



## City of Hamilton

# ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

**Meeting #:** 19-010  
**Date:** November 12, 2019  
**Time:** 4:00 p.m.  
**Location:** Room 192 and 193, City Hall  
71 Main Street West

Alicia Davenport, Legislative Coordinator (905) 546-2424 ext. 2729

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### 1. CEREMONIAL ACTIVITIES

### 2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with \*)

### 3. DECLARATIONS OF INTEREST

### 4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1 September 10, 2019 (Deferred from the October 8, 2019 meeting, as quorum was not achieved)

4.2 October 8, 2019

### 5. COMMUNICATIONS

5.1 Correspondence from Martin Brousseau respecting Accessible Pedestrian Signals in Quebec City (Deferred from the October 8, 2019 meeting, as quorum was not achieved)

Recommendation: Be received.

- 5.2 Correspondence from Edward Soldo, Transportation Operations & Maintenance Division, respecting Follow-Up to the Committee's Feedback on the Accessible Pedestrian Signals Video (Deferred from the October 8, 2019 meeting, as quorum was not achieved)

Recommendation: Be received.

## **6. DELEGATION REQUESTS**

- 6.1 Denise Sterling, Service Canada, respecting the Canada Pension Plan Disability (CPP-D) Benefit Toolkit (for a future meeting)

## **7. CONSENT ITEMS**

- 7.1 Built Environment Working Group Update (no copy)
- 7.2 Housing Issues Working Group Update (no copy)
- 7.3 Outreach Working Group Update (no copy)
- 7.4 Transportation Working Group Update
  - 7.4.a Transportation Working Group Meeting Notes - September 24, 2019 (Deferred from the October 8, 2019 meeting, as quorum was not achieved)
- 7.5 Wheelchair and Scooter Safety Working Group Update (no copy)
- 7.6 Disability Justice and Climate Crisis Working Group Update (no copy)
- 7.7 Community Safety Working Group Update (no copy)
- 7.8 Accessible Taxi Cab Incentive Program Update (no copy)

## **8. PUBLIC HEARINGS / DELEGATIONS**

## **9. STAFF PRESENTATIONS**

- 9.1 Hamilton's Age Friendly Plan 2020-2025 Consultation

## 10. DISCUSSION ITEMS

- 10.1 2020 Budget Submission for the Advisory Committee for Persons with Disabilities (Deferred from the October 8, 2019 meeting, as quorum was not achieved)
- 10.2 Advisory Committee for Persons with Disabilities Working Group Review (no copy)
- 10.3 Advisory Committee for Persons with Disabilities Working Group Accommodation (no copy)
- 10.4 Advisory Committee for Persons with Disabilities Terms of Reference Review

## 11. MOTIONS

## 12. NOTICES OF MOTION

## 13. GENERAL INFORMATION / OTHER BUSINESS

- 13.1 Accessibility Complaints to the City of Hamilton (no copy)
- 13.2 Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (no copy)
- 13.3 Presenters List for the Advisory Committee for Persons with Disabilities (no copy)
- 13.4 Innovative Accessibility Projects Showcase Webinar Review (Deferred from the October 8, 2019 meeting, as quorum was not achieved)
- 13.5 General Meeting Procedures Update (Deferred from the October 8, 2019 meeting, as quorum was not achieved) (no copy)
- 13.6 Review of Advisory Committee for Persons with Disabilities Outstanding Business List (Deferred from the October 8, 2019 meeting, as quorum was not achieved)
- 13.7 Advisory Committee for Persons with Disabilities Chair's Meeting with Mayor, Chief of Police, and City Manager (no copy)

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES**

**Minutes 19-008**

**4:00 p.m.**

**Tuesday, September 10, 2019**

**Rooms 192 and 193, City Hall**

**71 Main Street West**

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**Present:** A. Mallet (Chair), J. Cardno (Vice-Chair), S. Aaron, L. Dingman, A. Frisina, J. Hawker, C. McBride, M. McNeil, T. Murphy, K. Nolan, T. Nolan and A. Wilson

**Absent  
with regrets:** S. Geffros

**Also Present:** J. Bowen, Supervisor, Diversity and Inclusion

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

- 1. Installation of Urban Braille along Cannon Street East at the Intersections of Wellington Street North, Catherine Street North, and John Street North (Item 7.1)**

**(Cardno/Hawker)**

WHEREAS, the reconstruction of Cannon Street between James Street North and Sherman Avenue North

commenced in May 2019 and involves road resurfacing, Cycle Track improvements, and improvements to pedestrian safety measures;

WHEREAS, Urban Braille is a system of tactile information serving the needs of the visually impaired and blind by using both colour and texture contrast to provide warning signals and clues related to orientation;

WHEREAS, Mike Becke, Senior Project Manager, Public Works, attended the Built Environment Working Group meeting of November 6, 2018 and provided an update respecting the City of Hamilton's Urban Braille system;

WHEREAS, the Built Environment Working Group Meeting Notes of November 6, 2018, were received by the Advisory Committee for Persons with Disabilities on January 15, 2019 (Item (e)(i) of Advisory Committee for Persons with Disabilities Report 19-001), but no Motion was made to request the inclusion of Urban Braille objectives in the plans for the Cannon Street reconstruction;

WHEREAS, a number of people with disabilities live in the Cannon Street area (especially with visual limitations); and,

WHEREAS, Urban Braille was not installed at three dangerous intersections along Cannon Street East;

THEREFORE, BE IT RESOLVED:

- (a) That Public Works staff be requested to examine and report back to the Advisory Committee for Persons with Disabilities on the feasibility of installing Urban Braille on Cannon Street East at the intersections of

Wellington Street North, Catherine Street North, and John Street North; and,

- (b) That there be uniformity/continuity in the maintenance of major intersections, in accordance with *Accessibility for Ontarians with Disabilities Act, 2005*, standards (as at the intersection of Rymal Road West and West 5<sup>th</sup> Street, Hamilton).

**CARRIED**

**2. Background Information and Past Activities of the Outreach Working Group (Item 7.3)**

**(Murphy/Dingman)**

WHEREAS, the Outreach Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of Paula Kilburn, Tom Manzuk, and Terri Wallis;

THEREFORE, BE IT RESOLVED:

That Paula Kilburn, Tom Manzuk, Terri Wallis, be invited to attend a future meeting of the Outreach Working Group of the Advisory Committee for Persons with Disabilities to provide background information on the Outreach Working Group's mandate and past activities.

**CARRIED**

**3. Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (Added Item 11.1)**

**(Aaron/McNeil)**

WHEREAS, the Transportation Working Group believes that it would be beneficial for the Advisory Committee for

Persons with Disabilities to investigate the Light Rail Transit (LRT) Systems in neighbouring municipalities like Kitchener;

THEREFORE, BE IT RESOLVED:

- (a) That the following Members of the Advisory Committee for Persons with Disabilities be approved to travel to neighbouring municipalities to investigate and compare Light Rail Transit (LRT) systems, with the transportation costs to be funded from the Advisory Committee for Persons with Disabilities 2018 approved budget for conferences and related travel expenses, to an upset limit of **\$1,000**:

- (i) ***Shahan Aaron***
- (ii) ***Jayne Cardno***
- (iii) ***Anthony Frisina***
- (iv) ***John Hawker***
- (v) ***Aznive Mallet***
- (vi) ***Mark McNeil***

**Main Motion, as amended, CARRIED**

**4. Implementation and Use of Accessible Signage on City Transit (Added Item 11.2)**

**(Aaron/Dingman)**

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of the Manager of Customer Experience and Innovation (Transit Division), or their designate;

THEREFORE, BE IT RESOLVED:

That the Manager of Customer Experience and Innovation (Transit Division), or their designate, be invited to attend a



future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to discuss the current implementation and use of signage ***that would encourage sensitivity towards all persons with disabilities, including those that use mobility devices,*** on City transit.

**Main Motion, as amended, CARRIED**

**5. Accessible Taxi Cab Incentive Program Update (Added Item 11.3)**

**(Aaron/McNeil)**

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of the Manager of Licensing and By-law Services, or their designate;

THEREFORE, BE IT RESOLVED:

That the Manager of Licensing and By-law Services, or their designate, be invited to attend a future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to provide an update on the accessible taxi cab incentive program.

**CARRIED**

**6. Advance/Pre-Pay System for DARTS Fares (Added Item 11.4)**

**(Aaron/Cardno)**

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of the Executive Director of DARTS, or their designate, ***and the Manager, Customer Experience and Innovation (Transit Division), or their designate;***

THEREFORE, BE IT RESOLVED:

That the Executive Director of DARTS, or their designate, ***and the Manager, Customer Experience and Innovation (Transit Division), or their designate***, be invited to attend a future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to discuss an advance/pre-pay system for DARTS fares.

**Main Motion, as amended, CARRIED**

**7. Current Accessibility Challenges of Public Transit in the City of Hamilton (Added Item 11.5)**

**(Aaron/McNeil)**

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of Terri Wallis;

THEREFORE, BE IT RESOLVED:

That Terri Wallis be invited to attend a future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to discuss the current accessibility challenges of public transit in the City of Hamilton.

