SUBJECT: 2009 Annual Accessibility Plan - Ontarians with Disabilities Act Report (FCS09121) (City Wide)

RECOMMENDATION:

a) That the 2009 Annual Accessibility Plan for the City of Hamilton (attached as Appendix A to Report FCS09121) be approved and be made available to the public; and

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

Roberto Rossini
General Manager
Finance and Corporate Services

EXECUTIVE SUMMARY:

The Ontarians with Disabilities Act, 2001 requires municipalities to prepare an annual accessibility plan and make it available to the public; and to consult with the accessibility advisory committee about the preparation of the plan. The plan (Appendix A to report FCS09121) which is attached for approval has been reviewed by members of the Advisory Committee for Persons with Disabilities and staff of the 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 2009 Accessibility Plan provides an update on the City initiatives that were detailed in the 2008 Accessibility Plan, as well as, a listing of new initiatives to be undertaken from July 2009 to June 2010 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 identification and removal of barriers for persons with disabilities.

**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 can also develop accessibility requirements when granting business licenses if they wish.

Section 11 of the Act 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 on the plan.

The ODA 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 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, accessibility standards will 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 will be addressed by the standards including physical, sensory, hearing, mental health, developmental and learning disabilities.

The AODA covers both the public and private sectors. 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 has established standards development committees in the areas of Transportation, Built Environment, Information and Communications, and Employment which will recommend 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 staff is now in the midst of implementation. This standard must be implemented by January 1, 2010.

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 municipalities are required to submit.

In accordance with the requirements of the Ontarians with Disabilities Act, the attached 2009 Annual Accessibility Plan (Appendix A to FCS09121) 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 2008 Accessibility Plan for the City of Hamilton. While there has been some activity on most initiatives outlined in the 2008 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 as a result of a small amount of research information being made available and developing and implementing a good consultation process for meaningful participation of persons with disabilities with short turnaround times. All of the initiatives planned for 2008 and earlier years, which are not yet complete, will continue in the 2009 plan as ongoing initiatives.

Once more, 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 2009 plan. These departmental initiatives include:

- Implementation and monitoring of the Customer Service Standards,
- Community validation process for the Equity Policy and the policy statement regarding the City’s commitment to accessibility,
- Preparation of the Compliance Report to the Accessibility Directorate
- Separation of “Hamilton.ca” from “myhamilton.ca” which will reduce the complexity of site and allow flexibility to increase the font size of some of the online forms
- Expansion of the “Alarmed and Ready” Smoke Alarm Program to include visual smoke alarms for persons who are deaf, deafened and hard of hearing,
- Annual program to undertake accessibility audits for 4 recreation facilities,
- Undertake needs assessment to increase recreational opportunities improve service and to create more programs for persons with disabilities,
- An accessibility review to identify barriers to programs and services specific to Long Term Care Homes
- Development of accessible presentations providing key messages for each museum and historic site where the facility itself is not fully accessible
- York Boulevard Streetscape Master Plan, Wilson Street Streetscape Master Plan, Hunter Street Streetscape Functional Plan and Catharine Street Streetscape Master Plan, Downtown Secondary Plans where pedestrian environments will be enhanced including provision of Urban Braille.
- Multi-year and multi-phase project to conduct a Public Health Services Assessment to identify, address and remove barriers for persons with disabilities,
- Renovation and accessibility improvements to Farmer’s Market,
- Work is underway in the development of an accessible Citizen Service Counter at City Hall

An annual accessibility plan must be prepared and approved by the City of Hamilton each year by the end of September. The Ministry of Community and Social Services has been informed of the delay in the completion and approval of the 2009 Accessibility Plan for the City of Hamilton. Additional pressures on staff time have led to the delay. Additional pressures include the implementation of the Accessibility Standard for Customer Service, the Equity and Inclusion Policy development process and the Pandemic response.
Alternatives to the specific initiatives noted in the plan will be addressed, if possible, when they are considered by the respective departments.

FINANCIAL/STAFFING/LEGAL IMPLICATIONS:

In terms of financial and staffing implications, there are no identified implications specifically related to the approval of the ODA plan. As part of their role, staff of the Access and Equity Staff Support Committee contribute to the preparation of the annual plan, and regularly monitors the implementation activities, providing updates, on a regular basis, to the Advisory Committee for Persons with Disabilities.

Many of the initiatives outlined in the plan will be undertaken by staff, therefore, utilizing staff resources. Implementation of specific initiatives, which require 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 2010 budget process. In some cases, activities will be incorporated into regular work plans and existing budgets. As many of the initiatives still require consultation about the specific nature of barriers and possible solutions, costs cannot always be identified at the time of preparation of the plan.

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 a new approach to the preparation, implementation and monitoring of the plan may be required for the 2010 plan, depending on requirements to be set by the Province. 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 must be filed by March 31, 2010. In order to implement the Standards and meet the ongoing requirements over the next 16 years, there will be additional resource requirements for each new standard.

POLICIES AFFECTING PROPOSAL:

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 well as, 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 Policy against Harassment & Discrimination. 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 Staff 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. The Access and Equity Staff Support Committee continues to implement awareness learning sessions for staff members to facilitate and increase their knowledge and understanding of the City’s obligations under the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its responsibilities to members of the community who have disabilities and they should be commended for their ongoing assistance in the preparation and monitoring of the plan.

One of the most important resources has been the input and advice from the Advisory Committee for Persons with Disabilities, which has provided valuable insight, suggestions and advice to staff into 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 for Persons with Disabilities (ACPD) and its sub-committees require a large time commitment from the volunteer citizen members, as well as, the staff who provide support.
CITY STRATEGIC COMMITMENT:

By evaluating the “**Triple Bottom Line**”, (community, environment, economic implications) we can make choices that create value across all three bottom lines, moving us closer to our vision for a sustainable community, and Provincial interests.

**Community Well-Being is enhanced.  ☑ Yes ☐ No**
Measures taken to reduce, eliminate or prevent barriers for persons with disabilities improve community well-being.

**Environmental Well-Being is enhanced.  ☑ Yes ☐ No**
The environment is enhanced as we account for physical barriers for persons with disabilities in our design and construction activities, and as we plan for accessibility in our infrastructure, services and facilities.

**Economic Well-Being is enhanced.  ☑ Yes ☐ No**
As we eliminate barriers for persons with disabilities in the community, the City’s economic well-being is enhanced, through barriers to participation in employment, recreational and social activities.

**Does the option you are recommending create value across all three bottom lines?**

☑ Yes ☐ No

**Do the options you are recommending make Hamilton a City of choice for high performance public servants?**

☑ Yes ☐ No

The requirements of the ODA and the AODA apply equally to eliminating barriers to employees with disabilities.

The City of Hamilton Annual Accessibility Plan is an important annual task as the City moves forward in addressing both the spirit and the intent of the Ontarians with Disabilities Act.

The Annual Plan and the information and initiatives contained in it will help to move the City towards its mission to “engage our citizens and promote a fair, diverse and accepting community.” It specifically addresses the values of accountability and respect of the need of all residents and for all viewpoints.
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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 standards will apply are currently participating in the development of the accessibility standards. Persons with disabilities make 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 in part as standards are developed in the future. The Accessibility Standards currently being developed will detail the measures, policies, practices and other steps needed to identify, remove and prevent barriers for persons with disabilities. On July 25, 2007 the Accessibility Standards for Customer Service Regulations (O. Reg. 429/07) was approved and came into force on January 1, 2008 with a two year window for implementation. It is the first of at least five regulations required to be implemented by municipalities by 2025. The Customer Service Standard sets out rules that organizations, businesses and municipalities must follow to serve persons with disabilities. These rules include the development of policies, practices and procedures on providing goods and services, understanding and making provisions for persons with disabilities to use service animals and support persons, training staff on how to serve persons with disabilities and providing a two way communication process that respects a person’s disability.

As the rest of the standards are in various stages of development the 2009 Accessibility Plan does not comment on specific plans for implementing accessibility standards, but does note that the implementation of the Customer Service Standard is currently underway and nearly all of the legislative
requirements will be implemented by January 1, 2010. The AODA provides for enforcement of the Customer Service Standard through inspections, compliance orders and administrative penalties.

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 Sub-committee and the Staff Access and Equity Support Committee reviewing needs and concerns, customer service practices, service delivery channels and types of services provided by the city. The input they provided was used to shape the Equity and Inclusion Policy and the Accessibility Policy Commitments incorporated into the sub-policies required under the Customer Service Standard.

**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.

**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
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON

2009 ACCESSIBILITY PLAN

- 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

Accessibility Advisory Committee

The City of Hamilton’s advisory committee, the Advisory Committee for Persons with Disabilities gives 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:

- advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- 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.

Accessibility Plan

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

- report on the steps taken to identify, remove and prevent barriers to people with disabilities
- detail how the City assesses its proposals for by-laws, policies, programs, practices, and services
- a list of the programs, policies, practices and services that will be reviewed in the following year to identify barriers
- detail how the City will identify, remove and prevent barriers in the coming year
- anything else covered in the regulations
The City continues to move forward in implementing its obligations under the Accessibility for Ontarians with Disabilities Act however not without a number of challenges that get in the way of moving forward. There is 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 provide service to people with disabilities, including training on principles and requirements of the AODA policies and procedures and methods of service delivery. This training will be implemented fully in 2010 where all staff, volunteers, consultants and third parties will participate in some form of training that is appropriate to their roles and responsibilities. The policies and procedures required of the Customer Service Standards is currently being developed and will be implemented on or before January 1, 2010.

The number of issues required to be dealt with by the Advisory Committee for Persons with Disabilities (ACPD) continues to increase and the resulting volume of work they have to contend with continues to be a challenge. The sub-committees of 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.

In addition to current initiatives still underway, activities planned for 2009 - 2010 are the focus of the plan in the coming year, including initiatives required to address the mandatory requirements of the Customer Service Standards to be implemented by January 1, 2010. The advisory committee has been involved in a number of focus groups and brainstorming sessions to provide input at the policy level and service delivery levels. The Advisory Committee for Persons with Disabilities has recognized the need, to have their planned initiatives reflect the timing and priorities set by the Provincial standards development process. In the 2009 – 2010 year the advisory committee has completed many of their past initiatives and has reassigned some of these initiatives to the sub-committees.
Any items included in the 2009 plan which are not yet completed will continue in the 2010 Accessibility Plan.

2) IDENTIFICATION OF PARTICIPANTS

The participants identified below were instrumental in the completion of the 2009 Accessibility Plan, and the City of Hamilton staff, management and Council offers its thanks for the committee’s dedication and commitment to helping make improvements by removing barriers and ensuring that new barriers are not put in place and hence improve the quality of life for persons with disabilities. Two groups were instrumental in ensuring ongoing identification of barriers and advising on new initiatives and solutions, are the Advisory Committee for Persons with Disabilities and the Staff Access and Equity Support Committee.

- **Advisory Committee for Persons with Disabilities**

  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

**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
- Carolyn Bish, Admin Asst., Customer Service Access and Equity, Corp. Ser.
- Nenzi Cocca, Human Rights Specialist, Human Resources, City Manager’s Office,
- Rodger Metcalfe, Manager, Housing, Community Services
- Coralee Secore, Manager, Flamborough, Ancaster, Dundas, Recreation, Community Services
- Alice Sabourin, 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
- Kathryn Deiter, Hamilton Public Library

3) KEY CONTACTS

Tim Nolan, Chair
Advisory Committee for Persons with Disabilities
c/o Corporate Services – Customer Service, Access & Equity Division
77 James Street North
Hamilton, ON  L8R 2K3

Maxine Carter
Access & Equity Co-ordinator, Customer Service, Access and Equity
City of Hamilton
77 James Street North
Hamilton, ON  L8R 2K3
TEL:  905-546-2424 ext. 6419
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 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

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 to be more inclusive and reflective of the community we serve.
Demographic Profile of Persons with Disabilities in Ontario and Hamilton

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.

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%). Although, Hamilton still has a young generation of residents, the older generation continues to grow increasingly and hence attracting new immigrants to the city needs to be a priority.

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 %).\(^1\)


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.

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.

5) 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. The recognition of the need for offering our residents opportunity and the recognition of the diversity in our community is consistent with the preamble of the Ontarians with Disabilities Act which notes that “The people of Ontario support the right of persons of all ages with disabilities to enjoy equal opportunity and to participate fully in the life of the province.”

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
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON
2009 ACCESSIBILITY PLAN

Excellence
Teamwork

STRATEGIC THEMES:
Image
Job Creation

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

The Strategic Plan will change how we do our ‘business’. All of us will now be working towards a common vision and common priorities that our understood across Departments. This in turn will drive integration across the organization.

The Strategic Plan will also change the budget process by providing a framework for annual operating, capital and multi-year budgets; a framework for performance measurement; and it will also influence our day-to-day decision-making.

OVERVIEW OF ACCESSIBILITY PLAN

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 2008 Accessibility Plan and an outline of the new initiatives proposed for the 2009 plan.

CONSULTATION ACTIVITIES

Consultation activities during late 2008 and early 2009 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 subcommittees. 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.

UPDATE ON 2008 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 2008 Accessibility Plan.

The status update of each of the initiatives in the City of Hamilton’s 2008 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 2009.

ACTIVITIES PLANNED FOR 2009- 2010

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 2010 budget. In addition, Council approval is required for some decisions.


ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)
The Advisory Committee for Persons with Disabilities (ACPD) designed and had facilitated strategic planning sessions for the committee to realign itself with a revised vision, mission, mandate, the Provincial Standards through the legislated framework of the ODA 2001, the AODA 2005 and the annual Accessibility Plan. The revised vision and mission are detailed below.

Members of ACPD also confirmed the City’s overriding values and added additional values specific to its own work which are bolded below:

Accountability
Excellence
Honesty
Innovation
Leadership
Respect
Teamwork

**Equity/inclusiveness**

**Cooperation**

**Dignity**

**Tolerance**

**Vision Statement:**
Hamilton is an inclusive community where ALL people can live, work, play and participate fully, free from barrier or discrimination.

**Mission Statement:**
The Advisory Committee for Persons with Disabilities exists to raise awareness of disabilities, identify issues and make recommendations in order that the City of Hamilton prevent and eliminate barriers for persons with disabilities.

**Mandate:**
The Advisory Committee for Persons with Disabilities recommends policies, procedures and guidelines that address the needs and concerns of persons with disabilities.

**STATUS OF CURRENT INITIATIVES 2008 - 2009**

The following matters were raised in earlier plans and continued in the 2008 Accessibility Plan.

1. **Activity or Initiative**
Urban Braille be standard for all new site plans and all retrofitted or revised streetscapes for the City of Hamilton.
Actions to Date
A report was prepared and presented to the Planning and Economic Development Committee recommending that Urban Braille be standard for all new site plans and all retrofitted/revised streetscapes in the City of Hamilton.

Status
Council received the report and the item was referred to staff. Staff report is to be submitted to the Economic Development & Planning Committee in September 2009.

2. Activity or Initiative
Saltfleet Arena Renovation Plans and the report on Public Use Study

Actions to Date
Public Use Study complete and was presented to Emergency and Community Services Committee in September 2008.

Status
Committee plans to ensure that recreation and sport for persons with disabilities is a priority in 2009’s plan.

3. Activity or Initiative
DARTS Policy Review

Actions to Date
After conducting the status update on DARTS Policy Review with Transit Fare Administration and Accessible Transportation System (ATS), Public Works staff, the ACPD recommended additional review yet to take place.

Status: 2008 reviews undertaken of the Call Return Policy, On Board Time Policy, and Service Area Policy, and these policies were re-confirmed by the Transportation Sub-committee on March 24, 2009 and at ACPD in April, 2009. The committee also discussed the Attendants and Companion policies and recommended changes (April, 2009)

4. Activity or Initiative
Review of complaint process and the forms to be used for complaints to DARTS about scheduling.
Actions to Date
Initial review of all operating policies complete and recommendations submitted to ACPD. The committee will continue to review and monitor the complaints process for 2009.

Status
Transportation Sub-committee and ACPD have been monitoring ATS reports on complaints in quarterly Performance reports.

In 2007, the Transportation Subcommittee of ACPD addressed the Complaint Process, and agreed to monitor it. DARTS and ATS are now working on a joint review of the complaints process. ATS have been asked to bring the current complaints process and any revisions to the Sub-committee for input.
(November, 2008)

5. Activity or Initiative
Eligibility Policy Revision and Change to Criteria.

Actions to Date
A member of ACPD was appointed to the ATS advisory committee overseeing the implementation of the Eligibility and Registration Policy Revision for Accessible Transportation Services.

Consultants have been hired to design the implementation plan and are working with the advisory committee.

Status
The implementation is continuing. A presentation was made to the Advisory Committee for Persons with Disabilities in January 2009 to provide an update on the project. The final report was to go to Council in Spring 2009.

