



## City of Hamilton

# ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

**Meeting #:** 20-005

**Date:** October 13, 2020

**Time:** 4:00 p.m.

**Location:** Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton>

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

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### 1. APPROVAL OF AGENDA

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

### 2. DECLARATIONS OF INTEREST

### 3. APPROVAL OF MINUTES OF PREVIOUS MEETING

3.1. September 8, 2020

### 4. COMMUNICATIONS

4.1. Correspondence from DeafBlind Ontario Services respecting Accessibility Guidelines for Sensory Loss

Recommendation: Be received.

### 5. WRITTEN DELEGATIONS

## **6. CONSENT ITEMS**

- 6.1. Built Environment Working Group Update (no copy)
- 6.2. Housing Issues Working Group Update (no copy)
- 6.3. Outreach Working Group Update (no copy)
- 6.4. Transportation Working Group Update (no copy)

## **7. STAFF PRESENTATIONS**

- 7.1. Verbal Update on the Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities (no copy)
- 7.2. CityLAB Hamilton

## **8. DISCUSSION ITEMS**

- 8.1. 2021 Budget Submission for the Advisory Committee for Persons with Disabilities
- 8.2. Multi-Year Accessibility Plan (deferred from the September 8, 2020 meeting)
- 8.3. Update on COVID-19 and Persons with Disabilities (no copy)

## **9. NOTICES OF MOTION**

## **10. MOTIONS**

## **11. GENERAL INFORMATION / OTHER BUSINESS**

- 11.1. Accessibility Complaints to the City of Hamilton (no copy)
- 11.2. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (no copy)
- 11.3. Presenters List for the Advisory Committee for Persons with Disabilities

- 11.4. Review of Advisory Committee for Persons with Disabilities Outstanding Business List (deferred from the September 8, 2020 meeting)
- 11.4.a. Outstanding Business List Item 2017-B - Correspondence from Tom Hunter, CityHousing Hamilton, respecting a Smoke Free Living Policy
  - 11.4.b. Outstanding Business List Item 2018-B - Snow and Ice By-law No. 03-296
  - 11.4.c. Outstanding Business List Item 2018-E - Correspondence from the Wheelchair and Scooter Safety Working Group respecting a Draft Stranded Wheelchair Proposal from DARTS
  - 11.4.d. Outstanding Business List Item 2018-F - Correspondence from Anne McArthur, Public Works, respecting an Accessibility Review of City Hall
  - 11.4.e. Outstanding Business List Item 2018-D - Correspondence from Ali Sabourin, HSR, respecting Automated Pre-Boarding Announcements on HSR Vehicles
  - 11.4.f. Outstanding Business List Item 2019-D - Correspondence from the IT Service Desk respecting the Feasibility of a Document Sharing Portal
  - 11.4.g. Amendments to the Advisory Committee for Persons with Disabilities Outstanding Business List

## 12. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES  
MINUTES 20-004**

**4:00 p.m.**

**Tuesday, September 8, 2020  
Rooms 192 and 193, City Hall  
71 Main Street West**

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**Present:** A. Mallet (Chair), P. Kilburn (Vice-Chair), S. Aaron, P. Cameron, J. Cardno, M. Dent, L. Dingman, A. Frisina, S. Geffros, J. Kemp, T. Manzuk, C. McBride, M. McNeil, K. Nolan, T. Nolan and M. Sinclair

**Absent**

**with regrets:** T. Murphy and A. Wilson

**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. DARTS Eligibility Audit (Item 8.4)**

**(T. Nolan/Aaron)**

WHEREAS, the City Auditor General was directed to complete an eligibility audit of clients registered for the

Disabled and Aged Regional Transportation Service (DARTS) and report back to the Public Works Committee (Item (i)(iii) of Public Works Committee Report 19-016);

THEREFORE, BE IT RESOLVED:

That the Public Works Committee be requested to forward the City Auditor General's report respecting an eligibility audit of clients registered for the Disabled and Aged Regional Transportation Service (DARTS) to the Advisory Committee for Persons with Disabilities for review and comment.

**CARRIED**

**2. Gage Park Wheelchair Swing Ribbon Cutting Event  
(Added Item 11.5)**

**(McNeil/Cardno)**

That Aznive Mallett, Chair of the Advisory Committee for Persons with Disabilities, be approved to represent and speak on behalf of the Advisory Committee for Persons with Disabilities at the Gage Park Wheelchair Swing Ribbon Cutting Event on September 19, 2020.

**CARRIED**

**FOR INFORMATION:**

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

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

## 11. GENERAL INFORMATION / OTHER BUSINESS

- 11.5 Gage Park Wheelchair Swing Ribbon Cutting Event

### CHANGES TO THE ORDER OF ITEMS:

That the following items be moved up on the agenda to be considered immediately following the Approval of Minutes of the Previous Meeting:

- 7.1 Parking Master Plan
- 7.2 Regulation of E-scooters in Hamilton
- 8.1 Sidewalk Snow Clearing Survey

#### **(Cameron/Dingman)**

That the agenda for the September 8, 2020 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) March 10, 2020 (Item 4.1)**

#### **(McNeil/Cardno)**

That the minutes of the March 10, 2020 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

**CARRIED**

**(d) CONSENT ITEMS (Item 6)**

**(i) Built Environment Working Group Update (Item 6.1)**

No update.

**(ii) Housing Issues Working Group Update (Item 6.2)**

No update.

**(iii) Outreach Working Group Update (Item 6.3)**

No update.

**(iv) Transportation Working Group Update (Item 6.4)**

No update.

**(a) Ban of Electric Scooters from Public Property  
(Item 6.4(a))**

**(McNeil/Cameron)**

That the following motion respecting the Ban of Electric Scooters from Public Property, be referred back to the Transportation Working Group for further discussion:

WHEREAS, other Canadian cities such as Montreal and Toronto have implemented a ban on the use of electric scooters in their communities;

WHEREAS, the province of Ontario has permitted Ontario cities to self-determine

whether to permit electric scooters on its roads and sidewalks;

WHEREAS, there are no regulations in place regarding the use of electric scooters on roads and sidewalks apart from an age limit of 16 years to operate;

WHEREAS, electric scooters can run at a speed of close to, or in excess of, 30km / hour posing a significant safety risk to persons with disabilities particularly those with mobility or sensory disabilities;

WHEREAS, operators of electric scooters are not required to possess either a license or insurance to operate;

WHEREAS, operators of electric scooters are not required to undertake any specific or regulated training in order to own or operate an electric scooter; and,

WHEREAS, other disability advisory committees in the province of Ontario have recommended a ban on the use of electric scooters on municipal sidewalks and roadways because of their risk to safety of others;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully recommends that City Council

ban the use of electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters are fully and completely regulated and their operators properly trained, licensed and insured in the same manner as any other motor vehicle in the province of Ontario.

**CARRIED**

**(e) STAFF PRESENTATIONS (Item 7)**

**(i) Parking Master Plan (Item 7.1)**

Brian Hollingworth, Director, Transportation Planning and Parking, and Amanda McIlveen, Manager, Parking Operations and Initiatives, addressed Committee respecting the Parking Master Plan, with the aid of a presentation.

**(McNeil/Kilburn)**

That the presentation, respecting the Parking Master Plan, be received.

**CARRIED**

**(ii) Regulation of E-scooters in Hamilton (Item 7.2)**

Brian Hollingworth, Director, Transportation Planning and Parking, addressed Committee respecting the Regulation of E-scooters in Hamilton, with the aid of a presentation.

**(McNeil/Geffros)**

That the presentation, respecting the Regulation of E-scooters in Hamilton, be received.

**CARRIED**

**(f) DISCUSSION ITEMS (Item 8)**

**(i) Sidewalk Snow Clearing Survey (Item 8.1)**

Bob Paul, Manager, Roadway Maintenance, and Stephen Gagne, Senior Project Manager, Continuous Improvement, provided an overview of the City of Hamilton's online Sidewalk Snow Clearing Survey and answered questions of Committee.

**(Kilburn/Sinclair)**

That the discussion respecting the Sidewalk Snow Clearing Survey, be received.

**CARRIED**

**(ii) Multi-Year Accessibility Plan (Item 8.2)**

Jessica Bowen, Supervisor, Diversity and Inclusion, addressed the Committee respecting the Multi-Year Accessibility Plan.

Jessica noted that this is an update on the previous version of the Multi-Year Accessibility Plan, with the primary difference being that this update includes the Design of Public Spaces Standard of the *Accessibility for Ontarians with Disabilities Act, 2005*.

**(Sinclair/Dingman)**

That Item 8.2, respecting the Multi-Year Accessibility Plan, be deferred to the October 13, 2020 Advisory Committee for Persons with Disabilities meeting due to time constraints.

**CARRIED**

**(iii) COVID-19 and Persons with Disabilities (Item 8.3)**

Committee members discussed the challenges and barriers faced by persons with disabilities in the City of Hamilton during the pandemic, including, but not limited to the following:

- lack of communication and unsatisfactory service adjustments related to accessible transit
- floor decals and signage related to physical distancing requirements are not user-friendly for persons with disabilities, in that they are not uniform in design and do not contain any tactile walking surface indicators
- no information or regulations were put forth to recommend physical distancing measures for persons with various assistive devices
- some temporary outdoor patio set-ups blocked accessible parking spots and curb ramps
- residential care facility evictions
- lack of open, accessible restrooms in public spaces
- the digital divide, being the gap that exists between individuals who have access to modern information and communication technology and those who do not, disproportionately hits the disabled population and is compounded by employment programs and libraries, often used for public internet access, being closed by emergency orders
- increased social isolation, loss of personal support workers, disruption of vital health services and difficulties accessing basic necessities and information
- accessible pedestrian signals were disabled, but notification of this change was not provided in an accessible format

- lack of representation by or consultation with persons with disabilities on the Emergency Operations Centre Team

**(T. Nolan/Cameron)**

That Tim Nolan and Tom Manzuk be authorized to delegate at the General Issues Committee on behalf of the Advisory Committee for Persons with Disabilities respecting all matters related to the COVID-19 pandemic and its impact on persons with disabilities, including recommendations for improved policies and procedures.

