic primary entrance and public washroom accessibility. The audits will be used.
to help formulate an Accessibility Project Work Plan see item 3 in items Planned for 2010-2011.

2. **Activity or Initiative**
Retrofit of Customer Service Counter at 330 Wentworth to be in compliance with the AODA Customer Service Standard requirements.

**Actions to Date**
Reception desk modification is being priced for implementation in 2010. Washrooms accessible to the public have been modified; dispensers lowered, lavatory cut-out increased, automatic door openers added, signage updated.

**Status**
Reception Desk pricing complete, installation pending for August 2010.

**ACTIVITIES PLANNED FOR 2010 – 2011**

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.

**How or where did you identify a barrier?**
Access & Equity Committee, AODA initiatives.

**Why are you undertaking this activity or initiative?**
City of Hamilton Customer Service Policy & Procedure requirement.

**What is the status of this activity or initiative?**
Devices are currently being distributed by the Access & Equity office, the Access & Equity Committee representative for Energy & Facilities has been trained in their use and training for the additional customer service staff in Energy & Facilities is under consideration.

2. **Planned Activity or Initiative**
Ensure that all Energy & Facilities 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.

**How or where did you identify a barrier?**
Access & Equity Committee, AODA initiatives.

**Why are you undertaking this activity or initiative?**
As per the City of Hamilton Accessible Customer Service Policy & Procedures and the Customer Service Standard legislative requirement.
What is the status of this activity or initiative?
Complete.

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.

How or where did you identify a barrier?
An internal proactive measure based on questions arising from the roles and responsibilities of staff relative to the AODA legislation.

Why are you undertaking this activity or initiative?
To provide the leaders of projects and operational staff the knowledge to empower their teams in the identification of barriers, along with appropriate solutions in compliance with the set Standards.

What is the status of this activity or initiative?
Training to be completed June 9th 2010.

4. Planned Activity or Initiative
330 Wentworth Parking Upgrades Front & Back, addressing accessibility concerns within the scope of the project, referencing the City of Hamilton Barrier Free Guidelines.

How or where did you identify a barrier?
Building Accessibility Audit for 330 Wentworth St. N. completed 2009.

Why are you undertaking this activity or initiative?
With the addition of new staff at 330 Wentworth concerns have been raised regarding inadequate accessible parking, it was also identified as an issue in the building audit completed in 2009.

What is the status of this activity or initiative?
Scoping and design is underway, a budget is to be prepared and submitted for consideration in the capital budget process.

5. Planned Activity or Initiative
330 Wentworth Door handle replacement. - All door handles at 330 Wentworth are to be replaced in compliance with our City of Hamilton Barrier Free Guidelines.

How or where did you identify a barrier?
An employee recognized that the original door knobs were difficult for individuals to open as a result of an incident where an individual was having trouble exiting the 2nd floor washrooms when attending a meeting in the boardroom.

Why are you undertaking this activity or initiative?  
Remedy the barrier; prevent future incidents at 330 Wentworth.

What is the status of this activity or initiative?  
60% complete, primary meeting room doors and washroom doors have been retrofitted with lever handles.

Department, Division and program Responsible  
Corporate Facilities Management (CFM), Transportation, Energy & Facilities, Public Works.

6. Planned Activity or Initiative  
Comprehensive regulatory compliance Gaps Analysis 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.

How or where did you identify a barrier?  
Planned analysis, incorporated AODA concerns.

Why are you undertaking this activity or initiative?  
To identify gaps in code compliance for strategic planning of gap reconciliation.

What is the status of this activity or initiative?  
Analysis in progress, site surveys being completed, analysis reports pending.

Department, Division and program Responsible  
Corporate Facilities Management (CFM), Transportation, Energy & Facilities, Public Works.

7. Planned Activity or Initiative  
An Accessibility Project Work Plan, addressing AODA compliance and using the City of Hamilton Barrier Free 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.

