1) ASSISTIVE DEVICES POLICY

Policy Statement:
The City of Hamilton welcomes and provides equitable access to all goods, services, programs and opportunities to persons with disabilities who use personal assistive devices. They must be permitted to use their personal assistive devices unless prohibited by law. Persons with disabilities must be made aware of any assistive devices, services and service methods, supplied by the City of Hamilton, that may assist with the provision of goods, services, programs and opportunities. Staff must know how to use the devices and equipment available in their specific areas. Assistive devices must be offered in a manner that respects a person’s dignity and independence.

Guiding Principles:
To ensure that all persons enjoy barrier-free and equitable access to City of Hamilton goods, services, programs and opportunities while maintaining their dignity and independence.

Purpose:
To remove potential barriers by ensuring equitable access to goods, services, programs and opportunities for persons with disabilities who use personal assistive devices.

Goals:
To provide a respectful and welcoming environment that maintains the dignity and independence of all persons with disabilities who use personal assistive devices.

Definitions:
A Personal Assistive Device is any technical aid, communication device or medical aid that is designed, made, adapted or customized to assist a person with a disability, to increase, maintain, or perform a particular task. Assistive devices include but are not limited to, canes, crutches, walkers, wheel chairs, white canes, identity canes, oxygen tanks, hearing aids, word boards, electronic communication devices, augmentative and alternative devices, Bell Relay and telephone amplifiers.
Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:

1. Persons with disabilities have the right to use their own assistive devices at all times, to obtain, use or benefit from the City of Hamilton’s goods and services. It is the responsibility of persons with disabilities to ensure that their assistive devices are operated in a safe and controlled manner.

2. Staff may respectfully ask persons with disabilities about their preferred method of communication or how the staff member can best provide the required good or service and make every attempt to communicate using the client’s preferred method.

3. If the request is for a format that is not usually made available, such as a document to be provided in Braille, then reasonable advance notice is required by the City of Hamilton, in most cases 3 - 5 working days. However, requests for larger and more complex documents could take up to 10 or more working days. This is to be discussed with the person with a disability who made the request.

4. If there is a regular fee that applies to providing the document requested to the public, the City of Hamilton will charge the same fee for the alternative format. No additional charges will be passed on to the person with the disability for making the document available in an alternative format.

5. Wheelchairs, Bell Relay System, large print, pen and paper are available within the City of Hamilton and text to talk devices and FM systems are available in limited locations, such as Customer Service Counter locations like City Hall, Museums, Tourism sites and some Ontario Works locations.

In certain locations, staff will have to post signage to also inform the public of the requirement to book a request for specific assistive devices in advance when not available on site. This information will also be made available to the public on the City’s web site and at customer serving locations.
6. All management, staff, Council and volunteers of the City, will be trained and made aware of the various assistive devices that may be used by persons with disabilities while accessing our goods, programs and services.

7. In order to use and/or benefit from the services, programs and opportunities, staff may offer City owned assistive devices to persons with disabilities.

8. In the exceptional circumstance, where a person with a disability should want to use a city-provided wheelchair or walker due to malfunctioning of a person’s wheelchair, walker or scooter, the City of Hamilton staff may, in consultation with the person with a disability, offer the use of a city-provided wheelchair or walker. Staff will provide instructions for use of city-provided wheelchairs and walkers that are loaned out to residents in these circumstances.

9. In such circumstances, the department management or designates will fill out an incident report and send a copy to the Access & Equity Office by internal mail.  
9.1 Each department must develop a process for recording, tracking and monitoring of these requests.

10. Each department must provide a list of assistive devices available to persons with disabilities and post this in a visible location on the premises.

11. City of Hamilton departments must provide and have available, specific guidelines to persons with disabilities regarding how to use the assistive devices.

12. In exceptional circumstance, where the person who has a disability must be separated from their assistive device, City of Hamilton staff must, in consultation with the person who has a disability, arrange for alternate support to ensure timely and quality provision of the goods, services program and opportunities being sought. If such a situation can be foreseen, consult with the person with a disability so that appropriate arrangements can be made. These arrangements must be made and communicated, in advance, to staff and any other person who may be involved.
2) COMMUNICATION POLICY

Policy Statement:
The City of Hamilton’s Mayor, Councillors and staff will communicate with persons who have disabilities in ways that are respectful and take into account the person’s disability.