**CARRIED**

**FOR INFORMATION:**

**(a) CHANGES TO THE AGENDA (Item 2)**

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

**1. CONSENT ITEMS (Item 7)**

7.4(a) Transportation Working Group Meeting Notes -  
August 27, 2019

7.7(a) Community Safety Working Group Meeting  
Notes - September 3, 2019

## **2. NOTICES OF MOTION (Item 12)**

12.1 Investigation of Light Rail Transit (LRT) Systems  
in Neighbouring Municipalities by Members of  
the Advisory Committee for Persons with  
Disabilities

12.2 Implementation and Use of Accessible Signage  
on City Transit

12.3 Accessible Taxi Cab Incentive Program Update

12.4 Advance/Pre-Pay System for DARTS Fares

12.5 Current Accessibility Challenges of Public  
Transit in the City of Hamilton

## **3. DISCUSSION ITEMS (Item 10)**

10.1 2020 Budget Submission for the Advisory  
Committee for Persons with Disabilities

## **4. GENERAL INFORMATION / OTHER BUSINESS (Item 13)**

13.1 Presenters List for the Advisory Committee for  
Persons with Disabilities

**(Wilson/K. Nolan)**

That the agenda for the September 10, 2019 meeting of the Advisory Committee for Persons with Disabilities be approved, as amended.

**CARRIED**

**(b) DECLARATIONS OF INTEREST (Item 3)**

There were no declarations of interest.

**(c) APPROVAL OF MINUTES (Item 4)**

**(i) August 13, 2019 (Item 4.1)**

**(Dingman/McNeil)**

That the minutes of the August 13, 2019 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

**CARRIED**

**(d) CONSENT ITEMS (Item 7)**

**(i) Built Environment Working Group Update (Item 7.1)**

J. Cardno indicated that quorum was not achieved at the Built Environment Working Group meeting scheduled on September 3, 2019.

J. Cardno advised the Committee that the Built Environment Working Group workplan includes, but is not limited to, the following:

- Review of accessibility features at various City facilities (i.e. Bernie Morelli Recreation Centre);

- Review of accessibility features on Locke Street, between Main Street West and Stanley Avenue, as reconstruction work is completed;
- Review of accessibility features at John Rebecca Park upon completion of construction;
- Seasonal maintenance of sidewalks, bike paths, curb cuts, metal plates on sidewalks and walkways, bus stops and shelters;
- Recognizing local area restaurants with accessible entranceways and washrooms via a certificate program; and,
- Inclusion of facility accessibility features in the annual publications of various City arts facilities.

**(Hawker/Dingman)**

That the verbal update from J. Cardno, respecting the Built Environment Working Group, be received.

**CARRIED**

For further disposition of this matter, see Item 1.

**(ii) Housing Issues Working Group Update (Item 7.2)**

The Committee considered merging the Housing Issues Working Group together with the Built Environment Working Group. The Housing Issues Working Group will now meet on the 1<sup>st</sup> Tuesday of each month from 3:30p.m. – 4:00p.m., immediately preceding the Built Environment Working Group meeting.

**(iii) Outreach Working Group Update (Item 7.3)**

For disposition of this matter, see Item 2.

**(iv) Transportation Working Group Update (Item 7.4)**

**(McNeil/Dingman)**

That the Transportation Working Group Meeting Notes of August 27, 2019 (Added Item 7.4(a)), be received.

**CARRIED**

For further disposition of this matter, see Items 3, 4, 5, 6, and 7.

**(v) Wheelchair and Scooter Safety Working Group Update (Item 7.5)**

No update.

**(vi) Disability Justice and Climate Crisis Working Group Update (Item 7.6)**

A. Wilson indicated that the meeting schedule for the Disability Justice and Climate Crisis Working Group is being finalized and preliminary discussions respecting the Working Group's scope and workplan have taken place. The scope of Disability Justice and Climate Crisis Working Group includes assessing the impact of climate emergencies, such as extreme weather events, on persons with disabilities and evaluating the City of Hamilton's emergency preparedness and response plans to ensure that they are inclusive of persons with disabilities.

The workplan includes, but is not limited to, the following:

- Review of relevant City policies and bylaws (i.e. Adequate Heat By-law);

- Host a community forum/engagement event to identify the concerns of disabled Hamiltonians regarding extreme weather events and climate change; and,
- Develop partnerships with community organizations and stakeholders, such as Environment Hamilton and the Disability Justice Network of Ontario.

**(Dingman/K. Nolan)**

That the verbal update from A. Wilson, respecting the Disability Justice and Climate Crisis Working Group, be received.

**CARRIED**

**(vii) Community Safety Working Group Update (Item 7.7)**

**(Wilson/McNeil)**

That the Community Safety Working Group Meeting Notes of September 3, 2019 (Added Item 7.7(a)), be received.

**CARRIED**

**(e) DISCUSSION ITEMS (Item 10)**

**(i) 2020 Budget Submission for the Advisory Committee for Persons with Disabilities (Added Item 10.1)**

J. Bowen, Supervisor, Diversity and Inclusion, provided the Committee with a draft 2020 Budget Submission for the Advisory Committee for Persons with Disabilities.

Committee members were asked to consider their budget requirements for 2020 at the next meeting.

**(Hawker/Dingman)**

That the verbal update from J. Bowen, Supervisor, Diversity and Inclusion, respecting the 2020 Budget Submission for the Advisory Committee for Persons with Disabilities, be received.

**CARRIED**

**(Hawker/Dingman)**

That the 2020 Budget Submission for the Advisory Committee for Persons with Disabilities be included on the October 8, 2019 meeting agenda for consideration.

**CARRIED**

**(f) MOTIONS (Item 11)**

**(i) Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (Added Item 11.1)**

**(Aaron/McNeil)**

That the upset limit in recommendation (a) be increased from \$500 to \$1,000, as follows:

- (a) That the following Members of the Advisory Committee for Persons with Disabilities be approved to travel to neighbouring municipalities to investigate and compare Light Rail Transit (LRT) systems, with the transportation costs to be funded from the Advisory Committee for Persons with Disabilities 2018 approved budget for conferences and related travel expenses, to an upset limit of ~~\$500~~ **\$1,000**:



- (i) To be determined
- (ii) To be determined
- (iii) To be determined
- (iv) To be determined

**Amendment CARRIED**

**(Aaron/McNeil)**

That recommendation (a) be further amended to add the names of the Advisory Committee for Persons with Disabilities members, as follows:

- (i) ~~To be determined~~ **Shahan Aaron**
- (ii) ~~To be determined~~ **Jayne Cardno**
- (iii) ~~To be determined~~ **Anthony Frisina**
- (iv) ~~To be determined~~ **John Hawker**
- (v) **Aznive Mallet**
- (vi) **Mark McNeil**

**Amendment CARRIED**

For further disposition of this matter, refer to Item 3.

**(ii) Implementation and Use of Accessible Signage on City Transit (Added Item 11.2)**

**(Aaron/Dingman)**

That the recommendation be amended to provide clarity to the resolution, as follows:

That the Manager of Customer Experience and Innovation (Transit Division), or their designate, be invited to attend a future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to discuss the current implementation and use of ~~accessible~~ signage **that would encourage**

***sensitivity towards all persons with disabilities, including those that use mobility devices,*** on City transit.

***Amendment CARRIED***

For further disposition of this matter, refer to Item 4.

**(iii) Advance/Pre-Pay System for DARTS Fares (Added Item 11.4)**

**(Aaron/Cardno)**

That the whereas statement and recommendation be amended to include the Manager, Customer Experience and Innovation (Transit Division), or their designate, as follows:

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities will benefit from the expertise of the Executive Director of DARTS, or their designate, ***and the Manager, Customer Experience and Innovation (Transit Division), or their designate;***

THEREFORE, BE IT RESOLVED:

That the Executive Director of DARTS, or their designate, ***and the Manager, Customer Experience and Innovation (Transit Division), or their designate,*** be invited to attend a future meeting of the Transportation Working Group of the Advisory Committee for Persons with Disabilities to discuss an advance/pre-pay system for DARTS fares.

***Amendment CARRIED***

For further disposition of this matter, refer to Item 6.

**(g) NOTICES OF MOTION (Item 12)**

**(i) Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (Added Item 12.1)**

S. Aaron introduced a Motion respecting the Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities.

For further disposition of this matter, refer to Items (f)(i) and 3.

**(ii) Implementation and Use of Accessible Signage on City Transit (Added Item 12.2)**

S. Aaron introduced a Motion respecting the Implementation and Use of Accessible Signage on City Transit.

For further disposition of this matter, refer to Items (f)(ii) and 4.

**(iii) Accessible Taxi Cab Incentive Program Update (Added Item 12.3)**

S. Aaron introduced a Motion respecting an Accessible Taxi Cab Incentive Program Update.

For further disposition of this matter, refer to Item 5.

**(iv) Advance/Pre-Pay System for DARTS Fares (Added Item 12.4)**

S. Aaron introduced a Motion respecting an Advance/Pre-Pay System for DARTS Fares.

For further disposition of this matter, refer to Items (f)(iii) and 6.

**(v) Current Accessibility Challenges of Public Transit in the City of Hamilton (Added Item 12.5)**

S. Aaron introduced a Motion respecting Current Accessibility Challenges of Public Transit in the City of Hamilton.

For further disposition of this matter, refer to Item 7.

