



City of Hamilton
ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES
COMMITTEE

Meeting #: 18-008
Date: August 14, 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

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1. APPROVAL OF AGENDA	
(Added Items, if applicable, will be noted with *)	
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11.3	Accessibility for Ontarians with Disabilities Act (AODA) (no copy)	
11.4	Update Accessible Pedestrian Signal Locations (referred from the July 10, 2018 meeting)	39
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11.6	Ontario Business Improvement Areas Advisory Association (BIAA) Accessibility Workshop (no copy)	
12.	PRIVATE AND CONFIDENTIAL	
13.	ADJOURNMENT	



Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

Minutes 18-007

4:00 p.m.

Tuesday, July 10, 2018

Rooms 192 and 193, City Hall

71 Main Street West

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

**Absent
with regrets:** Councillor S. Merulla – City Business

Also Present: Staff Sergeant J. Savoie

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

1. Wheelchair and Scooter Safety Working Group Proposed Roundtable Discussion (Item 5.5(b))

(Wallis/Kilburn)

- (a) That a Roundtable Discussion event with Service Providers to discuss how the City of Hamilton can assist persons with disabilities when they are stranded or in an emergency situation, be approved; and
- (b) That the draft letter of invitation to the Wheelchair and Scooter Safety Working Group Proposed Roundtable be approved.

CARRIED

2. Continuity of Working Groups of the Advisory Committee for Persons with Disabilities during the Municipal Election period in 2018 (Item 11.5)

(Manzuk/Kilburn)

That the Advisory Committee for Persons with Disabilities, and its Working Groups, continue to meet during the Municipal Election period in 2018.

CARRIED

3. Possible Delegation to the Accessible Transit Services Review Sub-Committee meeting on July 17, 2018 (Item 11.7)

(Wallis/Semkow)

(a) That a delegation to Accessible Transit Services Review Sub-Committee meeting on July 17, 2018, be approved; and

(b) That the delegation consist of A. Mallet, and T. Wallis.

CARRIED

FOR INFORMATION:

(a) CHANGES TO THE AGENDA (Item 1)

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

1. ITEM WITHDRAWN

11.3 Ontario Business Improvement Areas Advisory Association (BIAA) Accessibility Workshop

The representative of the Barton Village BIA IS not able to attend to speak to the item at today's meeting. The Committee will be advised if the Barton Village BIA hold an accessibility workshop.

The Clerk advised that there is an error on the agenda facepage in the name of the Wheelchair and Scooter Breakdown Working Group. The correct name is the Wheelchair and Scooter **Safety** Working Group.

(Kilburn/Lynes)

That the agenda for the July 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) June 12, 2018 (Item 3.1)****(Nicolls/Lynes)**

That the minutes of the June 12, 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 – May 1, 2018 (Item 5.1)****(Nicolls/Manzuk)**

That the Built Environment Working Group Meeting Notes of May 1, 2018 be received.

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

M. Sinclair advised the Committee that the Housing Guide has been referred back to staff after being presented at the General Issues Committee meeting on July 9, 2018.

(Sinclair/Lynes)

That the Housing Issues Working Group Update, be received.

CARRIED**(iii) Outreach Working Group Update (Item 5.3)**

No report.

(iv) Transportation Working Group Update (Item 5.4)**(1) Transportation Working Group Meeting Notes - May 22, 2018
(Item 5.4 (a))****(Semkow/Nicolls)**

That the Transportation Working Group Notes of May 22, 2018, be received.

CARRIED**(2) Review of the Government-Appointed Transportation Standards Development Committee for Improvements to Ontario's 2011 Transportation Accessibility Standard (Item 5.4(b))****(T. Nolan/Murphy)**

That the information respecting a Review of the Government-Appointed Transportation Standards Development Committee for Improvements to Ontario's 2011 Transportation Accessibility Standard, be received.