**CARRIED**

**(g) GENERAL INFORMATION / OTHER BUSINESS (Item 11)**

**(i) Accessibility Complaints to the City of Hamilton (Item 11.1)**

No update.

**(ii) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (Item 11.2)***

No update.

**(iii) Presenters List for the Advisory Committee for Persons with Disabilities (Item 11.3)**

No changes to the presenters list for the Advisory Committee for Persons with Disabilities were required.

**(iv) Review of Advisory Committee for Persons with Disabilities Outstanding Business List (Item 11.4)**

**(Manzuk/Kilburn)**

That Item 11.4, respecting a Review of Advisory Committee for Persons with Disabilities Outstanding Business List, be deferred to the October 13, 2020 Advisory Committee for Persons with Disabilities meeting due to time constraints.

**CARRIED**

**(v) Gage Park Wheelchair Swing Ribbon Cutting Event (Added Item 11.5)**

A ribbon cutting ceremony for the City of Hamilton's first wheelchair swing in Gage Park will be performed on Saturday September 19, 2020 at 10a.m. The ceremony will be performed virtually via livestream on Councillor Nrinder Nann's Facebook and Instagram pages.

For further disposition of this matter, see Item 2.

**(h) ADJOURNMENT (Item 12)**

**(Sinclair/Geffros)**

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 7:08 p.m.

**CARRIED**

Respectfully submitted,

A. Mallet, Chair

Advisory Committee for  
Persons with Disabilities

Alicia Davenport  
Legislative Coordinator  
Office of the City Clerk

## 4.1

**From:** Samantha Marren (CS) <s.marren@deafblindontario.com>  
**Sent:** September 10, 2020 1:55 PM  
**Subject:** Accessibility Guidelines for Sensory Loss

Hi There,

Attached you will find a media release directed to the importance of accessibility in the built environment and information about DeafBlind Ontario Services' ***Accessibility Guidelines for Sensory Loss***.

The ***Accessibility Guidelines for Sensory Loss***, now in its third edition, was developed by DeafBlind Ontario Services with the accessibility needs of individuals with deafblindness in mind, and can benefit anyone with sensory loss.

In recent years, accessibility has become a topic that is at the forefront of public attention and discussion. The *Accessibility for Ontarians with Disabilities Act* (AODA) strives to make Ontario accessible through the enforcement of accessibility standards with respect to goods, services, accommodation, buildings, structures and more by the year 2025.

Accessibility features are not only a right to individuals with varying disabilities and challenges, but, as the population ages, age-friendly communities are a necessity.

Please consider reading our ***Accessibility Guidelines for Sensory Loss***, which is available [free for download](https://deafblindontario.com/our-services/accessibility-guidelines/) (<https://deafblindontario.com/our-services/accessibility-guidelines/>) in an accessible format on our website, as well as help us to extend our reach in promoting the guidelines within your field and to your members, organization, government, and the public.

Please do not hesitate to reach out with any inquiries.

Sincerely,

**Samantha Marren** | Communications Specialist

DeafBlind Ontario Services 17665 Leslie Street, Unit 15,  
Newmarket, ON L3Y 3E3

☎ p: 905-853-2862 ext. 234 | f: 905-853-3407 | toll free: 855-340-3267

✉ s.marren@deafblindontario.com | 🌐 www.deafblindontario.com |

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## EVENTS:

***Savour the Senses*** (September 26, 2020) – A Journey of the Senses





## ***FOR IMMEDIATE RELEASE***

### **What does it mean to have an Accessible Home?**

From walk-in closets to stainless steel appliances, fireplaces and custom cabinets, the list of coveted features in a house are endless. But, what about the elements that make a space ‘age-friendly’ and ‘inclusive’?

More and more people are prioritizing accessibility when looking for a place to call home. Further, as the population ages, age-friendly communities are a necessity.

Statistics Canada 2019 data indicates that about 6.5 million people are 65 years and older in Canada and account for 17.5% of the population. The proportion of seniors in the population is expected to double by 2025.

*With this in mind, what does it mean to have an accessible home?*

DeafBlind Ontario Services, an Ontario-based not-for-profit, aims to raise awareness about large and small-scale projects to improve the accessibility of a space in their ***Accessibility Guidelines for Sensory Loss***.

The newly released third edition of ***Accessibility Guidelines for Sensory Loss***, was developed by DeafBlind Ontario Services with the accessibility needs of individuals with deafblindness, a combined loss of hearing and vision, in mind. However, this free for download resource can benefit anyone with sensory loss, including Canada’s aging population.

According to the Canadian Institute of Health Information (CIHI), 22% or 70,080 of Ontario seniors in home care and long-term care reported experiencing vision and hearing loss combined.

“The purpose of this tool is to share guidelines and provide helpful tips that focus on establishing inclusive environments for individuals with varying sensory loss. Inclusion of accessible features and design emphasizes efficient environments, space maneuverability, the importance of illumination, and the use of colour, texture, as well as specialized materials to name a few,” says Kelly Patterson, DeafBlind Ontario Services’ Manager of Client Services and Specialized Training.

Contrary to popular belief, accessible design does not need to be expensive and may esthetically enhance a space.

When looking at a kitchen, for example, there are a number of factors that can improve accessibility, ensuring that the space is functional and safe. Some of these factors



include: efficient design, maneuvering space for mobility devices, minimal effort of use, ease of cleaning, illumination, and safety.

When designing kitchens, colour schemes need to be taken into consideration from the onset. Well thought out colour schemes in kitchens assist with defining the features and enhancing the ability of those with low vision to understand and discern the features in kitchen environments.

Light-coloured flooring schemes could be cream, white, or a light grey with defined perimeters of colour contrasting material, such as baseboard a minimum of 100 mm wide when combined with light-coloured walls.

An alternate colour scheme to consider is dark-coloured flooring, light coloured cabinets, dark counters, light backsplashes, dark coloured drawer pulls, dark-coloured walls with light coloured outlets on the wall and light coloured trim.

One simple home improvement in the kitchen can include changing cabinet handles. These should be selected in a contrasting colour to the cabinetry and a “D” type pull is recommended.

The ***Accessibility Guidelines for Sensory Loss***, free for download on DeafBlind Ontario Services’ website, features comprehensive Accessible Design Guidelines, Quick Design Tips, and a Do-It-Yourself (DIY) Accessibility Enhancements section to provide readers with all of the information necessary to improve the accessibility of a specific space.

“Together, we can proactively breakdown barriers to make an environment safer, accessible, and inclusive to everyone in it,” says Patterson.

DeafBlind Ontario Services provides accessible residential and customized support services in remote communities and urban centres across the province. Their holistic approach to Intervenor Services empowers people with deafblindness to achieve their goals and dreams.

Learn more at <https://deafblindontario.com/our-services/accessibility-guidelines/>

## Associated Images



Inclusive kitchens take into consideration the needs of individuals with different abilities, fostering their independence.



Outdoor spaces are increasingly becoming extensions of interior spaces of homes.

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[www.deafblindontario.com](http://www.deafblindontario.com)



Website: [www.deafblindontario.com](http://www.deafblindontario.com)

Facebook: [www.facebook.com/DBOntarioServices/](http://www.facebook.com/DBOntarioServices/)

Twitter: @DeafBlindON

Instagram: @DeafBlindON

For more information, please contact: Communications Specialist, Samantha Marren at 1-855-340-3267 ext.234 or [s.marren@deafblindontario.com](mailto:s.marren@deafblindontario.com).

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Hamilton

# 2020 CITYLAB UPDATE FOR ACPD COMMITTEE

October 13, 2020



- CityLAB is an innovation hub that brings together student, academic, and civic leaders to co-create a better Hamilton for all.
- CityLAB matches students and faculty with City staff to develop innovative solutions to city-identified projects that align with the City's Strategic Priorities.