6. Activity or Initiative
Review of lack of accessibility of Hamilton Entertainment and Convention Facilities (HECFI), including concerns of wheelchair seating, ticket orders for wheelchair seating areas, accessibility of the facility including elevators, carpeting which presents barriers to those using mobility devices, lack of accessible washrooms and family washrooms,

Actions to Date
HECFI has begun to work on some accessibility issues. Washrooms were completed in early 2009.
7. **Activity or Initiative**
Update on the City’s Human Resources Strategy.

**Actions to date**
The committee specifically identified:
- the need to have a definition of accessibility and
- that HR include and address the supports needed for employees with disabilities
- the tactics must also have a focus on persons with disabilities that a policy be developed that actively encourages staff, Council and the public to identify and remove barriers for persons with disabilities.

**Status**
ACPD has requested an update on how these items are being implemented.

8. **Activity or Initiative**
Addressing the issue of how Barrier Free Design guidelines are being implemented for renovations and construction of City facilities including Culture and Recreation facilities and their partnerships.

**Actions to Date**
Culture and Recreation still to organize the facilities audit tours for ACPD sub-committees.

**Status**
Committee still expecting to participate in the facilities audit tours being organized by Culture and Recreation Staff. Culture and Recreation Divisions will be invited to future meetings.

9. **Activity or Initiative**
Operation of Integrated Accessible Taxi Service (City Wide). Pilot Project

**Actions to Date**
In 2005, ACPD recommended that Council endorse a pilot project for the operation of an accessible taxi service for a period of 12 months.

In 2009, ACPD sent a follow-up request to Council that any by-law or policy related to accessible taxi service be forwarded to the Advisory Committee for
Persons with Disabilities for comments prior to approval; that Council be informed that the issue of accessible taxi service was first addressed by the Advisory Committee for Persons with Disabilities in 2005, with no satisfactory outcomes to date; and that, as anticipated by the AODA draft Transportation Standard, the City will be required to ensure that reasonable, accessible taxi service is available to persons with disabilities, and there already exists in Ontario suitable reasonable models of accessible taxi service that could be adopted by Hamilton.

**Status**
Report forwarded to Committee of the Whole on April 14, 2009. Referred to staff. Licensing Staff have been invited to attend a Transportation Sub-committee meeting of ACPD to discuss the need for and licensing of accessible taxis, and the status of the pilot.

**10. Activity or Initiative**
Committee in consultation with Hamilton Police Chief concerning the Policy on Police Checks and its relationship to Person to Hospital policy.
Review of policies of Police as it relates to police checks for volunteer and employment opportunities; particularly related to invisible disabilities;

**Actions to Date**
Further to this item ACPD requested that:
a) City Council appoint a person with a disability to the Hamilton Police Services Board, and
b) Hamilton Police Services Board appoints a representative from the organization to participate in ACPD meetings as a resource person.

**Status**
Mike Shea was appointed to be the resource person for ACPD however he has not continued on the committee. Staff to request a replacement for Mike Shea.

A report back from Police Services is still outstanding and unresolved concerning the content of the Police Checks Reports. Police representative to follow-up.

ACPD will follow up with respect to:
- Educational & Training component for Hamilton Police officers concerning the issue of disabilities and accessibility and the treatment of persons with disabilities particularly for those with mental health concerns;
- educating the ACPD on provincial legislation and guidelines of the Police Services Act and how it is implemented and monitored locally- requesting a copy of the Hamilton Police Services Accessibility Plan.
11. Activity or Initiative
Audible pedestrian signals

Actions to Date
National Standards have been developed and a report to Council was approved in June 2008.

Status
Traffic Engineering and Operations currently working with the Built Environment Sub-committee to identify a list of priority intersections for retrofit and to assist in the identification of agencies that provide mobility training. Two intersections in the City will be chosen as test sites.

12. Activity or Initiative
Taxi Scrip follow-up is to be further addressed by Transportation sub-committee and the Gas Tax Steering Committee

Actions to Date
Taxi Scrip is still on the table at Gas Tax Steering Committee. Present discussion has included the cost of after hours accessibility taxi service.

Status
ACPD endorsed the recommendation of the Provincial Gas Tax Steering Committee to use gas tax funds to permit a taxi scrip enhancement to increase monthly allocation of taxi scrip to 3 books per person until Dec. 2008. The cost of one book will be $24 or 60% of the cost and the city will provide a 40% subsidy per book. The recommendation went to Committee of the Whole and was referred to staff. It was addressed by Council during the 2009 budget deliberations and was referred for consideration during the 2010 budget.

13. Activity or Initiative
ATS Customer Service Initiatives

Actions to Date
Communication tools to reach out to passengers and give greater access to information that affects them:
1) Newsletter. ATS will have a semi-annual newsletter to provide information/news. Passengers and caregiver will be encouraged to participate in its content.
2) Interactive Voice Response (IVR) being developed so that client can have access to current bookings and will have the ability to modify trip bookings via the telephone.
3) Trapeze website being developed to create access for customers to view and modify trip bookings online.

**Status**
IVR and Trapeze web service was completed and implemented in November 2008 to improve customer choices for information.

### 14. Activity or Initiative
Review of Roundabouts. The committee feels that the development of roundabouts in the city will present a variety of safety factors and are recommending signals installed at cross walks to assist pedestrians with visual and hearing disabilities.

**Actions to Date**
ACPD toured the Wilson Street roundabout in Ancaster with Operations and Maintenance staff and cited a number of safety concerns.

Correspondence from Dorothy Anderson respecting roundabouts in Binbrook was referred by Council to ACPD on December 10, 2008.

**Status**
Public Works plans to install future roundabouts in Binbrook and Dundas. Committee is waiting to get a report on specific locations. Public Works is currently conducting research and feasibility studies for different areas of the city. Committee has not received the report. The issue of roundabouts in Binbrook was referred to the Built Environment Sub-Committee for follow-up.

### 15. Activity or Initiative
East Hamilton Recreational Trail Hub and Waterfront Link Accessible Washroom.

**Actions to Date**
The Committee recommended that an accessible washroom, using the Barrier-Free Design Guidelines as a minimum, be designed and constructed on the East Hamilton Recreational Trail Hub and Waterfront Link on the Globe or Park side of the trail, as close as possible to the nearest bus stop, in addition to any other washroom locations already identified by City.

**Status**
Referred to staff for report back to Committee of the Whole.

### 16. Activity or Initiative
Strathcona Neighbourhood-Waterfront Trail pedestrian bridge located on Locke Street North

**Actions to Date**
The Committee recommended that the plans for the Strathcona Neighbourhood-Waterfront Trail pedestrian bridge located on Locke Street North include a vehicle drop-off zone and a vehicle parking area that can be utilized by persons with disabilities, as well as parents with children and an accessible washroom located on the waterfront side of the bridge, along the Waterfront Trail.

**Status**
Report to Public Works in October 2008 advising that a vehicle drop-off zone on Locke Street North is not feasible due to the fact that land is privately owned, but accessible parking is located at either end of the Waterfront Trail. As well, there is an accessible portable washroom to the west of the proposed pedestrian crossing, but it cannot be moved due to limited land availability. There is also an accessible washroom at the West Harbourfront Recreation Area.

West Harbourfront Recreation Master Plan to address additional accessible washrooms

17. **Activity or Initiative**
MacNab Street Transit Terminal

**Actions to Date**
The Committee received a presentation from the architects assigned to the project. This item was referred to the Built Environment Sub-Committee for further follow-up.

**Status**
The architects agreed to bring back the alternatives that they have looked at respecting the non-conforming aspects of the traffic island and the "least worst" option.

18. **Activity or Initiative**
Fare Parity with respect to the Senior’s Golden Age Bus Pass

**Actions to Date**
The Committee recommended that fare parity be given with respect to the Golden Age Bus Pass policy and that any decision to extend free bus service to all citizens over 80 be extended to passengers using the DARTS service.
Status
Report respecting the Senior’s Golden Age Bus Pass was received for information by Public Works Committee on April 6, 2009. ACPD’s motion was forwarded to Committee of the Whole on April 14, 2009 and referred to staff. Council chose to take no action with respect to extending free bus service to all citizens over 80 be extended to passengers using the DARTS service at this time.

2008 – 2009 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation
City of Hamilton Capital Planning and Implementation Division

What were you consulting about?
Accessibility in Victoria Park

Barriers Identified:
The Built Environment Sub-Committee provided feedback on accessible gardens in Victoria Park.

Actions to be taken: Information was provided to the Capital Planning and Implementation Division and further activity was delegated to Built Environment Subcommittee to follow up.

2. Department or Committee involved in Consultation
City of Hamilton Capital Planning and Implementation Division and Philips Engineering

What were you consulting about?
Strathcona Neighbourhood-Waterfront Trail pedestrian bridge located on Locke Street North

Barriers Identified:
Committee recommended a vehicle drop-off zone and parking area and an accessible washroom.

Actions to be taken:
West Harbourfront Recreation Master Plan to address additional accessible washrooms.

3. Department or Committee involved in Consultation
City of Hamilton Capital Planning and Implementation Division
What were you consulting about?
City Hall Renovations

Barriers Identified:
Accessible washrooms should to be family washrooms rather than gendered washrooms; accessibility of rear entrance on second floor; accessibility of meeting spaces; accessibility of Council Chambers; DARTS drop-off should not impede traffic; exterior ramp grade and size.

Actions to be taken:
Comments were provided to the architects working on City Hall.

4. Department or Committee involved in Consultation
City of Hamilton Public Works Department Communications staff

What were you consulting about?
Snow Removal Communications

Barriers Identified:
The Committee identified the need for a plan to address the issue of snow clearing and the impact of snow removal to persons with disabilities.

Actions to be taken:
A Snow Removal Working Group was formed to work with Public Works communications staff to create a draft snow removal communication plan. Additional focus was placed on communications about sidewalk snow clearing during the 2008-2009 snow season. In addition, the Municipal Law Enforcement section made sidewalk snow clearing complaints and violations a priority.

5. Department or Committee involved in Consultation
City of Hamilton Municipal Law Enforcement Section

What were you consulting about?
Sidewalk Snow Removal

Barriers Identified:
The Committee identified the following areas of concern: snow piled in disabled parking spaces; snow pushed onto sidewalks by ploughs; snow removal at street corners and curb cuts; bus stop snow removal; length of time it takes to resolve complaints.

Actions to be taken:
Municipal Law Enforcement staff are to provide regular reporting, including an update to the Advisory Committee for Persons with Disabilities in May 2009, respecting the results of the new “get tough” approach to sidewalk snow clearing enforcement.

6. Department or Committee involved in Consultation
City of Hamilton Capital Planning and Implementation Division

What were you consulting about?
Light Rail Transit

Barriers Identified:
Details respecting how people in wheelchairs board need to be worked out.

Actions to be taken:
Committee expect to have feedback from staff in the near future.

7. Department or Committee involved in Consultation
Community Services Division

What were you consulting about?
Supported and Supportive Housing Research Project

Barriers Identified:

Actions to be taken:
The Committee offered to do a focus group for the project. Community Services to come back to Committee with a draft report for comment.

8. Department or Committee involved in Consultation
Hamilton Convention Centre (Nov 08)

What were you consulting about?
Review of the Hamilton Convention Centre Fire Procedures

Barriers Identified:
The Committee raised concerns as follows: the corridor to the hotel has four doors to pass through and none of them have activation buttons; the audible fire alarm should be connected to a visual display; the stairwell, which is designated a safe space, will not fit several wheelchairs.

Actions to be taken:
Further activity was delegated to Built Environment Subcommittee to follow up.

9. **Department or Committee involved in Consultation**
Province of Ontario (Jan 09), referred by Hamilton City Council

**What were you consulting about?**
Proposed Accessible Information and Communications Standard for the Province of Ontario

**Barriers Identified:**
Customer Service Sub-Committee to prepare comments for the proposed Information and Communications Standard.

**Actions to be taken:**
Comments were submitted by the Advisory Committee for Persons with Disabilities to the Province with respect to the draft Information and Communications Standard. The standard has not yet been finalized by the Province.

10. **Department or Committee involved in Consultation**
Province of Ontario (Mar 09), referred by Hamilton City Council

**What were you consulting about?**
Proposed Employment Standard for the Province of Ontario

**Barriers Identified:**
Working Group formed to prepare comments for the proposed Employment Standard.

**Actions to be taken:**
Comments to be submitted by the Advisory Committee for Persons with Disabilities to the Province with respect to the draft Employment Standard.

11. **Department or Committee involved in Consultation**
Accessible Transportation Services

**What were you consulting about?**
Eligibility and Registration Policy

**Barriers Identified:**

**Actions to be taken:**
The advisory committee is waiting for the draft final report to be presented regarding the proposed eligibility policy and procedures and implementation plan.

12. Department or Committee involved in Consultation
City of Hamilton Economic Development and Planning Department

What were you consulting about?
Regulation of Drive-Throughs

Barriers Identified:
The Committee identified a concern when stacking lanes are located between the parking lot and the entrance doors, as this conflict with pedestrian movements.

Actions to be taken:
The Committee’s concerns were incorporated into a staff report, which was on the April 7, 2009 Public Works Committee agenda.

13. Department or Committee involved in Consultation
City of Hamilton Operations and Maintenance Division

What were you consulting about?
Wheelchair ramps

Barriers Identified:
The issue of wheelchair crossings where there is no stoppage of traffic was referred to the Built Environment Sub-Committee for further follow-up and the Manager of Traffic Engineering was directed to provide any information that is available.

Actions to be taken:
Referred to the Built Environment Sub-Committee for further clarification.

NEW ACTIVITIES PLANNED FOR 2009-2010 (the priorities given by members at the July 2009 meeting)

The Advisory Committee for Persons with Disabilities has identified that they will be working through the sub-committees mostly and has refined their process for monitoring the Accessibility Plan initiatives. The Access and Equity Coordinator will assist the committee in the development of an evaluation process to review their progress.

Priorities for the 2009 – 2010 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:
  o The role of ACPD to monitor and support City Departments with respect to the accessibility plan.
  o The process for determining what items are dealt with at the subcommittee level and what items are dealt with at the committee level. re: refine process and include more criteria
  o Additional subcommittees- how to manage more subcommittees and what they would be.
  o Presentation by departments once per year re: status / updates/ changes
  o Ensuring department accountability on status and completion of their projects within the accessibility plan re: Determine ACPD and Council’s role in ensuring Accessibility plans are completed.
  o Timeframes in which staff expect feedback from Committee
  o Get accessibility on corporate agenda, as part of the triple bottom line report checklist for staff

New meeting process
It was suggested that the Chair open meetings by reiterating the Committee’s mission, vision and values to validate how issues align with the committee’s mandate.

New consultation / presentation request process
Staff to complete a standard form to request consultation or presentation with the advisory committee. This could provide advance notice that issues are going to be coming before the Committee, so that there is additional time to prepare for the issue by reviewing relevant information.

REPORTS FROM SUBCOMMITTEES
1. BUILT ENVIRONMENT
2. CUSTOMER SERVICE
3. TRANSPORTATION
BUILT ENVIRONMENT SUB-COMMITTEE

Status of Current Activities or Initiatives 2008 - 2009
The following matters were raised in earlier plans and continued in the 2009 Accessibility Plan.

1. Activity or Initiative
Urban Braille be standard for all new site plans and all retrofitted or revised streetscapes for the City of Hamilton.

Actions to Date
A report was prepared and presented to the Planning and Economic Development Committee recommending that Urban Braille be standard for all new site plans and all retrofitted / revised streetscapes in the City of Hamilton.

Status
Staff report is pending contingent upon discussions finalizing recommendations for curb cuts. Built-environment sub-committee recommended to ACPD that two curb cuts be built on each corner of an intersection, in both directions, where there is a crosswalk or not, regardless if there are lights. Recommendation was approved.

2. Activity or Initiative
Saltfleet Arena Renovation Plans and the report on Public Use Study

Actions to Date
Public Use Study completed and presented to Emergency and Community Services Committee in September 2008.

Status
Recreation department is working on the Terms of Reference for the Request for Proposal for recreation building audits. Another Request for Proposal is being drafted to cover programming changes. Recreation department received $42 million in infrastructure funding and have outlined a list of arenas for renovation. Renovations are scheduled to begin in 2009 with all projects slated for completed by March 2011 as per the Federal funding guidelines. The Saltfleet Arena is not among those slated for renovation. This issue is pending further discussion with recreation department staff.

3. Activity or Initiative
Audit of outdoor recreation facilities, sports fields and parks.

Actions to Date
Committee members were encouraged to provide input into the Outdoor Recreation Facilities Report Phase One regarding outdoor recreational facilities, sports fields and parks. Committee members and members of the public were invited to provide input. It was suggested that a listing of City recreation centres detailing their accessible features be posted on the website and forms provided for community feedback. The Advisory Committee advised the staff to ensure they are using the City’s Barrier Free Design Guidelines in the design phase of the recreation facilities, sport fields and parks.