**(h) GENERAL INFORMATION / OTHER BUSINESS (Item 13)**

**(i) Presenters List for the Advisory Committee for Persons with Disabilities (Added Item 13.1)**

J. Bowen, Supervisor, Diversity and Inclusion, advised that the Committee has invited the following presenters to attend future meeting of the Advisory Committee for Persons with Disabilities:

- A representative of Community Living Hamilton
- A representative of Community Para-Med
- A representative of LHIN Home and Community Care (formerly Community Care Access Centre Hamilton)
- Sarah Jama, Hamilton Centre for Civic Inclusion
- Director of Housing Services
- Emergency Management Staff
- Donna Skelly, MPP Flamborough-Glanbrook

**(Hawker/Cardno)**

WHEREAS, the Advisory Committee for Persons with Disabilities will benefit from the expertise of Paula Kilburn, Tom Manzuk, Mary Sinclair, and Robert Semkow;

THEREFORE, BE IT RESOLVED:

That Paula Kilburn, Tom Manzuk, Mary Sinclair, and Robert Semkow be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to provide an overview of the Committee's past activities.

**DEFEATED**

**(i) ADJOURNMENT (Item 15)**

**(Murphy/Hawker)**

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 6:08 p.m.

**CARRIED**

Respectfully submitted,

A. Mallet, Chair  
Advisory Committee for  
Persons with Disabilities

Alicia Davenport  
Legislative Coordinator  
Office of the City Clerk



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES**

**Minutes 19-009**

**4:00 p.m.**

**Tuesday, October 8, 2019**

**Rooms 192 and 193, City Hall**

**71 Main Street West**

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**Present:** A. Mallet (Chair), J. Cardno (Vice-Chair), S. Aaron,  
L. Dingman, A. Frisina, and M. McNeil

**Absent**

**with regrets:** S. Geffros, J. Hawker, C. McBride, T. Murphy, K.  
Nolan, T. Nolan and A. Wilson

**Also Present:** J. Bowen, Supervisor, Diversity and Inclusion

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Pursuant to Section 5.4(5) of the City of Hamilton's Procedural By-law 18-270 the Committee Clerk advised the Chair at 4:00 p.m. that based on email communications from the Committee members, quorum would not be achieved. Those in attendance decided to continue the meeting during the absence of quorum to hear the delegations and staff presentation in attendance, with no decisions being made at this time, with the balance of the agenda items being placed on the next Committee agenda.

**FOR INFORMATION:**

**(a) DELEGATION REQUESTS (Item 6)**

- (i) Tiffany Kummer, Complex Regional Pain Syndrome (CRPS) / Reflex Sympathetic Dystrophy (RSD) Foundation, respecting Various Accessibility Concerns related to Bus Stops, Roads, Sidewalks, Parks, Schools, and Food Banks (for today's meeting) (Item 6.1)**

Tiffany Kummer, Complex Regional Pain Syndrome (CRPS) / Reflex Sympathetic Dystrophy (RSD) Foundation, provided the Committee with a presentation respecting Various Accessibility Concerns related to Bus Stops, Roads, Sidewalks, Parks, Schools, and Food Banks, with the aid of a handout.

A copy of the handout will be placed on the agenda for the next meeting, for receipt.

- (ii) Leanne Mione, Contact Hamilton for Children and Developmental Services, respecting Housing and Transitions for People with Developmental Disabilities (for today's meeting) (Item 6.2)**

Leanne Mione, Contact Hamilton for Children and Developmental Services, provided the Committee with a presentation respecting Housing and Transitions for People with Developmental Disabilities, with the aid of a presentation.

A copy of the presentation will be placed on the agenda for the next meeting, for receipt.

**(b) STAFF PRESENTATIONS (Item 9)**

**(i) Reimagine Our Museums Process and the Hamilton Civic Museum Strategy (Item 9.1)**

Sonia Mrva, Senior Curator of the Hamilton Civic Museums, provided the Committee with a presentation respecting the Reimagine Our Museums Process and the Hamilton Civic Museum Strategy, with the aid of a handout.

A copy of the handout will be placed on the agenda for the next meeting, for receipt.

**(c) ADJOURNMENT (Item 15)**

Pursuant to Section 5.4(5) of the City of Hamilton's Procedural By-law 18-270 at 4:30 p.m. the Committee Clerk advised those in attendance that quorum had not been achieved since 4:00 p.m., therefore, the meeting would stand adjourned.

Respectfully submitted,

A. Mallet, Chair  
Advisory Committee for  
Persons with Disabilities

Alicia Davenport  
Legislative Coordinator  
Office of the City Clerk




**From:** martin brousseau [REDACTED]  
**Sent:** September 13, 2019 11:26 PM  
**To:** Davenport, Alicia <Alicia.Davenport@hamilton.ca>  
**Subject:** Cross walk buttons

For your information and consideration.

Of my attendance during your regularly scheduled committee meeting of 13, August a new training video was played for our viewing of a new button or options therein, of which I had given my input of concerns or issues some elderly may have with the duration required to hold a button, with as a potential solutions.

Of my travels, I would like to present the following as a best case scenario and option, however the expense and work involved may be deemed unreasonable,  
The following I found in Quebec City, of which I'm sure a committee member from the city of Hamilton can contact an official with the city of Quebec should this be an option for a trail bases or of specific effected areas, I'm certain the city of Quebec could help you further should this be an option your group wish to consider.



After I'd taken this picture, I thought of and tried scanning a city bus  transfer slip, as a means to effect a change in cross walk light, which was an effective means to change the light by way of a paper slip, Which leads me to think any object such as a walking cane or similar items could solve many such related concerns by your committee.

P.S. please look for my other related email of my 13, August attendance.

Thank you.  
Martin Brousseau

Sent from my iPhone

**From:** [Soldo, Edward](#)  
**To:** [Davenport, Alicia](#)  
**Cc:** [Csordas, Cindy](#); [Recine, Jen](#); [Wunderlich, Nancy](#); [Field, Mike](#)  
**Subject:** Council Follow-up from ACPD Meeting  
**Date:** October 1, 2019 4:28:51 PM

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Good Afternoon,

Regarding Council Follow-up Notice from the Advisory Committee for Persons with Disabilities (ACPD) Meeting of August 13<sup>th</sup>, 2019 – Council Follow-up dated September 27<sup>th</sup>, 2019.

**Feedback #1**

Reduction of background traffic noise and music throughout the video to enhance the audibility of the speaker's voice

**Action #1**

Cindy has reduced the background noise and music which has enhanced the speaker's audibility.

**Feedback #2**

Utilization of a professional voice-over recording for narration, as opposed to having the speaker narrate directly in front of the camera.

**Action #2**

With the background noise reduction we feel this has made the narration more clear – Jeff Cornwell did a great job, and do not feel that the voice-over is required.

**Feedback #3**

Addition of closed captions to the video.

**Action #3**

YouTube will have the closed caption option which will address this issue – a script will be provided for upload to YouTube

**Feedback #4**

Addition of overlay text throughout the video to highlight important information

**Action #4**

The closed captioning will highlight the important information through the narrators dialogue – also the website information has been added to the closing slide.

We have incorporated all changes into the video and it is ready for publication.

A big thank you to Cindy for her work on creating this awesome video!

Alicia, please stay tuned about attendance at the Built Environment Working Group of the Advisory Committee for Persons with Disabilities.

Thank you,

Edward Soldo, P.Eng.  
Director, Transportation Operations & Maintenance  
Public Works Department  
City of Hamilton

# 6.1

## Form: Request to Speak to Committee of Council

Submitted on Tuesday, October 29, 2019 - 12:13 pm

==Committee Requested==

**Committee:** Advisory/Sub-Committee

**Name of Sub-Committee:** Advisory Committee for Persons with Disabilities

==Requestor Information==

**Name of Individual:** Denise Sterling

**Name of Organization:** Service Canada

**Contact Number:** [REDACTED]

**Email Address:** [REDACTED]

**Mailing Address:**

Service Canada Centre

1550 Upper James St. Hamilton, ON.

L9B 2L6

**Reason(s) for delegation request:** To provide an information session demonstrating the CPP-D on-line tool kit.

**Will you be requesting funds from the City?** No

**Will you be submitting a formal presentation?** Yes

## 7.4(a)

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES**  
**Transportation Working Group**  
Tuesday, September 24, 2019  
Room 193, City Hall

**Attendance:** Tim Murphy, Kim Nolan, Anthony Frisina, Shahan Aaron, Tim Nolan

**Also Present:** Jayne Cardno

**Regrets:** Aznive Mallet, Mark McNeil

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### **AGENDA ITEMS:**

#### **1. WELCOME & INTRODUCTION / APPROVAL OF AGENDA**

The Transportation Working Group approved the agenda as presented.

#### **2. PRESENTATIONS**

##### **David Nevin – Banned from using HSR**

David Nevin advised the Working Group that he was banned from using HSR by HSR under the provisions of the *Trespass to Property Act*, R.S.O. 1990, Chapter T.21 for a period of 1 year.

Following the presentation, the Working Group noted that this matter was not within their purview and would therefore be informing Mr. Nevin to contact the Clerk's Office in order to determine his next steps.

### **3. PREVIOUS MEETING NOTES**

The Transportation Working Group approved their Meeting Notes from August 27, 2019, which were distributed to members for review via email.

### **4. DISCUSSION ITEMS**

#### **(a) Turning Prioritized Items into Action Items**

- (i) Customer Service Policy Review
  - (a) DARTS Transit
  - (b) HSR

The Transportation Working Group requested that staff provide them with copies of these policies for review at a future meeting.

- (ii) Training Process of Customer Services
  - (a) DARTS Transit
  - (b) HSR

The Transportation Working Group request that the HSR Trainer be invited to a future meeting to present the training material being utilized by the HSR respecting customer service.