- Program level metrics
- Highlights from selected projects
- Upcoming projects and program growth



# By the Numbers

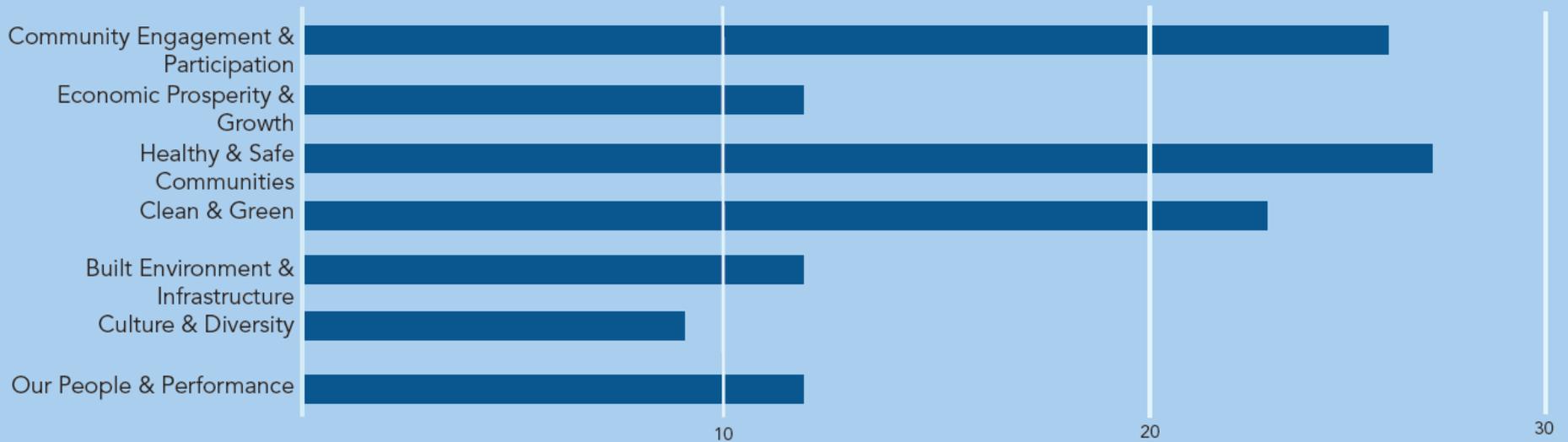


have created **106** projects & contributed  
**39,000+** student hours  
towards moving our City forward, *together.*

# Strategic Priorities



### Number of Projects by Strategic Priority Area

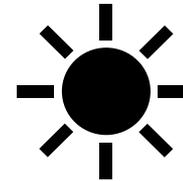




# Term of Council Priorities



Equity, Diversity,  
and Inclusion



Climate Change



Multi-Modal  
Transportation



## CityLAB is

- Saving money on research and data collection
- Giving City staff direct access to extra resources and people power
- Leveraging student time to support staff initiatives
- Helping students see their future in Hamilton



# Example Projects



Transformed public spaces



Improved public communications for paramedics



Increased neighbourhood level climate resilience



Created new ways to track illegal soil dumping



Tracked changes to invasive species in the harbour



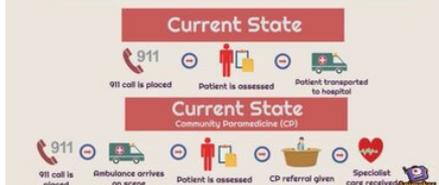
Developed service animal policy for DARTS

See more at [www.citylabhamilton.com/projects](http://www.citylabhamilton.com/projects)

# Remember the ONE before you dial 911

Everyone can call 911 -everyone has options- recognize what YOU need!

## How does the Current System Work?



Raising awareness about the two current states available



Infographic to raise awareness about community paramedicine

## GOAL: Community Engagement & Participation

### CHALLENGE

To propose a method of communication to raise awareness about community paramedicine in Hamilton.

### PROGRESS

Our proposed strategy for this challenge was to create a brand that we can work under to focus on informing the public on how their needs can be met through community paramedicine. Our main communication campaign is divided into four interconnected parts - a website, infographic, video and prepared lecture sessions.

### NEXT STEPS

Our next steps for our project would be making our ideas a reality! We would love to put our strategy into place and witness how our work can benefit the community. These resources will be shared accordingly and will focus on the program objectives of community paramedicine and how these objectives can be appropriately achieved.



Community challenge winners

## BACKGROUND

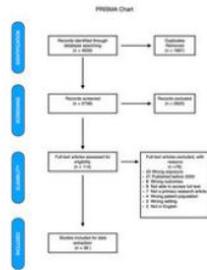
We must first define a problem that requires imminent change - the unsustainable development of stress on the healthcare system as a result of undifferentiated care and prolifically unmanageable 911 call volume. The goal is to communicate the adoption of diversified care which offers alternative treatment options when considering 'emergencies' and effectively bridge the gap between primary and emergency care to substantially improve sustainability, economic standing and the proactive treatment processes.

## REMEMBER THE ONE BEFORE YOU DIAL 911

- OPTIONS** - There are other options available
- NEED** - recognizing what's happening and what you might actually need
- EVERYONE** - Can call 911, but some need it *more* than others

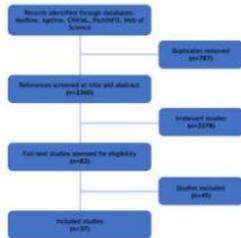


**Students:** Adrian Cerio, Christine Halim, Sriko Manoharan, Amanda McCall, Adeel Syed  
**Staff:** Joe Pedulla, Supervisor, Healthy and Safe Communities  
PMP, CHE, MHSc, ACP, RRT  
**Instructor:** Dr. Katie Moisse  
**Course and Department:** LIFESCI 3P03: Life Sciences



Group 1 Prisma Flow Diagram

PRISMA Flow Diagram



Group 2 Prisma Flow Diagram

**GOAL:** Healthy and Safe Communities.

### CHALLENGE

Identify the impact of transportation on health and explore transportation solutions in Hamilton's rural areas

### PROGRESS

- Consulted with a City staff member to better understand existing issues and develop relevant research questions.
- A literature search was conducted after designing a search strategy.
- Completed literature search demonstrating the impact of a lack of access to transportation on health and innovative transportation solutions.

### NEXT STEPS

- Critically appraise selected articles using the Critical Appraisal Skills Program checklist to evaluate the quality of the selected evidence.
- Extract relevant data from the selected articles.
- Synthesize the extracted data and develop recommendations to address the research question.
- Finalize rapid review report.



Group 1 Photo

### BACKGROUND

The City of Hamilton aims to be an age-friendly community and improving transportation has been identified as a specific goal area. As acknowledged by the World Health Organization, improving mobility is a key feature to encourage active aging especially once driving is no longer an option. Alternative transportation services are often limited in rural areas. Innovative transportation solutions are needed to improve mobility for adults age 55+ living in rural areas in Hamilton.



**Students:** Alessandra Andreacchi, Alanna Miller, Pragya Mishra, Jason Morgenstern, Elise Desjardins, Anisa Hajiadeh, Limor Helpman, Jessica Jones, Rosa Stalteri  
**Staff:** Sharon Mackinnon, Public Health Nurse  
**Instructor:** Dr. Emma Apatu, Director of Public Health Program  
**Course and Department:** Master of Public Health Program, Department of Health Research Methods, Evidence & Impact,

# The King William Street Opening Project



# Upcoming Projects



## COVID-19 EFFECTS ON PARKLAND

How has the COVID-19 pandemic changed how people use and value parkland?



## CONNECTING FAMILIES WITH LOVED ONES IN LONG-TERM CARE

How can we create an electronic platform for families to better engage in the lives of their loved ones in long-term care facilities at the City?



## YOUR CITY IN DATA: VISUALIZING INFO THAT MATTERS

How can we use data visualization and other engaging communication strategies to show the value of municipal services?

For all of the current challenges, visit <https://www.citylabhamilton.com/challenges>



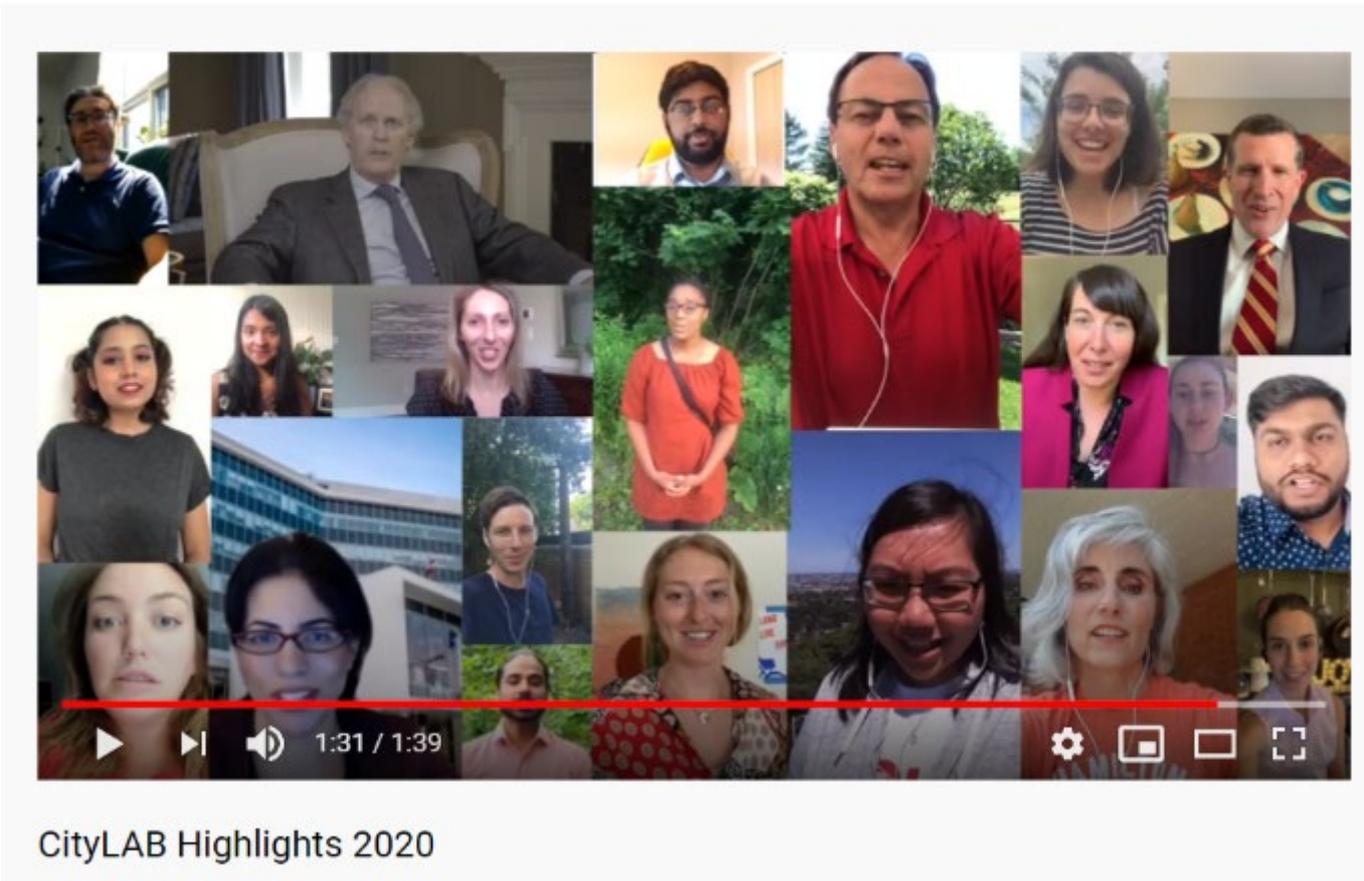
- Pivoted to fully online project matching with our Online Matchmaker sessions, available on our website
- Increased documentation and searchability of project info
- Improved and enhanced evaluation for each project