How or where did you identify a barrier?  
Internal regulatory compliance analysis, Access & Equity Committee initiatives.

Why are you undertaking this activity or initiative?
To initiate the strategic planning and scheduling of capital and operational work to remove barriers within all of our Corporate Facilities in compliance with the City of Hamilton Barrier Free Guidelines and the AODA Standards.

**What is the status of this activity or initiative?**
Project initiation in progress.

**Department, Division and program Responsible**
Corporate Facilities Management (CFM), Transportation, Energy & Facilities, Public Works.

**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.

**How or where did you identify a barrier?**
Access & Equity Committee as well as recognising the need internally to identify demand maintenance work that is AODA relevant.

**Why are you undertaking this activity or initiative?**
To support the Customer Service Standard tracking and reporting requirement.

**What is the status of this activity or initiative?**
Review of implementation and ARCHIBUS system current best practices, specifically how we approach graffiti work requests, is underway.

**Department, Division and program Responsible**
Corporate Facilities Management (CFM), Transportation, Energy & Facilities, Public Works.

**9. Planned Activity or Initiative**
Meeting Rooms within Corporate Facilities for use by City public and staff 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.

**How or where did you identify a barrier?**
Access & Equity Committee, staff who use and book the rooms with questions and concerns pertaining to the City Of Hamilton Accessibility Handbook Meeting Room Checklist.

**Why are you undertaking this activity or initiative?**
To identify potential barriers within our internal and external meeting rooms and develop a plan to address the barriers in support of the AODA legislation.

What is the status of this activity or initiative?
Initial review of public meeting rooms is in progress, report pending for year end 2011.

Department, Division and program Responsible
Corporate Facilities Management (CFM), Transportation, Energy & Facilities, Public Works.

13.3 DIVISION: OPERATIONS & WASTE MANAGEMENT

STATUS OF INITIATIVES

1. Activity or Initiative
Design all new facilities to be barrier free where the public may be encountered.

Actions to Date
The Central Composting Facility, Mountain, Dundas and Kenora Community Recycling Centres, and Resource Recovery Centre Scale house were all designed for barrier free access.

Upgrades at the Material Recycling Facility at 1579 Burlington Street East were completed in 2008 to include some barrier free access features.
The City’s Barrier Free Guidelines, approved by Council, May 2006 are the standard document used across the Public Works Department and can be found using the following link: www.hamilton.ca.

Status
Currently where the public is permitted entry, waste facilities have barrier free access.

The Education Room at the Central Composting Facility opened in 2007 and has barrier free access to the room, through an elevator to the second floor and the barrier free washrooms. Additionally the operating floor at the Central Composting Facility is barrier free for public tours of the composting process.

The Mountain Community Recycling Centre Reuse Store is fully barrier free with access to the store, washrooms and meeting room on the ground floor.

Scale house construction at the Resource Recovery Centre has successfully been completed and provides barrier free access.
The last of the City’s three Community Recycling Centres, the Kenora Community Recycling Centre, opened to the public in 2007 and has barrier free access.

Construction of the Municipal Recycling Facility at 1579 Burlington Street East was completed in 2008 providing barrier free access to the building. Additional barrier free features will be considered through any additional future renovations.

2. **Activity or Initiative**
   **Empty Waste Container Placement Procedure.**
   In an effort to ensure unobstructed access of city sidewalks for persons with disabilities, staff has developed an operating procedure for collection operations for proper placement of empty waste collection containers. The procedure was approved and implemented in late 2008.

**Actions to Date**
An Integrated Management System (IMS) Procedure has been developed regarding the operating procedure for collection operators to have proper placement of empty waste collection containers. This procedure was reviewed by the Access and Equity Co-ordinator and the Advisory Committee for Persons with Disabilities.

**Status**
This Level Four IMS procedure was implemented with Public and Private Waste collection operators in late 2008.