CARRIED**(v) Wheelchair and Scooter Safety Working Group Update (Item 5.5)****(1) Draft Proposal from DARTS respecting Stranded Wheelchairs (Item 5.5(a))****(T. Nolan/Nicolls)**

That the Draft Proposal from DARTS respecting Stranded Wheelchairs be referred to the Wheelchair and Scooter Safety Working Group with a report back to the Advisory Committee for Persons with Disabilities.

CARRIED**(2) Wheelchair and Scooter Safety Working Group Proposed Roundtable Discussion (Item 5.5(b))**

A. Mallet relinquished the Chair to address the Committee respecting a Proposed Roundtable Discussion by the Wheelchair and Scooter Safety Working Group. Comments included, but were not limited to the following:

Identified goal:

- Collaboratively develop community practice/procedure to ensure the safety of persons using wheelchairs or scooters
- In an urgent situation, mobility device delivered or repaired in an appropriate timeframe
- Access transportation 24/7
- Assistance if trapped with no option to circumvent without assistance
- Unable to continue activities of daily living due to wheelchair/scooter breakdown

Identified issues:

- Ambulances not equipped to transport wheelchairs or scooters
- DARTS, Vets and HSR drivers not allowed to push a power chair/scooter due to safety issues
- 24/7 wheelchair transportation not currently available in Hamilton
- Financial inability of individuals to pay for urgent/emergency service

This second event has been organized in an effort to discuss second-level solutions , so that we may better advise Council on how the City can improve the quality of life for persons with disability when they are in an urgent situation.

(Kilburn/Wallis)

That the information respecting the Wheelchair and Scooter Safety Working Group Proposed Roundtable Discussion, be received.

CARRIED

For further disposition, refer to Item 1.

(vi) For the information of Committee: Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082) (Item 5.6)

Dawn Johnson, Manager, Licensing and Tiffany Gardner, Project Manager, Licensing, addressed the Committee with an update respecting Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082). The report was referred to the Committee for their information. This is a pilot project, and will report back to the 2019 Budget Process. Staff will oversee the audit process of the financial incentives. Staff will consult with the ACPD as the pilot project progresses, to gather feedback on the success of the project.

Staff have advised that discussion with DARTS and Accessible Taxicab Trips are outside the capacity of Licensing.

(Sinclair/Kilburn)

That the information respecting Financial Incentives for Taxi Operators to Provide Accessible Taxicab Trips (PED18082), be received.

CARRIED

(e) PUBLIC HEARINGS/DELEGATIONS (Item 6)

(i) Anthony Volpe, Hamilton Police Services, respecting De-escalation Techniques Used During Mental Health Incidents (Item 6.1)

Anthony Volpe, Hamilton Police Services, addressed the Committee respecting De-escalation Techniques Used During Mental Health Incidents.

(Nicolls/Lynes)

That the delegation from Anthony Volpe, Hamilton Police Services, respecting De-escalation Techniques Used During Mental Health Incidents, be received.

CARRIED

(f) GENERAL INFORMATION/OTHER BUSINESS (Item 11)**(i) Accessibility Complaints to the City of Hamilton Update (Item 11.1)**

No update.

(ii) Accessibility for Ontarians with Disabilities Act (AODA) Update (Item 11.2)

No update.

(iii) Ontario Business Improvement Areas Advisory Association (BIAA) Accessibility Workshop (Item 11.3)

Item withdrawn.

(iv) Accessible Pedestrian Signal Locations (Item 11.4)

The matter respecting the Accessible Pedestrian Signal Locations was deferred to the August 14, 2018 meeting due to time constraints.

(v) Suggestions for Recruitment to the Advisory Committee for Persons with Disabilities for the 2018-2022 term (Item 11.6)

The matter respecting the Suggestions for Recruitment to the Advisory Committee for Persons with Disabilities for the 2018-2022 term was deferred to the August 14, 2018 meeting due to time constraints.