A screenshot of a Zoom meeting video player. The main video shows a man with a headset speaking. At the top, there are four smaller video thumbnails for other participants: Patrick Byrne, Sean Nix, Randy Kay (h), and kdieleman. A blue "SPEAKER" label is positioned over the main video. The video player interface includes a play button, a progress bar showing 2:42 / 18:38, and various control icons like volume, full screen, and share. Below the video player, the video title "CityLAB Hamilton Match Maker, Arlen Leeming - Accelerating Climate Resilience" is displayed, along with "30 views • Jun 15, 2020" and engagement icons for likes (3), dislikes (0), share, save, and a menu icon.

# Looking Forward



- Well-positioned to immediately support the City in uncertain times
- Leveraging resources from post-secondary partners to extend impact of staff
- CityLAB Hamilton is a recognized leader in innovation partnerships in Canada



<https://www.youtube.com/watch?v=dMyp7OqKwI0&t=3s>



Hamilton

THANK YOU

# **CITY OF HAMILTON**

**2021**

**ADVISORY COMMITTEES**

**BUDGET SUBMISSION**

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

## PART A: General Information

### ADVISORY COMMITTEE MEMBERS:

Shahan Aaron	Aznive Mallett
Patty Cameron	Tom Manzuk
Elizabeth (Jayne) Cardno	Corbin McBride
Michelle Dent	Mark McNeil
Lance Dingman	Tim Murphy
Anthony Frisina	Kim Nolan
Sophie Geffros	Tim Nolan
James Kemp	Alex Wilson
Paula Kilburn	Mary Sinclair

### 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 2021 BUDGET REQUEST (net of reserve funding)</b>	<b>\$ 6100.00</b>
<b>PREVIOUS YEAR (2020) APPROVED BUDGET (2020 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:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Telephone # :** \_\_\_\_\_

## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

### **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

#### **Strategic Goal One**

**Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.**

#### **Integrated Accessibility Standards 191/11**

#### **Integrated Accessibility Standards Regulation Requirement (Section 3, 4, 80.46, 41, 42, 43)**

Establish, implement, maintain Multi-Year Accessibility Plan

#### **Compliance Requirements:**

##### **Section 3**

##### **Establishment of Accessibility Policies**

- 3(1)** The City of Hamilton will develop, implement and maintain policies to achieve accessibility as outlined in the Integrated Accessibility Standards Regulation.
- 3(2)** The City of Hamilton will develop a statement of commitment to meet the accessibility needs of persons with disabilities.

## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 3(3)** The City of Hamilton will prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

**Compliance Timeline:** January 1, 2013

### **Section 4 Accessibility Plans**

The City of Hamilton will:

- 4(1)** Establish, implement, maintain a multi-year Accessibility Plan
- 4(2)** Post the accessibility plan on the website
- 4(3)** Provide the plan in an accessible format upon request
- 4(4)** Review and update the accessibility plan at least once every five years.
- 4(5)** Consult with Advisory Committee for Persons with disabilities.
- 4(6)** Provide annual status report on the progress of accessibility plan initiatives.
- 4(7)** Post the status report on the website, and provide the report in an accessible format.

**Compliance Timeline:** January 1, 2013

### **Customer Service Standards**

**Updated January 2020**

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

- Establish and communicate accessibility policies, practices and procedures

### Compliance Requirements:

#### Section 80.46

#### Establishment of Policies

**80.46 (1)** The City of Hamilton will implement and maintain policies governing the provision of its goods, services or facilities to persons with disabilities.

**80.46 (2)** The City of Hamilton will use reasonable efforts to ensure that the policies are consistent with the following principles:

1. Provide goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
4. Communicate in a manner that takes into account the person's disability.

**80.46 (3)** Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 80.46 (4)** The City of Hamilton will prepare one or more documents describing the policies established under this section and, provide a copy of any such document(s) upon request.
- 80.46 (5)** The City of Hamilton will notify the public that the documents required by subsection (4) are available upon request.
- 80.46 (6)** The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises, by posting it on the website, if any, or by such other method as is reasonable in the circumstances.

**Compliance Timeline:** January 1, 2013

Policies, practices and procedures governing the provision of goods and services to persons with disabilities have been established. Policies and procedures developed include Assistive Devices policy, Communication policy, Disruption Notice policy, Resident and Visitor Feedback and Complaints policy, Service Animals policy, Support Persons for Persons with Disabilities policy, Training policy and Clear, Accessible and Large Print Guidelines.

All documents describing policies, practices and procedures are available to the public upon request.

**Section 41****Accessibility Plans, Conventional Transportation Services**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**41(1)** Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

**Compliance Timeline:** January 1, 2013

**41(2)** Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.

**Section 42****Accessibility Plans, Specialized Transportation Services**

**42(1)** Specialized transportation service providers shall, in their accessibility plans,

- identify the process for estimating the demand for specialized transportation services; and
- develop steps to reduce wait times for specialized transportation services.

**Compliance Timeline:** January 1, 2013

**Section 43****Accessibility Plans, Conventional and Specialized Transportation Services**

## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**43(1)** Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe procedures for dealing with accessibility equipment failures on their respective types of vehicles.

**Compliance Timeline:** January 1, 2013

### **7.2 STRATEGIC GOAL TWO**

**Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.**

**Integrated Accessibility Standards Regulation Requirements (Sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):**

- Accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process

**Compliance Requirements:**

**Section 22  
Recruitment, general**

## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 22.** The City of Hamilton will notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

**Compliance Timeline: January 1, 2014**

### **Section 23**

#### **Recruitment, Assessment or Selection process**

- 23.** If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.

**Compliance Timeline: January 1, 2014**

### **Section 24**

#### **Notice to Successful Applicants**

- 24.** When making an offer of employment, notify successful applicant of the policies for accommodating employees with disabilities.

**Compliance Timeline: January 1, 2014**

### **Section 25**

#### **Informing Employees of Supports**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 25(1)** The City of Hamilton will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- 25(2)** The information required under this section will be provided to new employees as soon as practicable after they begin their employment.
- 25(3)** The City of Hamilton will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

**Compliance Timeline:** January 1, 2014

**Section 26**  
**Accessible Formats and Communication Supports**

- 26(1)** When an employee with a disability requests it, the City of Hamilton will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,
- (a) information that is needed in order to perform the employee's job; and
  - (b) information that is generally available to employees in the workplace.
- 26 (2)** The City of Hamilton will consult with the employee making the request in determining the suitability of an accessible format or communication support.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**Compliance Timeline:** January 1, 2014

**Section 27****Workplace Emergency Response Information**

- 27(1)** The City of Hamilton will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- 27(2)** If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the City shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.
- 27(3)** The information required under this section will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- 27(4)** Every employer shall review the individualized workplace emergency response information,  
(a) when the employee moves to a different location in the organization;  
(b) when the employee's overall accommodations needs or plans are reviewed; and  
(c) when the employer reviews its general emergency response policies.

**Compliance Timeline:** January 1, 2012

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Section 28****Documented Individual Accommodation Plans**

- 28(1)** The City will develop a process for the development of documented individual accommodation plans for employees with disabilities.
- 28(2)** The process for the development of documented individual accommodation plans shall include the following elements:
1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
  2. The means by which the employee is assessed on an individual basis.
  3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
  4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
  5. The steps taken to protect the privacy of the employee's personal information.
  6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
  7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
  8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 28(3)** The individual accommodation plans shall,
- a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;
  - b) if required, include individualized workplace emergency response information, as described in section 27; and
  - c) identify any other accommodation that is to be provided.

**Compliance Timeline:** January 1, 2014

**Section 29**  
**Return to Work Process**

- 29(1)** The City of Hamilton will:
- a) develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
  - b) shall document the process.
- 29(2)** The return to work process shall,
- 1) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and
  - 2) use documented individual accommodation plans, as described in section 28, as part of the process.