3. **Activity or Initiative**
   **Service Level Review Sidewalk Inspections**

**Actions to Date**
Current service levels of once annually are considered sufficient in terms of adequately defending personal claims. The current inspections are conducted by means of contracted service and are electronically recorded with GPS. In 2010 Operations & Waste Management will continue our work on a full service level review specific to sidewalk inspections city wide, including consultation with the ACPD Committee. In addition, 40-50 sidewalk corners are converted utilizing accessibility standards each year, scheduled in our summer work plan.

**Status**
Claims Management Steering Committee is reviewing service level as part of the development of the Claims Reduction Strategy.

13.4 **DIVISION: WATER and WASTEWATER OPERATIONS and ENGINEERING SECTIONS**

**ACTIVITIES PLANNED FOR 2010– 2011**
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 855mm (33.5”) which has been reduced to 795mm (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 1395mm (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 1060mm (41.75”) from the floor. Estimated cost = $500

How or where did you identify a barrier?

Why are you undertaking this activity or initiative?
To be in full compliance with the AODA Customer Service legislation.

What is the status of this activity or initiative?
Awaiting approval from management to carry out the necessary upgrades.

Department, Division and Program Responsible
Customer Service and Community Outreach, Water and Wastewater Operations, Environment and Sustainable Infrastructure, Public Works

700 Woodward – City of Hamilton Environmental Laboratory:

700 Woodward Sample Drop Off Counter:

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.

How or where did you identify a barrier?
Barriers were identified by the Access & Equity Committee member for Water / Wastewater Operations and Engineering as a result of discussions at an Access & Equity Committee Meeting.

Why are you undertaking this activity or initiative?
To be in full compliance with the AODA Customer Service legislation.

What is the status of this activity or initiative?
These upgrades are currently being evaluated and reviewed by the Accommodations Planning and Design group is conjunction with Environmental Laboratory staff.

Department, Division and Program Responsible
Compliance and Regulations, Water and Wastewater Operations, Environment and Sustainable Infrastructure, Public Works

2. Planned Activity or Initiative
Ensure that all Water & Wastewater Operation and Engineering staff receives training regarding the AODA, Customer Service Standard and Assistive Devices, as appropriate.

How or where did you identify a barrier?
Barriers were identified by the Access & Equity Committee member for Water / Wastewater Operations and Engineering as a result of discussions at an Access & Equity Committee Meeting.

Why are you undertaking this activity or initiative?
To be in full compliance with the AODA Customer Service legislation.

What is the status of this activity or initiative?

Department, Division and Program Responsible
All sections within Water and Wastewater Operations and Engineering, Environment and Sustainable Infrastructure, Public Works
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.

How or where did you identify a barrier?
Barriers were identified by the Access & Equity Committee member for Water / Wastewater Operations and Engineering as a result of discussions at an Access & Equity Committee Meeting.

Why are you undertaking this activity or initiative?
To be in full compliance with the AODA Customer Service legislation.

What is the status of this activity or initiative?
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. Training for the remainder of staff who serve the public is currently being scheduled.

Department, Division and Program Responsible
Customer Service and Community Outreach and Compliance and Regulations, Water and Wastewater Operations and Engineering, Environment and Sustainable Infrastructure, Public Works

13.5 DIVISION: TRANSPORTATION, ENERGY & FACILITIES (TRANSIT SECTION)

STATUS OF INITIATIVES 2009 - 2010

1. Activity or Initiative
Measures to identify barriers will include review of planning and operational polices with respect to transportation for persons with disabilities.

Actions to Date
• review of identified barriers completed;
• recommendation from ACPD to Council completed;
• individual policy review and agreement underway during 2005-2010

Status
• policy statements completed:
  o call return policy
  o trip cancellation policy
  o no show policy
  o service cancellation policy
  o hours of service
  o on board time policy
Appendix A to Report FCS10088

City of Hamilton’s Accessibility Plan 2010

2. Activity or Initiative
Measures to be taken to identify barriers include:
• monthly consultation with ACPD;
• periodic consultation with Seniors Advisory Committee;
• ongoing consultation with Disabled and Aged Regional Transit System (DARTS);
• employment of Public Information Centre(s) seeking public input on plan components; and
• consideration of feedback from Customer Service contacts and follow-up.