#### **(b) Administrative Support**

The Transportation Working Group will based on accommodation requirements, be requesting administrative support from City Council for all Working Groups, which could be considered as part of the proposed ACPD 2020 budget.

**(c) Passenger Bills of Rights**

The Transportation Working Group will be researching Passenger Bills of Rights in Hamilton and other municipalities including Canada and USA.

Potential avenues to obtain information respecting Passenger Bills of Rights:

- AODA Customer Service Guidelines
- AODA Alliance – David Lepofsky – Customer bills of rights
- Working Group Reports

**5. OTHER BUSINESS****(a) Member Attendance Matter**

The Transportation Working Group was advised that Tim Murphy as of October 2019, will not be available to attend meetings for a few months due to a medical procedure.

**(b) Refreshments for Working Groups**

The Transportation Working Group requested that refreshments be ordered for all Working Groups (Coffee, Tea, Water, Juices, Sandwiches (plus Vegetarian option)), for 5-6 members at this time.

**(c) Transportation Working Group Terms of Reference**

The Transportation Working Group is to develop their Terms of Reference, including the Working Group's Mandate at a future meeting.

**6. AGENDA ITEMS FOR NEXT MEETING**

- Response for communication request – determine the process for presenting at ACPD and/or any of the Working Groups
- City Clerk guidelines for ACPD and TWG – determine the extent of the Office of the City Clerk’s role in supporting ACPD and TWG

**7. ADJOURNMENT**

There being no further business, the Transportation Working Group adjourned at 6:00 p.m.





# AGE FRIENDLY HAMILTON

**Presentation to  
Advisory Committee for Persons with Disabilities  
November 12, 2019**



# Demographic Profile



- ✓ Seniors are the fastest growing age group in Ontario.
- ✓ For the first time in Canadian history there are now more seniors age 65+ than children under age 14.
- ✓ The senior population in Ontario is expected to double by 2041.
- ✓ In Hamilton there are 167, 070 adults over age 55 (close to 93,000 people age 65+).

# Defining...

- ✓ **Where Does “Age Friendly” Come From?**
  - ✓ **What is Age Friendly?**
- ✓ **All About Age Friendly Hamilton**

# Where Does “Age Friendly” Come From?



- ✓ Global Network for Age Friendly Cities and Communities was established in 2010
- ✓ Fosters exchange and mutual learning between cities and communities worldwide
- ✓ Hamilton was certified as an Age Friendly City in March 2015
- ✓ 937 cities and communities
- ✓ 46 countries
- ✓ 240 million people worldwide

# What is Age Friendly?

- An age friendly world enables people of all ages to actively participate in community activities and treats everyone with respect, regardless of their age.
- It is a place that makes it easy for older people to stay connected to people that are important to them.
- It helps people stay healthy and active even at the oldest ages, and provides appropriate support to those who can no longer look after themselves.

# Age Friendly Hamilton: The Journey...

## 2007:

- Hamilton Council on Aging initiates an Age Friendly strategy for Hamilton

## 2010 & 2013:

- Initial consultation led to the development of two reports: *A City of All Ages* (2010) and *Hamilton, a City of all Ages: 3 Years On...* (2013)
- Partnership and collaboration with the City of Hamilton, Hamilton Council on Aging and Seniors Advisory Committee

## 2014:

- Consultation with 700+ older adults and other key stakeholders
- Development of Hamilton's Age Friendly Plan (a community plan)
- Endorsed by City Council

## 2015:

- A 5-year implementation plan is developed
- Certified by the World Health Organization

## 2015-2019:

- Implementation of the Plan (collaboration and partnership is key)
- Ongoing community engagement and evaluation
- Ontario Age Friendly Community Recognition Award

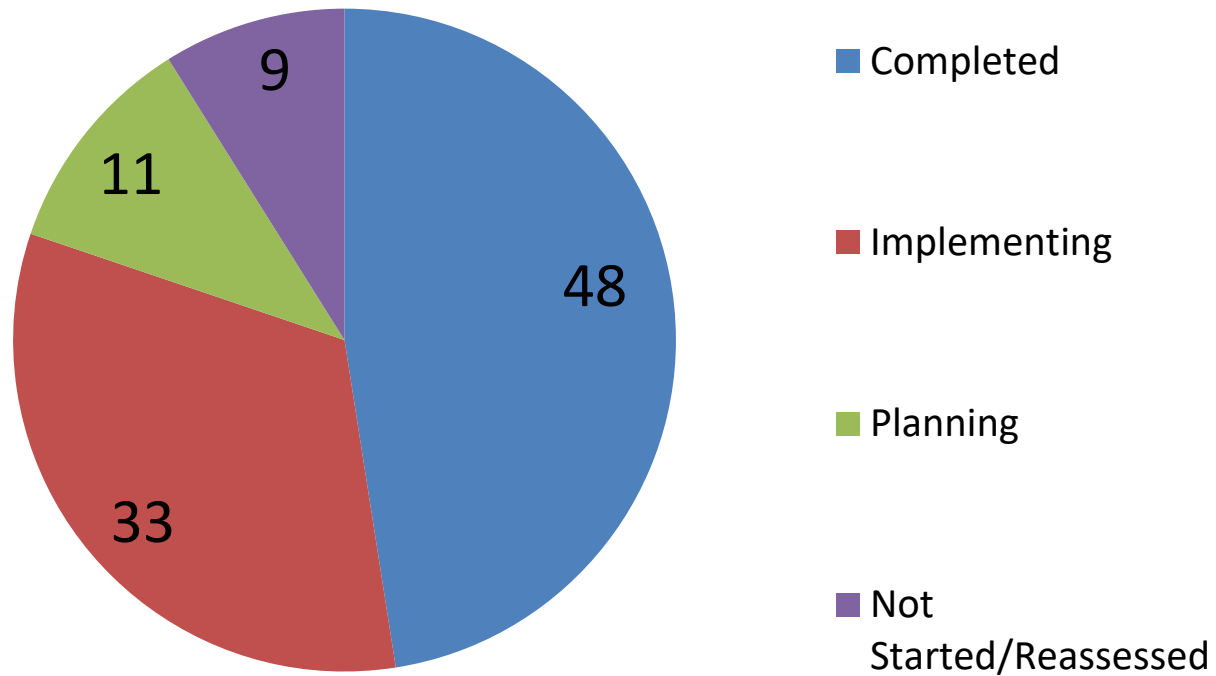
# Age Friendly Hamilton



- **7 Goals**
- **25 Objectives**
- **101 Actions**

# Age Friendly Hamilton Progress

Age Friendly Progress





# Key Achievements

- ✓ New City Vision: “The Best Place to Raise a Child and Age Successfully”
- ✓ Age Friendly Forums
- ✓ Pedestrian Safety Workshops
- ✓ Cyber Seniors Project
- ✓ Senior of the Year Awards
- ✓ “Let’s Get Moving” Workshops
- ✓ *55+ Program Guide*
- ✓ McMaster University Intergenerational Co-Housing Project
- ✓ Social Isolation Impact Plan
- ✓ Seniors-at-Risk Community Collaborative
- ✓ Directory of Community Resources for Older Adults
- ✓ Information Brochures: Home Adaptations in Rental Buildings/ Home Owners
- ✓ Evaluation Framework

# 2019 Priorities



Facilitate the development of a 2020-2025 Age Friendly Hamilton plan through multiple methods:

- ✓ April: Age Friendly Forum- 330 Participants
- ✓ May to October: Focus Groups- 16
- ✓ April to October: Targeted Events- 10
- ✓ July to October: Online and Print Survey- 500+



Broaden community engagement efforts by targeting Indigenous residents, vulnerable older adults, ethno-cultural groups, and rural communities in order to identify the needs and priorities of **all** older adults in Hamilton.



# Where Do We Go From Here?

- Analyze and collate feedback/data
- Identify key themes and actions
- Develop 2020-2025 Age Friendly Hamilton Plan
- Present to City Council and community stakeholders

# CONTACT INFORMATION

## **Lisa Maychak**

Project Manager,

Age Friendly Hamilton

City of Hamilton

[Lisa.Maychak@hamilton.ca](mailto:Lisa.Maychak@hamilton.ca)

905-546-2424, ext. 1721

[www.hamilton.ca/agefriendly](http://www.hamilton.ca/agefriendly)

## **Shelagh Kiely**

Project Coordinator

Hamilton Council on Aging

[kielys@hhsc.ca](mailto:kielys@hhsc.ca)

905-77703837, ext. 12238

[www.agefriendlyhamilton.ca](http://www.agefriendlyhamilton.ca)



**THANK YOU!**

# **CITY OF HAMILTON**

**2020**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION**

**Advisory Committee For People With Disabilities (ACPD)**

## **PART A: General Information**

### **ADVISORY COMMITTEE MEMBERS:**

Shahan Aaron	Elizabeth (Jayne) Cardno
Lance Dingman	Sophie Geffros
Aznive Mallett	John Hawker
Tim Murphy	Anthony Frisina
Tim Nolan	Kim Nolan
Corbin McBride	Mark McNeil
Mark McNeil	Alex Wilson

### **MANDATE:**

The Advisory Committee for Persons with Disabilities recommends to the City of Hamilton policies, procedures and guidelines that address the needs and concerns of persons with disabilities.