CARRIED

(g) ADJOURNMENT (Item 13)

(Manzuk/Lynes)

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, June 5, 2018, 4:00pm – 6:00 p.m.
City Hall, 71 Main St. W., Room 192

Present: Mary Sinclair (Chair), Al Nicolls, Tom Manzuk, Tim Murphy, Aznive Mallett.

Absent with Regrets: Terri Wallis, Patty Cameron, Paula Kilburn.

Also Present:

Jessica Bowen, Human Rights, Diversity and Inclusion
George Wong, Chief Building Engineer, Building Division

1. Changes to the Agenda

The agenda of June 1, 2018 be accepted as presented.

2. Approval of Minutes of Previous Meeting

The minutes of the meeting of May 1, 2018 be approved as presented.

3. Presentations

No presentations

4. Discussion Items

i. Stop Gap

The Committee shared that a request came to the BEWG for the use of StopGap through the City to increase accessibility. StopGap is an initiative that provides temporary, single use ramps to create access to businesses and organisations.

The Committee requested that a representative from the City speak with members to advise if any barriers exist from the perspective of the City with respect to this initiative.

G. Wong explained that the Building Division implements Building Code requirements. If a ramp is used to gain access to a business, there is little concern from the City's perspective. If they are used the way they are intended, i.e. a person puts the ramp in place for someone to access a building/business and that ramp is removed once the person has access, there is no need for the business to get a building permit. Where the concern arises is when ramps are fixed. If StopGap is used as a permanent fixture, there is a liability as they enclose on a City property.

The Committee has a robust discussion in relation to the content provided, including posing the following questions:

Q: If a business owner puts in a permanent ramp, who assumes liability?

A: A permanent ramp would have to follow Building Code requirements and would require a permit. The tenants or

the store owner may enter into an encroachment agreement with the City. In some situations, they may have to cover cost of liability.

StopGap is a temporary ramp and is single use only; it is a temporary solution.

Motion: That City Council endorse and promote the use of temporary, supervised portable ramps to increase accessibility to Hamilton businesses, Chamber of Commerce and BIAs, akin to StopGap.

ii. Barrier-Free Design Guidelines Revision Project (BFDG)

No update at this time.

iii. New Capital Projects

Confirmation of a presentation for the Hamilton Police Services Building for the July 3, 2018 meeting.

Committee members requested a representative from Public Works attend an upcoming committee meeting to discuss metal plates that have been integrated into City sidewalks but pose an accessibility and safety concern. Member requested an invitation be extended by staff to the appropriate representative.

iv. Tour of Facilities

The tour of the Seniors Centre and Public Library in Waterdown is scheduled for June 22, 2018 at 2:00pm.

v. Accessible Pedestrian Signals

No update at this time.

vi. Beach Strip Trail Washroom

J.Bowen advised that this project has recently been completed and has reopened.

- vii. Bus Stop Audit & Design**
No update at this time.
- viii. City Hall Wish-list**
No update at this time.
- ix. MacNab Street Terminal Deficiency Audit**
No update at this time.
- x. Social Housing Accessibility Issues & Concerns**
M. Sinclair advised that Accessible Housing will be on the agenda for the August 15, 2018 Healthy and Safe Communities meeting. J. Bowen was asked to send an email reminder request to the committee to hold the date in their calendars.
- xi. Tim Hortons Stadium**
No update at this time.
- xii. Washroom Accessibility**
No update at this time.
- xiii. Urban Braille/Curbing at Intersections**
Committee members requested a representative from Public Works attend an upcoming committee meeting to discuss metal plates that have been integrated into City sidewalks but pose an accessibility matter. Member requested an invitation be extended by staff to the appropriate contact.

xiv. Elevator/Washroom/Changeroom Checklist

5. Other Business

6. Adjournment

Next meeting: Tuesday, August 7, 2018

**Advisory Committee for Persons with Disabilities
Housing Working Group
Meeting Notes
2:00p.m. – 3:40p.m.
Tuesday, June 19, 2018
Room 193/City Hall
71 Main Street West**

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

City Liason: Greg Witt

1.0 Welcome

**2.0 Meeting to Review : ACCESS TO HOUSING (ATH)-SPECIAL
NEEDS FORM**

As per direction from Housing Working Group Meeting
June 20, 2017 that refer to a 2 part process:

“There are two parts to what our group is doing. One is
development of the resource guide and the other is
understanding policy and planning effecting housing.”