Guiding Principles:
To ensure that all persons enjoy unhindered and respectful access to goods, services, programs and opportunities provided by the City of Hamilton, irrespective of their method of communication, while maintaining their dignity and independence.

Purpose:
To ensure that all persons providing goods and services on behalf of the City of Hamilton, shall take into account the communication needs of persons with disabilities.

Goals:
To facilitate efficient, effective and respectful provision of goods, services, programs and opportunities to persons with disabilities.

To ensure that staff know how to provide service in various manners or know who is able to and/or assigned to provide same including accessing American Sign Language interpreters, interveners, large print, audio formats, Braille, hand-writing and texting formats.

Definitions:
Communication is a process of providing, sending, receiving and understanding information.

Communication must take place in a manner that takes into account the individual’s disability. This means that you must consider how the disability affects the way that the person expresses, receives or processes communications.

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.
Procedures:

1. The City of Hamilton staff departments will ensure that inclusive methods of communications will be made available to persons who have disabilities and ensure that they are adapted, where possible, to take into account a person’s disability.

2. Department staff will notify the public regarding the different kinds of inclusive communication methods available to them when using and or accessing goods, services and programs and staff will provide the procedures to the public on how to use these methods.

3. Department staff will be knowledgeable about the variety of communication methods available and must know how to provide them in various ways or know who in the organization has the skill to perform certain functions, or know where to access such services.

4. Finding a suitable communication method may require staff to explore options depending upon the situation or circumstances. For example, someone who is unable to speak or has difficulty speaking may use gestures, pen and paper or typing back and forth, when the information being exchanged is simple or straightforward. Other people with speech disabilities may use electronic communication systems and though it might be difficult to understand the synthetic voice, taking the time to listen carefully or to observe a visual display of the information, will often allow effective communication.

5. Staff that provide goods, services, programs and opportunities to the public, will be trained on how to communicate with persons with different kinds or types of disabilities. (See Training Policy).

6. Whenever possible, staff will plan ahead when providing goods, services, programs and opportunities to ensure that technical devices, which assist communication, are fully operational and appropriate for the needs of the individuals or group with disabilities.

7. When unavoidable, staff will direct persons with disabilities to alternate locations, where it is convenient to the person requiring service, so that they have access to appropriate communication methods, or arrange a time when a communication device or assistance can be made available.

Guidelines for Public Meetings and Open Houses:

1. Consideration will be given to the Accessible Meeting Checklist when scheduling, organizing and setting up public meetings, information centres and open houses.

2. Where possible, in accordance with the procedures, accessibility supports such as Real Time Captioners, American Sign Language Interpreters, Interveners, etc. will
be made available on request. Note that these services will have to be scheduled or booked at least 5 working days or more, in advance.

3. Staff departments must ensure that certain assistive devices are provided at scheduled public meetings, information centres and open houses. Other types of assistive devices may be available on request with advance notice.

4. These assistive devices may include but are not limited to: infrared hearing systems, FM systems, infrared amplification devices, pen and paper, electronic copies of presentations, text to talk versions of reports or materials, large print documents (where practicable) and magnification devices.

5. Documents will be made available, on request, in Braille, large print (Clear and Large Print Guidelines) and in electronic format. These requests could take from 24 hours to 10 or more working days to provide materials. Staff will advise the individual of the approximate length of time before their request is filled. Where possible, a limited number of large print copies will be made available.

6. Advertisements and notices of public meetings, information centres, open houses, including the provision of programs or services, will indicate the level of accessibility of the venue and/or where the accessible locations are and any accessibility supports being provided.

   Staff will also provide a contact name and telephone number for persons with disabilities or their designate to call to make arrangements for accessibility support in advance of the public meetings, information centre or open houses (Standard Accessibility Clause).

Billing:
Where reasonably possible, the City of Hamilton will enquire whether billing information, tax bills, invoices, etc. are required in an alternate format for persons receiving goods and services. This enquiry can be done in a variety of ways such as inserts in tax bills and correspondence or on the City of Hamilton’s website. Examples of alternate formats include but not limited to, hard copies, large print, e-mails, Braille, CD and audio format.