## **PART B: Strategic Planning**

### **STRATEGIC OBJECTIVES:**

**Terms of Reference**

1. To advise Council annually about the preparation, implementation, and effectiveness of its accessibility plan required pursuant to the Ontarians with Disabilities Act, the Accessibility for Ontarians with Disabilities Act, and related regulations.
2. To provide advice and recommendations to City Council and staff with respect to the implementation of Provincial standards, and policies, procedures and guidelines that address the needs and concerns of persons with disabilities.
3. To ensure that the right of access for persons with disabilities to programs and services provided by the City is sustained, maintained, and/or improved in accordance with Provincial legislation, regulations and City standards.
4. To review and comment to Council and other levels of government on pertinent reports, proposed legislation and studies which affect all persons with disabilities, where appropriate.
5. To provide a forum where persons with disabilities and service representatives can express their concerns, share information and recommend improvements to the existing level of City services for persons with disabilities.
6. To educate and increase awareness of the City on issues which affect people with disabilities.
7. To support the work of the committee through sub-committees and working groups, as required, and specifically related to the Provincial standards, including Customer Service, Transportation, Employment, Built Environment, and Information and Communications.
8. To maintain knowledge of the work of the committee through attendance at meetings and review of agendas and supporting materials.
9. To regularly review the progress and measure the success of the committee and its activities.

**ALIGNMENT WITH CORPORATE GOALS:**

Please check off which Council approved Strategic Commitments your Advisory Committee supports			
<b>1) Community Engagement &amp; Participation</b>	X	<b>2) Economic Prosperity &amp; Growth</b>	X
<b>3) Healthy &amp; Safe Communities</b>	X	<b>4) Clean &amp; Green</b>	X
<b>5) Built Environment &amp; Infrastructure</b>	X	<b>6) Culture &amp; Diversity</b>	X
<b>7) Our People &amp; Performance</b>	X		



## PART C: Budget Request

### INCIDENTAL COSTS:

Monthly Meetings Expenses (photocopying, refreshments, advertising, postage, etc.)	\$300.00
Administrative Assistance (note-taking) for special meetings such as Roundtable.	
Refreshments: <ul style="list-style-type: none"> <li>• Advisory Committee for People with Disabilities \$1500.00</li> <li>• Built Environment Working Group \$750.00</li> <li>• Transportation Working Group \$850.00</li> <li>• Housing Working Group \$600.00</li> <li>• Outreach Working Group \$600.00</li> <li>• Wheelchair and Scooter Safety Committee</li> <li>• Disability Justice and Climate Crisis Working Group</li> <li>• Community Safety Working Group</li> </ul>	\$4300.00
<b>SUB TOTAL</b>	<b>\$4,600.00</b>

### SPECIAL EVENT/PROJECT COSTS:

Conferences and related travel expenses	\$1500.00
<b>SUB TOTAL</b>	<b>\$1500.00</b>

<b>TOTAL COSTS</b>	<b>\$ 6100.00</b>
--------------------	-------------------

<b>Funding from Advisory Committee Reserve (only available to Advisory Committees with reserve balances)</b>	<b>\$ N/A</b>
--	---------------

<b>TOTAL 2019 BUDGET REQUEST (net of reserve funding)</b>	<b>\$ 6100.00</b>
<b>PREVIOUS YEAR (2018) APPROVED BUDGET (2018 Request \$ 6100.00)</b>	<b>\$ 6100.00</b>

**CERTIFICATION:**

Please note that this document is a request for a Budget from the City of Hamilton Operating budget. The submission of this document does not guarantee the requested budget amount. Please have a representative sign and date the document below.

**Representative's Name:**    **Aznive Mallett**

\_\_\_\_\_

**Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Telephone # :**

\_\_\_\_\_



Hamilton

**ADVISORY COMMITTEE FOR PERSONS  
WITH DISABILITIES**

**Mission Statement:**

The Advisory Committee for Persons with Disabilities exists to identify and raise awareness about the barriers that impact the lives of persons with disabilities, and to make recommendations to the City of Hamilton on how to prevent and eliminates barriers.

**Vision Statement**

Hamilton is an inclusive community where ALL people can live, work, play and participate fully, free from barriers or discrimination.

**Values**

Accountability  
Excellence  
Honesty  
Innovation  
Leadership  
Respect

Teamwork  
***Equity***  
***Inclusiveness***  
***Cooperation***  
***Dignity***  
***Tolerance***

**Mandate:**

The Advisory Committee for Persons with Disabilities recommends to the City of Hamilton policies, procedures ***and standards*** that address the needs and concerns of persons with disabilities.

**Composition:**

The majority of members of the ACPD will be persons with disabilities in accordance with the Ontarians with Disabilities Act, 2001.

***The membership should reflect a wide range of disabilities and should advocate for all disabilities.***

**Terms of Reference:**

1. To advise Council annually about the preparation, implementation, and effectiveness of its accessibility plan required pursuant to the Ontarians with Disabilities Act (ODA), the Accessibility for Ontarians with Disabilities Act (AODA), and related regulations.
2. To ensure that the right of access for persons with disabilities to programs and services provided by the City is sustained, maintained, and/or improved in accordance with Provincial legislation, regulations and City standards, and/or policies.
3. To review and comment to Council and other levels of government on pertinent reports, proposed legislation and studies which affect all persons with disabilities, where appropriate.
4. To provide a forum where persons with disabilities and service representatives can express their concerns, share information and recommend improvements to the existing level of City services for persons with disabilities, ***while taking into consideration a wide spectrum of disabilities in discussions and decision making.***
5. To educate and increase awareness ***to City Council*** on issues which affect people with disabilities.
6. To support the work of the committee through sub-committees and working groups, as required, and specifically related to the Provincial standards, including Customer Service, ***Housing***; Transportation, Employment, Built Environment, and Information and Communications.
7. To maintain knowledge of the work of the committee through attendance at meetings and review of agendas and supporting materials.
8. To regularly review the progress and measure the success of the committee and its activities.
9. ***Committee members missing three consecutive meetings without appropriate notification to the Chair or Staff Liaison shall be considered as resigned from the Committee thereby reducing the required number for quorum.***

**From:** Ministry for Seniors and Accessibility  
**To:** [Davenport, Alicia](#)  
**Subject:** 2019 AAC Projects Webinar/Webinaire sur les projets des CCA  
**Date:** October 15, 2019 4:19:39 PM  
**Attachments:** [Webinar FR - October 2019.pdf](#)  
[Webinar EN - September 2019.pdf](#)

---

*Le message en français suit le message en anglais.*

Hello,

Thank you for your participation and interest in the Fall 2019 Accessibility Advisory Committee Projects Webinar!

I am pleased to share the webinar materials with you, including:

- An attached compilation of the PowerPoint presentations in a PDF format
- [An Adobe Connect link with the webinar recording from September 25, 2019](#)

Alternate formats of the information can be provided upon request.

If you have any further questions or topic recommendations for future webinars email us at [accessibility@ontario.ca](mailto:accessibility@ontario.ca) with the subject line “AAC Webinars.”

Thank you,

Ministry for Seniors and Accessibility

---

Bonjour,

Nous vous remercions de votre participation et de l'intérêt que vous portez aux webinaires sur les projets des Comités consultatifs de l'accessibilité de l'automne 2019!

J'ai le plaisir de vous transmettre le matériel des webinaires, y compris :

- une compilation des présentations PowerPoint en format PDF
- [un lien à Adobe Connect avec l'enregistrement du webinaire du 2](#)

[octobre 2019](#)

Les renseignements peuvent être fournis dans d'autres formats sur demande.

Si vous avez d'autres questions ou des recommandations de sujets pour de futurs webinaires, envoyez-nous un courriel à [accessibility@ontario.ca](mailto:accessibility@ontario.ca) en inscrivant « Webinaires des CCA » en objet.

Merci,

Ministère des Services aux aînés et de l'Accessibilité

# Accessibility Advisory Committees

## Innovative Accessibility Projects Webinar

September, 2019

Seniors and Accessibility



### Agenda



- Welcome
- North Bay: Accessibility Ramp Project
- Burlington: #RespectTheSpace
- Perth County: Seasonal Accessibility Public Awareness Messages
- Greater Sudbury: Access to Recreation
- Tiny Township: Mobi-mats Project
- Questions

# Welcome



Seniors and Accessibility



## Accessibility Ramp Project -Municipal Accessibility Advisory Committee (MAAC)





# Presentation Outline

- City of North Bay
- MAAC Projects
- Accessibility Ramp Project
- Ramp Project Implementation Challenges
- Future Steps

5

## City of North Bay

- Located in Northeastern Ontario on the shores of Lake Nipissing
- Population of approximately 52,000
- Located in the traditional territory of the Nipissing First Nations peoples
- Diversified local economy



*Gateway to the North*



*Lee Park*

6

# MAAC Projects

- 'Wheels to the Water' accessibility beach mat
- Sidewalk pilot project
- Accessibility ramp project



Wheels to the Water –  
Marathon Beach



Sidewalk Pilot Project



Accessibility Ramp –  
Accessibility Ramp Program

7

## Accessibility Ramp Project

**IS YOUR BUSINESS BARRIER FREE?**

MAAC has partnered with Scollard Hall Tech Class to provide a portable ramp to local businesses that have one step leading into their business.