Measures to be taken to remove and prevent barriers include:
• modification of service eligibility and registration based on City Council approvals; and
• Confirmation of or recommendations to City Council on alteration of, major policies under review.

Actions to Date
• identified measures carried out

Status
• periodic consultations with identified groups – completed
• reviews of feedback – completed
• consultations with ATS Eligibility Project Steering Committee – ongoing

3. Activity or Initiative
Transit Division to work with Transportation Sub-committee of ACPD and ACPD on accessible transportation policy review, and implementation of decisions of eligibility review.

Actions to Date
• Recommendations to Council from ACPD regarding major policies as reviewed;
• ATS Governance and Service Model options completed;
• Report to Council on new eligibility and registration policy implementation – completed Q2 2010.

**Status**
• Ongoing development of policy recommendations with ACPD - various ACPD policy recommendations complete or in progress;
• report to Council on new eligibility and registration policy implementation – completed Q2 2010 – anticipated implementation of new eligibility policy and process in 2011;

4. **Activity or Initiative**
Transit Division to address eligibility criteria for accessible services to consider the needs of persons with physical, visual and cognitive disabilities as well as persons with psychiatric conditions.

**Actions to Date**
• *Report to Council on new eligibility and registration policy implementation – completed Q2 2010*;

**Status**
• *Next report to Council on eligibility and registration implementation – expected consideration of Council 2011 – anticipated implementation of new eligibility process in 2011*;

5. **Activity or Initiative**
Measures to identify, remove and prevent barriers will include:
• adoption of modified service eligibility and registration policy;
• confirmation of recommendations to City Council on alteration of major policies under review.

**Actions to Date**
• Report to Council on new eligibility and registration policy implementation – completed Q2 2010;

**Status**
• next report to Council on eligibility and registration implementation – expected consideration of Council 2011 – anticipated implementation of new eligibility process in 2011;
• ongoing development of policy with ACPD - completed.

6. **Activity or Initiative**
Components of accessibility plan made available to the public through:
• reports to City Council;
• reports to the Advisory Committee for Persons with Disabilities;
• public information centre(s); and
• website publishing.
Actions to Date
- Transit ODA Accessibility Plan forms part of City of Hamilton Accessibility Plan under annual reporting to Council;
- quarterly performance reporting to ACPD;
- website publishing of passenger bulletins, other communications

Status
- Reports completed.
- Website publishing completed.
- Public Information Centres deferred until required for specific issues

7. Activity or Initiative
Transit Division to work with ACPD and Transportation Sub-committee on ATS policies & practices

Actions to Date
- review of identified policies completed;
- recommendation from ACPD to Council completed;
- individual policy review and agreement underway during 2005-2010;
- Support Persons and Companions Policy – allows one (1) support person to travel at no charge when accompanying a registered passenger on specialized transit (DARTS) or accompanying a person with a disability on conventional transit (HSR) - completed in Q4 2009. Implemented in Q1 2010.

Status
- policy statements completed:
  - call return policy
  - trip cancellation policy
  - no show policy
  - service cancellation policy
  - hours of service
  - on board time policy
  - service area policy
  - attendants (support persons) and companions policy
- unfinished - to be carried forward to 2010 ODA Plan
  - nature of service
  - service types
  - trip times policy
  - passenger contact at trip origin policy
  - pick-up window policy
  - drop-off window policy
  - passenger service suspension policy
  - Oversize mobility aids
  - Fixed-route transit accessibility
8. **Activity or Initiative**
Review fixed-route conventional transit (HSR) allocation of Accessible Low Floor (ALF) buses.