**Status**
Members of ACPD participated in consultations. The first draft of the ‘Public Use Recreation Facility and Sport Fields Provision Study’ will be presented to Committee of the Whole in July 2009. Committee still waiting to participate in the audit process for recreation facilities.

4. **Activity or Initiative**
Addressing the issue of how Barrier Free Design guidelines are being implemented for renovations and construction of City facilities and Culture and Recreation facilities and their partnerships.

**Actions to Date**
No action to date.

**Status**
Culture and Recreation Divisions still to organize the facilities audit tours for ACPD’s sub-committees. South Mountain Complex where the newly constructed YMCA and Library are located is complete. Tour to be scheduled for Committee members in 2009.

5. **Activity or Initiative**
Review of plans for HECFI washroom renovations

**Actions to Date**
Committee suggested removal of barriers, including the need for accessible family washrooms, possible use of walls in place of doors, motion sensor fixtures, grab bars, automatic door openers, and accessible sinks. Committee further suggested review of Hamilton Entertainment and Convention Centre Facilities Inc. (HECFI) practices related to wheelchair seating, ticket orders for wheelchair seating areas, accessibility of facility including elevators, difficulty navigating the thick carpets with mobility devices, inaccessible washrooms and services. Other concerns highlighted were appropriate and accessible DARTS drop-off, clear and consistent signage, accessibility to the building and meeting room facilities.
Status
Access & Equity staff met with HECFI staff to discuss identified barriers and issues. Washroom renovations are complete. Renovation blue-print indicate washroom to be fully accessible with one accessible unit. Committee is still awaiting confirmation on final completion. Committee has not received updates on all other HECFI projects and / or renovations. Access & Equity staff will continue to meet with HECFI staff to rectify problems and report back to Committee.

6. Activity or Initiative
Accessible Meeting Location- Room 207, Hamilton Convention Centre

Actions to Date
Committee identified various barriers to accessing the meeting room such as poor sound system, elevators, room location too far for some with mobility disabilities. Alternate meeting locations were discussed; however, no one location fits all criteria.

Status
Issues relating to sound system and elevators have been resolved. Committee members now use elevators closest to room 207, leading onto King Street.

7. Activity or Initiative
Audible pedestrian signals

Actions to Date
Traffic Engineering and Operations department requested that ACPD recommend pilot test sites for audible pedestrian signals for retrofit.

Status
Presentations were received from two companies. Committee participated in the evaluation of vendors. Committee and ACPD approved priorities for the pilots of audible / accessible pedestrian signals. The criteria used were: the high volume of pedestrian use in the area, having amenities such as hospitals and mall. Priorities list have been forwarded to Traffic Engineering and Operations for installation at pilot sites. Traffic Engineering and Operations is also seeking additional vendors. Committee will be participating in the evaluation of the sites. Staff will also be looking to Committee and ACPD to help identify appropriate external organizations to conduct mobility training.

8. Activity or Initiative
Ancaster Roundabout on Wilson Street.

**Actions to Date**
Feedback was provided to Traffic Section, Operations and Maintenance Division, Public Works Department for future consideration with respect to roundabouts.

**Status**
Complete.

9. **Activity or Initiative**
Ancaster Library & Municipal Service Centre

**Actions to Date**
Committee feedback was sent to Library Director Ken Roberts. Some changes have been considered but are yet to be implemented.

**Status**
Complete

2008 - 2009 CONSULTATION ACTIVITIES – BARRIERS IDENTIFIED:

1. **Department or Committee involved in Consultation**
City of Hamilton Public Works Department, Capital Planning and Implementation Division (July 08)

**What were you consulting about?**
Rebuilding Victoria Park to include community gardens with access garden plots

**Barriers Identified:**
Capital Planning and Implementation staff asked Committee to provide comments and ideas to the following questions:
- What is the demand for community gardens?
- What are the possible styles of beds required for persons with disabilities?
- What types of tools are needed?

**Actions to be taken:**
Committee members agreed to send comments and ideas to staff. Staff will seek additional input into the design plans at future meetings. Staff agreed to come back with final plan before a Request for Proposal is drafted.
2. Department or Committee involved in Consultation
City of Hamilton Public Works Department, Capital Planning and Implementation Division (July 08)

What were you consulting about?
Accessible barrier free bridge- Locke Street North. Capital Planning and Implementation staff and the design consultant presented bridge design to the Committee.

Barriers Identified:
Accessible washrooms, lighting, ground treatments, vehicle drop off zone and parking areas for persons with disabilities and persons with children were identified as necessary. Committee was very pleased with the design of the bridge.

Actions to be taken:
Committee requested that the consultant return with the detail design upon completion.
Committee also made the following recommendations to ACPD:
- That ACPD make a motion to Council that the accessible bridge project in Strathcona Neighbourhood include parking for persons with disabilities and other parking that may be utilized for persons with children.
- That ACPD make a motion to Council that the Strathcona Neighbourhood Accessible Bridge from Locke Street North, ensure that an accessible washroom is located on the opposite side of the bridge on the Bayfront Water Trail.

3. Department or Committee involved in Consultation
City of Hamilton Planning and Economic Development Department, Community Planning and Design Division (July 08)

What were you consulting about?
Urban Braille Design and Implementation Manual- Community Planning and Design staff presented draft Urban Braille Design and Implementation manual to committee. Staff recommended that Urban Braille be implemented in the Downtown and busy shopping areas of Hamilton, Dundas, Stoney Creek, semi public spaces like malls, nursing homes, post secondary institutions, power centres shopping areas, continuous connections to transportation e.g. buses.

Barriers Identified:
There was discussion about curb cuts, pedestrian audible signals and cross walks and how to ensure that all curb cuts are standardized with Urban Braille in highly populated and urban areas.

**Actions to be taken:**
The final draft will go to Public Works for comment (cost revisions/ locations implementation/ any short comings). The manual will return to Planning and Economic Development Department for revision (if any). Manual will be forward to Committee prior to going forward to Public Works Committee. Committee requested that Urban Braille remain a priority.

4. **Department or Committee involved in Consultation**
City of Hamilton Public Works Department, Open Space Development & Park Planning Division (Oct. 08)

**What were you consulting about?**
Accessible Trail Design for East Hamilton Recreational Trail Hub and Waterfront Link.

**Barriers Identified:**
Staff gave an overview of the accessible trail design for East Hamilton Recreational Hub and Waterfront Link.

**Actions to be taken:**
Committee has recommended that an accessible washroom using the Barrier Free Design Guidelines’ recommendation as a minimum, be designed and constructed on the Globe or Park side of the trail adjacent to the bus stop, in addition to another washroom location identified by the City.

Committee also recommended that a smooth transition from the trail to bridge be a priority. The Committee suggested having jut-outs along the way or rest stops/look out stations and to ensure that persons with disabilities have ability to also see through metal rails. Van Wagner’s Beach Road crossing would need to have a pedestrian controlled light and a warning stop light for vehicles. Lighting on bridge, accent lighting for bridge structure to change in elevation.

5. **Department or Committee involved in Consultation**
City of Hamilton Public Works Department, Traffic Engineering and Operations, Operations and Maintenance Division (Oct. 08)

**What were you consulting about?**
Traffic Electrical Systems- Accessible Pedestrian Signals (APS) charged with
installation of the hardware. Main and Emerson may be the first intersection to install APS.

**Barriers Identified:**
Staff is currently investigating the types of goods and services available including the quality. The key task is looking for the best technology to get pedestrians safely across the street.

**Actions to be taken:**
Committee is currently meeting with Innovative Traffic Signals for a demonstration of the Accessible Traffic Signals. Committee will be meeting with the current supplier of traffic signals for a demonstration. Committee will put together a list of priority intersections and recommend that they have APS installations first.
Access and Equity staff will coordinate travel and training with community agencies / CNIB. Operations and Maintenance staff will be seeking Committee’s input on speech or voiceovers at more complex intersections.

6. **Department or Committee involved in Consultation**
City of Hamilton Public Works Department, Traffic Engineering and Operations, Operations and Maintenance Division; Tacel Ltd. (Nov. 08)

**What were you consulting about?**
Demonstration of the Accessible Traffic Signals. Presentations were made to Committee from vendors of Accessible Traffic Signals to show features of their systems.

**Barriers Identified:**
System has noise adjustable settings. Price is also dependent upon other variables such as retrofitting, high pedestrian traffic area.

**Actions to be taken:**
Committee to investigate other possible vendors.

7. **Department or Committee involved in Consultation**
City of Hamilton Public Works Department, Operations and Maintenance Division (Nov. 08)

**What were you consulting about?**
Bus Bench Furniture Program – Operations and Maintenance staff presented information to Committee.
Barriers Identified:
Several barriers were identified including furniture being clumsily oversized; lack of shareholder involvement; overflowing literature from bus and furniture graffiti; barriers to flow due to clutter; garbage bins not attached or close to bench (hazard); little or no room for mobility devices to sit beside bench; seat dividers make it difficult for some to sit; furniture not placed in priority areas such as malls, seniors buildings, residences of persons with disabilities, pick up and drop off points and areas where you have to wait longer than 20 minutes.

Actions to be taken:
Committee gave various options to be incorporated into the program. Recommendations include the following: That furniture be placed in BIA areas; That the style of the furniture be consistent: Consider sidewalk width before placing benches; Use Urban Braille to allow persons with disabilities (visual) to recognize street furniture; Use multiuse receptacles facing front with larger openings (preferably no flaps) . Committee also recommended that snow removal be a priority.

8. Department or Committee involved in Consultation
City of Hamilton Public Works Department, Traffic Engineering and Operations Division (Feb. 09)

What were you consulting about?
Wheel Chair Ramps – Traffic Engineering and Operations staff presented an overview about the design, construction and locations of accessible wheel chair ramps to Committee.

Barriers Identified:
Barriers identified included: What to do if there is no stop sign at intersections; What identifying markers are to be placed at intersections; How do persons with disabilities know that they are at intersections with no directional markers.

Actions to be taken:
Committee recommended that two curb cuts be built on each corner of an intersection, in both directions. In addition, that ACPD recommend to Public Works, Traffic and Engineering that regarding curb cuts, each intersection be designed based on its unique metrics or environment and that the Barrier Free Design Guidelines be followed. Recommendation was forwarded to staff for implementation.

9. Department or Committee involved in Consultation
City of Hamilton Public Works Department, Traffic Engineering and Operations Division (April. 09)
What were you consulting about?
Roundabouts - This came about as a result of a letter from a community member regarding accessibility concerns for roundabouts in Binbrook. Traffic Engineering and Operations staff presented information to Committee about roundabouts. It was suggested that a task force / working group be developed, with individuals from staff, BESC, CNIB & ACPD to establish pedestrian crossing standards about roundabouts for persons with disabilities. This standard could become a national standard, as there currently are no standards for roundabouts for pedestrians with disabilities. Staff requested that a member of BESC sit on the working group to establish pedestrian crossing standards for roundabouts for persons with disabilities.

Barriers Identified:
There currently are no standards for roundabouts for pedestrians with disabilities.

Actions to be taken:
Members recommended that BESC approve the recommended Working Group to develop a standard for pedestrian crossing at roundabouts, for persons with disabilities. Committee recommended that two (2) members of the Built Environment Subcommittee or ACPD sit on the Roundabout Accessibility Working Group and that the Working Group report to the Built Environment Subcommittee.

Traffic Engineering and Operations staff to inform Binbrook site staff that a process to address the design of roundabouts for persons with disabilities is under way. Traffic Engineering and Operations staff to find out whether this issue is addressed in the Provincial Built Environment Standard.

10. Department or Committee involved in Consultation
City of Hamilton Planning and Economic Development Department, Development & Real Estate, Community Planning & Design (April. 09)

What were you consulting about?
York Boulevard Masterplan - Staff gave a presentation to Committee identifying three streetscaping concepts. Council approved two-way traffic that was pursued in the Environmental Assessment process that will be implemented in 2009. There will be no street parking.

Barriers Identified:
Sidewalk is sloped but this will be addressed in the design stage to minimize the slope to a grade necessary for drainage (2%). Snow removal and access to bus
and or DARTS drop-offs is a concern. Concern was also expressed regarding audible signals at intersections and sidewalk treatments.

**Actions to be taken:**
Committee requested that a copy of the presentation be sent to BESC members.

11. **Department or Committee involved in Consultation**
City of Hamilton Community Services Department, Housing (May 09)

**What were you consulting about?**
City of Hamilton Housing - Committee sent questions to staff regarding number of individuals on wait list, wait time and inventory of accessible housing. Staff presented a response to the proposed questions. There are 76 people on the waiting list for those who need accessible units. The average wait time is 2 years (range 18 days to 8 years). Aging seniors are being housed fairly quickly, for age 65 and over and who are living independently. There are a total of 15,000 social housing units. The focus is to retrofit accessible housing to increase the access for people with disability. Staff is working on supports for persons with disabilities and mentioned that in two years there will be more housing funding through economic stimulus.

**Barriers Identified:**
Housing is still waiting on completing inventory of accessible units for all social housing in the City of Hamilton. Committee questioned which approach staff would use to match each individual’s unique need considering everyone with disability have unique needs.

Long wait time especially for those with a disability, for a one bedroom apartment the wait time averages 6 - 7 years. Increased number of people on wait list over 1,500 for applications active within one year. There is a need for more housing for large families and people with disabilities.

Committee questioned whether the assessment of 5,000 accessible units is in the work plan for 2009. Staff responded that they were using the work initiated by Disability Action and Network Group (DANG), where they contracted the services of an Occupational Therapist to develop the assessment tools to review housing deemed accessible. Committee also asked what policies are in place to address the lack of accessible housing that will adhere to the requirements of the AODA. The standard for housing is the Ontario Building Code and property corporations abide by that and not the City’s Barrier Free Design Guidelines.

**Actions to be taken:**
A request for proposal has been released from City Housing, for accessible housing projects. These must be new construction “shovel ready” projects. It was suggested that, when accessible housing is being built, the person should be identified so that they can identify their specific needs so that these needs can be met while construction is being done. Committee proposed to continue working with Housing to provide feedback and recommendations with respect to persons with disabilities.

Housing staff was asked to provide ongoing updates and information for the BESC meetings. Committee was invited to participate in the next Housing Providers and Homebuilder’s Association meeting scheduled for fall 2009 and focuses on education and awareness for housing providers.

Committee also made the following recommendations:

- That the Chair write a letter to Keith Extance (Acting Housing Director), requesting regular reports on City Housing Hamilton’s progress relating to AODA requirements regarding accessible housing including policies and funding.
- That ACPD recommend to Council that the Rent Supplement Program include persons with disabilities in the program who may be in privately owned accessible housing until affordable or social housing becomes available.
- That ACPD recommend to Council that any newly built or retro-fit affordable and social housing have a minimum of 5% of the total number of units being built be fully accessible.
- That ACPD recommend to Council to send a letter to the Province and Federal identifying where any funding for social affordable housing is being transferred to Municipalities, have a stipulation that 5% of any new or retrofit housing be fully accessible.

NEW ACTIVITIES PLANNED FOR 2009-2010

1. Review and provide feedback to ACPD regarding the draft Built Environment Standards to be submitted to Council and to the Province.

2. 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
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).

3. Equitable access to recreational facilities for persons with disabilities.

CUSTOMER SERVICE STANDARDS SUB-COMMITTEE

Status of Current Initiatives 2008-2009

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

**Actions to Date:** The Customer Service Sub-committee met at least monthly from September, 2008 to April, 2009, and 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 to development of policies required by the standard.

**Status:** Guidelines recommended to Advisory Committee for Persons with Disabilities April 14, 2009. Advisory Committee for Persons with Disabilities recommended Guidelines to Committee of the Whole June 8, 2009 – referred to staff for report on implications.

2. **Activity or Initiative:** Customer Service Complaints Process in relation to 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 Customer Service Standard were developed as part of the implementation guidelines.

**Status:** Guidelines recommended to Advisory Committee for Persons with Disabilities April 14, 2009. Advisory Committee for Persons with Disabilities recommended Guidelines to Committee of the Whole June 8, 2009 – referred to staff for report on implications.

### 2008 – 2009 CONSULTATION ACTIVITIES

1. **Department or Committee involved in Consultation**
   Consultation took place with Waste Management, By-law Enforcement, Emergency Medical Services, Fire, Ontario Works, Culture, and Recreation services.

**What were you consulting about?** Consultation about service delivery and the requirements for providing the City services in an accessible way

**Barriers Identified:** several possible barriers were identified

**Actions to be taken:** Strategies included in Implementation Guidelines to address the barriers identified

### ACTIVITIES PLANNED FOR 2009-2010

1. Visit to City Museum to identify Implementation Strategies for the Customer Service Standard
2. Review of final policies for Customer Service Standard
3. Review of Feedback/tracking process and tools
4. Review of procedures, as required

### TRANSPORTATION SUB-COMMITTEE

**Status of Current Activities or Initiatives 2008 - 2009**
The following matters were raised in earlier plans and continued in the 2009 Accessibility Plan.

