



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 18-005
Date: May 8, 2018
Time: 4:00 p.m.
Location: Room 192 and 193, City Hall
71 Main Street West

Loren Kolar, Legislative Coordinator (905) 546-2424 ext. 2604

	Pages
1. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
2. DECLARATIONS OF INTEREST	
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6. PUBLIC HEARINGS / DELEGATIONS

- 6.1 Presentation from Alex Ivic, Program Director, Lions Foundation respecting Guide Dog Programming (to be distributed) 26

7. STAFF PRESENTATIONS

8. DISCUSSION ITEMS

9. MOTIONS

10. NOTICES OF MOTION

11. GENERAL INFORMATION / OTHER BUSINESS

- 11.1 Accessibility Complaints to the City of Hamilton Update (no copy)

- 11.2 Accessibility for Ontarians with Disabilities Act (AODA) Update (no copy)

12. PRIVATE AND CONFIDENTIAL

13. ADJOURNMENT



Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Minutes 18-004

4:00 p.m.

Tuesday, April 10, 2018

Rooms 192 and 193, City Hall

71 Main Street West

Present: A. Mallet (Chair)
P. Cameron, J. Cardno, T. Manzuk, T. Murphy, A. Nicolls, K. Nolan, T. Nolan, M. Sinclair, B. Semkow

Absent

with regrets: Councillor S. Merulla – City Business, P. Lynes, P. Kilburn and T. Wallis

Also Present: Staff Sergeant J. Savoie

THE FOLLOWING ITEMS WERE REFERRED TO THE GENERAL ISSUES COMMITTEE FOR CONSIDERATION:

1. Resignation – Advisory Committee for Persons with Disabilities (Added Item 11.4)

(T. Nolan/Sinclair)

- (a) That the letter of resignation from Sylvia Soto from the Advisory Committee for Persons with Disabilities, be received; and
- (b) That the membership number of the Advisory Committee for Persons with Disabilities be adjusted accordingly to obtain quorum.

CARRIED

FOR INFORMATION:**(a) CHANGES TO THE AGENDA (Item 1)**

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

1. DISCUSSION ITEM

8.1 Project Proposals from the ACPD to CityLAB

2. GENERAL INFORMATION / OTHER BUSINESS

11.4 Resignation – Advisory Committee for Persons with Disabilities
(Added Item 11.4)

11.5 Update respecting Review of Snow and Ice By-law No. 03-296

3. ITEM WITHDRAWN

11.3 GTHA Paratransit Group

The item has been withdrawn because the GTHA Paratransit Group is a working group made up of staff working in transit, and not open to citizens.

(Semkow/Nicolls)

That the agenda for the April 10, 2018 meeting of Advisory Committee for Persons with Disabilities be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES (Item 3)**(i) March 13, 2018 (Item 3.1)****(Nicolls/K. Nolan)**

That the minutes of the March 13, 2018 meeting of the Advisory Committee for Persons with Disabilities be approved, as presented.

CARRIED**(d) CONSENT ITEMS (Item 5)****(i) Built Environment Working Group Meeting Notes – February 6, 2018 (Item 5.1)****(Cameron/Sinclair)**

That the Built Environment Working Group Meeting Notes of February 6, 2018 be received.

CARRIED**(ii) Housing Issues Working Group Update (Item 5.2)**

No report.

(iii) Outreach Working Group Update (Item 5.3)

No report.

(iv) Transportation Working Group Update – February 27, 2018 (Item 5.4)**(Semkow/Nicolls)**

That the Transportation Working Group Notes of February 27, 2018, be received.

CARRIED**(v) Wheelchair and Scooter Safety Working Group Update (Item 5.6)**

No report.