Please provide the height and width of your step to the MAAC for your custom portable ramp. Measurements and requests can be sent to [adam.curran@cityofnorthbay.ca](mailto:adam.curran@cityofnorthbay.ca)



- Established in 2018
- Led by MAAC with guidance from Access2all
- Local secondary school designs and builds the ramps
- Materials needed for construction were donated by local building stores
- MAAC received supplies and donations from businesses around the community to reach its 12 ramp target

Poster for Ramp Project

8

# Ramp Project Implementation Challenges

- Lack of donations is leading to a path of unsustainability
- A lack of businesses have applied for the ramp program
- Saint-Joseph Scollard Hall high school is limited in its ability to make the program function

9

## Future Steps

- Create new meaningful partnerships with local businesses
- Educate business owners throughout the City on the importance of reducing accessibility barriers
- Implement more significant marketing and exposure to the program



10

# Questions?



11



## #RespectTheSpace

What Burlington did and  
what you can take away

# We stole the idea...

- U.S.A.
  - individual states/cities
- BraunAbility
  - accessible parking kit
- City of Brampton



Don't reinvent the wheel...make it work for you

# Why?



# What?

## A Public Education Campaign

- “No Permit, No Parking”
- “Mind the Lines”



CITY OF  
**Burlington**

15

# When?

- **Launched November, 2018**
  - target parking before the holiday season rush



City of Burlington ✓  
@cityburlington

Heading downtown #BurlON for the Santa Claus Parade this Sunday (Dec. 2)? Stay on the nice list and leave accessible parking for those who need them.

#RespecttheSpace



# How?

Communicate, communicate,  
communicate

17

Key messages

## THESE LINES AREN'T FOR PARKING.

#RespectTheSpace



[burlington.ca/accessibility](http://burlington.ca/accessibility)



Key messages

# PARK IN AN ACCESSIBLE SPOT WITH NO PERMIT? FINE.



[burlington.ca/accessibility](http://burlington.ca/accessibility)



Key messages

# NO PARKING PERMIT? IT'S NEVER OK.



[burlington.ca/accessibility](http://burlington.ca/accessibility)





Key messages

**NO  PARKING PERMIT?  
LAZY IS NOT A DISABILITY.**



[burlington.ca/accessibility](http://burlington.ca/accessibility)



Key messages

**“I’LL JUST BE A MINUTE”  
IT’S NEVER OK.**



[burlington.ca/accessibility](http://burlington.ca/accessibility)



# Key messages

## THE ACCESS AISLE IS OFF LIMITS FOR ALL VEHICLES



[burlington.ca/accessibility](http://burlington.ca/accessibility)



## Campaign

**Can I park in the striped space between the accessible parking space?**  
The short answer is **NO**

**THESE LINES AREN'T FOR PARKING.**

#RespectTheSpace

In addition to the accessible parking space, the striped access aisle next to the accessible parking space is needed by people using wheelchair lifts and/or assistive devices to get in and out of their vehicle. It's never okay to park in the access aisle, even if you have a permit.

**#RespectTheSpace**

Please do the right thing. Accessible parking spaces help reduce barriers for people living with disabilities. You can help remove these barriers:

Respect the designated parking spaces and the people who need to use them.

**For more information, please visit [burlington.ca/accessibility](http://burlington.ca/accessibility) or contact**

**Judi Lytle**  
Accessibility Coordinator  
City of Burlington  
905- 335-7600, ext. 7865  
[accessibleburlington@burlington.ca](mailto:accessibleburlington@burlington.ca)

[burlington.ca/accessibility](http://burlington.ca/accessibility)

[burlington.ca/accessibility](http://burlington.ca/accessibility)

# Brochure

# Newspaper Ads

**THESE LINES AREN'T FOR PARKING.**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-01.png

**PARK IN AN ACCESSIBLE SPOT WITH NO PERMIT? FINE.**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-02.png

**NO PARKING PERMIT? IT'S NEVER OK.**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-03.png

**NO PARKING PERMIT? LAZY IS NOT A DISABILITY.**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-04.png

**"I'LL JUST BE A MINUTE" IT'S NEVER OK.**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-05.png

**I'M RUNNING LATE**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-06.png

**THE ACCESS AISLE IS OFF LIMITS FOR ALL VEHICLES**

#RespectTheSpace

[burlington.ca/accessibility](http://burlington.ca/accessibility)

18-508-CW - RespecttheSpace-07.png

# Web page

**How We Operate** ▾

Accessibility ▾

- Accessibility Design Standards
- Accessibility Legislation in Ontario
- Accessible Services
- Corporate Accessibility Policy
- Inclusion and Accessibility to Recreation
- Multi-Year Accessibility Plan
- **RespectTheSpace**
- UN International Day of Persons with Disabilities

Accountability and Transparency >

Agendas and Minutes >

Awards and Recognition >

Bid Opportunities >

By-laws >

City Service Delivery >

Environmental Initiatives >

Flags at the City of Burlington >

Green Procurement >

Labour Disruptions and City Services >

Office of the Ombudsman >



## RespectTheSpace

Home / / How We Operate / Accessibility / RespectTheSpace

A A A SHARE


Subscribe to this page...

Are you parked in an accessible parking space or access aisle?

27

# Social media



**City of Burlington, Ontario** ✓  
@cityburlington


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- Videos
- Photos
- About
- Events
- Reviews
- Community
- Offers
- Jobs
- Info and Ads

Promote

Manage Promotions

Liked ▾ Following ▾ Share ...


View 2 more comments



**City of Burlington, Ontario**  
Published by Sprout Social [?] · December 11, 2018

Stay on Santa's nice list and leave accessible parking for those who need them! #RespectTheSpace this holiday season. Learn more at <https://bit.ly/RespectTheSpace>

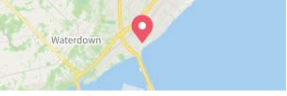
PARK IN AN ACCESSIBLE SPOT WITH NO PERMIT? FINE.



burlington.ca/accessibility

12,182 people follow this

**About** See All



Promote your business locally to lead people directly to City Hall - 426 Brant Street.

Promote Local Business

- City Hall - 426 Brant Street  
Burlington, Ontario L7R 3Z6  
Get Directions
- (905) 335-7600 Ext 7584
- Typically replies within a day  
Send Message
- <http://www.burlington...> Promote Website
- City - Government Organization - Public & Government Service
- Hours 8:30 AM - 4:30 PM  
Open Now
- Popular hours

Mon	Tue	Wed	Thu	Fri	Sat	Sun
6AM	9AM	12PM	3PM	6PM	9PM	12AM

Suggest Edits

2,313 People Reached      154 Engagements      Boost Post

Sheree Machado, Diane Robertson and 12 others      5 Comments      4 Shares

Like      Comment      Share

28

# How did it go?



Page	Pageviews	Unique Pageviews	Avg. Time on Page
<b>Web Stats</b>	<b>288</b> % of Total: 0.03% (967,948)	<b>204</b> % of Total: 0.03% (707,503)	<b>00:02:05</b> Avg for View: 00:01:05 (91.04%)



We've got legs

**City of Burlington** @cityburlington · Apr 9

Spring has sprung 🌸  
The grass has ris 🌱  
I wonder where some parking is 🚗  
OH there's a spot but I won't ace 🅅  
It's nicer to [#RespectTheSpace](#) 📍

[#BurlION](#)

[burlington.ca/accessibility](http://burlington.ca/accessibility)

2 4

We've got legs

**City of Burlington** 22.6K Tweets

**City of Burlington** @cityburlington · Aug 30  
 Heading to #ribfest this weekend? It's important to leave accessible parking spaces open for those who are legally entitled to use them. Please respect the space. [burlington.ca/respectthespace](http://burlington.ca/respectthespace) #BurlON #RespectTheSpace @Ribfest @DTBurlingtonON @BurlingtonTour

**City of Burlington** @cityburlington · Aug 30  
 It's so hard to believe it's the last long weekend of the summer! But what a way to end it in #BurlON – with Canada's Largest #Ribfest taking place and Taste of Burlington coming to an end. Check out all of @BurlingtonTour's picks for this weekend: [bit.ly/2MIKKbN](http://bit.ly/2MIKKbN)

31

And now, a word from Manitoba...

<https://twitter.com/MordenPolice>

**Morden Police** 988 Tweets Follow

**Morden Police** @MordenPolice · May 16  
 Did you know that parking in a handicapped spot can result in you receiving a \$150 fine and your vehicle being towed? #RespectTheSpace

**Morden Police** @MordenPolice · May 15  
 Morden Police Service would like to recognize Cst. Richard Faucher for his 10 years of service. Richard started with the Morden Police Service back on May 14, 2009. Thank you for 10 years of hard work and dedication to the City of Morden and the Morden Police Service.

32

# It's just fine



## What can you do

- Steal the idea we stole...
  - Just give us credit:  
*“used with permission from the City of Burlington Accessibility Advisory Committee”*



# Give it your own spin

**Clarington** 13.3K Tweets Follow



**Clarington** @ClaringtonON · May 31  
 Only vehicles with valid accessible parking permits are allowed to use accessible parking spots and access aisles. #RespectTheSpace #AccessAbility. Without a valid permit, you could receive a \$500 fine. [bit.ly/2Evh9fX](https://bit.ly/2Evh9fX)

The access aisle is off limits for all vehicles.



#RespectTheSpace  
Clarington

35



### Can I park in the striped space between the accessible parking space?

The short answer is **NO**

**THESE LINES AREN'T FOR PARKING.**



In addition to the accessible parking space, the striped access aisle next to the accessible parking space is needed by people using wheelchair lifts and/or assistive devices to get in and out of their vehicle. It's never okay to park in the access aisle, even if you have a permit.