1. **Activity or Initiative**  
   DARTS Policy Review

**Actions to Date**  
After conducting the status update on DARTS Policy Review with Transit Fare Administration and Accessible Transportation System (ATS), Public Works staff, the ACPD recommended additional review yet to take place.

**Status**  
Policy Review was undertaken and comments provided to ATS with respect to the design of the Accessible Bus Stops. The committee’s recommendations included improving the capacity, safety features and accessibility of shelters and bus stops, adding locations serving seniors and people with disabilities to the location selection criteria, and adjustments to the site conditions to improve access to the stops and shelters, and connectivity to sidewalks and paths. The committee also recommended that an inventory be prepared of all bus stop and shelter locations, including site conditions to be used as an annual tool to assist with prioritizing shelter installations and relocations.

ACPD following a recommendation from the Transportation Sub-committee recommended to Council that the Taxi Scrip subsidy be raised to 50% from 40%, and that passengers be eligible for an additional book of taxi scrip per month, in order to address the decreased buying power caused by an increase in the taxi metre rate. This policy change was referred by Council to Accessible Transportation Services for consideration and report.

Other policies under discussion by the committee include:

a) Subscription trip policy (to establish whether or not there should be limits to subscription trips, or priorities for certain types of subscription trips).

b) Review of policies for attendants and companions (to address the differences in the system – attendants pay for DARTS trips, and attendants for people using mobility devices do not pay on HSR trips, but attendants for people with other disabilities must pay on HSR; companions pay on all trips).

c) Consideration of allowing booking of medical appointments up to 3 months in advance to address specialist appointments
d) Consideration of limits to or what is a reasonable on board trip time for passengers

These policy discussions are not yet complete.

2. **Activity or Initiative**

Review of complaint process and the forms to be used for complaints to DARTS about scheduling.

**Actions to Date**

Initial review of all operating policies complete and recommendations submitted to ACPD. The committee will continue to review and monitor the complaints process for 2009.

**Status**

Quarterly review of ATS performance reports by the Transportation Sub-committee and ACPD is an ongoing process. A summary of complaints is reviewed with the quarterly reports. The Transportation Sub-committee has requested a summary of DARTS complaints as well.

The Transportation Sub-committee also reviews the results of the Annual Passenger survey, which provides information about service priorities, as well as the review of feedback from an annual Community Consultation. In addition, the committee reviewed and discussed the status of the waiting list for subscription trips. A decrease in the number of people on the waiting list can be partially explained by the change in policy, limiting the amount of time registrants can be on the list, before they are removed and must re-apply after a waiting period.

3. **Actions to Date:**

**DARTS and ATS Review Process**

The Transportation Sub-committee and ACPD provided input to Council regarding the Governance and operational review of ATS and DARTS service provision. The committee recommended that the service should be brought into the City of Hamilton, rather than being provided under contract, to ensure the flexibility, accountability, responsibility, and responsiveness needed for a good service. In addition, the Committee provided information about what aspects of the service requires improvement, and what the service should look like in the future.

The Transportation Sub-committee provided input into the extended hours of service for DARTS on Thursday, Friday and Saturday evenings.
The Committee also provided input and feedback to ATS regarding the Accessible Taxi Pilot. The pilot has not yet been implemented.

4. **Activity or Initiative**
   Update on Status of Eligibility Policy Revision and Change to Criteria.

**Actions to Date**
Supplementary motion provided to Council encouraging the implementation of the eligibility criteria changes and the soft landing program. Council approved the recommendations with amendments to the Soft Landing Program and Eligibility Criteria.
Link to the minutes of the report ATS Master Plan – Eligibility and Registration Policy Revision for Accessible Transportation Services (PW03128b)

**Status**
The Transportation Sub-committee and ACPD have received regular updates from the Eligibility Policy Steering Committee and staff concerning the implementation of the new eligibility process. They provided input to the planned consultation and communications strategy.

5. **Activity or Initiative**
AODA Draft Transportation Standard

**Actions to Date**
ACPD and the Transportation sub-committee provided comments on the draft Transportation Standard to the Ministry.

**ACTIVITIES PLANNED FOR 2009-2010** (the priorities given by members at the June 2009 meeting)

1. ATS & HSR Annual Community Consultations
2. Continuation of Policy Reviews:
   - subscription trip policy (to establish whether or not there should be limits to subscription trips, or priorities for certain types of subscription trips)
   - consideration of allowing booking of medical appointments up to 3 months in advance to address specialist appointments
   - consideration of limits to or what is a reasonable on board trip time for passengers
   - Policy re: use of scooters, and tie-downs
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON

2009 ACCESSIBILITY PLAN

- Fare parity with conventional transit
- Customer Service policies re: booking

3. Priorities from 2006 ATS Customer Survey:
   - Ability to book DARTS within 24 hours – and get a ride (accommodation) – this is the intent of the Transportation Standard;
   - Taxi Scrip at a lower cost;
   - More availability of accessible taxis.

4. Cross-boundary transit – currently there is only an agreement with the City of Burlington as DARTS connect with a few transfer points, such as Joseph Brant Hospital and the Burlington GO Station;

5. Strategic Review of the need for options in a family of services to be available in the community (DARTS, accessible taxis, HSR low floor buses, Accessible booked services) – subscription; on-demand; and other.


7. Consideration of Adequacy of Service Levels.

8. Inclusive Governance of Accessible transportation options

Discussion on public transit indicated the following items as priorities or pending further review:

- Consideration of what is more efficient – shared ride or on-demand? It was noted that ACPD should make a recommendation on this.

- Consideration of a pilot project for a demand response transit system could be initiated, and then the impacts (costs) for DARTS and other providers could be measured – Members noted that perhaps a recommendation could be made to ACPD on how to obtain funding for a pilot project, with a goal to make transit more efficient and cost-effective.

- Oversized mobility aids

- Support persons and companions policy

- Accessible taxi licensing by-law.

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 the Customer Service 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 Customer Service Standards of the AODA.

**OFFICE OF THE CITY MANAGER**

**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.

SECTION: ORGANIZATIONAL DEVELOPMENT

Mandate: To develop and support strategic organizational effectiveness through the City’s leaders.

STATUS OF INITIATIVES FOR 2008 – 2009

1. Activity or Initiative
   Diversity Survey

Actions to Date
Internal Employee review to establish a baseline and identify the representation of various groups within the organization, to assist in strategic planning with respect to attraction and retention of employees with diverse backgrounds.

Status
Council approved a one-time program enhancement to conduct a Diversity Survey of the City’s employee population in 2009-2010. The target is for a survey implementation for the Fall 2009. This initiative is in alignment with the City’s Commitment to continue developing a skilled, adaptive and diverse workplace.

Division or Department Responsible
Human Resources Division, City Manager’s Office

2. Activity or Initiative
   Demystifying mental health disabilities.

Actions to Date.
To date, all HR Practitioners have completed basic and advanced training. As part of the Management Skills Development Program (MSDP) 5 training sessions were offered to managers, supervisors and directors across the Corporation on Mental Health.

Status
The City’s Critical Incident Peer Response (CIPS) Team will be educated in Addiction Awareness and Mental Health Awareness through the CAMH.
CONSULTATION ACTIVITIES JUNE 2008 – 2009

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

   What were you consulting about?
   Diversity Survey Project, November 2008

   Who was consulted? (individuals / groups)
   Milé Komlen, Director; Vilma Rossi, Program Coordinator- Human Rights and Equity Services, McMaster University

   Barriers Identified
   Advice was given to the City of Hamilton around conducting a successful Diversity Survey as well as overall goals. Provided information on direct student feedback on suggested direction and follow up.

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

   What were you consulting about?
   Diversity Survey Project, March 2009

   Who was consulted? (individuals / groups)
   Rosemary Auld, Director Human Resources, Hamilton Police Services

   Barriers Identified
   Advice was given to the City of Hamilton around conducting a successful Diversity Survey as well as overall goals. Identified approaches to civilian and sworn employees. Barrier and follow up actions were identified and recommended.

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

   What were you consulting about?
   Diversity Survey Project, April 2009

   Who was consulted? (Individuals / groups)
   Trevor Wilson, Author, Consultant and Speaker

   Barriers Identified
   Advice and guidance was given toward overall shaping of City of Hamilton’s Diversity Project.
4. Department or Committee involved in consultation?
Human Resources, Organizational Development

What were you consulting about?
Diversity Survey Project, January- March 2009

Who was consulted? (Individuals / groups)
Ontario Policy Advisory Group (comprised of municipal staff within HR Policy and or Access and Equity functions.

Barriers Identified
Research survey was conducted asking local municipalities about their Diversity or Access and Equity commitments, programs, policies and practices. Summary and analysis of all information was completed.

ACTIVITIES PLANNED FOR 2009-2010

1. Planned Activity or Initiative
Diversity Survey

How or where did you identify a barrier?
To establish a baseline and identify the representation of various groups within the organization to assist in strategic planning with respect to attraction and retention of employees with diverse backgrounds

Why are you undertaking this activity or consultation?
This initiative is in alignment with the City’s commitment to continue developing a skilled, adaptive and diverse workplace.

Division or Department Responsible?
Organizational Development, Human Resources, City Manager’s Office

SECTION: EMPLOYMENT SERVICES

STATUS OF ACTIVITIES 2008 – 2009

1. Activity or Initiative
Recruiting Strategies. Currently HR is in partnership with Employment and Income Support Division of Community Services in the “Hamilton Hires” project. This project provides employment opportunities with the City of Hamilton for OW and ODSP participants, including those with disabilities.
Actions to date
Internal program review in partnership with Employment and Income Support Division of Community Services.

Status
Program completed in April, 2009. Commitment to participate in similar model to provide continuing opportunities in partnership with client groups, including the sharing of relevant job postings and education of clients (hiring managers) in regards to diversity within our community.

SECTION: HUMAN RESOURCES ADMINISTRATION

STATUS OF ACTIVITIES 2008 – 2009

1. Activity or Initiative
Fully accessible meeting space on 9th floor Standard Life Building.

Actions to Date
Internal program review in partnership with Customer Service Access and Equity, Corporate Services to acquire meeting space on the 9th floor that is fully accessible for persons with disabilities.

Status
No activity from HR perspective due to budgetary restraints.

Division or Department Responsible
Customer Services Access and Equity Division, Corporate Services, Human Resources Division Employment Services Section, City Manager’s Office.

ACTIVITIES PLANNED FOR 2009 – 2010

1. Planned Activity or Initiative
Implement AODA Employment Accessibility Standards

How or where did you identify a barrier?
In accordance with AODA Employment Standards to be introduced this year.

Why are you undertaking this activity or consultation?
Consulted with AMTCO, OMHRA and Access & Equity to submit comments in response to proposed Employment Accessibility Standards
Division or Department Responsible?
Human Resources, City Manager’s Office

DEPARTMENT: CORPORATE SERVICES

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

DIVISION: CITY CLERK

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

STATUS OF ACTIVITIES 2008 – 2009

1. Activity or Initiative
   Improved Accessibility to voting locations.

   Actions to Date
   Elections staff will be consulting with ACPD to discuss opportunities to make further improvements to voter accessibility in Fall 2009.

   Status
   Working on developing a consultation plan for persons with disabilities in 2010.

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

   Actions to Date
   New information sessions will not be rolled out until the new term of Council when citizen committees are re-established by the new Council.

   Status
   Ongoing.

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
A plan is being developed for going forward.

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
AODA issues can be identified in the new Corporate Strategic Plan section of the report.

Status
New report template approved by SMT and Council. Orientation session will be organized in Fall 2009 to launch new template.

DIVISION: CUSTOMER SERVICE ACCESS & EQUITY

Mandate:
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.

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 2008 - 2009**

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 will be piloted in October 2009 in anticipation of going live January 1, 2010. A communication strategy and training for staff who will be utilizing the electronic system is being developed.

   **Status**
   This activity is still in progress and expected to be completed in December 2009.

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.

   **Status**
   The next phase of the process is to consult with the departmental management teams regarding the draft policy. Feedback was also provided to the Customer Service Standard Implementation work plan.

3. **Activity or Initiative**
   Develop implementation plan for AODA Customer Service Standards.
Actions to Date
The development of the Customer Service Standards framework is completed. Input was gathered from the Advisory Committee for Persons with Disabilities, Agencies serving persons with Disabilities, caregivers and other relevant stakeholders.

Status
Plan is complete and the implementation process in underway. Customer Service Standard policies, guidelines and procedures are being developed and will be provided to ACPD and staff for review and feedback.

ACTIVITIES PLANNED FOR 2009 - 2010

1. Planned Activity or Initiative
Community Validation process for the Equity and Inclusion policy

How or where did you identify a barrier?
N/A

Why are you undertaking this activity or consultation?
To ensure all stakeholders who were involved in shaping the policy framework have an opportunity to provide input into the final policy document.

Division & Department Responsible
Access & Equity office

2. Planned Activity or Initiative
Monitoring the Implementation of the Customer Service Standard

How or where did you identify a barrier?
N/A

Why are you undertaking this activity or consultation?
The standard is mandated by the province and the City of Hamilton is committed to accessibility for persons with disabilities.

Division & Department Responsible
Access & Equity office

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.

STATUS OF INITIATIVES FOR 2008 – 2009

1. Activity or Initiative
Development of a checklist and a process to ensure compliance of AODA requirements for the Barrier-Free Design Guidelines for renovating, retrofitting and construction of new buildings.

Actions to Date
Checklist and the process to ensure compliance was developed.

Status
Complete and disseminated to all relevant departments and staff.

2. Activity or Initiative
Updating Request of Tenders and Request for Proposals request form that is completed by the Client Department when initiating a contract through the Purchasing Section. The form will have a section detailing all requirements to be acknowledged by the Client Department, among these items will be the list regarding the ODA and AODA requirements that must be in their specifications.

Actions to Date
Purchasing consulted with staff from various departments to develop a process to ensure that the checklist is included in all relevant RFPs and Tenders.

Status
Completed

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 2008 - 2009

1. Activity or Initiative
On line order forms for large print versions of documents
Actions to date.
An inventory is planned of on-line forms and an assessment to determine if they can be converted to large print. A parallel process will need to be undertaken by content providers across the corporation with respect to which documents they will offer in larger print, and the process through with these large print documents will be created and distributed. The online form inventory and assessment will be completed in fall of 2009.

Status
Incomplete
2. Activity or Initiative
Assign a Senior Project Manager to:
  a) liaise with and ensure senior corporate management support;
  b) consult with website content owners on obligations and requirements;
  c) develop a framework for conducting systematic reviews of accessibility features and protocols;
  d) 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.
Changes to the web authors guidelines will be developed to assist web authors with creating more accessible online information going forward in the interim, and in advance of a complete review of the accessibility of the City’s website. 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.

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

ACTIVITIES PLANNED FOR 2009 - 2010
1. **Planned Activity or Initiative**

‘Hamilton.ca’ is being separated from ‘myhamilton.ca’.
With ‘Hamilton.ca’ being its own site, this will reduce the complexity of the site, reduce the amount of pages the user will require to view and allow flexibility to increase the font size of some of the online forms.

**How or where did you identify a barrier?**
N/A

**Why are you undertaking this activity or consultation?**
To reduce complexity of the site and the amount of pages the user will require to view before getting to the desired result. This should also allow IS to increase the size of some of the online forms.

**Division & Department Responsible**
IS

2. **Planned Activity of Initiative**

Installing a new Web Analytics Package
With this package, we will be able to see which pages are viewed most often, so we can concentrate our efforts on these projects.

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

**Why are you undertaking this activity or consultation?**
To enable us to monitor usage of our site, see why users leave our site and whether users left the site after obtaining the required information or if there is a problem with the page.

**Division & Department Responsible**
IS

3. **Planned Activity of Initiative**

There are several activities planned to support low and no vision website users. These activities are scheduled to be completed in Q4 2009. These include:

a) Standard font styles will be applied to the city’s website to enable low and no vision alternatives using commonly available browser features

b) Integrated third party web applications will be reviewed for compliance against the current standards

c) Internally created applications will be assessed for compliance. If non-compliant, IS and City Manager’s office will provide an impact assessment for making them compliant, including timelines. When non-
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compliant, a contextual alternative will be provided to web visitors so that they can access an equitable service through an alternative channel.

d) 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.
e) Updated authoring guidelines and training will be provided to ensure that standards are applied hereafter.
f) Investigate best practice for continuous improvement of the website that will include usability and user impacts.

How or where did you identify a barrier?
Barriers were identified by community residents who reviewed the site and have shared their experiences with city staff. Also identified by the Customer Service Standard committee during consultations earlier in the year.