(e) DISCUSSION ITEM (Item 8)

- (i) Project Proposals from the ACPD to CityLAB (Added Item 8.1)

(Cameron/K. Nolan)

That staff be directed to forward the following project proposals from the Advisory Committee for Persons with Disabilities to CityLab for their consideration:

1. From the Transportation Working Group - a project to fully investigate the positives and negatives of converting accessible transportation services (DARTS) to on-demand taxis.
2. From the Built Environment Working Group - an education video regarding Audible Pedestrian Signals
3. From the Built Environment Working Group - an accessible washroom inventory of City owned facilities (also on the Outstanding Business List)

CARRIED

(Cameron/Semkow)

That Tim Nolan, Advisory Committee for Persons with Disabilities be considered by CityLab as a liaison for the Project Proposals to CityLab.

CARRIED

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

- (i) **Access & Equity Transition to Human Resources Follow-up (Item 11.1)**

Jessica Bowen, Human Rights Specialist, addressed the Committee, and asked that members provide her with a list of three items that they would like to have reinstated since the departure of the former staff liaison from Access and Equity.

(Semkow/K. Nolan)

That staff be directed to reinstate the following items to each Agenda of the Advisory Committee for Persons with Disabilities:

1. Accessibility Complaints to the City of Hamilton Update
2. Accessibility for Ontarians with Disabilities Act (AODA) Update
CARRIED

(Nicolls/Murphy)

That staff be directed to include the following General Information Item to each Agenda of the Advisory Committee for Persons with Disabilities, when appropriate:

1. Council Follow-up for the Advisory Committee for Persons with Disabilities, including status of motions from the committee
CARRIED

(T. Nolan/Cameron)

That staff be directed to investigate the feasibility and criteria for hiring a note-taker for the working groups of the Advisory Committee for Persons with Disabilities.

CARRIED

(ii) Accessibility Complaints to the City of Hamilton Update (Item 11.2)

Jessica Bowen, Human Resources Specialist, addressed the Committee with the following updates respecting the *Accessibility for Ontarians with Disabilities Act (AODA)*:

- Obstruction of sidewalks
- School removing accessible parking spot
- Accessibility concerns at Centre Mall
- Locked washrooms for DARTS drivers

(iii) Review of Snow and Ice By-law No. 03-296 (Added Item 11.5)

(T. Nolan/Sinclair)

- (a) That appropriate staff be invited to come to a meeting of the Advisory Committee for Persons with Disabilities to discuss the Snow and Ice By-law No. 03-296 By-law; and

- (b) That a copy of the current Snow and Ice By-law No. 03-296 be distributed to members of the Advisory Committee for Persons with Disabilities for review and discussion with staff.

CARRIED

(v) New Terminology for Guide Dogs (Added Item 11.6)

(Nicolls/Sinclair)

That staff be directed to investigate the feasibility of a presentation from an appropriate organization to discuss new terminology used for describing guide dogs.

CARRIED

(h) ADJOURNMENT (Item 13)

(Cardno/Sinclair)

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 6:10 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for Persons
with Disabilities

Loren Kolar
Legislative Coordinator
Office of the City Clerk



Hamilton

Minutes

Advisory Committee for Persons with Disabilities
Built Environment Sub-Committee
Tuesday, March 4, 2018, 4:00pm – 6:00 p.m.
City Hall, 71 Main St. W., Room 193

Present: Mary Sinclair (Chair), Patty Cameron, Al Nicolls, Tom Manzuk, Tim Murphy.

Absent with Regrets: Aznive Mallett, Terri Wallis.

Also Present: Jodi Koch, Director, Talent and Diversity, Human Rights, Diversity & Inclusion
Mike Becke, Senior Project Manager, Public Works; Susan Jacobs, Manager Design, Public Works.

1. Changes to the Agenda

Addition of Item 5.1: Stopgap Presentation

(T. Manzuk | P. Cameron)

That the agenda of February 6, 2018 be accepted as amended.

2. Approval of Minutes of Previous Meeting

2.1 Built Environment Sub-Committee Meeting Notes, dated February 6, 2018.

(A. Nicholls | T. Murphy)

That the notes of February 6, 2018 be accepted as amended.