3.0 Discussion and Recommendations for edits to the form

3.1 General:

- Discussion on increasing the font size, recognizing the font size required or recommended by the AODA, which is 14 pt. arial font, and in accordance with the City of Hamilton...
- Discussion on Type of unit-choice: Realistically are there choices?
- Add a link to recommend people consult the guidebook and staff person

3.2 Discussion on physician's section

- alternate person? There is a physician cost to complete this form
- Shouldn't be any limitations on who can get a modified unit and who can't based on one limiting criteria
- Lookup legislation regarding sharing of medical information -condition-how the information will be used on a form like this. Staff should be asked.
- Social Housing Act; ask staff to look into it. Necessary and legal information to gather?

3.3 Assistive devices/equipment used

Safety:

- Add: Person to call
- Lifeline-be more generic; personal pendent or cell phone/emergency contact
- Other: to list other

Treatment: For Further discussion

- Suction

Communication:

- Why they need to know if someone has a braille printer?
- What is an assistance signal
- Separate Braille and Large Print (was this comment regarding the form?)

3.4 Features Needed

- Smoke Free
- Braille in important places: ie; at entrance/elevators; and within the elevator.
- Signage for all common areas, each floor

- Add audio with function of the elevator
Large print. Location and size and tactile

4.0 Guidebook

- 4.1 Guide is being reviewed for common language and formatting. To be completed later this week. Being contracted out.
- 4.2 Discussion on how to have the councillors read over the book. Suggest a delegation to present the guidebook and encourage discussion. Will pass this on to Loren- deadline to clerks and then July 9th to Council GIC (9:30). Suggest our delegation is for that date.
- 4.3 Presentation:
- Presentation together. Talk about it for 2 minutes.
 - Due procedure-Mary to ask Jessica if it's going on the next GIC. Is it a consent item or discussion item.
 - Receive the presentation and receive the guidebook. Form to fill out to get on the agenda. Agenda: intro
 - Delegations-5 minutes.
 - Minutes from ACPD
 - Powerpoint-5-7 slides today. Format: Title, Mission, Preamble-Where we started this, Steps, Page for content, Where you wanted it to go. Next steps. Show them what we have done and keep them informed.

5.0 Next Meeting

- All agreed, these draft meeting minutes will go to Jessica to forward to a representative from social housing prior to our meeting next month to review our requested changes to the form
- Preferably the facilitator/navigator of ATH who helps people with special needs.
- Suggest Danielle Blake, Supervisor Housing Access and Supports, Social Housing
- Danielle be referred to the final copy of the guidebook, to make the two compatible

6.0 General Discussion:

- Form should provide some reality...5-6 years of housing waiting list. Subsidized and social housing is limited.
- Add paragraph to caution people's expectations (at least for the immediate future).
- Indwell getting funding

- Type in form CMHC-classification scale for accessibility
Included in the 1994 Hamilton-Wentworth Accessible Housing Resource Guide. Look for this.
- Suggest change the medical component-switch the two sections. All features needed on the front.
- Purpose: Help people in crisis get the help they need
- Step 1: for terminally ill person, there is a separate form (hard to find); 2 year wait list.
- There is a gap to accommodate: Example discussed (Jayne)
- old form, did not show up the medical.
- ie; where should link to access to housing guide be added;
- What are the terms of eligibility for social housing....
- The main form can be seen online-access to housing.ca
- Contact/companion-who helps you fill out the form. Can access to housing contact you?
- What are we suggesting and why?