Why are you undertaking this activity or consultation?
To ensure an accessible website is in place.

Division & Department Responsible
City Manager’s Office in collaboration with IS

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 2008 - 2009

1. Activity or Initiative
Installation of accessible customer service counters in the renovated City Hall.

Actions to Date
AODA accessibility requirements being met through architects design and the use of Barrier Free Design Guidelines.

Status
Building is currently under construction.
2. Activity or Initiative
Review tax forms, bills and brochures to make accessible to people with visual disabilities.

Actions to Date
A plan is being developed to meet City’s clear print and large print requirements.

Status
Ongoing.

DEPARTMENT: HAMILTON EMERGENCY SERVICES
DIVISION: FIRE

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

CONSULTATION INFORMATION (JUNE 2008 – JUNE 2009)

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
1. Assistance with smoke alarms for the hard of hearing
2. Large print pamphlets and information

2009 – 2010 PLANNED INITIATIVES

1. Planned 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

How or where did you identify a barrier?
Our existing “Alarmed and Ready” Smoke Alarm program has firefighters providing and installing smoke alarms/batteries in homes owned by persons with disabilities, seniors and those who cannot afford to purchase their own. These smoke alarms do not help individuals who are deaf, deafened or hard of hearing.
Why are you undertaking this activity or consultation?
Smoke alarms with a strobe light feature are considerably more expensive than regular smoke alarms and require the services of an electrician to install. This makes the cost of compliance with the Ontario Fire Code more expensive for those persons with hearing impairments. We assist persons with disabilities with our Alarmed and Ready Smoke alarm program and this should also persons who are deaf, deafened or hard of hearing.

Division & Department Responsible
Hamilton Emergency Services – Fire, Fire Prevention Division and Fire Suppression Division

2. Planned Activity or Initiative
Large Print Documents

How or where did you identify a barrier?
All existing pamphlets and documents that we provide to the public are printed in either a 10 or 12 font.

Why are you undertaking this activity or consultation?
To ensure that those with visual impairments are able to read information produced by Hamilton Emergency Services

Division & Department Responsible
Hamilton Emergency Services – Fire, Fire Prevention Division

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

How or where did you identify a barrier?
Station 29 in Dundas is accessible with the exception of an automatic door opener on an inside vestibule door. Station 12 in Stoney Creek requires automatic door openers and an accessible counter.

Why are you undertaking this activity or consultation?
To ensure that we have two locations for citizens to attend that are accessible.

Division & Department Responsible
Hamilton Emergency Services – Fire, Fire Prevention Division
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.

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

STATUS OF ACTIVITIES 2008- 2009

1. Activity or Initiative
Special Supports Program. The Special Supports Program provides a variety of supports for people on social assistance or with a low income who live independently in the community. Items and services provided include wheelchairs, scooters, walkers, braces, dentures, prosthesis, hearing aids, day programs, optical and transportation.

Actions to Date
Special Supports implemented the new form and application process in May 2008. Special Supports are currently monitoring any requests to have the document in alternative formats (Braille).

Status:
The program is ongoing. There have been no requests to date, therefore, no review with the Equity officer for provision of such.

2. Activity or Initiative
‘Skills for Life Pilot Program’

Actions to Date
The one year ‘Skills for Life Pilot Program’ was launched in June, 2008 to provide specialized life skills training and intensive case management support to a targeted group of Ontario Works clients who face multiple barriers and as a group experienced a high percentage of mental health illnesses.

Status
The pilot has been evaluated and has demonstrated its effectiveness in meeting program outcomes. The program has been recently been advised it will be funded for an additional year. Program adjustments will be made to reflect learnings from the pilot’s evaluation.
ACTIVITIES PLANNED FOR 2009-2010

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.

2. Planned Activity or Initiative
   Annual Ontario Works Town Hall

How or where did you identify a barrier?
Forum topics are recommended by the OW/ODSP Operational Advisory Committee

Why are you undertaking this activity or consultation?
To improve communication to participants on OW and ODSP

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

DIVISION: SOCIAL DEVELOPMENT & EARLY CHILDHOOD SERVICES DIVISION

STATUS OF ACTIVITIES FOR 2008-2009

1. Activity or Initiative
   Transit Affordability Pass

A forthcoming report will review the potential of an affordable pass that may give consideration to persons with disabilities. Presentation of the options to address the potential impact of HSR fare increases for persons who are living on low incomes and persons with disabilities.
Actions to Date:
The Affordable Transit Pass Pilot Program was approved to operate from April 1, 2008 until March 31, 2009 to improve access (by providing a subsidy) to public transportation for citizens living below the poverty line and not in receipt of Ontario Works or Ontario Disability Support Program benefits.

Status
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.

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

Actions to Date
Child Care System issued $959,000 in 2008 to child care operators specifically for ‘health and safety’ expenditures including the purchase of equipment and resources that support access to child care programs for children with disabilities.

Status
Ongoing. Service levels have increased; however greater numbers of children are also being identified with special needs and/or disabilities.

3. Activity or Initiative
Child Care Fee Subsidy Waitlist Management Strategy. The waitlist management strategy supports eligible children with disabilities since it ensures these children are never placed on the waitlist, rather receive access to subsidy once need is determined.

Actions to Date
The Child Care Fee Subsidy Waitlist Management Strategy was approved by Council in December, 2007 and implemented in June, 2008 when demand for fee subsidies exceeded program capacity.

Status
Ongoing.

CONSULTATION INFORMATION FOR JUNE 2008- JUNE 2009

1. Department or Committee involved in Consultation
Social Development and Early Childhood Services Division
What were you consulting about?
Affordable Transit Pass pilot

Who was consulted? (individuals/ groups)
Working Group of the Poverty Roundtable

Barriers Identified
Socio-economic barriers as well as physical barriers

2. Department or Committee involved in Consultation
Social Development and Early Childhood Services Division

What were you consulting about?
Best Start Community Plan

Who was consulted? (individuals/ groups)
Best Start Network and Network Working Groups

Barriers Identified
Access to full range of services including specialized services for disabled children

3. Department or Committee involved in Consultation
Social Development and Early Childhood Services Division

What were you consulting about?
Local ‘research’ to inform implementation of full day learning (scenario planning implications)

Who was consulted? (individuals/groups)
School Boards, Schools Child Care programs, specialized services, Best Start Network, OEYC’s, Ministry of Children and Youth Services and others

Barriers Identified
Extensive range of barriers and issues explored in various potential models

ACTIVITIES PLANNED FOR 2009-2010

1. Planned Activity or Initiative
Participate on Ontario Municipal Social Services Association (OMSSA) Task Force Committee to review the Municipal role in Managing and co-ordinating resource supports for children with disabilities.
How or where did you identify a barrier?
N/A

Why are you undertaking this activity or consultation?
To enhance current role in managing these services

Division & Department Responsible
Social Development and Early Childhood Services Division, Community Services

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

How or where did you identify a barrier?
N/A

Why are you undertaking this activity or consultation?
To enhance current role in managing services for children with disabilities.

Division & Department Responsible
Social Development and Early Childhood Services Division, Community Services

DIVISION: STRATEGIC SERVICES

STATUS OF INITIATIVES 2008 - 2009

1. Activity or Initiative
Ergonomics Program Needs Assessment and Implementation. An ergonomics program is a proactive means to reduce musculoskeletal injuries in the workplace. The program will also assist in accommodating the needs of persons with disabilities in our workforce.

Actions to Date
We have conducted multiple (31) training sessions for approximately 600 staff on Ergonomics and Musculoskeletal Disorders Prevention from September 2008 to March 2009. Following the training ergonomic specialists visited 550 staff to assess their work stations and work environments. Ergonomic recommendations were reviewed and addressed and implementation of a number of ergonomic devices resulted to ensure that the employee is able to work in an ergonomically correct position.

Status
Ongoing
DIVISION: HOUSING

STATUS OF INITIATIVES FOR 2008 - 2009

1. Activity or Initiative
The Housing Division is in the process of producing a Directory of Modified Units for persons with disabilities. Modified Units are housing units that are modified to meet the needs of persons with disabilities.

Actions to Date
Social housing providers are being contacted and all modified units are being assessed for accessibility by the Disability Action Network Group that receives funding under the Supporting Communities Partnership Initiative. The building selection form is being updated and modified to include a code that will describe the unit modifications. Additional data has been collected and this also will be added to the Building Selection Form.

Status
Half of the units in Hamilton have been assessed. Additional funding was not received in 2008. The completion of the assessment has been put into the Social Housing Administration multi year work plan.

2. Activity or Initiative
Conduct a pilot course or workshop on accessibility issues to provide staff with more awareness and understanding of accessibility issues.

Actions to Date
This is to be a subject of a division meeting presentation.

Status
This initiative will continue as part of employee orientation in 2009.

3. Activity or Initiative
Administering of Centralized Waiting List

Actions to Date
In July 2007 an RFP was issued for the administration of the Centralized Waiting List to take effect January 1, 2008. Fengate Property Management won the contract to operate the waiting list.
Status
The current contract has expired and an RFP will be issued in late 2009.

4. Activity or Initiative
Hostels to Homes 18 month Pilot Project. The intent of the pilot is to engage and support chronic shelter users (individuals who have used shelters more than 42 days in the previous years) to increase access to support, to sustain affordable housing with multiple barriers including those with disabilities.

Actions to Date
As of May 2009, 80 participants are housed in 25 different apartment buildings across the City.

Status
City Council supplied funding for another 40 units in 2008/2009, which have also been fully utilised in the community.

DIVISION: RECREATION

STATUS OF ACTIVITIES 2008 - 2009

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
Ongoing

2. Activity or Initiative
Capital Program to address barrier free projects for recreation facilities. To ensure that all residents have access to recreation facilities and that all new construction and redevelopment of existing infrastructure is barrier free.

Actions to Date
Work in 2008 included a new pool lift for Hill Park Pool, a pool lift replacement and the addition of easy stairs for Ancaster Pool, installation of automatic door openers for Ancaster Senior Centre and two accessible concession counters.
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

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**Status**
Ongoing Annual Program. Capital program includes a physical retrofit program to improve accessibility to existing recreation facilities.

**3. 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**
Ongoing Annual Program

**4. 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 our 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**
Pending.

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

**Actions to Date**
Scope of work and tender specifications underway for Carlisle, Glanbrook and J.L. Grightmire arenas. North Wentworth and Morgan Firestone Arenas are slated for major construction. Concession counter work to take place as part of the major construction.
6. **Activity or Initiative**
Tours of Recreation Facilities with members of the City’s Advisory Committee for Persons with Disabilities to identify barriers.

**Actions to Date**
Still to be planned.

**Status**
Working with Built-Environment and Customer Service Sub-committees to schedule the tours.

7. **Activity or Initiative**
Purchasing of Accessible golf carts that will enable persons with disabilities to play golf.

**Actions to Date**
Both Kings Forest and Chedoke golf courses each have solo rider golf carts. They are available for use for persons with disabilities. We have networked and demonstrated with Chedoke and McMaster hospitals rehabilitation unit.

**Status**
Complete

**CONSULTATION ACTIVITIES JUNE 2008 – JUNE 2009**

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

**What were you consulting about?**
AODA, Customer Service Standards

**Who was consulted? (individuals/ groups)**
Access and Equity Staff Support Committee, Advisory Committee for Persons with Disabilities

**Barriers Identified**
- The need to establish policies.
- To provide training for staff.
- To provide a way to receive feedback.
To prepare and make available documents about how the standards are met.
To communicate on how to send and receive information.

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

**What were you consulting about?**
The provision of programs and services offered by the Recreation Division

**Who was consulted? (individuals/ groups)**
Advisory Committee for Persons with Disabilities, Support Agency for children with Autism

**Barriers Identified**
- Lack of programs
- Communication and access to information
- Where to access the information
- Who to contact

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

**What were you consulting about?**
Use, Renovation and Replacement Study for Recreation and Public-Use Facilities

**Who was consulted? (individuals/ groups)**
Hamilton citizens and specialized groups i.e. Seniors, Sports Organizations

**Barriers Identified**
- Physical barriers in many of the Recreation facilities making access difficult.
- Facilities are not multi-use focused.
- Barriers affecting the use of facilities and program participation

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

**What were you consulting about?**
Outdoor Recreation and Sport Facility Study

**Who was consulted? (individuals/ groups)**
Hamilton citizens and specialized groups i.e. Sports Organizations
Barriers Identified

- Access to many of the parks.
- Lack of accessible washrooms.
- Lack of washroom facilities in general.
- Parking lots in terms of lack of and many have soft surfaces i.e. stone, location in relation to park amenities.
- General access in park. i.e. no pathways, pathways are soft surface.
- General lack of accessible facilities and amenities in the parks.

5. Department or Committee involved in Consultation

Community Services, Recreation Division

What were you consulting about?
Providing support for children with disabilities in recreational summer camp programs

Who was consulted? (individuals/ groups)
Parents of children

Barriers Identified

How they register for the summer camp and how they request assistance.

ACTIVITIES PLANNED FOR 2009-2010

1. Planned Activity or Initiative
Annual program to undertake accessibility audits for 4 Recreation facilities.

How or where did you identify a barrier?

Why are you undertaking this activity or consultation?
To develop a comprehensive plan for each recreation facility that identifies the physical architectural barriers.

Division & Department Responsible
Recreation Division, Community Services Department

2. Planned Activity or Initiative
Implementation of the AODA Customer Service Standards
How or where did you identify a barrier?
Through the Accessibility Standards for Customer Service under the AODA.

Why are you undertaking this activity or consultation?
Municipalities are required to comply with the Customer Service Standards by 2010 and to improve service to persons with disabilities. Implementation of policies, procedures and practices, staff training, provide ways to receive feedback, prepare and make available documentation about how these standards are met.

Division & Department Responsible
Access and Equity Division, Corporate Services Department, Recreation Division, Community Services Department

3. Planned Activity or Initiative
Annual physical retrofit program for Recreation facilities

How or where did you identify a barrier?

Why are you undertaking this activity or consultation?
To improve accessibility to existing recreation facilities.

Division & Department Responsible
Recreation Division, Community Services Department

DIVISION:CULTURE

STATUS OF ACTIVITIES FOR 2008 – 2009

1. Activity or Initiative
City of Hamilton Cultural Policy and Plan.
To develop a framework of broad principles that will guide Council’s decision making with respect to the cultural life in Hamilton. The engagement strategy to the policy will be accessible and inclusive to all in the community to ensure all members of the community, regardless of ability, language, income, country of origin, race, religion, etc. actively participate in the process.
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

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Actions to Date
In 2008 a consulting team was hired to support the first phase of the plan; mapping of tangible and intangible cultural assets in Hamilton.

Status
Phase I of the project will be completed late June 2009.

2. Activity or Initiative
To ensure that all residents have access to the Hamilton Farmers’ Market facilities by improving accessibility. The re-development of the Hamilton Farmers’ Market will be barrier-free.

Actions to Date
Internal policy and program review and staff consultation was completed. Consulted with Advisory Committee for Persons with Disabilities. The architectural plan for the renovated market is complete..

Status
Construction has commenced as of April 2009.

ACTIVITIES PLANNED FOR 2009 – 2010

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

How or where did you identify a barrier?
Public feedback on the accessibility of some of our spaces.

Why are you undertaking this activity or consultation?
Many of our spaces cannot be made accessible in a physical sense and we have limitations around other forms of accessibility (such as visual and auditory) that can be well-addressed in an inter-active communications tool.

Division & Department Responsible
Culture Division, Community Services

CONSULTATION ACTIVITIES JUNE 2008 – JUNE 2009

1. Department or Committee involved in Consultation
Access & Equity
What were you consulting about?
Renovation of Hamilton Farmers’ Market

Who was consulted? (individuals/ groups)
Maxine Carter

Barriers Identified
Confirming that the Hamilton Barrier Free Design Standards are being met and incorporated in the planning documents.

SECTION: WENTWORTH LODGE AND MACASSA LODGE

STATUS OF ACTIVITIES 2008 – 2009

1. Activity or Initiative
Continuing assessment of the Lodges physical environment to meet the needs of those with physical and cognitive disabilities.

Actions to Date
The physical environment at both Macassa and Wentworth Lodges has been built to equal or exceed AODA standards. However, as the needs of those who use our buildings change, we continue to identify barriers and refine our physical environment in order to assist all users of our facilities.

Status
Our homes are physically accessible and barrier-free not only for residents but also staff, family, visitors, volunteers, service providers and other community members.

2. Activity or Initiative
To ensure that volunteer recruitment practices do not arbitrarily exclude applicants with disabilities. The need to recruit to our volunteer programs a variety of individuals with a range of skills that would benefit our residents.

Actions to Date
The Volunteer Coordinators at both homes continue to invite community members to participate in volunteer opportunities. Approaches are made to a variety of organizations including schools and service groups.