3. Presentations

Urban Braille Update: Mike Becke, Senior Project Manager,

M. Becke shared with the committee that his group has been implementing new AODA design requirements with amendments made in consultation with the Built Environment Working Group.

M. Becke provided some historical information on the evolution of the implementation elements within Urban Braille. His team has encountered constructability-related issues over time that they have worked to correct. For example, some tactile features were not as deep as they should be.

A concrete stain has been added after construction to increase colour contrast. It was found that too much colour created a more slippery surface. Grit was then added to the colour to decrease friction; sandblasting was also used. This standard is now in construction guidelines, which are publicly available. All the contractors are aware of the guidelines and adhere to it.

Committee members asked the following questions:

Q: Can you give examples of where this new standard has been installed?

A: Garth Street; Stonechurch to Rymal; York in front of construction house.

M. Becke will provide the list of locations Human Rights, Equity and Diversity.

Q: Committee members advised that only one corner of the intersection at King William and Catherine are consistent with the Urban Braille requirements.

M. Becke will raise this issue with Traffic as they look after maintenance.

M.Becke shared with the committee the evolution of the catch basin design. Several designs have been used over time and as the design were put in place their advantages and disadvantages were assessed. There used to be a long strip hole design, but it was found that bike tires could get stuck. Following that there was a herringbone design. This was not functional as it did not drain well if covered with leaves.

The Ministry has developed a design that has larger openings, the disadvantage is that children's feet and canes can fit through.

By design, we try to pick up water before it gets to the crosswalk where possible; we try not to place catch basins away from the crosswalks.

The Committee asked the following questions:

Q: The metal plates between James and Hughson; Wellington at King, the sharp corners on the metal plates are deteriorating.

A: The metal ones are usually Hydro or Bell. The thaw and freeze cycle causes plates to heave. Roads maintenance drives through the City looking for it. Residents can let us know if there is an issue by calling into the main City number and reporting it as hazard.

Q: Who decides where the plates go?

A: Sometimes there are barriers that arise when/where they need to be installed. The contractors ask for municipal consent.

Q: Who is liable if someone is injured?

A: An investigation would be done to determine liability.

Q: What about the tactile plates?

A: My understanding of road standard 124 (RD124) is that this committee agreed not to install them. Private property, i.e. Federal Building, can choose their preferable option.

Q: The tactile plates at the GO Station and courthouse are both issues, who is responsible for that?

A: They apply their own standard. AODA wanted the yellow tactile plates. The legislation says not to use concrete. The City has deferred to what the Built Environment Committee determine was most appropriate based on their experience.

4. Discussion Items

i. Barrier Free Design Guidelines

Deferred to next meeting.

ii. Review of Capital Projects

M. Becke will send a list of Capital Projects for Roads

iii. Tour of Facilities

The tour of 690 Stonechurch was cancelled due to the weather and only 2 people confirming that they would be able to attend.

iv. Accessible Pedestrian Signals

The committee agreed to review the list of APS locations provided by Rob Decleir and prioritise which locations they believe should be done first. This review will be done for the April meeting.

v. Beach Strip Trail Washrooms

Deferred to April meeting

vi. MacNab Street Terminal Deficiency Issue

Deferred to April meeting

vii. City Hall Deficiencies

The committee raised inquiries regarding the accessibility in heritage building and whether accessibility legislation supersedes heritage building status.

As it relates to City Hall, the Committee inquired if there were any alternate option available to insert a tactile strip before the first stair on the second-floor alert individuals that there is an upcoming hazard.

The Committee requested that an invitation be sent to invite a staff person to an upcoming meeting to discuss accessibility and heritage.

viii. MacNab Street Terminal Deficiency Audit

Deferred to next meeting

ix. Social Housing Accessibility Issues and Concerns:

M. Sinclair advised that the Housing Guidebook is scheduled to be completed this summer.

- x. **Summers Lane Curb Cut**
Remove agenda item.
- xi. **Accessible Washrooms**
Deferred to April meeting
- xii. **Tim Hortons Stadium**
The committee requested notes from their second tour.
- xiii. **Curbing at Intersection**
- xiv. **Waterdown library**
The committee requested that another tour be scheduled.