### #RespectTheSpace

Please do the right thing. Accessible parking spaces help reduce barriers for people living with disabilities. You can help remove these barriers:

Respect the designated parking spaces and the people who need to use them.



These areas can be customized with your information

Used with permission from



#RespectTheSpace



This area can be customized with your information



# Thank you



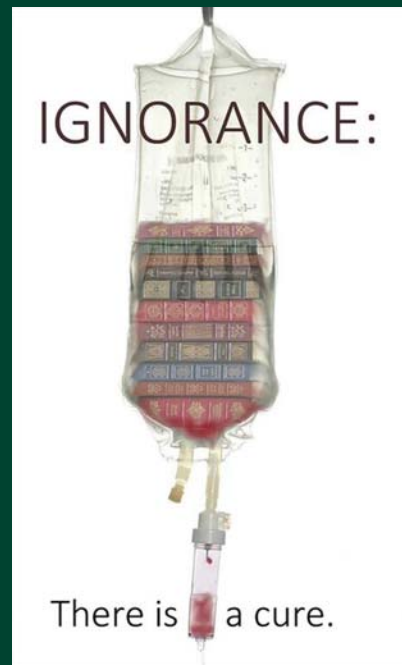
CITY OF **Burlington**



## Seasonal Accessibility Public Awareness Messages

# Background

You don't know what you don't know.



39

# Seasonal Messages

- Think about the common barriers in your community.



40

# Common Barriers in the Summer



Introduction.

41

# Common Barriers in the Summer



Tree branches ,  
shrubs and other  
vegetation  
growing over  
sidewalks.

42

## Common Barriers in the Summer



Hoses across  
sidewalks.

43

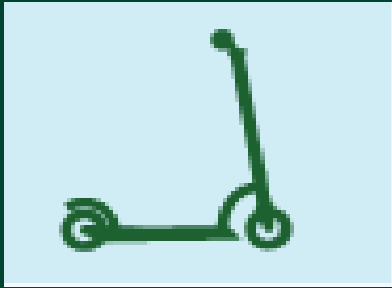
## Common Barriers in the Summer



Cars blocking the  
sidewalk.

44

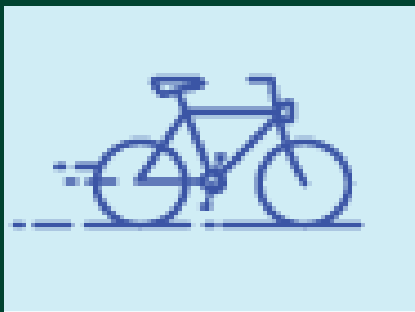
## Common Barriers in the Summer



Children's scooters, bicycles, toys etc. on the sidewalk.

45

## Common Barriers in the Summer



Not everyone can hear you ring your bicycle bell.

46

# Common Barriers in the Summer



We have an aging population. Be patient.

47

## Getting the message out



### Accessible Perth County

Summer is here, and it's a time of year when it's easier for people with disabilities to get around town. But for those who use wheelchairs, scooters, walkers or canes, there are still hazards and other barriers in the summertime that we should all be aware of, and help to eliminate.

Here are a few:

**Tree branches**, shrubs and other vegetation can grow over sidewalks this time of year. They can cause serious harm to someone who is visually impaired or blind or who is in a wheelchair or uses a walker and is unable to move the branches out of their way.



**Hoses across a sidewalk** can become a tripping hazard for people with mobility issues, or who are visually impaired or blind.



**Cars blocking the sidewalk** force some people with disabilities out onto the road temporarily, which is a safety concern.



**Children's bicycles, scooters, sidewalk chalk and other toys left on the sidewalk** can become a tripping hazard.



People with hearing disabilities might not hear you ring your **bicycle bell**, and may not move out of the way when you ring it – talk to your children about this.

Perth County has a higher percentage of seniors than the Provincial average, and we need to be mindful that with aging often comes hearing, visual, physical or cognitive decline. Sometimes we just need a bit of patience as seniors park their cars, or get their change purse out in a shop, or when they ask us to speak a bit louder.

## Getting the message out

- [Accessible Stratford](https://www.youtube.com/watch?v=91DEzq4-od8&feature=youtu.be)
- <https://www.youtube.com/watch?v=91DEzq4-od8&feature=youtu.be>

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## Common Barriers in the Winter



Introduction.

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## Common Barriers in the Winter



Snow and ice covered sidewalks.

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## Common Barriers in the Winter

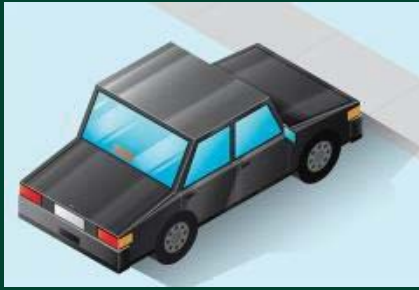


Clearing the snow off your car.

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## Common Barriers in the Winter



Cars blocking the sidewalk.

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## Common Barriers in the Winter



Carpets inside doorways.

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# Common Barriers in the Winter



Be a good  
neighbour.

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## Thank you!

Julia Opie  
Accessibility Coordinator  
County of Perth/City of Stratford  
jopie@perthcounty.ca  
519-271-0531 ext. 141

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# City of Greater Sudbury Accessibility Advisory Panel

## Access to Recreation



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### Overview

- City of Greater Sudbury Accessibility Advisory Panel
- Recreation Accommodation Policy
- Projects
  - Bell Park Waterfront Accessibility Project
  - Howard Armstrong Recreation Centre
  - Additional Highlights
- Lessons Learned
- Future Plans and Goals
- Questions

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## **City of Greater Sudbury Accessibility Advisory Panel**

The City of Greater Sudbury's Accessibility Advisory Panel is comprised of eleven (11) members, the majority of whom identify as having a disability.

Our current Panel consists of:

- Nine community members;
- Two Councillors; and
- Two Legislative Compliance Coordinators acting as staff liaisons.

The Panel members play a key role in consulting with departmental staff to ensure that new and ongoing capital projects not only meet legislative accessibility requirements but that practical accessibility considerations are taken into account to ensure equal access for all.

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## **Recreation Accommodation Policy**

### **Policy Statement:**

Recreation Services of the City is committed to the development of an inclusive, healthy and safe community by providing accessible programs, services and facilities for everyone to enjoy, and to preventing, identifying and removing barriers that impede the ability of people with disabilities from accessing those programs, services and facilities.

It is one of Recreation Services' objectives to ensure that people of all ages and abilities enjoy the same opportunities as they live, work, and play within the City.

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## **Bell Park Waterfront Accessibility Project**

- Re-design of washrooms and change-rooms to incorporate accessible elements;
- Construction of new accessible, universal washroom and change-room that accommodates personal mobility aids and beach wheelchairs;
- Construction of and upgrades to beach access routes, paths and ramps;
- Purchase of two Mobi-chairs for public use; and
- Development of new accessible parking lot and switchback trail.

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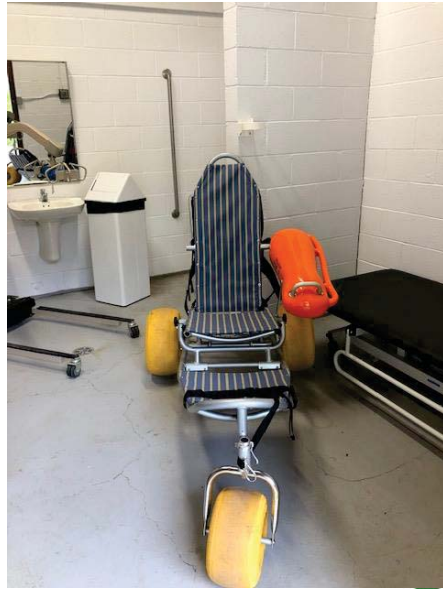
## **Bell Park Waterfront Accessibility Project**



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## **Bell Park Waterfront Accessibility Project**



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## **Bell Park Waterfront Accessibility Project**



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## **Howard Armstrong Recreation Centre**

- Construction of new accessible, universal family change-room;
- Fully accessible pool;
- Basketball courts with kneeling nets and fully accessible playing surface; and
- Service counters redesigned to incorporate accessible elements.

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## **Howard Armstrong Recreation Centre**



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## Howard Armstrong Recreation Centre



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## Howard Armstrong Recreation Centre



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## **Howard Armstrong Recreation Centre**



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## **Additional Highlights**

- Accessible Playground Strategy
- Active and Accessible Transportation
- Brady Green Stairs
- Capreol Waterfront Redevelopment
- Nodes and Corridors Consultation
- Recreation Trails
- Tom Davies Square Courtyard Re-design

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# Ridgecrest Accessible Playground



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# Brady Green Stair



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## Lessons Learned

### Communication:

- If no one knows about it, they won't use it!

### Education:

- The importance of accessibility

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## National Accessibility Week

- Proclamation and Tour of Bell Park
- Trail Walk at Kivi Park
- Free Accessible Public Swims
- Closed Caption Family Movie Night

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# Questions?

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## The Township of Tiny

## Innovative Accessibility Project

Presented by:  
Deborah Clyne, Chair, Accessibility Advisory Committee  
Sue Walton, Director of Legislative Services/Clerk/Accessibility Coordinator

## How it Started

In 2015, the Township of Tiny Council supported and approved the Accessibility Advisory Committee's recommendation to provide 100 feet of the Mobi-mat RecPath at Balm Beach to provide residents and visitors with a fully accessible beach.