Status
At both Homes, individuals with cognitive disabilities participate in various capacities in our volunteer programs.
3. **Activity or Initiative**
To ensure that activities and policies designed to retain skilled older workers do not arbitrarily exclude workers with disabilities.

**Actions to Date**
During this time period a number of older nurses have taken part in programs designed to provide alternatives to physical work (Late Career Initiatives). In addition, with the assistance of Human Resources, nurses with a physical disability can be accommodated by adjusting work routines in order to continue to carry out nursing duties.

**Status**
Ongoing

**ACTIVITIES PLANNED FOR 2009-2010**

1. **Planned Activity or Initiative**
An accessibility review exercise is planned to identify barriers to programs and services specific to LTC Homes.

How or where did you identify a barrier?
In preparation for an Accreditation survey in 2010 by CARF, a new accreditation body, the need for a LTC specific accessibility plan for the Lodges was identified.

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. The accessibility review exercise will be the starting point for the plan.

**Division & Department Responsible**
Macassa and Wentworth Lodges.

**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.

**DIVISION: PLANNING**

**STATUS OF ACTIVITIES FOR 2008 - 2009**
1. **Activity or Initiative**
Urban Braille System – Evaluation

**Actions to date**
The guidelines were circulated to Public Works, Development Planning, Development Engineering and Open Space Development for a final review.

**Status**
A presentation was made to ACPD in August of 2008. A report to Council is anticipated in fall of 2009, in conjunction with the Urban Braille System Extension.

2. **Activity or Initiative**
Urban Braille System Extension

**Actions to date**
Extension of Urban Braille System into other downtown sidewalks of the City (e.g., Dundas and Stoney Creek), other public realm areas at locations close to schools, colleges and hospitals, as well as areas within the private realm (semi-public) in places with high pedestrian traffic, such as hospitals, malls, and schools is being studied. This would involve connecting building entrances, bus stops and drop-off areas. The review is complete.

**Status**
The review process was completed in fall of 2008. Staff is currently putting together the Urban Braille Design and Implementation Manual for further consultation with ACPD prior to a Fall 2009 submission to Economic Development and Planning Committee.

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

**Actions to date**
The Final Draft concept was presented and endorsed by Staff, the Public, stakeholders. The concept was presented to the Built Environment Sub-committee of ACPD on April 24th, 2009. Staff is finalizing the York Boulevard Streetscape Master Plan Guidelines. Visit: www.hamilton.ca/yorkblvdplans

**Status**
The Master Plan study is nearing completion.

**DIVISION: DEVELOPMENT ENGINEERING**

**STATUS OF INITIATIVES FOR 2008 - 2009**
1. **Activity or Initiative**  
Engineering Guidelines and Sidewalk Policies

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

**Status**  
Staff continues to work with utilities to resolve outstanding issues. The challenge is to accommodate location of utilities in cross-sections of roadways with two sidewalks and reduced road allowance. Once issues have been resolved, policies will be finalized.

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**DIVISION: STRATEGIC PLANNING - SPECIAL SERVICES**

**STATUS OF INITIATIVES FOR 2008 -2009**

1. **Activity or Initiative**  
Official Plan Reform – Policies Concerning Accessibility

**Actions to Date**  
Preparation and approval of the City of Hamilton Official Plan has been completed during 2009. There are two sections in the Council-approved Official Plan that deal with accessibility, namely:

Section B.3.3 Urban Design; and,  
Section B.3.5 Community Facilities.

The focus is to ensure compliance with the appropriate regulations of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The Official Plan also refers to the City's Barrier Free Design Guidelines.

Requirements for accessibility are also contained in other pieces, including legislation and standards for the built environment being developed by the Ministry.

**Status**  
The review of the City of Hamilton Urban Official Plan, including policies on accessibility, is complete. The Official Plan provides a comprehensive framework for land use planning in the City. The Urban Official Plan was presented at a
series of public meetings on June 10, 11, 16, 22 and 23, 2009. Revisions were made based on comments and submissions received from citizens and stakeholders. The new Urban Official Plan was approved by City Council at the meeting of June 29, 2009. The Plan is now subject to Ministerial approval.

DIVISION: TOURISM HAMILTON

STATUS OF INITIATIVES FOR 2008 -2009

1. Activity or Initiative
Customer Service Standards and related tools

Actions to Date
Conducting research to ensure that any new customer service tools, resources, and or equipment such as Braille services and other language services is adapted. A “resource kit” including information for Braille translation and sign language interpretation is being prepared and made available to staff.

Status
Ongoing.

CONSULTATION ACTIVITY 2008 - 2009

1. Department or Committee involved in Consultation
Technical Advisory Committee for York Blvd. Streetscape Master Plan

What were you consulting about?
York Boulevard Streetscape Master Plan

Who was consulted? (individuals or groups)
Maxine Carter, Access and Equity Coordinator

Barriers Identified
Narrow sidewalks, poor pedestrian amenities, lack of Urban Braille system.

What is the status /outcome/ update of this consultation?
York Boulevard Streetscape Master Plan study is nearing completion.

2. Department or Committee involved in Consultation
Corporate Services staff and Advisory Committee for Persons with Disabilities

What were you consulting about?
Urban Braille System – Evaluation and Extension

Who was consulted? (individuals/ groups)
Maxine Carter, Access and Equity Coordinator, ACPD Committee, CNIB, user groups

Barriers Identified
Lack of Urban Braille System in private realm locations such as vicinity of hospitals, malls, schools. Extension of the system is being considered to improve accessibility to these areas and other new locations for all users.

What is the status /outcome/ update of this consultation?
Urban Braille System Evaluation and Extension Study is nearing completion, Submission of final report to Economic Development and Planning Committee and Council targeted for fall of 2009.

ACTIVITIES PLANNED FOR 2009 – 2010

1. Planned Activity or Initiative
York Boulevard Streetscape Master Plan expected to be completed in Fall 2009.

How or where did you identify a barrier?
Downtown Secondary Plan objectives; also analysis to date has identified narrow sidewalks.

Why are you undertaking this activity or initiative?
Implementation of Downtown Secondary Plan, enhance pedestrian environment including provision of Urban Braille.

What is the status of this activity or initiative?
York Boulevard Streetscape Master Plan study is nearing completion.

Division and Department Responsible
Community Planning and Design Section, Planning and Economic Development Department

2. Planned Activity or Initiative
Wilson Street Streetscape Master Plan to begin in late 2009 – 2010.

How or where did you identify a barrier?
Downtown Secondary Plan objectives include increasing pedestrian amenities.

Why are you undertaking this activity or initiative?
Implementation of Downtown Secondary Plan to enhance pedestrian environment and consideration of Urban Braille.

**What is the status of this activity or initiative?**
Project is yet to be initiated.

**Division and Department Responsible**
Community Planning and Design Section, Planning and Economic Development Department

**3. Planned Activity or Initiative**
Catharine St. Streetscape Master Plan to begin in late 2009 to early 2010.

**How or where did you identify a barrier?**
Downtown Secondary Plan objectives include increasing pedestrian amenity

**Why are you undertaking this activity or initiative?**
Implementation of Downtown Secondary Plan, enhance pedestrian environment, consideration of Urban Braille

**What is the status of this activity or initiative?**
Project is yet to be initiated.

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**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).

**STATUS OF ACTIVITIES FOR 2008 – 2009**

**DIVISION: PLANNING AND CONTINUOUS IMPROVEMENT**
1. Activity or Initiative
Creating an Accessible Office Document Module with respect to MS Word. The Microsoft Office Online Training provides guidelines on how to make electronic information easily readable for people with disabilities.

Actions to Date
Reviewed the MS Word module in Fall 2008 to learn more about creating accessible documents to apply as appropriate. Have shared knowledge with other staff members who are developing documents.

Status
Ongoing application of learning

2. Ensure AODA issues are addressed for Ontario Council on Community Health Accreditation (OCCHA) Standard 23 (Access)

Actions to Date
The OCCHA Principles and Standards were revised in 2008/2009 and the Accreditation Survey for Hamilton delayed until June 2010. Ensuring compliance with the AODA related OCCHA Standards is met will be included in the project plan for Accreditation preparation in 2009-2010.

Status
In progress

CONSULTATION ACTIVITIES JUNE 2008 – JUNE 2009

1. Date of Consultation
January 2009

Department or Committee involved in the Consultation
P&CI Equal Access Program

What were you consulting about?
Identifying the OCCHA Standards that relate to AODA Compliance

Who was consulted? (individuals or groups)
Accreditation Coordinator in P&CI
Barriers Identified
Awareness of AODA legislation

2. Date of Consultation
September 2008

Department or Committee involved in the Consultation
Strategic Projects & Services (SPS); Access & Equity Committee;

What were you consulting about?
Corporate initiatives

Who was consulted? (Individuals or groups)
Access & Equity Officer; City of Hamilton, Director of Customer Service, Access & Equity

Barriers Identified
AODA awareness and compliance efforts by PHS programs

3. Date of Consultation
2008-2009

Department or Committee involved in the Consultation
Public Works
Facility Services
PHS
Equal Access Program

What were you consulting about?
Accommodation Projects
AODA Legislation

Who was consulted? (Individuals or groups)
PHS Divisions
Equal Access PHN

Barriers Identified
Various:
Corridors/hallways width
Signage
Ergonomics
Existing infrastructures
Lighting
Existing access to exits (width)
Improper stairways and railways
Existing furniture
Doorways

2009–2010 PLANNED INITIATIVES

1. Planned Activity or Initiative
As the Accreditation Coordinator, ensure that divisions are aware of how the AODA relates to the Ontario Council on Community Health Accreditation (OCCHA) standards and requirements in preparation for the 2010 Accreditation survey.

How or where did you identify a barrier?
AODA Legislation & OCCHA Standards and Principles
Section V, Standard 12 (I)
Section V, Standard 13 (C)

Why are you undertaking this activity or consultation?
To comply with AODA legislation (2005)
To comply with OCCHA Requirements

Division & Department Responsible
P & CI, All PHS Divisions

2. Planned Activity or Initiative
Pending management approval, draft a policy related to AODA Accessibility Customer Service Standards.

How or where did you identify a barrier?
Awareness of AODA legislation and Standards for Customer Service Requirements through an in-service delivered by the Equal Access PHN.

Why are you undertaking this activity or consultation?
To comply with AODA legislation (2005)
To address AODA issues across PHS
According to AODA Ontario Regulation 429/07

Division & Department Responsible
PHS
P & CI
All PHS Divisions
PROGRAM/SERVICE(S): MANAGEMENT - STRATEGIC PROJECTS & SERVICES (SPS)

STATUS OF INITIATIVES 2008-2009

1. Activity or Initiative
Development and implementation of a Business Process Review project to improve the process for public health staff to access cultural interpretation (CI) and cultural translation (CT) services to support dialogue with clients with communication barriers, including those with hearing and visual impairment.

Actions to Date
The new CI-CT System for Public Health Services was introduced in Nov. 2008 after consultation with supplier agencies and PHS staff. A follow up meeting has been held with CI-CT supplier agencies.

A formal complaint process has been established as well as informal mechanisms to address service quality issues raised by PHS clients.

Developed an internal policy and procedure that include services for people with disabilities regarding visual and hearing disabilities.

Status
Next Steps: Maintain utilization and monitor quality of services, including those services for clients with disabilities.

2. Activity or Initiative
Project to improve organizational compliance with the requirements for knowledgeable consent under the Personal Health Information Protection Act (PHIPA) 2004:
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_04p03_e.htm

Actions to Date
In 2008, an audit was conducted of PHIPA protocols across all PHS programs and services. Recommendations were presented to the Board of Health on five key areas of improvement. PHS has committed to addressing areas for improvement by Q4 2009.

Provided troubleshooting and support to program managers on PHIPA compliance activities, such as documentation to reflect AODA requirements (e.g., font size) for people with disabilities.
2009 ACCESSIBILITY PLAN

Status
Ongoing

2009-2010 PLANNED INITIATIVES

1. Planned Activity or Initiative

How or where did you identify a barrier?
Legislative requirements

Why are you undertaking this activity or consultation?
Legislative compliance

Division & Department Responsible
Planning and Continuous Improvement Division on behalf of Public Health Services

2. Planned Activity or Initiative
Continue relationship with the Canadian National Institute for the Blind (CNIB) and the Canadian Hearing Society (CHS) RE: cultural interpretation (CI) and cultural translation (CT)

How or where did you identify a barrier?
Corporate Directives

Why are you undertaking this activity or consultation?
Legislative compliance

Division & Department Responsible
Planning and Continuous Improvement Division on behalf of Public Health Services

3. Planned Activity or Initiative
Report to the Public Health Services Management Team (PHS-MT) on cultural interpretation (CI) and cultural translation (CT) service utilization and trends, including those services provided to people with disabilities

How or where did you identify a barrier?
Corporate and Departmental Directives
Why are you undertaking this activity or consultation?
Legislative compliance.

Division & Department Responsible
Planning and Continuous Improvement Division on behalf of Public Health Services.

PROGRAM/SERVICE(S): ELECTRONIC COMMUNICATION ANALYSTS - STRATEGIC PROJECTS & SERVICES (SPS)

STATUS OF INITIATIVES 2008-2009

1. Activity or Initiative
Identified accessibility requirements as a criteria for selecting future Content Management System (CMS)

Actions to Date
Full criteria for CMS is incomplete.

Status
In progress

2009 – 2010 PLANNED ACTIVITIES

1. Planned Activity or Initiative
Instruct co-op student to review accessibility guidelines and enforce the use of the guidelines in all his web development work.

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 2009 Accessibility Plan presentation

Why are you undertaking this activity or consultation?
Compliance with AODA legislation

Division & Department Responsible
P & CI, E-Communication Analyst

2. Planned Activity or Initiative
Develop a comprehensive test plan for all PHS websites to assess the variations of tools such as Text-to-Speech software programs and browsers, to ensure that they are all in compliance with AODA.
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON
2009 ACCESSIBILITY PLAN

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 2009 Accessibility Plan (AODA) presentation

Why are you undertaking this activity or consultation? 
Compliance with AODA legislation

Division & Department Responsible
P & CI, E-Communication Analyst; Corporate IT

3. Planned Activity or Initiative
Develop training material for PHS staff regarding Creating Accessible Electronic Documents (CAED), based on the Information & Communication Standard

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 2009 Accessibility Plan (AODA) presentation

Why are you undertaking this activity or consultation?
Compliance with AODA legislation

Division & Department Responsible
P & CI, E-Communication Analyst; P & CI, Equal Access PHN

PROGRAM/SERVICE(S): MARKETING - STRATEGIC PROJECTS & SERVICES (SPS)

STATUS OF INITIATIVES 2008 – 2009

1. Activity or Initiative
Promotional Campaigns:
  ADGS (Alcohol, Drug and Gambling Services)
  HIV
  STD
  SHN (Sexual Health Network)
  Lead in the Water

Actions to Date
The content of posters was developed with recognition of the need to consider low literacy and persons with visual disabilities.
Supplemental information provided on city website with large font feature available.
Barriers and the range of disabilities were considered in identifying venues for focus groups, surveys, public consultation and market research. Alternate distribution channels were used to disseminate educational material to “hard to reach” populations. For example, lead advisories were sent home with all school age children to ensure parents received the message.

**Status**
Completed. Sexual Health Network (SHN) ongoing (annual campaign)

**PROGRAM/SERVICE(S): COMMUNICATIONS - STRATEGIC PROJECTS & SERVICES (SPS)**

**STATUS OF INITIATIVES 2008 - 2009**

1. **Activity or Initiative**
   Public Health Services 2008 Annual Report to the Community.

   **Actions to Date**
   The report was prepared with consideration for a large font feature. Annual Report is posted on in the City’s Website.

   **Status**
   Expected completion date: September 30, 2009

**PROGRAM/SERVICE(S): EQUAL ACCESS PROGRAM - STRATEGIC PROJECTS & SERVICES (SPS)**

**STATUS OF INITIATIVES 2008 – 2009**

1. **Activity or Initiative**
   The Equal Access Program has a coordinated approach that assist in the reduction of educational and environmental barriers when accessing mandatory public health programs. Barriers include but are not limited to mental and physical ability, literacy level, language, culture, geography, social factors, education, sexual orientation, and economic circumstances. This program promotes equal access best practices in the provision of public health services to Hamilton residents with multiple needs.

   **Actions to Date**
   For this reporting period, the Equal Access Program did not receive any requests for support or to conduct consultations involving clients with disabilities.
Upon request, the Equal Access program will continue to provide consultations, assessments, referrals and other services related to people with disabilities.

**Status**
Ongoing

2. **Activity or Initiative**
Public Health Services AODA Compliance Plan

**Actions to Date**
Participated in the development of a multi-year and multi-phase project/approach for the PHS AODA Compliance Plan that aligns with the Corporate efforts. The PHS AODA Compliance Plan will include relevant PHS accessibility policies, procedures and protocols. Highlights of the PHS AODA Compliance Plan include:
- Assess the gaps in current service delivery that affect AODA compliance.
- Plan & implement a multi-year and multi-phase PHS coordinated approach to improve AODA compliance.