5. Other Business

5.1 Stopgap Presentation

Stopgap.ca representatives have requested to attend the next Built Environment Meeting.

The Committee requested that a staff person to also attend for the discussion.

6. Adjournment

The meeting adjourned at 5:53pm.

Next meeting: Tuesday, April 3, 2018

**Advisory Committee for Persons with Disabilities
Housing Working Group
Meeting Notes
2:00p.m. – 3:40p.m.
Tuesday, February 20, 2018
Room 193/City Hall
71 Main Street West**

Present: Mary Sinclair, Jayne Cardno, Greg Witt, Patty Lynes
(part) Tom Manzuk, John Hawker

Regrets: Paula Kilburn

1. Welcome

Arriving at City Hall, the group was informed the meeting was relocated to Room #171, without prior notification.

2. Approval of Agenda

3. Approval of minutes of 16 January 2018

**4. Approval of “types of housing” component for Guidebook
What we have is sufficient.**

**5. Notification of staff support
No update.**

**6. Result of motion regarding smoke-free buildings
No word heard yet. Ask at ACPD.**

7. Discussion

I. Meeting date since housing department meets on Tuesdays

Housing department staff meeting generally on Tuesdays. This is why we Housing staff are not available on a regular basis for ACPD meetings.

II. Who sets up meeting with planning and development that Adam Sweedland recommended?

III. “Conditions Affected by Housing” to be in the Guidebook

IV. Supportive housing information from local Health Integrated Network (LHIN) at SAC on 2 March 2018 at 10:00 am.

Will talk about the Ministry of Health component of supportive housing and the new mandate from the province.

V. Backup power mentioned at SAC in December

Mary mentioned City of Hamilton report Emergency Plan. Under this emergency plan, Mary would like it emphasized that the resident is responsible for power

during an outage, for their assistive devices. This should be in the housing guide.

VI. Publishing guidebook

Greg has talked to staff. Have a budget of approximately \$1,000.

Discuss sitting under housing services and ACPD (on-line)

Schedule: Group discussed and agreed on a work schedule. Greg will draft the schedule and forward via email;

- March meeting will be a review of the full “Conditions” section.
 - Cognitive and development limitations (Mary gave this to Jessica).
 - Respiratory (Mary)-Complete
 - Circulation (Patty-to add web site references to completed draft. Resend to Greg)
 - Mental /Psychiatric (Tom to be coming)
 - Mobility/physical (Mary draft with Jessica)
 - Neurological (Mary drafted to Jessica)
 - Sensory (Paula –Jessica has draft)
 - Emergency/Safety Features (Johns)
 - Mary provided Jessica with a draft of the Introduction and personal responsibilities section.

- Everyone is to have their sections complete for the next meeting. Mary submitted a number of sections to Jessica. Greg to meet with Jessica to gather this information.
- In April we'll review a full rough draft of the entire guide. FAQ's, safety features, respite care and decision making
- May meeting to review Full Draft. May meeting target is a full meeting. Book a 2hr. meeting.
- June-Final review with July the target completion date.
- July target completion
- July-August, ACPD Approval and any revisions
- September to Committee
- **Add to Glossary:**
 - **Frequently asked questions.** Come up with a few for each section. For next meeting review the drafts and frequently asked questions.
 - **Safety features**
 - **Respite care**
- Decision making at the end of the Guide (actionable), to be reviewed.

Greg will combine the information into a package.

General Discussion

- Discussion regarding the glossary and ongoing updates. A final draft of the glossary was included in the January ACPD meeting. At this meeting Paula arranged for the presentation from CNIB. The presentation included additional definitions that are important to put into the Glossary: **These include:** Intervener, intervention, interpreter and service animal to glossary and correct health status
- Updates such as these will be ongoing, therefore a not in the introduction to be added indicating updates will be added as needed, and will not require circulation at each ACPD meeting.
- Also, the following edit to the glossary to be made:

Replace social determinants of health
with determinants of health

Authenticated by WHO (world health organization).