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

**Compliance Timeline:** January 1, 2014

- 29(3)** The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

**Compliance Timeline:** January 1, 2014

### **Section 30 Performance Management**

- 30.** When using a performance management process, the City will take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

**Compliance Timeline:** January 1, 2014

### **Section 31 Career Development and Advancement**

- 31.** When providing career development and advancement to employees, the City will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

**Compliance Timeline:** January 1, 2014

### **Section 32**

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

### Redeployment

32. When redeploying employees, the City of Hamilton will take into account the accessibility needs of employees with disabilities, as well as their individual accommodation plans.

**Compliance Timeline:** January 1, 2014

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## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

### **7.3 STRATEGIC GOAL THREE**

**Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.**

#### **WHAT WILL BE DONE?**

##### **Integrated Accessibility Standards Regulation Requirements (sections 6, 11, 12, 13, 14):**

- Incorporate accessibility features when designing, procuring and acquiring self-service kiosks
- Provide documents, emergency procedures, plans or public safety information in accessible formats and communication supports
- Provide accessible formats and communication supports
- Develop accessible websites and web content

#### **Compliance Activities:**

##### **Section 6 Self-Service Kiosks**

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

**6(1)** Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

**Compliance Timeline:** January 1, 2013

### **Section 11 Feedback**

**11(1)** Provide accessible formats and communications supports for receiving and responding to the feedback.

**11(2)** Notify the public about the availability of accessible formats and communication supports.

**Compliance Timeline:** January 1, 2014

### **Section 12 Accessible Formats and Communication Supports**

**12(1)** The City of Hamilton will provide accessible formats and communication supports for persons with disabilities:

- by taking into account the person's accessibility needs and in a timely manner; and
- at a cost that is no more than the regular cost charged to other persons

**12(2)** Consult with the person making the request in determining the suitability of an accessible format.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**12(3)** Notify the public about the availability of accessible formats and communication supports.

**Compliance Timeline:** January 1, 2015

**Section 13****Emergency Procedure, plan or public safety information**

**13 (1)** The City will provide emergency procedures, plans or public safety information that it makes available to the public in an accessible format or with appropriate communication supports as soon as practicable upon request.

**Compliance Timeline:** January 1, 2012

**Section 14****Accessible website and web content**

**14(1)** All new internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A by January 1, 2014.

**14(2)** All internet websites and web content must conform with World Wide Web Consortium Web Content Accessibility Guidelines WCAG 2.0 Level AA by January 1, 2021.

- Success criteria 1.2.4 Captions (live)
- Success criteria 1.2.5 Audio Description (Pre-recorded)

## **MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- Web content published on a website after January 1, 2012.

**Compliance Timeline:** January 1, 2014 and January 1, 2021

### **STRATEGIC GOAL FOUR**

**Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).**

**WHAT WILL BE DONE?**

**Updated January 2020**

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

**Integrated Accessibility Standards Regulation Requirements: (sections 34, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80)**

- Ensure barrier free access to services, programs and vehicles
- Ensure fare parity for persons with disabilities and no charge of fare to support persons
- Ensure accessible signage, surfaces, lighting and announcements on vehicles
- Develop guidelines for licensing accessible taxicabs

### **Compliance Activities:**

#### **Section 34**

#### **Availability of Information on Accessibility Equipment**

- 34 (1)** All conventional transportation service providers and specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.
- 34 (2)** Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the information described in subsection (1) in an accessible format.

#### **Compliance Timeline:**

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

### Section 35

#### Non-functioning accessibility equipment

**35(1)** If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.

If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

**Compliance Timeline:** January 1, 2011

### Section 37

#### Emergency Preparedness and Response Policies

37(1) Conventional transportation service providers and specialized transportation service providers, )

- a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and
- b) shall make those policies available to the public.

37(2) Make those policies available to the public in an accessible format, upon request

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**Compliance Timeline:** January 1, 2012

**Section 38**  
**Fares, Support Person**

**38(1)** No conventional transportation service provider and no specialized transportation service provider shall charge a fare to a support person who is accompanying a person with a disability where the person with a disability has a need for a support person.

**38(2)** It is the responsibility of a person with a disability to demonstrate to a transportation service provider described in subsection (1) their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.

**Compliance Timeline:** January 1, 2014

**Section 44**  
**General Responsibilities**

**44(1)** Conventional transportation service providers shall:

- a. deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- b. ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- c. assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- d. allow a person with a disability to travel with a medical aid.

**(2)** Conventional transportation service providers shall, upon request, make information on the matters referred to in subsection (1) available in an accessible format.

**Compliance Timeline:** January 1, 2012

**Section 46****Fares**

**46 (1)** No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.

**Compliance Timeline:** Multiple

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 46 (2)** Conventional transportation service providers that do not provide specialized transportation services, shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

**Compliance Timeline:** Multiple

**Section 47  
Transit Stops**

- 47(1)** Conventional transportation service providers, in respect of transportation vehicles to which this section applies, shall ensure that persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.
- 47(2)** In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.
- 47(3)** Conventional transportation service providers shall ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

**Compliance Timeline:** January 1, 2012

**Section 48  
Storage of Mobility Aids and Mobility Assistive Device**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 48(1)** Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles within reach of the person with the disability who uses the aid or device.
- 48(2)** If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment and the vehicle is equipped with a baggage compartment, a conventional transportation service provider shall ensure that mobility aids and mobility assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling.
- 48(3)** Every conventional transportation service provider shall ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored in the baggage compartment of the vehicle.
- 48(4)** No conventional transportation service provider shall charge a fee for the storage of a mobility aid or a mobility assistive device.

**Compliance Timeline:** Multiple

**Section 49: Courtesy Seating**

- 49(1)** Every conventional transportation service provider shall ensure that there is clearly marked priority seating for persons with disabilities on its transportation vehicles and that the priority seating meets the standards set out in this section.
- 49(2)** The priority seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

- 49(3)** The priority seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the priority seating if its use is required by a person with a disability
- 49(4)** Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of priority seating.

**Compliance Deadline:****Section 50  
Service Disruptions**

- 50(1)** Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) shall,
- (a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible;
  - (b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.

**Compliance Timeline:** July 1, 2013

**Section 51**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Pre-boarding Announcements**

- 51(1)** Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.
- 51(2)** Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that these announcements satisfy the requirements set out in section 58.

**Section 52****On-Board Announcements**

- 52(1)** Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated
- 52(2)** Every conventional transportation service provider shall ensure that all destination points or available route stops,
- (a) are announced through electronic means; and
  - (b) are legibly and visually displayed through electronic means.
- 52(3)** Visual displays of destination points or stop information shall satisfy the regulation requirements

**Resources:**

**Compliance Timeline:** Multiple

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Section 53****Grab Bars, Handholds, Handrails, Stanchions**

- 53(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles to which this section applies that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at,
- (a) locations where passengers are required to pay fares;
  - (b) each mobility aid securement position;
  - (c) each priority seating area intended for use by persons with disabilities; and
  - (d) each side of any entrance or exit used by persons with disabilities.
- 53(2)** With respect to all transportation vehicles to which this section applies, every conventional transportation service provider shall ensure that grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed.
- 53(3)** Every conventional transportation service provider shall ensure that all vehicles to which this section applies meet the following standards:
1. The location of grab bars, handholds, handrails or stanchions must be distributed, as appropriate to the vehicle's design, throughout the vehicle to support independent and safe boarding, on-board circulation, seating and standing assistance and deboarding for persons with disabilities.

## MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

2. Grab bars, handholds, handrails or stanchions must not interfere with the turning and maneuvering space required for mobility aids to reach the allocated space from the entrance.
3. Grab bars, handholds, handrails or stanchions must be high colour-contrasted with their background to assist with visual recognition.
4. Every grab bar, handhold, handrail or stanchion must,
  - i. be sturdy, rounded and free of any sharp or abrasive element,
  - ii. have an exterior diameter that permits easy grasping by the full range of passengers and sufficient clearance from the surface to which it is attached,
  - iii. be designed to prevent catching or snagging of clothes or personal items, and
  - iv. have a slip resistant surface.
5. Where grab bars, handholds, handrails or stanchions return to a wall or floor, they must do so in a smooth curve.
6. Brackets, clamps, screw heads or other fasteners used on grab bars, handholds, handrails or stanchions must be rounded or flush with the surface and free from burrs or rough edges.

**Compliance Timeline:** January 1, 2013

### **Section 54 Floors and Carpeted Surfaces**

- 54(1)** Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail):
- (a) have floors that produce a minimal glare and are slip resistant;
  - (b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**54(4)** Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above the transportation service provider shall ensure the vehicles meet the requirements of this section.

**Compliance Timeline:** January 1, 2013

**Section 55****Allocated Mobility Aid Spaces**

**55(1)** Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) shall:

- (a) have two or more allocated mobility aid spaces, with each space being a minimum of,
  - (i) 1,220mm by 685mm for vehicles designed to have a seating capacity of 24 passengers or less
  - (ii) 1,220mm by 760mm for vehicles designed to have a seating capacity of more than 24 passengers
- (b) are equipped, as appropriate, with securement devices.

**55(2)** Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.

**55(5)** Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025**

**55(6)** Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle.

**Compliance Timeline:** January 1, 2013

**Section 56****Stop Request and Emergency Response Controls**

**56(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

**56(2)** Accessible stop-requests and emergency response controls must meet the following standards:

1. They must provide auditory and visual indications that the request has been made.
2. They must be mounted no higher than 1,220mm and no lower than 380mm above the floor.
3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
4. They must be high colour-contrasted with the equipment to which the control is mounted.
5. They must provide tactile information on emergency response controls.