Record Keeping:
Where reasonably possible, the City of Hamilton staff, with the written consent of the person with a disability who may be a regular participant or service user, will indicate and record their specific communication needs for future reference, if deemed necessary and appropriate.
3) DISRUPTION NOTICE POLICY

Policy Statement:
The City of Hamilton will, in advance, where possible and in a timely manner, provide notice when services are temporarily disrupted, particularly those services used by or relied upon by persons who have disabilities.

Guiding Principles:
To ensure all persons who use goods, services and programs provided by the City of Hamilton shall enjoy unhindered and respectful access while maintaining their dignity and independence.

Purpose:
To ensure that persons with disabilities are advised of service interruptions, in a timely manner and in locations accessible to the person using the service.

Goals:
To facilitate efficient, effective and respectful provision of goods, services, programs and opportunities to persons who have disabilities.

Definitions:
Disruption of service may include closure of a service or program whether temporary or permanent and any disruption in service that would normally be considered unanticipated or unexpected. You must provide a notification of disruption of service for any location, that a person with a disability must use in order for goods, services and programs to be accessible to them.

Examples of disruption of service can be due to one or more of the following:

- Inaccessibility to entrances
- Lack of safety when accessing an entrance
- Automatic door openers not working
- Elevating devices not working
- Lack of technical aids routinely provided by the City
- Insufficient lighting for persons with low vision
- Building maintenance
- Lack of availability of Interpreters

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.
All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:
1. Where there is any temporary disruption in services, in whole or in part, disruption notices will be posted in a timely manner, as soon as City of Hamilton staff has confirmed the disruption in service.
   1.1 In the event of planned service disruptions, an advance notice shall be provided and posted in conspicuous locations.
   1.2 In the event of an unexpected disruption, notice shall be provided as soon as possible and posted in conspicuous locations for example, on or near the site of disruption, other obvious locations and on the City of Hamilton’s web site.

2. Written notices will be posted visibly in all public areas by using inclusive communication modes.

3. Notices of disruption will be provided through phone, e-mail or advance mail to persons with disabilities, who may be involved in community committees or working on projects and initiatives with staff, such as focus groups, consultations and advisory committees. Efforts will be made by staff to provide alternative opportunities for persons with disabilities whose participation is negatively impacted by the disruption.

4. Notices will be posted in locations, including (but not limited to):
   4.1 Notices posted on the City of Hamilton website
   4.2 Notices can be provided in recorded telephone messages
   4.3 Notices, where applicable, will be provided to:
      ➢ Information desks
      ➢ Reception staff or front counter staff
      ➢ Other relevant points of public contact
      ➢ Local and regional media where applicable

5. The notice will include:
   5.1 Information about the reason for the disruption in the service or program;
   5.2 The anticipated duration of the disruption;
   5.3 A description of any available alternate services. In certain circumstances consent must be received from the person with disabilities regarding the use of alternate services and locations.

6. The City of Hamilton staff may undertake other measures to communicate and respond to disruptions in service which are in line with the spirit of the policy.
4) SERVICE ANIMALS POLICY

Policy Statement:
The City of Hamilton welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities. The person will be permitted to enter the facility with the service animal and will be permitted to keep the animal with her/him unless the animal is excluded by law from the premise.

Guiding Principles:
To ensure that all citizens enjoy equitable access to the City of Hamilton services, programs and opportunities, while maintaining their dignity and independence.

Purpose:
To remove potential barriers by ensuring equitable access to programs and services and equity of opportunity for persons with disabilities who use service animals.

Goals:
To provide a respectful, safe and welcoming environment for all persons with disabilities who use service animals.

Definitions:
Service animals are animals that are individually trained to carry out tasks for persons with disabilities. Service animals are generally dogs, but may include other types of animals such as, but not limited to cats, rabbits or reptiles. Such service animals may be used to assist a person who is blind, has a vision impairment or low vision; a person who is deaf, deafened or hard of hearing; a person who has a mobility disability or difficulties with strength or dexterity; a person who has autism or a developmental disability; a person who has a mental health disability, and many other reasons.

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:
1. Animals that function as service animals for persons with disabilities are permitted in all premises that are open to the public, unless prohibited by another law. Ontario Regulation 562, ss 60 (1) (a) and Ontario Reg. 31/05 of Food Safety and Quality Act,
2001, ss. (44) (2) allow service dogs to go to places where food is normally served, sold or offered for sale. Other types of service animals are not included in this exception.