- Discussion about getting help to fill out the form. Confirm this is happening. State that people can ask for help.
- Can it be filled in on-line?
- Meeting minutes to be circulated to Housing Working Group as a draft for discussion for next meeting.
- Compare special needs forms from other municipalities.
- Ask Danielle to get her staff to do a full review from other municipalities-similar size municipalities.
- Kim Nolan and Tim Nolan spoke to Planning & Development in January regarding housing issues, which were referred back to Healthy and Safe Communities and reverted back to staff. Will be brought back to Health and Safe Communities August 15th.

7.0 Suggest that a form can be useful for other things-give tenants an appropriate quality of life.

- ie; automatic entrance door for entrance to the building. However there are many other doors-doors to the laundry room; doors to the garbage; no signage on the doors
- maintenance for the buttons and audio

- some overlap with built environment
- Mary has put together a work plan before the end of the year.
- goal: staff mtg with form and revision
- AODA does not have a policy on housing

6.0 National Housing Strategy

- Original motion-housing and homelessness strategy Council Follow-Up Notice, March 13, 2017. See attachment
- This is developed and formed by the housing and homelessness action plan
- 18 month effort. How much work; how many people
- One slide about independence is not doing everything yourself, but taking control.

8.0. Next meeting: July 17, 2018 at 2:00pm

Meeting adjourned 3:50pm

Attach:

City Clerk's Division COUNCIL FOLLOW-UP NOTICE

TO: Jodi Koch, Director
Talent and Diversity
City Manager's Office

DATE: May 25, 2018

FROM: Loren Kolar
City Clerk's Division

RE: Council Follow up – Advisory Committee for Persons with Disabilities
(ACPD)

At the July 13, 2018 meeting of City Council, the following items were approved as part of General Issues Committee Report 18-015:

Advisory Committee for Persons with Disabilities Report 18-006 (Item 7.1)

Mary Sinclair and other members of the Advisory Committee for Persons with Disabilities addressed Committee and provided a PowerPoint respecting a Guide to Finding Housing in Hamilton for Persons with Disabilities.

The presentation provided by members of the Advisory Committee for Persons with Disabilities, respecting a Guide to Finding Housing in Hamilton for Persons with Disabilities, was received.

WHEREAS, a Special General Issues Committee has been scheduled for September 11, 2018 to consider the financial implications that the *Accessibility for Ontarians with Disabilities Act* (AODA) has on the City of Hamilton;

WHEREAS, the Advisory Committee for Persons with Disabilities is charged with the responsibilities related to accessibility issues for persons with disabilities in the city of Hamilton; and,

WHEREAS, on July 9, 2018, the Advisory Committee for Persons with Disabilities provided a presentation to the General Issues Committee respecting a Guide to Finding Housing in Hamilton for People with Disabilities;

THEREFORE, BE IT RESOLVED:

The Guide to Finding Housing in Hamilton for People with Disabilities, presented by the Advisory Committee for Disabilities, was referred to staff for the appropriate assessment and a report back to the Special General Issues Committee meeting, scheduled for September 11, 2018, where the implications

of the *Accessibility for Ontarians with Disabilities Act* (AODA) are being discussed.