**Compliance Timeline:** January 1, 2013

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Section 57****Lighting Features**

- 57(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.
- 57(2)** The light above or beside each passenger access door must,
- a. when the door is open, illuminate the ground surface for a distance of at least 0.9m perpendicular to the bottom step tread or lift outer edge
  - b. be shielded to protect the eyes of entering and exiting passengers.

**Compliance Timeline:** January 1, 2013

**Section 58**  
**Signage**

- 58(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) display the route or direction of the transportation vehicle or its destination or next major stop.
- 58(2)** For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,

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- (a) be visible at the boarding point
- (b) be consistently located
- (c) have a glare-free surface
- (d) be positioned to avoid shadow areas and glare.

**58(3)** Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,

- (a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information

(b) has text that:

- (i) is high colour-contrasted with its background, in order to assist with visual recognition,
- (ii) has the appearance of solid characters.

**58(5)** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles, to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

**Compliance Timeline:** January 1, 2013

## Section 59

### Lifting Devices, Ramps or Portable Bridge Plates

**59(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses,

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motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lifting devices, ramps or portable bridge plates and that each of them has,

- a) a colour strip that runs its full width marking the bottom edge and that is high colour contrasted with its background to assist with visual recognition;
- b) a slip resistant platform surface
- c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.

**59(3)** This section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act.

**Compliance Timeline:** January 1, 2013

### Section 60 Steps

- 60(1)** Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:
1. The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.
  2. The steps have surfaces that are slip resistant and that produce minimal glare.

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3. The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

**Compliance Timeline:** January 1, 2013

**Section 61  
Indicators and Alarms**

- 61(1)** Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.
- 61(2)** The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion.
- 61(3)** If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.

**Compliance Timeline:** January 1, 2013

**Section 63:  
Categories of Eligibility**

- 63(1)** Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,

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- (a) unconditional eligibility
- (b) temporary eligibility
- (c) conditional eligibility

**63(2)** For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.

**63(3)** A specialized transportation service provider may deny requests for specialized transportation services to person who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.

**Compliance Timeline:** January 1, 2017

## **Section 64**

### **Eligibility Application Process**

**64(1)** If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed

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application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.

- 64(2)** A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.
- 64 (3)** A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- 64(4)** A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.
- 64(5)** A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.
- 64(6)** A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.
- 64(8)** A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

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**Compliance Timeline:** January 1, 2014

**Section 65**  
**Emergency or Compassionate Grounds**

- 65(1)** Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),
- (a) where the services are required because of an emergency or on compassionate grounds; and
  - (b) where there are no other accessible transportation services to meet the person's needs.

**Compliance Timeline:** January 1, 2014

**Section 66**  
**Fare Parity**

- 66(1)** Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.
- 66(2)** Every conventional transportation services and specialized transportation services shall ensure that there is fare parity between conventional transportation services and specialized transportation services.

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- 66(3)** Every conventional transportation services and specialized transportation services shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.
- 66(4)** Every conventional transportation services and specialized transportation services shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.

**Compliance Timeline:** January 1, 2013

**Section 67**  
**Visitors**

- 67(1)** Every specialized transportation service provider shall:
- (a) make specialized transportation services available to visitors
  - (b) consider as eligible,
    - (i) visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or
    - (ii) visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.
- 67(2)** Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.
- 67(3)** A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

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**Compliance Timeline:** January 1, 2013

**Section 68****Origin to Destination Services**

- 68(1)** Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.
- 68(2)** Origin to destination services may include services on any accessible conventional transportation services.
- 68(3)** For the purposes of this section, origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.

**Compliance Timeline:** July 1, 2011

**Section 69****Coordinate Services**

- 69(1)** Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.

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**69(2)** Specialized transportation service providers to which subsection (1) applies shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.

**Compliance Timeline:** January 1, 2013

**Section 70****Hours of Service**

**70(1)** Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers.

**70(2)** Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services.

**Compliance Timeline:** Multiple

**Section 71****Booking**

**71(1)** Every specialized transportation service provider shall, where the specialized transportation services require reservations,  
(a) provide same day service to the extent that it is available; and

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(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.

**71(2)** A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.

**Compliance Timeline:** January 1, 2014

**Section 72****Trip Restrictions**

**72(1)** No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

- (a) restricting the number of trips a person with a disability is able to request; or
- (b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

**Compliance Timeline:** January 1, 2014

**Section 73****Service Delays**

**73(1)** Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger.

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**73(2)** For the purposes of this section, a service delay is a delay of 30 minutes or more after.

**Compliance Timeline:** January 1, 2013

**Section 74  
Companions and Children**

**74(1)** Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.

**74(2)** Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

**Compliance Timeline:** January 1, 2012

**Duties of Municipalities and Taxicabs****Section 78  
Duties of Municipalities**

**78(1)** The City of Hamilton must consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.

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- 78(2)** The City of Hamilton shall identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the accessibility plan
- 78(3)** Upon entering into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning

**Compliance Timeline:** January 1, 2013

### Section 79 Duties of Municipalities – Accessible Taxicabs

- 79(1)** The City of Hamilton must consult with the Advisory Committee for Persons with Disabilities, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.
- 79(2)** The City of Hamilton will identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in the accessibility plan

**Compliance Timeline:** January 1, 2013

### Section 80 Duties of Municipalities

- 80(1)** When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,

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- a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and
- b) from charging a fee for the storage of mobility aids or mobility assistive devices.

**80(2)** When licensing taxicabs, ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

**80(3)** When licensing taxicabs, ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

**Compliance Timeline:** January 1, 2013

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****STRATEGIC GOAL FIVE**

**City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.**

**Compliance requirements****Section 80.8****Consultation, recreational trails**

**80.8 (1)** The City of Hamilton will consult on the following before they construct new or redevelop existing recreational trails:

1. The slope of the trail.
2. The need for, and location of, ramps on the trail.
3. The need for, location and design of,
  - i. rest areas,
  - ii. passing areas,
  - iii. viewing areas,
  - iv. amenities on the trail, and
  - v. any other pertinent feature.

**80.8 (2)** The City of Hamilton will consult on the matters referred to in subsection (1) in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for People with Disabilities.

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**Compliance Timeline:** January 1, 2016

**Section 80.9**  
**Technical Requirements for Recreational Trails**  
**Technical requirements for trails, general**

- 80.9(1)** The City of Hamilton shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
1. A minimum clear width of 1,000 mm.
  2. A clear height that provides a minimum head room clearance of 2,100 mm above the trail.
  3. The surface must be firm and stable.
  4. Where a recreational trail has openings in its surface,
    - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
    - ii. any elongated openings must be orientated approximately perpendicular to the direction of travel.
  5. Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements:
    - i. The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge.
    - ii. The top of the edge protection must be at least 50 mm above the trail surface.
    - iii. The edge protection must be designed so as not to impede the drainage of the trail surface.

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6. Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided.
7. The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.
8. A recreational trail must have at each trail head signage that provides the following information:
  - i. The length of the trail.
  - ii. The type of surface of which the trail is constructed.
  - iii. The average and the minimum trail width.
  - iv. The average and maximum running slope and cross slope.
  - v. The location of amenities, where provided.

**80.9(2)** The recreational trail signage [referred to in paragraph 8 of subsection (1)] must have text that,

- (a) has high tonal contrast with its background in order to assist with visual recognition; and
- (b) includes characters that use a sans serif font.

**80.9(3)** Where other media, such as park websites or brochures, are used to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1).

### Technical Requirements for Beach Access Routes

#### Technical requirements for beach access routes, general

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- 80.10** The City of Hamilton shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
1. A minimum clear width of 1,000 mm.
  2. A clear height that provides a minimum head room clearance of 2,100 mm above the beach access route.
  3. The surface must be firm and stable.
  4. Where the surface area of a beach access route is constructed, that is where the surface area is not natural, the surface area must meet the following requirements:
    - i. The maximum cross slope of the beach access route must be no more than 1:50.
    - ii. The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
    - iii. The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm.
    - iv. The surface area must have a ramp that meets the requirements of section 80.13 where there are changes in level greater than 200 mm.
    - v. Any openings in the surface of the beach access route must not allow passage of an object with a diameter of more than 20 mm.
    - vi. Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel.
  5. The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope required for drainage.
  6. The maximum running slope of a beach access route is 1:10.
  7. The entrance to a beach access route must have a minimum clear opening of 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.

**Compliance Timeline:** January 1, 2016

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### Technical Requirements Common to Recreational Trails and Beach Access Routes

#### Section 80.11

##### Common technical requirements, general

**80.11** The City of Hamilton will ensure that where it constructs or redevelops recreational trails and beach access routes that it intends to maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps.

**Compliance Timeline:** January 1, 2016

#### Section 80.12

##### Boardwalks

**80.12** Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:

1. A minimum clear width of 1,000 mm.
2. A clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk.
3. The surface must be firm and stable.
4. The boardwalk must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
5. The boardwalk must have edge protection that is at least 50 mm in height.
6. If a boardwalk has running slopes that are steeper than 1:20, the running slopes must meet the requirements for ramps set out in section 80.13.