**Status**
AODA Compliance Plan developed. The proposed plan will be presented to PHS-MT in 2009

3. **Activity or Initiative**
Public Health Equal Access Committee (PHEAC). PHEAC is the Public Health Equal Access Committee, a multi-disciplinary group that includes two representatives from each division of Hamilton Public Health Services. PHEAC is accountable to PHS-MT via the Director of the Planning & Continuous Improvement Division

**Actions to Date**
The goal of PHEAC is to address accessibility issues across Public Health Services and advise the Public Health Services Management Team (PHS-MT) on actions for improving accessibility to public health programs and services. Accessibility for people with disabilities (AODA) is one of PHEAC’s priority actions for 2008-2010.

**Status**
Ongoing

4. **Activity or Initiative**
Equal Access e-Newsletter: An internal quarterly publication for all Public Health Services staff compiled by the Public Health Equal Access Committee (PHEAC). Its goal is to improve communication and information sharing related to equal
access issues across PHS, according to the recommendations from the 2007 Equal Access Program Review Report.

**Actions to Date**
Equal Access e-Newsletter was launched on Dec. 3, 2008 in recognition of the United Nations’ International Day of Persons with Disabilities which is the annual day of recognition for persons with disabilities. The Question & Answer Section features AODA information and ensures that the Equal Access e-Newsletter meets the AODA requirements.

The Equal Access e-Newsletter was developed in collaboration with the Communication Officer and members of the Public Health Equal Access Committee (PHEAC)

**Status**
A PHS (internal) Quarterly publication

5. **Activity or Initiative**
Development of AODA webpage, posted on the Public Health Equal Access web pages

**Actions to Date**
Developed an AODA webpage to inform PHS staff members of accessibility issues for people with disabilities, including legislation, reports and resources, and PHS initiatives.

AODA requirements were included in the AODA webpage development. For example, font size, font type, and guidelines on how to make information easily readable for people with disabilities. A Question & Answer (Q & A) Section features AODA information.

Develop and update AODA webpages as necessary

**Status**
Web pages are updated as new information become available

6. **Activity or Initiative**

**Actions to Date**
Added the following web links to the Equal Access, AODA web pages:
“Emergency Preparedness for People with Disabilities/Special Needs Guide” available at:
http://www.emergencymanagementontario.ca/english/prepare/specialneeds/specialneeds.html
This guide covers topics relevant to the emergency preparedness needs of people with visible and/or non-visible disabilities and seniors with special needs.

Status
AODA Webpage is updated as required

2009 -2010 PLANNED INITIATIVES
1. Planned Activity or Initiative
Develop and implement the proposed AODA Compliance Plan for PHS

How or where did you identify a barrier?
New and current AODA Legislation

Why are you undertaking this activity or consultation?
AODA compliance

Division & Department Responsible
Strategic Projects & Services (SPS), P&CI on behalf of PHS

2. Planned Activity or Initiative
A multi-year and multi-phase project to conduct a PHS Assessment to identify, address and remove barriers for people with disabilities.

Purpose is to ensure compliance with the AODA Customer Service and Information and Communication Standards for people with disabilities.

How or where did you identify a barrier?
As per AODA Legislation, New Accessibility Standards for Customer Service (ON. Reg. 429/07)

Why are you undertaking this activity or consultation?
To increase awareness of AODA legislation and new accessibility standard requirements

Division & Department Responsible
PHS
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON
2009 ACCESSIBILITY PLAN

P & CI
Coordination by Equal Access Program, SPS
Conduct assessment in collaboration with PHEAC members, and the Access and Equity Office

3. Planned Activity or Initiative
A multi-year and multi-phase project to develop an Equal Access Webpage to be posted on the PHS E-net 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, Equal Access Mandate 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
P & CI
Electronic Communication Officer
Communications Officer
Equal Access Webpage development and coordination by Equal Access Program in collaboration with PHEAC members

PROGRAM(S): PROGRAM ANALYSIS – STRATEGIC PROJECTS & SERVICES (SPS)

STATUS OF INITIATIVES 2008 -2009

1. Activity or Initiative
Residential Care Facilities (RCF) Review

Actions to Date
Residential Care Facilities Review Consultation. Conducted a consultation on RCF through a vendor; many of the participants have mental health issues, qualify as disabled, and some have physical limitations. The purpose of this consultation was to review the RCF By-laws, Report on the Residential Care

**Status**
Consultation completed

**PROGRAM: CORE COMPETENCIES FOR PUBLIC HEALTH – APPLIED RESEARCH & EVALUATION**

**STATUS OF INITIATIVES 2008 -2009**

1. **Activity or Initiative**
Core Competencies Development for Public Health Services

**Actions to Date**
The Core Competencies for Public Health Framework identifies 'Diversity and Inclusiveness' as one of its seven dimensions. This dimension includes issues related to people with disabilities. The Core Competencies Project Manager is currently working on specific job activities related, in part, to AODA.

Involvement as an ex-officio member to the Public Health Equal Access Committee (PHEAC). AODA is one of the Committee’s priority actions for 2008-2010. This is a collaborative project with Public Health Agency of Canada (PHAC) and the objective is to develop an environmental scan of core competencies across Canada. AODA requirements were considered and employed in the survey development and administration

**Status**
Ongoing

**DIVISION: HEALTHY LIVING**

**PROGRAM: SCHOOL PROGRAM**

**STATUS OF INITIATIVES 2008 -2009**

1. **Activity or Initiative**
Dental screening in the elementary school setting for children with disabilities.
Actions to Date
Dental Hygienists provide screening to children with disabilities in the school setting.

Status
Dental screening is conducted from Sept. to June of each school year.

DIVISION: FAMILY HEALTH
PROGRAM: HEALTHY BABIES, HEALTHY CHILDREN

STATUS OF INITIATIVES 2008 – 2009

1. Activity or Initiative
Staff experiencing work difficulty related to workstation

Actions to Date
Work space accommodation adjustments made to staff with disabilities

Status
Completed

2. Activity or Initiative
Managers participated in Mental Health Workshop related to implications for staff

Actions to Date
Reviewed and applied workshop materials related to working with staff

Status
Ongoing

CONSULTATION ACTIVITIES JUNE 2008 – JUNE 2009

1. Date of Consultation
Ongoing

Department or Committee involved in the Consultation
Family Health

What were you consulting about?
Modification of working conditions necessary for individuals contracted by Family Health to assist with Let’s Grow package compilation through the Community Living Job program
Who was consulted? (individuals or groups)
Association for Community Living.

Barriers Identified
Literacy
Mental Disability
Physical Disability
Level of supervision required.

2. Date of Consultation
Individual staff (PHNs, PHDs, Child and Adolescent Staff, Addictions counsellors), provide consultations and seek consultations when needs arise, in the course of their everyday work with families. This includes home visiting and group programs and office visits.

Department or Committee involved in the Consultation
Healthy Babies Healthy Children’s Program and Hearing Society
Child Health & Reproductive Health Programs
Hearing Society
Child and Adolescent Services and the Hearing Society
Alcohol, Drugs and Gambling Services and the Hearing Society

What were you consulting about?
Provision of services for persons with hearing disabilities, for case management, postpartum telephone and home visits, group sessions and office consultation visits.

Who was consulted? (individuals or groups)
Canadian Hearing Society

Barriers Identified
Clients with hearing impairment

3. Date of Consultation
Individual staff (PHNs, PHDs, Child and Adolescent Staff, Addictions counsellors), provide consultations and seek consultations when needs arise, in the course of their everyday work with families. This includes home visiting and group programs and office visits.

Department or Committee involved in the Consultation
Healthy Babies Healthy Children’s Program and Hearing Society
Child Health & Reproductive Health Programs
Hearing Society, Child and Adolescent Services and the Hearing Society Alcohol, Drugs and Gambling Services and the Hearing Society

What were you consulting about?
Services/resources for families with vision impairment

Who was consulted? (individuals or groups)
Canadian National Institute for the Blind (CNIB)

Barriers Identified
Persons with visual disabilities.

4. Date of Consultation
Ongoing consultations

Department or Committee involved in the Consultation
ADGS

What were you consulting about?
Parking Accessibility

Who was consulted? (individuals or groups)
Wilson-Blanchard Landlord

Barriers Identified
Illegal parking in Accessible parking site (for people with wheelchair permits)

2009 – 2010 PLANNED ACTIVITIES

1. Planned Activity or Initiative
Strategize with Building Management about Accessible parking spot

How or where did you identify a barrier?
Clients are unable to access accessible parking spot and complain

Why are you undertaking this activity or consultation?
To increase accessibility for our clients and to ensure adequate access to the building

Division & Department Responsible
Alcohol Drugs and Gambling Services and Facilities
2. Planned Activity or Initiative
Collaborative web site

How or where did you identify a barrier?
Informed by Planning and Continuous 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, including those with disabilities

Division & Department Responsible
Family Health,
Healthy Living
IT
P & CI

PROGRAM: CHILD HEALTH

STATUS OF INITIATIVES 2008 -2009

1. Activity or Initiative
Assessment of facilities where community groups are held, to ensure accessibility

Actions to Date
Selected community sites based on wheelchair and stroller accessibility.
Relocation of Breastfeeding clinic to a larger area at Lime Ridge Mall to increase accessibility. Advocate for better access for people with disabilities at sites that co-sponsor program with other community agencies.

Status
Ongoing

DIVISION: HEALTH PROTECTION

PROGRAM: FOOD SAFETY; SAFE WATER; HEALTH HAZARD INVESTIGATION

STATUS OF INITIATIVES 2008 – 2009

1. Activity or Initiative
Front lobby signage at 1 Hughson Street North, 3rd Floor
Actions to Date
Environmental Health Programs created a directory outside of elevator (3rd floor lobby) that contains large pictures and multi-coloured, bigger font and less wording (basic English) to help clients find services, and to know whom to contact when they arrive. The pictures are a good representation of the Environmental Health Program areas.

Status
Completed. The directory is updated frequently.

2. Activity or Initiative
Mail out to residents of Hamilton to advise on Environmental Health issues

Actions to Date
Environmental Health Programs have set up a phone hot line to help the public with getting additional information when sending mail out.

Clients can ask questions or request information via E-mail at publichealth@hamilton.ca

Status
In progress

2009 – 2010 PLANNED ACTIVITIES

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

How or where did you identify a barrier?
Awareness of AODA legislation

Why are you undertaking this activity or consultation?
AODA compliance

Division & Department Responsible
Health Protection
Food Safety, Safe Water, and Health Hazard Investigation Programs

PROGRAM: SEXUAL HEALTH AND IMMUNIZATION CLINICS

STATUS OF INITIATIVES 2008 -2009
1. Activity or Initiative
Assessment of 4 clinic sites for accessibility

Actions to Date
Four clinic sites assessed for accessibility and recommendation reports to be made for each site. Purchased exam beds that can be lowered for easy access. Had discussions with Accommodations Project Manager regarding needs for clinics to have alterations done to improve accessibility. Nothing done at this time as finance resources are being allocated to have sinks installed in exam rooms. Other clinic needs will be to widen doorways, install automatic door openers, client washrooms to have accessible sink station for wheelchairs.

Status
Purchased 2 beds. Other activities in the initiation stage.

2009 – 2010 PLANNED ACTIVITIES

PROGRAM: FACILITY CAPITAL RENEWAL PROJECT MANAGEMENT - STRATEGIC PROJECTS & SERVICES (SPS)

1. Planned Activity or Initiative
Address accessibility issues identified by correcting barriers

How or where did you identify a barrier?
Result of departmental Health & Safety inspection, through facilities staff or external consulting staff
Reference materials used was City of Hamilton Barrier-Free Design Guidelines, Building Code, Fire Code, Occupational Health & Safety Act (OHSA)

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

Division & Department Responsible
PHS: All Divisions
Public Works, Facilities Services
(Landlord of leased buildings at times)

2009 – 2010 PLANNED INITIATIVES

PROGRAM: APPLIED RESEARCH & EVALUATION (AR&E)
1. **Planned Activity or Initiative**
Diversity and Inclusiveness Behavioural Audit Pilot Project.
This initiative will help PHS better understand whether the tools, resources, policies and processes that are in place to advance an accessible organization are positively influencing the practice behaviours and competencies of the PHS workforce. A proposal for funding is being submitted to the Public Health Agency of Canada.

**How or where did you identify a barrier?**
An opportunity to be proactive in applying the AODA requirements to various emerging PHS Core Competencies projects

**Why are you undertaking this activity or consultation?**
Awareness of AODA legislation

**Division & Department Responsible**
PHS, P & CI
Project Manager Public Health Core Competencies in consultation with the PHS Core Competencies Reference Group

2. **Planned Activity or Initiative**
Web-based technology for dissemination of health status reporting period

**How or where did you identify a barrier?**
Consultations with the AR&E Program Manager
Discussions with other staff in the P&CI Division.
Possible potential barriers include: no internet access; persons with visual disabilities.

**Why are you undertaking this activity or consultation?**
Awareness of bringing forward the issues of enhancing the document related to Community Health Status Reporting in terms of readability, font size, clarity of information, etc.

**Division & Department Responsible**
P & CI
AR & E
Possibly Corporate IT within the City of Hamilton

**DEPARTMENT: PUBLIC WORKS**

**Mandate:**
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON

2009 ACCESSIBILITY PLAN

- 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

DIVISION: CAPITAL PLANNING & IMPLEMENTATION

STATUS OF INITIATIVES FOR 2008 - 2009

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
   CP & I have prepared a comprehensive document which prescribes a multi-use, off road recreational trail system throughout the City of Hamilton. The intent is to create a multi-purpose trail system. The plan includes “trail accessibility” and “degree of difficulty rating system” and a signage system with pictogram symbology. Barrier-Free routes have been identified.

   Future goals are to have the trail mapping included in the City’s GIS mapping technology so that all City staff will have access to the master plan information.

   Status
   Maps continue to be inserted into the City’s GIS database.

3. Activity or Initiative
   Accessible playground equipment.

   Actions to Date
   In 2006-2007, in response to the Barrier-Free Design Guidelines, section 8.3 Outdoor Recreational Facilities, CP&I revised the City of Hamilton’s play area design standards to require compliance with the Barrier-Free Design Guidelines
and the US Guide to ADA Guidelines for Accessible Play Areas where environmentally possible.

**Status**
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. This is an on-going practice.

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**
Fully accessible trail link to connect two Hamilton Trail Systems: the Hamilton Waterfront Trail and Brampton Street, across the Q.E.W.

**Actions to Date**
Government funding was procured under the Provincial government Municipal Infrastructure Investment Initiative Grant to allow this bridge to be constructed. This link is identified in the Hamilton Trails Master Plan as the top priority to contribute to completing the trails network.

**Status**
The tender is scheduled to close on June 4th and the work is anticipated to be substantially complete by October 2010.

6. **Activity or Initiative**
Rapid transit.

**Actions to Date**
Review of the AODA Legislation, Built Environment Standards and passenger concerns to comply with the AODA plan.

**Status**
Metrolinx to provide recommendations regarding the type of transit (either bus or light rail) and corridor alignment in July 2009. The implementation of this project will provide opportunities for streetscape improvements to allow for better access to Rapid transit.

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.

**Status**
Construction scheduled for Fall 2009.

**PLANNED ACTIVITIES OR INITIATIVES 2009- 2010**

1. **Planned Activity or Initiative**
Hunter Street Streetscape Functional Plan from Wellington Street to Queen Street. The Streetscape Functional Plan will include the addition of Urban Braille sidewalks.

**How or where did you identify a barrier?**
Federal and Provincial Human Rights legislation states that public spaces should be designed in a fashion that ensures the freedom of movement of all people.

**Why are you undertaking this activity or initiative?**
To implement recommendations made by the Downtown Secondary Plan and the Hunter Street Streetscape Master Plan.

**What is the status of this activity or initiative?**
Functional Plan to be completed by Fall 2009. Construction schedule not yet determined.

**Department, Division and Program Responsible**
Capital Planning and Implementation, Public Works

2. **Planned Activity or Initiative**
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)
CITY OF HAMILTON
2009 ACCESSIBILITY PLAN

York Boulevard reconstruction will take place between Bay Street to James Street. The work will include the addition of Urban Braille sidewalks.

**How or where did you identify a barrier?**
Federal and Provincial Human Rights legislation states that public spaces should be designed in a fashion that ensures the freedom of movement of all people.

**Why are you undertaking this activity or initiative?**
To implement recommendations made by the Downtown Secondary Plan and to coordinate efforts to improve the Central Library and Farmer’s Market.

**What is the status of this activity or initiative?**
Design scheduled to be completed in the Fall of 2009 with construction scheduled for 2010.