In these cases, City of Hamilton staff must determine and carry out an alternative way to provide the same level and quality of goods, services, programs and opportunities, in collaboration with the individual. This will be done in a timely manner.

2. City of Hamilton staff will ensure that clear signage, regarding any specific rules for out-of-bounds or prohibited areas that exclude service animals, is posted in conspicuous locations.

3. Persons with disabilities who use service animals cannot be:
   3.1 asked to remove their service animal from the premises;
   3.2 isolated from others;
   3.3 charged extra fees for the use of the animal;

4. In exceptional circumstances where the service animal may be prohibited by law, (The Dog Owners’ Liability Act 2005 prohibits individuals from owning, breeding, selling, importing, abandoning or training pit bulls, including Staffordshire Bull Terrier, American Staffordshire Terrier or American Pit Bull Terrier) staff may respectfully ask if an animal is a service animal and will not ask the nature of the person’s disability or purpose of the animal. Staff will explain, in a respectful manner, that the service animal must be removed from the public area due to the Municipal Bylaw and make alternate arrangements or provide the service outside the public area. In such cases, staff is required to determine the specific secure areas where service animals are permitted to stay, with respect to the law.

5. A person with a disability, who uses service animals, cannot be denied access or refused service because others have allergies or express a fear of the service animal. All efforts must be made to respectfully accommodate both individuals.

6. Due diligence needs to be paid, to address Health and Safety requirements. For example, if a person’s health and safety could be seriously impacted by the presence of a service animal on the premises open to the public, management must fully analyze all options for safely allowing the service animal. Options could include creating a distance between the two individuals, eliminating in-person contact; changing the time the two receive service or using air purifiers and any other measures that would allow the person to use their service animal on the premises.

7. In very exceptional circumstances that the animal becomes out of control, causing a clear disruption or a threat to the health and safety of others and the animals’ behaviour is not corrected by the owner, a person with a disability can be asked to remove their service animal from the premises. The regular processes for such occurrences will be followed.
7.1 Once everyone’s safety is assured, City of Hamilton staff must, in a timely manner, determine and carry out, an alternative way to provide the same caliber of service(s), in consultation with the person who has a disability.

7.2 An incident report will be filled out (a copy to be sent to the Access and Equity Office and one kept on file in the department).

8. As a courtesy, particularly if the person and service animal have been in attendance on the premises for a long time, staff may enquire whether the animal requires water, may designate an area in which the service animal can relieve itself and/or enquire whether the staff can be of assistance pertaining to the service animal.
5) SUPPORT PERSONS FOR PERSONS WITH DISABILITIES POLICY

Policy Statement:
The City of Hamilton welcomes and is committed to ensuring equitable access to all goods, services, programs and opportunities for persons with disabilities who are accompanied by support persons. There may be a need to require a person with disabilities to be accompanied by a support person, but only if a support person is necessary to protect the health and safety of the person with disability or the health and safety of others on the premise.

Guiding Principles:
To ensure that all citizens enjoy equitable access to City of Hamilton services, programs and opportunities while maintaining their dignity and independence.

Purpose:
To remove potential barriers to ensuring equitable access to services for persons with disabilities who are accompanied by their support persons.

Goals:
To provide a respectful, safe and welcoming environment for all persons with disabilities who are accompanied by their support persons.

Definitions:
A support person is an individual hired or chosen by a person with a disability, to provide services or assistance with communication, mobility, personal care, medical needs or with access to goods, services, programs and opportunities.

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:
1. Both the person with a disability and their support person will be provided with access to all public areas in a respectful manner.
2. There will be no fees charged for support persons for any City of Hamilton services, programs and opportunities while supporting a person with a disability.
   2.1 In all circumstances, where admission or entry fees are charged, the fees for entry of the support person will be waived. This policy regarding waived fees for support persons must be documented and communicated to all staff who routinely collect and/or supervise the collection of such fees from the public.
   2.2 Persons with disabilities will be informed of the waived fee, in accessible formats, including but not limited to the website, large print, Braille, information desks and where applicable, posted on entrance doors.
   2.3 HSR currently administers a program to assess and prepare identification cards for persons with disabilities who use support persons. These cards are currently being used on all HSR buses.