- Jayne suggested developing a decision making matrix to illustrate the many individual factors in making housing decisions, to help prioritize. This would be another way of

judging the different styles of housing and an opportunity to flag where those gaps are.

- Note that there are factors which restrict housing such as I.e.; gastric, urinary challenges

- Look at the kinds of housing that needs to be fitted into the new administration. Explaining the types of housing for people with disabilities.

- **Scenario**

Trying to get down the essence of the conversation about challenges in finding accessible housing, that are unique to Persons with Disabilities. Does the framework respond to these people)?

Scenario #1 *A person is being discharged from the regional rehab facility and has no place to go.*

-Previous residence is no longer suitable due to disability and new accommodations required (home supports; assistive devices or on-going care); limited income reduces option for home renovation or option to move into an expensive assistive living type accommodation.

-No support network to do the footwork to reach out to housing resource centre and staff

-time is of the essence.

-Q Where does this person go, in this situation.

-A

- **2018 Point-In-Time Connection** count in April, to pick out the most vulnerable people to be housed. Include where people are most at risk of being homeless.
- Review vision and framework for the guidebook. Discussion followed on the purpose of the guidebook and how it will be used. That is a sufficient amount of information for each section. Direct people to people in the community who are paid to help with housing. Focus to complete the conditions section-special needs section. Fill the content out there.
- The Residential Care Facilities will determine qualifications and suitability.

Other:

- Discussion on Inclusionary zoning

8.0 Next meeting: 20 March 2018

Meeting adjourned 3:34.

Transportation Working Group
Advisory Committee for Persons with Disabilities
Tuesday, March 27, 2018
Room 193, City Hall

Members in Attendance:

Paula Kilburn (Chair), George Hough, Tom Manzuk, Kim Nolan, Tim Nolan, Robert Semkow

Also Present:

Mary Sinclair, Mark Williams, Owen Quinn, Mark Mindorff

Regrets/Absent:

Terri Wallis (Vice-Chair), Elizabeth (Jane) Cardno, Aznive Mallett, Tim Murphy, Alan Nicolls, Dennis Guy

MEETING NOTES:

1. **Welcome & Introduction / Approval of Agenda** - approved with additional items:
 - Call Return Policy
 - Accessibility Advisory Committee from other GTHA Municipalities
2. **Review of Meeting Notes – February 27th** – approved
3. **HSR Service**
 - a) Manager of HSR Operations (Mark Williams)
 - Members had concerns with HSR issues and staff responded:

Seatbelts

- Mary noted sometimes HSR drivers put seatbelt behind her so she is not secured properly – this depends on bus model as there are different securement systems (i.e. anti-tip bar, Q-Straints)
- Mobility device is secured by drivers to vehicle; passengers should have own seatbelt on device for securement
- AODA requirement (Sec. 55) is vague regarding securement systems
- HSR drivers will secure passenger and device upon request

Bus Stop Annunciation System

- Members noted stop annunciation system does not always work; HSR will “change-off” (replace) bus as soon as possible to fix issue
- Drivers cannot adjust volume (automatic based on background noise)
- George asked if a model stop could be setup on HSR property to test system; Mark will consult with Transit IT
- Tim noted annunciators must work to comply with AODA and OHRC
- On-board visual display for stops is available at front and rear of buses

External Stop Announcements

- Sometimes works after bus door closes so too late for passenger
- In past, bus hailing kits were used by passengers with disabilities to notify driver of which route wanted; Mary showed example of hailing kit
- Tom noted stop numbers on poles are too high up so hard to read; can these be placed on bus stop shelters?