Loren Kolar
Legislative Coordinator

cc: Jessica Bowen, Human Rights Specialist
Aznive Mallet, Chair, ACPD

Question	Response
Regarding motion specialties, will they pick up the chair/scooter from anywhere? Even if it is not one of their chairs?	We will ensure that the passenger is delivered home. The repair vendor may or may not be Motion Specialties but Motion Specialities has said they are available on an emergency basis.
Will there be a cost to the person who needs the urgent ride?	A nominal fee for service, to be determined. Suggest similar to an ambulance call?
Please confirm the cost for consultation and/or repairs through motion specialties.	Variable, depending on the chair problem. There would be a fixed fee for the delivery of the passenger from the breakdown site to home. The rest of the cost depends on what is wrong with the chair.
Also confirm which hours they would be available and how quickly they would be available.	6:00 am to 12:00 am
Will there be a cost increase in payments from the city to darts?	Too small to matter. Stranded wheelchairs don't happen very often. mark
Specifically, which hours of the day could you guarantee that you will do this?	6:00 am to 12:00 am
You mentioned that you might have to bring a second driver to push a heavy chair. Can you confirm that in your proposal?	Yes, that is what we do now.
Will you pick up anyone using mobility devices whether they are registered with darts or not?	Yes, that is what we do now.
Do you have a definition of what is classified an emergency or an urgent need for a breakdown of a chair?	If there is a fee, I would think we would respond every time there is a request, since the fee would discourage misuse.
Will you provide the same services on stat holidays?	We would get the passenger home, fixing the chair problem would be subject to available sevies on stat holidays.

<p>We would very much appreciate a breakdown of any and all costs.</p>	<p>The simplest approach is to have an all-in fee (suggest 100-150), to assist at the scene, much the same as an ambulance call. It's possible this could be subsidized under council direction. The cost of fixing the chair problem would be born by the chair owner and would be a direct invoice from motion specialties/repair service.</p>
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5.5

Notes from wheelchair/scooter safety and break down working group meeting on July 24 1:30 PM.

Examples of breakdown/safety issues for persons with disabilities and persons using mobility devices:

- **if a guide dog or service dog is injured, that person is stranded and unable to navigate his or her way.**
- **if a person with vision impairment is dropped off in the wrong place or an isolated place, and or if the weather is bad and they have no one that can help them, they will have to call a taxi. This could be a huge financial burden.**
- **If a person uses a Rollator or Walker and it breaks down, they are stranded and unable to ambulate.**
- **the wheelchair or scooter or any type of Walker breaks down, and it can't be repaired immediately, is a loaner available? Will the loaner be suitable for the person to be independent again?**
- **If the loaner is not adequate for the person to be independent and the chair or equipment cannot be repaired immediately, and there is no family member or friend available to help, can a Personal Support Worker be made available? (Can LHIN or ODSP or OW be involved in this?)**
- **If a person has been in hospital and is being discharged, will darts deliver the chair to the hospital? How much me this cost and who would pay for it?**
- **In the situation Patti shared, Steel City Dancers were stranded because of an emergency. Could the HSR accessible ELF bus be used to remove the persons with disabilities from the dangerous site and keep them safe until individual bus rides to go home are arranged?**
- **Often, people with disabilities do not have disposable money to pay for an urgent situation. Especially people on social assistance cannot afford this issue to be resolved with their own finances.**

5.5

The meeting:

- **Community Roundtable regarding wheelchair/scooter safety and break down will be on Wednesday, November 21 between 1:30 PM and 3:30 PM.**
- **Invite people from previous list and add: Andrea Horvath and an MPP representing progressive conservatives.**
- **There may be a need for funding to cover the costs of rescue and repair. If city is unable to provide this, is there an opportunity for us to raise funds from a private donor or donors?**
- **Possible donors may be a bank. Could we get a sponsor for “pay-as-you-go” cell phones for persons with disabilities? This is an important part of getting help when rescue is needed.**
- **Letter to invite attendees needs to be approved by ACPD and city Council.**
- **Need a list of invited attendees. Need to list purpose and goal of meeting. Ask people who attended previously if they have new goals or solutions. Inform new attendees of core issues and what is needed for solutions.**



Dept:	PASSENGER SERVICES	Policy No.	PS 4.1.24
Section:	POLICIES AND PROCEDURES	Issued and Effective:	July 2018
Title:	GUIDE DOGS AND SERVICE ANIMALS	Revised:	July 2018

PURPOSE

The purpose of this policy is to ensure DARTS is AODA compliant when transporting passengers with guide dogs or service animals

POLICY

If a person with a disability is accompanied by a guide dog or other service animal, DARTS shall ensure that the person is permitted to enter the vehicle with the animal and to keep the animal with him or her.