**Department, Division and Program Responsible**
Capital Planning and Implementation, Public Works

3. **Planned Activity or Initiative**
East Mountain Loop Trail. This is a multi-use, recreational trail system which includes a bridge connection located at Arbor Road that crosses over the Lincoln M. Alexander Parkway.

**How or where did you identify a barrier?**
The barrier is the Lincoln M. Alexander Parkway.

**Why are you undertaking this activity or initiative?**
The purpose of this connection is to link open space and park lands in the area as well as to provide direct and safe access to the Valley from many existing and proposed trails.

**What is the status of this activity or initiative?**
The Environmental Assessment for the bridge connection is complete. Design Development is scheduled for Summer 2009 and construction scheduled for Fall 2010. Design for Phase I of the trail system is complete with construction scheduled for 2009. Design for Phase II of the trail system is scheduled for 2010 with construction the following year.

**Department, Division and Program Responsible**
Capital Planning and Implementation, Public Works.

**DIVISION: ENERGY, FLEET & FACILITIES: Facilities**
STATUS OF 2008 – 2009 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 at the July 2009 with deliverable reports available for Capital Budget planning.

   **Status**
   A strategic master plan will be developed, based on the reports submitted by the consultant for the 16 buildings involved in the audit, to be incorporated into Capital Budget process.

ACTIVITIES PLANNED FOR 2009 – 2010

1. **Planned Activity or Initiative**
   Review of Customer Service Counter at 330 Wentworth to ensure compliance to the AODA Customer Service Standards requirements as well as responding to any concerns for the service area reported in the Facilities Accessibility Audit.

   **How or where did you identify a barrier?**
   Access and Equity Committee Initiatives.

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

   **What is the status of this activity or initiative?**
   Awaiting issuance of Policy and Audit results for review of counter service requirements.

   **Department, Division and Program Responsible**
   Facilities Management, Energy Fleet and Facilities, Public Works

DIVISION: OPERATIONS & MAINTENANCE

STATUS OF INITIATIVES
Appendix A to Report FCS09121 - 2009 Annual Accessibility Plan - Ontarians with Disabilities Act (City Wide)

CITY OF HAMILTON
2009 ACCESSIBILITY PLAN

1. **Activity or Initiative**
ACPD has prepared a request to Committee and Council asking for universal application of audible accessible pedestrian signals at new locations and retrofit at all existing locations by 2025.

**Actions to Date**
ACPD was consulted in the development of the national guidelines at the 70% draft level and their comments were incorporated in the draft.

A City staff member chaired the national committee which developed the new guidelines.

The Canadian guidelines are complete, have been approved and will be published in the near future. Staff prepared a report for the June 16th Public Works Committee laying out a proposed plan for adding Accessible Pedestrian Signals to intersections in Hamilton, in response to the ACPD request.

Staff will discuss the report noted above with ACPD prior to presenting it to Committee and Council.

**Status**
The implementation of the new guidelines, as requested by the ACPD will depend on Public Work Committee and City Council response and approval.

2. **Activity or Initiative**
Service Level Review Sidewalk Inspections
This initiative is intended to provide the Advisory Committee an opportunity to comment on the appropriateness of existing service level and standards for programs delivered by the Operations & Maintenance Division.

**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 2009 Operations & Maintenance will be conducting a full service level review specific to sidewalk inspections city wide, including consultation with the ACPD Committee.

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

3. **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 are appraising hardware, with a view to determining the brand to be deployed.

Status
Up to 5 new sites will be installed in 2009-10.

CONSULTATION ACTIVITIES 2008 – 2009

1. Department or Committee involved in Consultation
Public Works – Traffic Engineering

What were you consulting about?
Accessible signals for the persons who are blind and visually impaired.

Who was consulted? (individuals/ groups)
The Advisory Committee for Persons with Disabilities

Barriers Identified
Traffic signal crossings for persons who are blind or visually and hearing impaired.

What is the status/ outcome/ update of this consultation?
A formal City Council approved approach to an installation program for new and retrofit locations has been approved. It is a long-term view, although the lack of maintenance funding may be a future constraint.

2. Department or Committee involved in Consultation
Public Works, Traffic Engineering.

What were you consulting about?
Crossings at Roundabouts

Who was consulted? (individuals/ groups)
The Advisory Committee for Persons with Disabilities.

Barriers Identified
Comments were received about barriers to crossing for persons who are visually impaired, blind or in a mobility device.

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

3. Department or Committee involved in Consultation
Public Works – Traffic Engineering

What were you consulting about?
Use of Segways

Who was consulted? (individuals or groups)
Advisory Committee for Persons with Disabilities

Barriers Identified
None identified.

What is the status/outcome/update of this consultation?
A Council resolution approved the use of Segways by persons with mobility impairments.

DIVISION: WASTE MANAGEMENT

STATUS OF ACTIVITIES 2008 - 2009

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 a 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.

DIVISION: WATER and WASTEWATER

ACTIVITIES PLANNED FOR 2009 – 2010

1. Planned Activity or Initiative
Review of Customer Service Counter at 330 Wentworth and 700 Woodward sample Drop off Counter and Front Reception to ensure they are in compliance AODA Customer Service Standards and the City’s Barrier Free Design Guidelines requirement as well as respond to any concerns for the service area reported in the Facilities Accessibility Audit.

**How or where did you identify a barrier?**
Access and Equity Committee Initiatives.

**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 issuance of Policy and Audit results for review of counter service requirements.

**Department, Division and Program Responsible**
Customer Service and Community Outreach, Water and Wastewater, Public Works

**PUBLIC WORKS DEPARTMENT – OVERALL**

**CONSULTATION ACTIVITIES FOR 2007 - 2008**

1. **Department or Committee involved in Consultation**
Strategic Planning Section, Capital Planning & Implementation Division & HSR Planning, Transit Division, Public Works Department.

**What were you consulting about?**
Proposed Bus Rapid Transit (BRT) and Light Rail Transit (LTR) Systems

**Who was consulted? (individuals or groups)**
General public and interested stakeholders.

**Barriers Identified**
Accessibility to ensure that this service is fully accessible (i.e. low floor buses)

**What is the status/ outcome/ update of this consultation?**
Pending.

**DIVISION: TRANSIT**

**STATUS OF INITIATIVES 2008 - 2009**
1. **Activity or Initiative**
Measures to identify barriers will include review of:

- Hours of service
- Service area
- Nature of service
- Service types
- On board time
- Trip times
- Passenger contact at trip origin
- Pick-up window
- Drop-off window
- Call returns
- Trip cancellations
- No-shows
- Passenger service suspensions
- Attendants (support persons) and companions
- Service cancellation
- Oversize mobility aids
- Fixed-route transit accessibility

**Actions to Date**
Review of identified barriers completed; Recommendation from ACPD to Council completed; Individual policy review and agreement underway during 2005-2009

**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
- Currently under consideration of subcommittee / Committee:
  - Service types policy
  - Attendants (support persons) and companions policy is unfinished and to will be carried forward to 2009 ODA Accessibility Plan
  - Nature of service
  - Trip times policy
  - Passenger contact at trip origin policy
  - Pick-up window policy
  - Drop-off window policy
2. Activity or Initiative
Measures to be taken to identify barriers include:
Monthly consultation with Advisory Committee for Persons with Disabilities;
Periodic consultation with Seniors Advisory Committee;
Ongoing consultation with Disabled and Aged Regional Transit System;
Employment of Public Information Centre(s) and focus groups 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
Monthly consultations with ACPD; Periodic consultation with Seniors Advisory Committee; Ongoing consultation with Disabled and Aged Regional Transit System; Focus group with providers of programs and care for persons with disabilities; Daily and summary review of customer feedback

Status
Periodic consultations with identified groups are completed.
Reviews of feedback completed.
Public Information Centres regarding proposed new eligibility policy for ATS held in Sep/08 and Mar/09 has been completed.
Consultations with eligibility project steering committee are completed.
Report to Council on eligibility and registration implementation expected consideration of Council Q3 2009 and anticipated implementation of new eligibility process in 2010.

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 re. Eligibility & Registration completed and presented in Q2 2007. Report to Council on eligibility and registration implementation expected consideration of Council Q3 2009 anticipated implementation of new eligibility process in 2010;

**Status**
Ongoing development of policy recommendations with ACPD. Various ACPD policy recommendations complete or in progress. Report to Council on eligibility and registration implementation expected consideration of Council Q3 2009. Anticipated implementation of new eligibility process will be in 2010. ATS Governance and Service Model completed and approved by Council Q2 2009.

4. **Activity or Initiative**
Transit Division to address eligibility criteria for accessible services to consider the needs of persons with developmental disabilities, ambulatory or seniors.

**Actions to Date**
Previous report was provided to Council regarding Eligibility & Registration. Report completed and presented in Q2 2007;

**Status**

5. **Activity or Initiative**
Investigate and organize additional transportation required for persons with disabilities to attend regular polls on Election day.

**Actions to Date**
Policy and procedure implemented to give priority to poll trips on Election day during off-peak hours (10:00 a.m. until 2:00 p.m. and after 6:00 p.m.). Vehicle will either wait for passenger at the polling station (for up to 15 minutes) or will return within a short period of time. This approach was exhibited in the 2008 Federal General Election held on October 14, 2008.

**Status**
Completed.
6. Activity or Initiative
Measures to be removed 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 regarding Eligibility & Registration was completed and presented in Q2 2007;

Status
Report to Council on eligibility and registration implementation expected consideration of Council Q3 2009. Anticipated implementation of new eligibility process in 2010;

Ongoing development of policy with ACPD was completed.

7. 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. Provide quarterly performance reports to ACPD. Web site publishing of passenger bulletins, other communications.

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

8. Activity or Initiative
Transit Division to work with ACPD and Transportation Sub-committee of on ATS policies & practices
a) Major policies for review include:
   Service delivery model
   Hours of service
   Service area
   Nature of service
   Service types
On board time  
Trip times  
Passenger contact at trip origin  
Pick-up window  
Drop-off window  
Call returns  
Trip cancellations  
No-shows  
Passenger service suspensions  
Attendants (support persons) and companions  
Service cancellation  
Oversize Mobility Aids  
Fixed-Route Transit Accessibility

b) Confirmation of or recommendations to City Council on alteration of major policies.

**Actions to Date**

Review of identified policies completed. Recommendation from ACPD to Council completed. Individual policy review and agreement underway during 2007-2009. Council approved extended hours of service for DARTS on Thursday, Friday and Saturday until 12:30 a.m. (pilot project for twelve month period) in Q2 2007.

Council approved extended hours of service for DARTS on New Years’ Eve with pickups as late as 1:00 a.m. and free service after 6:00 p.m. in Q2 2007. Council approved extended hours of service for DARTS on Saturdays, Sundays and Statutory Holidays with pickups as early as 7:00 a.m. – anticipated implementation in Q3 2009

**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

Currently under consideration of subcommittee / Committee:  
Service types policy
Attendants (support persons) and companions policy

Unfinished - to be carried forward to 2009 ODA Plan
- Nature of service
- 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

9. **Activity or Initiative**
Review fixed route transit allocation of accessible low floor buses.

**Actions to Date**
Allocation reviewed and requirements for future deployment identified.

**Status**
Complete.

10. **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. Council approved an accessible taxi initiative (pilot project for six month period).

**Status**
To be included in 2009 Work Plan. Proposed Taxi By-Law to be prepared by City’s Parking and By-Law Services Division in light of pending AODA Transportation Standard.

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

**Actions to Date**
Development of take-ones, newsletter, web site postings, policy mail-outs.

**Status**
12. Activity or Initiative
Review of Taxi Scrip policies, procedures and practices.

Actions to Date
Increase in Monthly Taxi Scrip allotment (3 books per passenger) approved and implemented by Council in July, 2006 (project approved indefinitely by City Council Q3 2007).

Status
Complete.

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

Actions to Date
Additional HSR ALF buses added to numerous routes in 2006-2007. All HSR routes except one (Route # 51 – University) had full accessible low floor service at the end of 2007 (a total of 28 out of 29 HSR routes).


HSR offers training for passengers with mobility devices (wheelchairs and scooters) on boarding and deboarding ALF buses, this is done at the request of the passenger. Implementation of “Golden Age” bus pass for HSR which is a free bus pass for persons 80 years of age and over was completed Q2 2009

Status
Three new accessible routes were implemented in September of 2008 (a total of 31 out of 32 HSR routes have full low floor service). All HSR routes to be served by ALF buses by Q2 2009.

Proposed implementation of automated bus stop announcements for HSR (to comply with the AODA Transportation Standard) by 2010. To be included in 2009 Work Plan.

14. Activity or Initiative
ATS Interactive Voice Response (IVR) and ATS Web

Actions to Date
• Implementation of ATS Interactive Voice Response (IVR) and ATS Web as a service enhancement.
• IVR and ATS Web are communication tools to assist passengers and caregivers who can use the ATS phone system and the Internet to confirm and/or cancel trip bookings.
• IVR and ATS Web comply with the proposed AODA requirements (Communication and Information Standard) for the use of alternative communication methods for customers (accessible communication strategy)

**Status**

**2008-2009 CONSULTATION ACTIVITIES**

1. **Department or Committee involved in Consultation**
   ATS & ACPD Transportation Subcommittee

   **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?**
   Ongoing.

2. **Department or Committee involved in Consultation**
   ATS

   **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 with current eligibility criteria for accessible transportation services
What is the status /outcome/ update of this consultation?
To be addressed once new eligibility policy has been implemented

3. **Department or Committee involved in Consultation**
   ATS Transit Division & HSR Planning,
   Public Works Department

What were you consulting about?
Accessible Bus Stop & Shelter Design

Who was consulted? (individuals or groups)
ACPD Transportation Subcommittee members. Working Group was formed

Barriers Identified
Barriers and obstacles with numerous existing bus stops

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

4. **Department or Committee involved in Consultation**
   HSR Planning, Public Works Department

What were you consulting about?
HSR service, including but not limited to the following: HSR drivers announcing bus stop names/intersections; 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)
Canadian Council of the Blind (C.C.B.), Hamilton Chapter

Barriers Identified
Barriers and obstacles with current HSR service

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

5. **Department or Committee involved in Consultation**
   ATS

What were you consulting about?
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.

Barriers Identified
Various issues and concerns as well as the need for education and awareness regarding specialized transit service.

What is the status /outcome/ update of this consultation?
Ongoing.

ACTIVITIES PLANNED FOR 2009 – 2010

1. Planned Activity or Initiative
ATS Community Consultation regarding existing and future service.

How or where did you identify a barrier?
Through review of AODA legislation (Transportation Standards) and Customer Contacts (i.e. complaints and suggestions from passengers and caregivers)

Why are you undertaking this activity or consultation?
Comply with AODA Plan and to improve service

Department or Division Responsible
Transit Division, Public Works Department

2. Planned Activity or Initiative
Review of Service Standards for Specialized Transit

How or where did you identify a barrier?
Through review of AODA legislation (Transportation Standards)

Why are you undertaking this activity or initiative?
Comply with AODA Plan

What is the status of this activity or initiative?
Ongoing.

Department or Division Responsible
Transit Division, Public Works Department
3. Planned Activity or Initiative
Increase in Number of Accessible Low Floor (ALF) Routes

How or where did you identify a barrier?
Through review of AODA legislation

Why are you undertaking this activity or initiative?
Comply with AODA Plan

What is the status of this activity or initiative?
Ongoing. All HSR routes to be fully accessible by Q2 2009.

Department or Division Responsible
Transit Division, Public Works Department

4. Planned Activity or Initiative
Recommendations for Accessible Bus Stop & Shelter Design

How or where did you identify a barrier?
Through review of AODA legislation (Built Environment Standards) & passenger concerns.

Why are you undertaking this activity or initiative?
Comply with AODA Plan

What is the status of this activity or initiative?
To be addressed by AODA Built Environment Standard.

Department or Division Responsible
Transit Division, Public Works Department

5. Planned Activity or Initiative
New ATS Eligibility Policy & Process

How or where did you identify a barrier?
The current ATS eligibility criteria for specialized transit permits only persons with a physical disability (wheelchair, scooter or walker) or persons receiving kidney dialysis or persons diagnosed with Alzheimer’s disease access to the service. Persons with other disabilities or conditions that do not fall into the current eligibility criteria are excluded from specialized transit.

Why are you undertaking this activity or initiative?
New eligibility process is based on a person’s abilities to use fixed-route transit that is served by Accessible Low Floor (ALF) buses. All bus routes in Hamilton will be fully served by ALF buses in 2009. A functional assessment of person (applicant) will be involved to determine a person’s eligibility status – this will ensure that persons who need specialized transit obtain access to the service. Fair and consistent process based on a person’s abilities. Comply with AODA Plan.

**What is the status of this activity or initiative?**
To be implemented by 2010.

**Department or Division Responsible**
Transit Division, Public Works Department