3. The person with a disability may choose not to introduce the support person.

4. Where confidentiality is important, because of the sensitivity of information discussed, staff may, in appropriate circumstances require the support person to sign a confidentiality agreement.

5. Once the staff member has determined the individual to whom they are providing the service (which individual is the person with a disability), the staff member must address the person with the disability directly, rather than the support person, unless directed otherwise by the person with the disability.

6. Staff will be trained to understand respectful ways to interact with a person with a disability who is accompanied by a support person. It would be disrespectful to ask for written confirmation stating that the individual is a support person or to ask for an explanation about the type of support being provided.
6) RESIDENT AND VISITOR FEEDBACK AND COMPLAINTS POLICY

Policy Statement:
The City of Hamilton will establish an accessible two-way feedback/complaints process for receiving and responding to about the manner in which goods, services, programs and opportunities are provided to persons who have disabilities. The process will be made known to the public including what happens to complaints or feedback when they are received.

Guiding Principles:
All persons who receive goods and services and access programs in the City of Hamilton, shall have the opportunity to provide feedback on what is being done well by the City, what can be improved and an avenue for complaints.

Purpose:
To provide a genuine opportunity through accessible means for persons who have disabilities to give feedback and make complaints regarding the provision of goods, services, programs and opportunities provided by the City of Hamilton.

Goals:
To assess and continually improve goods and services provided to persons who have disabilities.

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:

1. Communication notices, about the City of Hamilton’s options for receiving and responding to feedback and complaints, will clearly set out various means by which persons with disabilities can provide feedback, compliments and/or complaints regarding access to and the quality of the City of Hamilton services, programs and opportunities provided.

2. Information about the process will be readily available to the public.
3. The feedback and complaints will be collected and recorded on the Accessibility Feedback and Complaints Form that can be found on the City’s website and will be in supply at all service counters throughout the City of Hamilton. Feedback, compliments and complaints can be submitted to City staff by any other method chosen by the resident.

4. Staff will provide feedback and complaint forms at the point of service or delivery of programs.

5. Staff will make available to persons with disabilities a variety of methods for providing feedback, compliments and complaints.

6. The feedback and complaints processes must be developed in inclusive modes, catering for the needs of persons with disabilities.

7. Persons with disabilities can provide feedback and complaints using the City of Hamilton’s Accessibility Feedback and Complaints Form, they can call the Customer Contact Centre and speak with a representative; they can speak to any member of staff, use e-mail, provide their feedback in writing, on a CD or any other method that meets their needs.

8. While receiving the feedback or complaint, staff must explain to the individual how the feedback or complaint will be processed (who reads it, when a response will be provided, if requested, timeframe for resolution or action and follow-up).

9. Department management will ensure that all feedback and complaints are investigated and specific action(s) identified and resolved. In other words, departments continue to respond to and resolve complaints in a timely manner.

10. When complaints are received they will follow the usual path of being responded to by the department responsible, as quickly as possible and resolved by the appropriate department(s)/division(s). Complaints will also be recorded on the Accessibility Feedback and Complaints Form or on an existing electronic complaint system such as Amanda, Trapeze or Hansen.

11. All staff will have access to feedback and complaint forms that they will use to record complaints and feedback on behalf of the individual, unless the individual wishes to record and make their own feedback or complaint in a manner that is suitable to them.

12. Management will ensure that information is clearly posted on their premises regarding the process for making complaints or providing feedback including what happens once complaints and feedback forms are received.
13. All complaints and feedback forms, once completed, unless entered electronically will be sent to the “Attention: Supervisor of Customer Contact Centre” for recording in the electronic tracking system (Hansen).

14. Complaints and feedback forms will be tracked and monitored by Access & Equity staff in Corporate Services. Access and Equity staff will run regular reports to be provided to the General Managers and to the Province, if requested.

15. The person providing the feedback or making a complaint will be apprised of the outcomes by staff should they request a follow up. (If the complaint or feedback is anonymous then follow up may not be possible).

Follow up will be within 10 working days, unless there are circumstances that prevent such response time. If a response is delayed, the person providing the feedback or making a complaint must be apprised of the delay.
7) TRAINING POLICY

Policy Statement:
The City of Hamilton will ensure that the Mayor and Councillors, all staff, individuals who develop policies and procedures, volunteers and third parties acting on behalf of the City are appropriately trained, knowledgeable and skilled in providing goods, service, programs and opportunities to persons with disabilities. Training will be provided in an ongoing manner as long as there are changes to policies, procedures and practices governing the provision of goods and services to persons with disabilities.