Guide dogs and service animals travel for free on DARTS.

SCOPE

This policy applies to the DARTS organization.

JOINT RESPONSIBILITY

It is the responsibility of the passenger to inform DARTS that they will be travelling with a guide dog or service animal at the time of booking the trip.

This is to ensure that the appropriate assigned vehicle is able to accommodate the passenger and their service animal.

It also ensures that other passengers, who may be excluded from travelling with service animals, are not scheduled at the same time.

It is the responsibility of DARTS to ensure that the person traveling with a service animal is permitted to enter the vehicle and keep the animal with him or her during the trip.

DEFINITIONS

“Guide dogs” or “Service animals” are used by people with many different kinds of disabilities. Examples of service animals include dogs used by people who are visually impaired, hearing alert animals for people who are hard of hearing and animals trained to alert an individual to an oncoming seizure and lead them to safety. Service animals are not always dogs. A bird, cat, or other trained animals may also be service animals.

“Guide dog” shall have the same meaning as set out in Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, as amended;

Guide Dog – is a highly-trained working dog that has been trained at one of the facilities listed in Ontario Regulation 58 under the *Blind Persons’ Rights Act*, to provide mobility, safety and increased independence for people who are blind.

Service Animal – as reflected in *Ontario Regulation 429/07*, an animal is a service animal for a person with a disability if:

- it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service Dog – as reflected in *Health Protection and Promotion Act, Ontario Regulation 562* a dog other than a guide dog for the blind is a service dog:

- if it is readily apparent to an average person that the dog functions as a service dog for a person with a medical disability; or
- if the person who requires the dog can provide on request a letter from a physician or nurse confirming that the person requires a service dog.

For the purposes of this policy, an animal is a service animal for a person with a disability if,

- the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - A member of the College of Chiropractors of Ontario.
 - A member of the College of Nurses of Ontario.
 - A member of the College of Occupational Therapists of Ontario.
 - A member of the College of Optometrists of Ontario.
 - A member of the College of Physicians and Surgeons of Ontario.
 - A member of the College of Physiotherapists of Ontario.
 - A member of the College of Psychologists of Ontario.
 - A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.



IMPLICATIONS OF ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) LEGISLATION

August 14, 2018

- 1996 – CoH Urban Braille System
 - Purpose: System of “clearways” defined by textured shorelines of pigmented concrete and tactile information nodes.
- 2001 – Ontarians with Disabilities Act
 - Purpose: 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.
- 2005 – Accessibility for Ontarians with Disabilities Act (AODA)
 - Purpose: Improve on ODA. Required both public and private sectors to eliminate and prevent new barriers from being introduced to the built environment.
- 2006 – CoH Barrier-Free Design Guidelines
 - Purpose: Guideline to address accessibility levels in Hamilton through planning, design, construction and maintenance of physical facilities, parks & open spaces not already achieved within the Ontario Building Code.
- 2015 – Ontario Building Code Update
 - Purpose: Amended to accommodate accessibility related standards.

AODA on Public Sector

- Review of facilities, sidewalks and super mailboxes to bring assets up to the latest standards of accessibility.
 - Energy, Fleet & Facilities Management was consulted for facilities under their care
 - Engineering Services Division was consulted for sidewalks
 - Growth Planning Division was consulted for super mailboxes
- Note: All assets are in compliance with the Act so long as they were built to the latest standard when constructed or undergone major renovation.
- All financial costs have been determined through an audit which consisted of capturing an inventory of the asset, determining cost estimate to upgrade an individual asset and extrapolating for the full inventory.

- Audit completed in 2017 of 16 facilities spanning a diverse range
 - Completed by external consultant DesignABLE
- Identified approximately \$157M funding gap, inclusive of design & construction, for all facilities which EFFM is responsible.
 - Facility excluded: Culture and Heritage, Water, City Housing Hamilton, Police and Lodge Facilities.
 - Scope excluded: new facility construction and large structural changes.
- Funding gap calculated by extrapolating cost per square foot, depending on the era it was built, from the individual cost estimates of the facilities audited.
- Current Facilities Capital Block does not have sufficient funds to complete the accessible upgrades in addition to the infrastructure renewal project
 - Infrastructure renewal projects are the primary focus of the capital block funding in order to sustain the condition of the City's facility infrastructure over time.