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## Additional Mobi-Mats for Tiny

Since the installation of the Balm Beach Mobi-mat in 2015, Township Council approved the purchase of an additional 200 feet of the Mobi-mat recreation path for land-use purposes and 100 feet for installation at Jackson Park.



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## Efficiencies and Cost Savings

The Mobi-mat product has been a great addition to these parks, but the Township is always looking for ways to create efficiencies and cost-savings while maintaining a high level of service.



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## Rolling Boardwalks

Through correspondence from a Tiny resident, the Township became aware of the cost-effective rolling boardwalks used at Pinery Provincial Park near Grand Bend, Ontario.



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# How it's done

## Pinery Provincial Park - Rolling Boardwalk



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## The Township Gave it a Try!

- With the endorsement of Council and the Accessibility Advisory Committee, the Township jumped on the opportunity to make and trial the rolling boardwalk at Lafontaine Beach Park.
- The rolling boardwalk is cost-effective, can be made in-house and can twist and turn with the beach terrain.

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## Rolling Boardwalk – Lafontaine Beach Park



## What We Learned

- Positive feedback was received from users.
- Users suggested the need for a turnaround area and rest area.
- Depending on the weight of wheelchair/scooter, wheels could slip between boards, although the gap is per the required standards.
- Mobi-mats still have a role for shoreline use and for dry land surfaces.



## Considerations Moving Forward

- Use 2"x6" boards due to sun exposure and for heavy use applications to avoid warping.
- Rolling boardwalk is currently 10 feet from water's edge as the boards float – compliment with section of Mobi-mat for users to reach the water's edge.
- Turnaround area with a rest area half way down boardwalk – review gap for turnaround areas.
- Let system sit for the winter to see how it sustains winter weather.

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## Questions?



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# Thank you for attending!

*We would like to thank all the Accessibility Advisory Committees, Municipal Clerks, Accessibility Coordinators, Advisory Group and all other supporting staff for the work they have been doing around the Province.*

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## For More Information Contact Us



ontario.ca/accessibility  
\*\*Sign up for our newsletters\*\*



Toll-Free: 1-866-515-2025  
TTY: 416-325-3408 / 1-800-268-7095



@ONAccessibility



Facebook.com/ONAccessibility



AccessOntario



Please email questions with the subject line "AAC Projects" to [accessibility@ontario.ca](mailto:accessibility@ontario.ca).

	<b>Issue</b>	<b>Date Action Initiated</b>	<b>Lead Dept/Div</b>	<b>Status</b>	
2016-A	Update of the 2006 Barrier Free Design Guidelines	June 14, 2016 (Item 8.2)		That financial and administrative resources be put forward by Public Works, in consultation with CityHousing Hamilton, to update the 2006 Barrier Free Design Guidelines and that those guidelines include updated requirements for accessible housing within City owned and operated housing facilities.	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2016-B	Housing Services and City of Hamilton’s Barrier Free Design Guidelines	September 13, 2016 Item 4(i)		That Housing Services staff be directed to adhere to the City of Hamilton’s Barrier Free Design Guidelines and consult with the Advisory Committee for Persons with Disabilities for any future housing renovations and new construction projects.	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2016-C	Request for an Accessibility Audit Update from Housing Services	September 13, 2016 Item 4 (ii)		That staff be directed to prepare an update to the Advisory Committee on Persons with Disabilities,	Ongoing – Jessica Bowen to follow-up.

	Issue	Date Action Initiated	Lead Dept/Div	Status	
				on all accessibility audits completed to date by ACPD, including City Hall, MacNab Street Terminal, Stoney Creek Recreation Centre, Battlefield House and Park, Westmount Recreation Centre, Waterdown Civic Centre, 690 Stone Church Road West and Tim Horton's Field, with dates, outcomes and outstanding items found in each audit.	
2017-A	Locations of Accessible Washrooms in City Owned Facilities	August 8, 2017 17-007 (Item 5.2)		That staff be directed to provide an inventory of accessible public washrooms in City owned facilities, to be made available to the public	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2017-B	Smoke Free Policy for Social Housing	Dec. 12, 2017 (Added Item 9.1)	Public Health Services	That Public Health Services staff be directed to investigate the feasibility of establishing a smoke-free policy for all social housing in Hamilton	Ongoing – An update has been requested from relevant Staff. Awaiting response.

	<b>Issue</b>	<b>Date Action Initiated</b>	<b>Lead Dept/Div</b>	<b>Status</b>	
2018-A	Snow Removal Processes and Policies	Feb.13/18 18-002 (Item 7.2)		That staff be directed to work on a solution for snow clearing and work with members of the Advisory Committee for Persons with Disabilities to develop a plan for the Winter 2018/2019.	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2018-B	Review of Snow and Ice By-law No. 03-296	April 10, 2018 18-004 (Added Item 11.5)		(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.	Ongoing – An update has been requested from relevant Staff. Awaiting response.

	Issue	Date Action Initiated	Lead Dept/Div	Status	
2018-C	Note-taker for ACPD meetings	April 10, 2018 18-004		Staff were directed to investigate the feasibility and criteria for hiring a note-taker for the working groups of the Advisory Committee for Persons with Disabilities.	Item considered complete. To be removed.  Advisory Committee for Persons with Disabilities members agreed to make an effort to perform administrative tasks on their own, and connect with Jessica Bowen to launch an accommodation process if they encounter difficulties.
2018-D	Automated Pre-Boarding Announcements on HSR Vehicles	June 12, 2018 18-006 (Added Item 9.1)		That staff be directed to take steps to ensure that system is fully operational on all HSR vehicles as is required by AODA regulations.	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2018-E	Draft Proposal from DARTS respecting Stranded Wheelchairs	July 10, 2018 18-007 (Item 5.5(a))		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.	Item considered complete. To be removed.  The Wheelchair and Scooter Safety Working Group reported back to the Advisory Committee for Persons with Disabilities on July 26, 2018 via email.
2018-F	Accessibility Review of City Hall Outstanding Items	September 11, 2018 18-009 (Item 5.1)		The following accessibility improvements be made at City Hall:	Ongoing – An update has been requested from relevant Staff. Awaiting response.

	Issue	Date Action Initiated	Lead Dept/Div	Status	
				<ul style="list-style-type: none"> <li>• push locks in the accessible washrooms at City Hall. The current locking mechanism requires a person to have the strength and dexterity to physically turn the lock to ensure privacy. In addition, the door and locking mechanism are not in alignment with the bathroom wall requiring the individual to position themselves, reach and lean forward to secure the lock such that it places them in a precarious position and at risk of falling;</li> <li>• installation of a tactile (warning) strip at the top of the second-floor stairs at City Hall;</li> <li>• Inclusion of decals with a higher colour contrast on all glass doors at City Hall;</li> </ul> and	

	Issue	Date Action Initiated	Lead Dept/Div	Status	
				<ul style="list-style-type: none"> <li>• Reflective tape on the railing from Main Street into the City Hall Forecourt</li> </ul>	
2019-A	Hamilton Street Railway Bus Transfers	March 12, 2019 19-002 Item 11.1		Hamilton Street Railway Bus Transfers ACPD requests City Council to direct staff to investigate the feasibility of HSR extending the duration of HSR bus transfers for persons with disabilities including consultation with ACPD on this process	Ongoing – An update has been requested from relevant Staff. Awaiting response.
2019-B	City's Commitment to the Lives of Persons with Disabilities in the City of Hamilton	March 12, 2019 19-002 Added Item 11.2		That the Mayor and Council be invited to attend and speak to the Advisory Committee for Persons with Disabilities respecting the City's commitment to the betterment of the lives of persons with disabilities in the City of Hamilton.	Item considered complete. To be removed.
2019-C	Correspondence to a Member of Provincial Parliament respecting Listening	March 12, 2019 19-002 Added Item 13.5		That staff prepare a letter for the Chair's signature, to be sent to the General Issues Committee & Council for	Ongoing – Jessica Bowen to follow-up.



	<b>Issue</b>	<b>Date Action Initiated</b>	<b>Lead Dept/Div</b>	<b>Status</b>	
	to Ontarians with Disabilities: Report of the Third Review of the Accessibility for Ontarians with Disabilities Act, 2005			approval.	
2019-D	Feasibility of a Document Sharing Portal	August 13, 2019 Report 19-007, Item (d)(iv)	Diversity and Inclusion Staff	That Diversity and Inclusion Staff be requested to investigate and report back to the Advisory Committee for Persons with Disabilities on the feasibility of a document sharing portal or similar technology to serve as an online workspace and centralized document repository for Working Groups of the Advisory Committee for Persons with Disabilities, enabling members to work on projects more effectively.	Ongoing – Incident 200385 logged with the IT Service Desk on September 30, 2019.
2019-E	Installation of Urban Braille along Cannon Street East at the Intersections	September 10, 2019 Report 19-008, Item 1		(a) That Public Works staff be requested to examine and report back to the Advisory	Ongoing – To be approved by the General Issues Committee (on October 2 <sup>nd</sup> ) and ratified by Council (on October 9 <sup>th</sup> ) before

	<b>Issue</b>	<b>Date Action Initiated</b>	<b>Lead Dept/Div</b>	<b>Status</b>	
	of Wellington Street North, Catherine Street North, and John Street North			Committee for Persons with Disabilities on the feasibility of installing Urban Braille on Cannon Street East at the intersections of Wellington Street North, Catherine Street North, and John Street North.	action can be initiated.