**Actions to Date**
- All HSR routes served by Accessible Low Floor (ALF) buses – completed Q2 2009.

**Status**
- Complete.

9. **Activity or Initiative**
Review of accessible taxi services as they relate to the overall approach of the City to providing transportation services to persons with disabilities.

**Actions to Date**
- Issues and opportunities reviewed with ACPD.

**Status**
- Proposed Taxi By-Law to be prepared by City’s Parking and By-Law Services Division in light of pending AODA Transportation Standard and direction of Council Taxi Reform Sub-committee.
- Transit input complete.

10. **Activity or Initiative**
Development of communications strategy regarding service policies, procedures and practices.

**Actions to Date**
- Development of service bulletins, newsletter, website postings & policy information. Ensuring compliance with clear and large print guidelines of AODA.

**Status**
- Ongoing as part of City compliance approach.

11. **Activity or Initiative**
Review of HSR Accessible Low Floor (ALF) bus services.

**Actions to Date**
- Implementation of automated stop annunciation system and supporting operational protocols for HSR.

**Status**
• All HSR routes served by Accessible Low Floor (ALF) buses. Completed.
• Automated bus stop annunciation system for HSR. Implemented in Q4 2009. Completed.

12. Activity or Initiative
Customer Service Standard of AODA

Actions to Date
• Transit staff currently involved in training policy and procedures as per current City roll-out of compliance approach.
• Transit, both conventional (HSR) and specialized (ATS) have existing feedback and complaints policy and procedures in effect.
• Implementation of Support Persons & Companions Policy for both conventional and specialized transit – completed Q1 2010.

Status
• Ongoing.

2009-2010 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation
ATS & ACPD Transportation Sub-committee

What were you consulting about?
Service Issues & Policy

Who was consulted? (individuals or groups)
Members include both City staff & persons with disabilities

Barriers Identified
Numerous issues identified.

What is the status /outcome/ update of this consultation?
Complete

2. Department or Committee involved in Consultation
ATS Eligibility Project Steering Committee

What were you consulting about?
New ATS Eligibility Policy & Process

Who was consulted? (individuals or groups)
Eligibility Project Steering Committee – this committee consists of members from various community agencies and staff from the City’s Access & Equity Office.
Barriers Identified
Barriers and restrictions (inequities) with current eligibility criteria for accessible transportation services

What is the status/outcome/update of this consultation?
Complete
To be addressed once new eligibility policy has been implemented

3. Department or Committee involved in Consultation
HSR Planning

What were you consulting about?
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

Who was consulted? (individuals or groups)
HSR Passengers and other stakeholders

Barriers Identified
Barriers and obstacles with current HSR service

What is the status/outcome/update of this consultation?
Complete
To be addressed by AODA Transportation Standard.

4. Department or Committee involved in Consultation
HSR & ATS

What were you consulting about?
Conventional and Specialized transit service

Who was consulted? (individuals or groups)
Various stakeholders including, but not limited to the following individuals and agencies: day programs, medical services, long-term care facilities, caregivers, etc.
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
ACTIVITIES PLANNED FOR 2010 – 2011

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

Why are you undertaking this activity or initiative?
Compliance with legislated requirements

What is the status of this activity or initiative?
Research and consultation underway, with Report to Committee and Council in Q3 2010

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?
What is the status of this activity or initiative?
Planned for Q4 2010, with published results in 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 with anticipated implementation in 2011 upon further Council direction

Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department

5. Planned Activity or Initiative
Fare Harmonization: Accessible Transportation Services

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

What is the status of this activity or initiative?
To be proposed as Service Enhancement within Public Works 2011 Operating Budget

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?
Awaiting enactment of AODA Transportation Standard

Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department

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?
Awaiting enactment of AODA Transportation Standard and/or Built Environment Standard

Department or Division Responsible
Transportation, Energy & Facilities Division (Transit), Public Works Department