- If funding is attained it would provide the following minimum requirements for accessibility:
 - Where parking is provided, accessible parking is available;
 - Where passenger loading zones are provided, they are accessible;
 - At least one of each type of entrance (public, staff) is accessible;
 - Accessible entrances are located on an accessible route;
 - All common-use rooms/spaces/elements used by staff and/or the public are accessible (exception: where common-use rooms/spaces/elements are duplicated within suites or floor areas, at least 1 shall be accessible);
 - At least 1 of each type of individual-use space, such as offices and workstations, are accessible, or are capable of being made accessible on a job-accommodation basis;
 - Where multi-stall washroom facilities are provided on a floor area, at least one male and one female washroom is accessible (exception: where an accessible unisex/universal washroom is provided within 45 metres);
 - At least one universal washroom is provided within the facility;
 - Where an alarm system is provided, it is accessible.

Sidewalks, Super Mailboxes

Sidewalks

- CoH designs and constructs sidewalks with augmentations to AODA by including Urban Braille requirements and suggestions from Accessibility for Persons with Disabilities Committee (ACPD), Built Environment subcommittee.
- No Audit has been completed to determine cost for upgrading sidewalks to latest standards immediately.
- New construction and redevelopment for lifecycle renewal for sidewalks are currently programmed within the annual capital budget which would bring sidewalks up to code as addressed.

Super Mailboxes

- Implementation of AODA legislation with respect to the mailbox itself are the discretion of Canada Post.
- City staff ensure super mailboxes are located on a concrete pad connected to a municipal sidewalk through Site Plan Approval and the cost are at the Owner/Developer's expense.

AODA on Private Sector

The City of Hamilton has no obligation with respect to accessibility within the Private Sector. However the City employs many individuals which help promote, advise and monitor new builds such that the latest AODA standards are considered.

Urban Design and the Building Department groups liaise with private sector to help promote, advise and monitor new builds for:

- City Policies & Guidelines
- Provincial Legislation, including AODA

All new renovation and builds must comply with the Ontario Building Code which now has accommodated accessibility related standards. The Building Department would be aware of the requirements and able to ensure compliance through review of the building permit and building inspections.

No work has been completed at this time to determine the financial implications of AODA Legislation on the private sector.

FOR YOUR INFORMATION - ACCESSIBLE PEDESTRIAN SIGNAL LOCATIONS

This is the list of Accessible Pedestrian Signals locations that was provided by Rob Declair to the BEWG in December 2017/January 2018.

APS Retrofits - Locations Approved for 2017				
2	Main St	MacNab St	carry over - pending	Location on LRT Corridor
3	Barton St	Wentworth St	carry over - pending	2014-03-17 Road Resurfacing 2023
13	King St	Market St	carry over - pending	06-May-15
13	Hatt	Ogilvie St	carry over - pending	24-Feb-15
\$ -				
APS Retrofit Locations for 2018				Request Date
1	Main St	Whitney		
2	Caroline Street	Main Street		2016-12-20 Add on
2	John Street	Main Street		15-Nov-15
4	Queenston Rd	Parkdale Ave		Add on
5	Barton Street	Grays Road		04-Apr-17
6	Larch Ave	Upper Ottawa Street		
9	Grays Rd	Queenston Rd		
13	Cross/Main	King St		2015-09-15 2018 Modernization
13	King St	Sydenham St		2015-09-09 2018 Modernization
Proposed 2019 Locations				Request Date
7	Upper Wentworth	Rymal Road		Requested June 12, 2017
8	West 5th	Limeridge Rd		Requested Oct 16, 2017