Bus Design

- Hard to find stop request button in wheelchair area on new buses
- Passengers with mobility devices can board front door of new buses
- In future, HSR should consult persons with disabilities prior to ordering new buses; perhaps have person(s) on retainer for testing/feedback

Driver Pass-By's

- Drivers should stop and acknowledge passengers waiting at bus stop if bus is full (needs to be communication with passenger)
- HSR management recently posted operator notices on this issue

Walkers

- At times, there are many walkers on buses so it becomes overcrowded
- Some persons illegitimately use walkers so don't have to pay fare based on current voluntary fare payment program (this is a policy decision of Hamilton City Council)

Service to Locations

- HSR does provide service to locations onto private property such as McMaster University, Mohawk College and some hospital facilities; such requests would be handled through HSR Planning

HSR Support Person ID Card

- Members requested information on HSR Support Person ID Card application process; this will be discussed at next meeting

HSR & McMaster University Survey

- HSR working with McMaster on survey regarding HSR service

4. **DARTS Service**

a) DARTS Negotiations

- Mark noted not much has happened with negotiations

b) Survey

- No progress to date

5. **Accessible Transit Services Review** - next meeting (late April)

6. **ATS-DARTS Policy Review**

- Mark Mindorff distributed a copy of all DARTS policies

a) ATS Policies

- Support Persons

- Owen explained support person requirements as per AODA and confirmed ATS-DARTS are in compliance (i.e. no fare charged for support person when accompanying person with disability)

b) DARTS Policies

- Call Returns

- Paula asked if call returns could be expanded to include other trips (not just medical), i.e. trips to City of Hamilton meetings
- DARTS accommodate call returns 90% of time within 45 min.
- Call return policy was reviewed a few years ago but focused on time for DARTS to respond – HSR staff to confirm

- Members agreed list of all ATS-DARTS policies previously reviewed be distributed and discussed at next meeting

7. **Other Business**

a) Accessibility Advisory Committee from other GTHA Municipalities

- Mark Mindorff noted he is member of specialized transit committee for Greater Toronto and Hamilton Area (GTHA), and these municipalities have their own Accessibility Advisory Committee – Mark can forward names of Committee members to ACPD

b) On-Demand Taxi Service

- Tim noted for his last three trips on taxis, an accessible vehicle was sent; he added that in conversations with taxi drivers there were numerous concerns from passengers regarding DARTS:
 - 1) Service issues (i.e. unable to get ride, long wait for call return, long time on board vehicle)
 - 2) Cost – passengers will pay more to travel by taxi for better service (i.e. direct ride)
 - 3) Inconsistency of DARTS (i.e. late pick-up)
- Members suggested CityLab (collaboration of McMaster University, Mohawk and Reedemer Colleges and City of Hamilton) be assigned project to review on-demand taxi service with draft motion for ACPD:

“That the Transportation Working Group (TWG) propose to ACPD that CityLab be requested to take on a project to fully investigate the positives and negatives of converting accessible transportation services (DARTS) to on-demand taxi.”

8. **Discussion of Agenda Items for next meeting**

a) Taxi Scrip

- Members requested update on previous concerns (i.e. darker blue colour for \$5 coupon with corner clipped off)
- Drivers are requesting passengers to add personal information on back of coupons

9. **Next Meeting** – April 24, 2018

Adjournment

Lions Foundation of Canada Dog Guides Canada



Helping Canadians with disabilities achieve greater mobility, safety and independence.

How to Receive a Service Dog

- ADI & IDGF accredited schools
- Non accredited school
- Private Trainer
- Self Trained



Funding and Costs?

- No cost to apply to Dog Guides Canada
- No expenses associated with receive a Dog Guide
- Clients are responsible for ongoing care
- Accredited schools do not charge a fee



Dog Guides

- Dogs that exhibit the best combination of stability, intelligence and willingness to work.
- The most commonly used breeds are Labrador retrievers, golden retrievers, Standard Poodles and Miniature Poodles.