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**Compliance Timeline:** January 1, 2016

**Section 80.13  
Ramps**

- 80.13** Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:
1. The ramp must have a minimum clear width of 900 mm.
  2. The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp.
  3. The surface of the ramp must be firm and stable.
  4. The ramp must have a maximum running slope of no more than 1:10.
  5. The ramp must be provided with landings that meet the following requirements:
    - i. Landings must be provided,
      - A. at the top and bottom of the ramp,
      - B. where there is an abrupt change in the direction of the ramp, and
      - C. at horizontal intervals not greater than nine metres apart.
    - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.
    - iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
    - iv. Landings must have a cross slope that is not steeper than 1:50.
  6. The ramp must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
  7. The ramp must be equipped with handrails on both sides of the ramp and the handrails must,

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- i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
  - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted if they are installed in addition to the required handrail,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, and
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
8. Where a ramp is more than 2,200 mm in width,
- i. one or more intermediate handrails which are continuous between landings must be provided and located so that there is no more than 1,650 mm between handrails, and
  - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
- i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
  - ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.
10. The ramp must have edge protection that is provided,
- i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
  - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

**Compliance Timeline:** January 1, 2016

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Section 80.17****Outdoor public use eating areas, general requirements**

**80.17** The City of Hamilton will ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements:

1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement.
2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.
3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables.

**Compliance Timeline:** January 1, 2016

**Section 80.19****Outdoor play spaces, consultation requirements**

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**80.19** When constructing new or redeveloping existing outdoor play spaces the City of Hamilton will consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for Persons with Disabilities

**Compliance Timeline:** January 1, 2016

**Section 80.20****Outdoor play spaces, accessibility in design**

**80.20** When constructing new or redeveloping existing play spaces that they intend to maintain, The City of Hamilton will:

obligated organizations, other than small organizations, shall,

- a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and
- b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.

**Compliance Timeline:** January 1, 2016

**Section 80.23****Exterior paths of travel, technical requirements**

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**80.23** When constructing new or redeveloping existing exterior paths of travel it intends to maintain, The City of Hamilton shall ensure that new and redeveloped exterior paths of travel meet the following requirements:

1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.
2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.
3. The surface must be firm and stable.
4. The surface must be slip resistant.
5. Where an exterior path has openings in its surface,
  - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
  - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.
7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.
8. The exterior path must meet the following requirements:
  - i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
  - ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm.

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- iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.
  - iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.
9. The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design.

**Compliance Timeline:** January 1, 2016

**Section 80.24****Exterior paths of travel, ramps**

**80.24(1)** Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:

1. The ramp must have a minimum clear width of 900 mm.
2. The surface of the ramp must be firm and stable.
3. The surface of the ramp must be slip resistant.
4. The ramp must have a maximum running slope of no more than 1:15.
5. The ramp must be provided with landings that meet the following requirements:
  - i. Landings must be provided,
    - A. at the top and bottom of the ramp,
    - B. where there is an abrupt change in direction of the ramp, and
    - C. at horizontal intervals not greater than nine metres apart.
  - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.

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- iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
  - iv. Landings must have a cross slope that is not steeper than 1:50.
6. Where a ramp has openings in its surface,
- i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
  - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,
- i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
  - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,
  - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
  - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,
  - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and
  - vi. be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails

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- and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.
8. Where the ramp is more than 2,200 mm in width,
    - i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and
    - ii. the handrails must meet the requirements set out in paragraph 7.
  9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
    - i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
    - ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.
  10. The ramp must have edge protection that is provided,
    - i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
    - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

**Compliance Timeline:** January 1, 2016

**Section 80.25**  
**Exterior paths of travel, stairs**

**80.25** Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:

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1. The surface of the treads must have a finish that is slip resistant.
2. Stairs must have uniform risers and runs in any one flight.
3. The rise between successive treads must be between 125 mm and 180 mm.
4. The run between successive steps must be between 280 mm and 355 mm.
5. Stairs must have closed risers.
6. The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.
7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.
8. Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,
  - i. have raised tactile profiles,
  - ii. have a high tonal contrast with the adjacent surface,
  - iii. be located at the top of all flights of stairs, and
  - iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair.
9. Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).
10. A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.
11. Where stairs are more than 2,200 mm in width,
  - i. one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and

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- ii. the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).

**Compliance Timeline:** January 1, 2016

**Section 80.26****Exterior paths of travel, curb ramps**

- 80.26(1)** Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:
1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.
  2. The running slope of the curb ramp must,
    - i. be a maximum of 1:8, where elevation is less than 75 mm, and
    - ii. be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less.
  3. The maximum cross slope of the curb ramp must be no more than 1:50.
  4. The maximum slope on the flared side of the curb ramp must be no more than 1:10.
  5. Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
    - i. have raised tactile profiles,
    - ii. have a high tonal contrast with the adjacent surface,
    - iii. are located at the bottom of the curb ramp,
    - iv. are set back between 150 mm and 200 mm from the curb edge,
    - v. extend the full width of the curb ramp, and
    - vi. are a minimum of 610 mm in depth.

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**Compliance Timeline:** January 1, 2016

**Section 80.27****Exterior paths of travel, depressed curbs**

**80.27(1)** Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:

1. The depressed curb must have a maximum running slope of 1:20.
2. The depressed curb must be aligned with the direction of travel.
3. Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
  - i. have raised tactile profiles,
  - ii. have high tonal contrast with the adjacent surface,
  - iii. are located at the bottom portion of the depressed curb that is flush with the roadway,
  - iv. are set back between 150 mm and 200 mm from the curb edge, and
  - v. are a minimum of 610 mm in depth.

**Compliance Timeline:** January 1, 2016

**Section 80.28****Exterior paths of travel, accessible pedestrian control signals**

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- 80.28(1)** Where new traffic control signal systems with pedestrian control signals are being installed or existing pedestrian control signals are being replaced, the pedestrian control signals must meet the requirements for accessible pedestrian control signals set out in subsection (2).
- 80.28(2)** Accessible pedestrian control signals must meet the following requirements:
1. They must have a locator tone that is distinct from a walk indicator tone.
  2. They must be installed within 1,500 mm of the edge of the curb.
  3. They must be mounted at a maximum of 1,100 mm above ground level.
  4. They must have tactile arrows that align with the direction of crossing.
  5. They must include both manual and automatic activation features.
  6. They must include both audible and vibro-tactile walk indicators.
- 80.28(3)** Where two accessible pedestrian control signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart.
- 80.28(4)** Where the requirements in subsection (3) cannot be met because of site constraints or existing infrastructure, two accessible pedestrian control signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active.

**Compliance Timeline:** January 1, 2016

**Section 80.29**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Exterior paths of travel, rest areas**

**80.29** When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, The City of Hamilton shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for Persons with Disabilities.

**Compliance Timeline:** January 1, 2016

**Accessible Parking****Section 80.34****Types of accessible parking spaces**

**80.34** Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:

1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.
2. Type B, a standard parking space which has a minimum width of 2,400 mm.

**Compliance Timeline:** January 1, 2016

**Section 80.35****Access aisles**

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- 80.35(1)** Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities.
- 80.35(2)** Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:
1. They must have a minimum width of 1,500 mm.
  2. They must extend the full length of the parking space.
  3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface.

**Compliance Timeline:** January 1, 2016

**Section 80.36****Minimum number and type of accessible parking spaces**

- 80.36(1)** Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:
1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.
  2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:

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- i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.
  - ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.
3. One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2 i and ii, rounding up to the nearest whole number.
4. Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.
5. Eleven parking spaces for the use of persons with disabilities and an additional one per cent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.

**80.36(2)** If the City of Hamilton provides more than one off-street parking facility at a site, it shall calculate the number and type of parking spaces for the use of persons with disabilities

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according to the number and type of parking spaces required for each off-street parking facility.

- 80.36(3)** In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, the City of Hamilton may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience.

**Compliance Timeline:** January 1, 2016

**Section 80.37  
Signage**

- 80.37** The City of Hamilton will ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the Highway Traffic Act.

**Compliance Timeline:** January 1, 2016

**Section 80.39  
On-street parking spaces**

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- 80.39 (1)** When constructing or redeveloping existing on-street parking spaces, the City of Hamilton shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:
1. Consult with the public and persons with disabilities.
  2. Consult with the Advisory Committee for Persons with Disabilities.

**Compliance Timeline:** January 1, 2016

**Section 80.40**  
**Service counters**

- 80.41(1)** When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:
1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.
  2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.
  - 3.
- 80.41(2)** The service counter that accommodates mobility aids must meet the following requirements.
1. The countertop height must be such that it is usable by a person seated in a mobility aid.
  2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
  3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.

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**Compliance Timeline:** January 1, 2016

**Section 80.42**  
**Fixed queuing guides**

- 80.42** When constructing new fixed queuing guides, the following requirements must be met:
1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
  2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
  3. The fixed queuing guides must be cane detectable.

**Compliance Timeline:** January 1, 2016

**Section 80.43**  
**Waiting areas**

- 80.43(1)** When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.
- 80.43(2)** For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.

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**Compliance Timeline:** January 1, 2016

**Section 44****Maintenance of accessible elements**

- 80.44** In addition to the accessibility plan requirements set out in section 4, the City of Hamilton shall ensure that their multi-year accessibility plans include the following:
1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
  2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

**Compliance Timeline:** January 1, 2016

**Barrier-Free Design Guidelines**

- Achieve intent of the guidelines
- Departmental initiatives, activities and consultations

**Customer Service Standards Regulation Requirements (section 80.47,80.48, 80.50):**

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions
- Establish feedback process for receiving and responding to feedback

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- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

**Compliance Activities:****Section 80.47****Use of Service Animal and Support Person**

- 80.47(2)** Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with them, unless the animal is excluded by law

**Compliance Timeline:** January 1, 2010

- 80.47(3)** If a service animal is excluded by law from the premises, utilize alternative methods of service including in-person, telephone, email, postal mail, texting, fax, in-home and over the counter, to provide services to persons with disabilities

**Compliance Timeline:** January 1, 2010

- 80.47(4)** If a person with disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises

**Compliance Timeline:** January 1, 2010

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**80.47(5)** Allow a person with disability to be accompanied by a support person when on City premises, if the support person is necessary for the health or safety of the person with disability or the health or safety of others on the premises.