Guiding Principles:
The training will embrace the core principles of ongoing respect for human dignity, independence, integration and equity of opportunity, while recognizing that persons who have disabilities are “People First”.

Purpose:
To ensure that the Mayor and Councillors, all staff, individuals who develop policies and procedures, volunteers and third parties acting on behalf of the City are appropriately trained, knowledgeable and skilled in providing goods, services and opportunities to persons with disabilities pursuant to the Customer Service Standard.

Goals:
To provide accessibility and inclusion training that will facilitate efficient, effective and respectful provision of services, programs and opportunities to all persons with disabilities.

Responsibility:
It is the responsibility of all management, staff, Council, volunteers, agents and/or contractors and consultants, working on behalf of the City of Hamilton, to follow and carry out the procedures outlined below.

All management, staff, Council and volunteers will be made aware of and trained to better understand the purpose and intent of this policy and to implement the procedures effectively.

All staff that work with or contracts agents, contractors and/or consultants to work on behalf of the City of Hamilton will ensure that they are made aware of the purpose and intent of this policy and its procedures.

Procedures:
1. The City of Hamilton will provide Customer Service Standard (CSS) accessibility training to the Mayor, Councillors, all employees, volunteers and all those who are involved in the development and approvals of policies, practices and procedures.
2. General Managers will ensure that all their staff receive the required training as soon as practicable. Each department must develop their own training schedule to achieve this end.

3. General Managers will ensure that employees are being trained on an ongoing basis or made aware when changes are made to the Customer Service Standard (CSS) policies, practices and procedures and receive updated training every 5 years thereafter.

4. General Managers will keep records of all staff trained and can request reports from the Access and Equity Office. The training records will be tracked using the People soft system.

5. The staff will be provided training that is relevant to their duties, responsibilities and interaction with the public.

6. New managers will be trained on the CSS policies, practices and procedures within one month of being hired or as soon as practicable thereafter.

7. New staff and volunteers will be trained on the CSS policies, practices and procedures at the time of orientation or within a reasonable period of time but no later than three months of starting with the City of Hamilton.

8. New staff and volunteers will be provided with a copy of the CSS policies and procedures awareness handbook.

9. All agents, third parties, contractors and consultants working on behalf of the City of Hamilton, must provide proof of accessibility training before being awarded contracts, tenders and Request for Proposal that is in accordance with the training requirements of the Customer Service Standard. (See training outline #11).

10. The training curriculum will be reviewed regularly, by the Access and Equity Office, to ensure that it remains up-to-date with current legislation, practices and upcoming Accessibility for Ontarians with Disability Act, 2005 standards.

11. Training will include:
   11.1 The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
   11.2 How best to interact and communicate with people who have a wide range of disabilities.
   11.3 How to interact respectfully with people with disabilities who use assistive devices or are accompanied by a service animal or a support person.
   11.4 How to assist persons who have disabilities access services, programs and opportunities of the City of Hamilton.
11.5 How to use equipment or assistive devices, e.g. Bell Relay System, wheelchairs and lifts made available on City of Hamilton premises; otherwise, how to access internal staff that will assist them to do so.

11.6 What to do if a person with a disability appears to be having difficulty accessing the City of Hamilton’s goods and services. This will include asking the person whether they need assistance.

11.7 The City of Hamilton’s policies, practices and procedures relating to the Customer Service Standard.

12. Training and awareness regarding the Customer Service Standard will be provided to the following groups:
   12.1 Advisory Committees & Volunteers
   12.2 All Staff, Mayor and Council
   12.4 All new Employees
   12.5 All new Managers

   Agents, third parties, consultants and contractors must provide proof of Customer Service Standard training in accordance with and as outlined in number 11 above.

13. Training will take the form of:
   13.2 E-learning or other electronic learning programs.
   13.3 In–class training for management, front line employees, Councillors, staff who develop and review policies, procedures and by-laws, as well as employees providing goods, services, program and opportunities to persons with disabilities, including but not limited to, information clerks, front desk or reception staff, volunteers, transportation staff and security personnel.