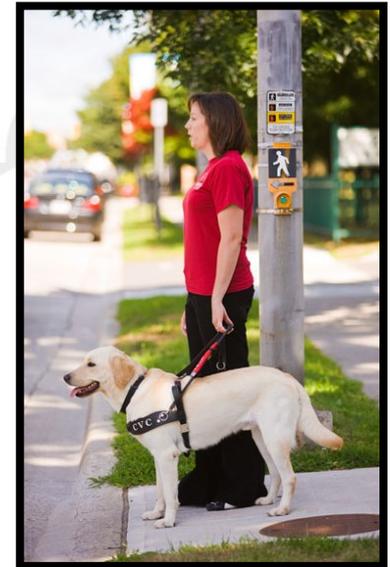


Canine Vision Canada was the first program, established in 1985

CVC Dog Guides provide people who are blind or visually impaired with greater mobility and safety.

Canine Vision Dog Guides help their handlers safely navigate:

- Streets
- Escalators
- Elevators
- Doors
- Other obstacles on daily routes



Helping Canadians with disabilities achieve greater mobility, safety and independence.

The Lions Foundation founded the Hearing Ear Dog Guide program in 1988

Hearing Ear Dog Guides help people who are deaf or hard of hearing by responding to everyday sounds.

- Telephone ringing
- Timer sounding
- Knocking at the door
- Someone calling their name
- Smoke alarm sounding



Helping Canadians with disabilities achieve greater mobility, safety and independence.

The Special Skills Dog Guide program was established in 1991

Special Skills Dog Guides help people with a wide range of disabilities, such as:

- Cerebral palsy
- Muscular dystrophy
- Multiple sclerosis
- Injuries due to accident



Special Skills Dog Guides assist with many tasks:

- Picking up dropped items
- Fetching items
- Opening and closing doors
- Activating an alert system
- Barking for help



Helping Canadians with disabilities achieve greater mobility, safety and independence.

Seizure Response Dog Guide Program, established in 2001

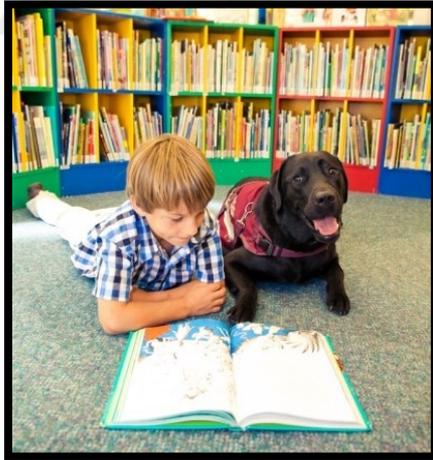
React to the onset of a seizure by:

- Barking for help
- Go get someone within the home
- Activating an emergency call system
- Fetch a phone
- Cuddle with client after the seizure has happened



Helping Canadians with disabilities achieve greater mobility, safety and independence.

Autism Assistance Dog Guides was established in 2009



Autism Assistance Dog Guides help children aged 3-12 with autism spectrum disorder. They provide calming relief for children, reduce stress and help the family gain increased independence.



Helping Canadians with disabilities achieve greater mobility, safety and independence.

Diabetic Alert Dog Guides, introduced in 2013, are for people who have type 1 diabetes with hypo-glycemic unawareness

These Dog Guides are trained to detect sudden drops in their handler's blood sugar and alert them. They can bark for help or activate an alert system.



Application Process

- Submission of a program application, and a medical report application complete by a family doctor, plus 1 other form/report depending on the program
- Each qualified applicant is assessed in their home environment
- Acceptance Committee reviews all applications to determine eligibility



Receiving a Dog Guide

- Client is matched with an appropriate Dog Guide.
- Client attends training (along with a caregiver if needed) All meals and accommodations are provided free of charge
- Upon completing training the graduate will return home with their Dog Guide as an accredited team



Aftercare

- The graduate will receive a day of mandatory follow-up in their home within a month of graduation
- We support the team for the duration of the dog's working life: by phone, e-mail, visits as required



What to Expect

- Courtesy and respect
- Individualized care
- Ongoing support and assistance
- Patience and repetition!





Together we are making a difference.