**Compliance Timeline:** January 1, 2010

**80.47(6)** Establish a policy and guidelines to waive fee or notify persons with disabilities in advance, of any amount payable by a support person for admission to City premises

**Compliance Timeline:** January 1, 2010

to notify support persons in advance of amount payable for admission to City premises.

**80.47(8)** Prepare one or more documents describing policies, practices and procedures with respect to guide dogs or other service animals and support persons and upon request, give a copy of the document to any person

**Compliance Timeline:** January 1, 2010

**Section 80.48**  
**Notice of Temporary Disruptions**

**80.48(1)** Provide notification to the public of temporary disruption in facilities or services in a timely manner and in alternative formats.

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**Compliance Timeline:** January 1, 2010

**80.48(2)** Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any are available.

**Compliance Timeline:** January 1, 2010

**80.48(3)** Prepare a document setting out the steps that the provide will take in connection with the temporary disruption and will provide that document upon request.

**Compliance Timeline:** January 1, 2010

**80.48(4)** The City will notify the public that the document required in subsection (3) is available upon request

**Compliance Timeline:** January 1, 2010

**80.48(5)** Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message

**Compliance Timeline:** January 1, 2010

**Section 80.50**

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****Feedback**

**80.50(1)** The City of Hamilton will establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats

**Compliance Timeline:** January 1, 2010

**80.50(2)** Establish a feedback process which outlines procedures (actions, timelines, process chain, contact person(s)), when feedback is received

**Compliance Timeline:** January 1, 2010

**80.50(4)** Communicate the feedback process to staff, persons with disabilities and the public

**Compliance Timeline:** January 1, 2010

**80.48(5)** Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

**Compliance Timeline:** January 1, 2010

**MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025****STRATEGIC GOAL SIX**

Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

**WHAT WILL BE DONE?****Customer Service Standard Regulation Requirement (Section 7 and 80.49):**

- Provide training, information and awareness to staff on serving persons with disabilities.

**Compliance Activities:****Section 7  
Training**

- 7(1)** The City of Hamilton will ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,
- a. all persons who are an employee of, or a volunteer with, the organization;
  - b. all persons who participate in developing the organization's policies; and
  - c. all other persons who provide goods, services or facilities on behalf of the organization.

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- 7(2) The training on the requirements of the accessibility standards and on the Human Rights Code will be appropriate to the duties of the employees, volunteers and other persons.
- 7(3) Every person will be trained as soon as practicable.
- 7(4) The City will provide training when changes are made to any policies outlined in Section 3 on an ongoing basis.
- 7(5) The City of Hamilton will keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

### Section 80.49 Training for Staff

**80.49 (1)** In addition to the requirements in Section 7, the City of Hamilton will ensure that the following persons receive training about the provision of its goods, services or facilities as the case may be, to persons with disabilities:

1. Every person who is an employee of, or a volunteer with, the provider.
2. Every person who participates in developing the provider's policies.
3. Every other person who provides goods, services or facilities on behalf of the provider.

**80.49 (2)** The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

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3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

**80.49 (3)** Every person referred to in subsection (1) shall be trained as soon as practicable.

**80.49 (4)** The City of Hamilton will provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.

**80.49 (5)** The City of Hamilton will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

**80.49 (6)** The City of Hamilton will,  
(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and  
(b) on request, give a copy of the document to any person.

**80.49 (7)** The City of Hamilton, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request

**80.49 (8)** The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

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**Compliance Timeline:** January 1, 2010

**Integrated Accessibility Standards Regulation Requirements (Section 5, Section 36):**

- Develop policies, practices and procedures for procuring or acquiring goods, services or facilities
- Provide training on Regulation and Human Rights Code

**Compliance Activities:****Section 5  
Procuring or Acquiring Goods, Services or Facilities**

**5.1.** The City of Hamilton will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities.

**5.2.** The City of Hamilton will provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

**Compliance Timeline:** January 1, 2013

**Section 36  
Accessibility Training under the Transportation Standard**

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**36.1.** In addition to the training requirements set out in Section 7, conventional transportation service providers and specialized transportation service providers shall conduct employee and volunteer accessibility training on:

- the safe use of accessibility equipment and features;
- acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

**36.2.** Keep a record of the training provided under this section, including the date and number of participants.

**Compliance Timeline:** January 1, 2014

**Section 80.51****Format of documents**

**80.51(1)** The City of Hamilton shall, upon request, provide or arrange for the provision of the documents in an accessible format or with communication support to a person with a disability:

(a) in a timely manner that takes into account the person's accessibility needs due to disability; and

(b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.

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**80.51(2)** The City will consult with the person making the request in determining the suitability of an accessible format or communication support.

### **8. APPENDICES**

#### **8.1. Appendix I**

##### **Municipal Highlights/Overview**

The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559 people. Hamilton is currently the fourth most populated urban center in the Province of Ontario after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe Area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada's business and most populated urban centre, Toronto; and one hour from Niagara Falls and the United States Canada border.

The Council for the City of Hamilton is comprised of a Mayor elected at large and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton's 61st Mayor and has been elected for the period of 2011 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments as follows:

- City Managers Office
- Community Services
- Corporate Services

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- Emergency Services
- Planning & Economic Development
- Public Health
- Public Works

### 8.2. Appendix II

#### Key Definitions

There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

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- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

In addition, the Act defines a barrier as:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:

**Architectural or structural** barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

**Information and communications** barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

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**Technology**, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

**Systemic** barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

**Attitude** is perhaps the most difficult barrier to overcome. Some people don't know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes and myths and misconceptions that perpetuate. Some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether

## 11.3

### Advisory Committee for Persons with Disabilities (ACPD) Presenters List as of October 7, 2020

The following is a listing of invited presenters for future Advisory Committee for Persons with Disabilities meetings:

- (a) **Invitee:** Donna Skelly, MPP Flamborough-Glanbrook  
**Issue:** Listening to Ontarians with Disabilities: The Third Review of the *Accessibility for Ontarians with Disabilities Act, 2005*  
**Date Action Initiated:** March 12, 2019, Advisory Committee for Persons with Disabilities Report 19-002, Item (f)(v)  
**Status:** Ongoing - See Item 2019-C on Outstanding Business List for reference.
  
- (b) **Invitee:** General Manager of Healthy and Safe Communities (or their designate)  
**Issue:** Impact of a potential change to the Ontario Disability Support Program's definition of disability and Hamilton Health Teams on persons with disabilities  
**Date Action Initiated:** January 14, 2020, Advisory Committee for Persons with Disabilities Report 20-001, Item 6  
**Status:** Considered Complete - Bonnie Elder (Director of Ontario Works) scheduled to attend the Advisory Committee for Persons with Disabilities meeting on October 13, 2020.
  
- (c) **Invitee:** Project Manager of CityLAB Hamilton (or their designate)  
**Issue:** Overview of the CityLAB Hamilton program, including information related to current projects.  
**Date Action Initiated:** January 14, 2020, Advisory Committee for Persons with Disabilities Report 20-001, Item 6

**Status:** Considered Complete – Patrick Byrne (Project Manager of CityLAB Hamilton) scheduled to attend the Advisory Committee for Persons with Disabilities meeting on October 13, 2020.

# 11.4

## Advisory Committee for Persons with Disabilities (ACPD) Outstanding Business List as of October 7, 2020

### 2016-A

**Issue:** Update of the 2006 Barrier Free Design Guidelines

**Date Action Initiated:** June 14, 2016 (Item 8.2)

**Resolution:** 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.

**Status:** Ongoing - An update has been requested from relevant Staff. Awaiting response.

### 2016-B

**Issue:** Housing Services and City of Hamilton's Barrier Free Design Guidelines

**Date Action Initiated:** September 13, 2016 (Item 4(i))

**Resolution:** 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.

**Status:** Considered Complete - See Report HSC19001 respecting Response to the Advisory Committee for Persons with Disabilities (ACPD) Inquiries on Housing Issues (Item 10.1 on the Healthy & Safe Communities Committee meeting agenda for January 17, 2019)

### 2016-C

**Issue:** Request for an Accessibility Audit Update from Housing Services

**Date Action Initiated:** September 13, 2016 (Item 4(ii))

**Resolution:** That staff be directed to prepare an update to the Advisory Committee on Persons with Disabilities 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.

**Status:** Ongoing - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) to provide the requested update.

### **2017-A**

**Issue:** Locations of Accessible Washrooms in City Owned Facilities

**Date Action Initiated:** August 8, 2017 17-007 (Item 5.2)

**Resolution:** That staff be directed to provide an inventory of accessible public washrooms in City owned facilities, to be made available to the public

**Status:** Ongoing - The Energy Fleet & Facilities Management Division of the Public Works Department is in the process of preparing an inventory. Target completion date is November 2020.

### **2017-B**

**Issue:** Smoke Free Policy for Social Housing

**Date Action Initiated:** Dec. 12, 2017 (Added Item 9.1)

**Resolution:** That Public Health Services staff be directed to investigate the feasibility of establishing a smoke - free policy for all social housing in Hamilton

**Status:** Considered Complete - See Item 11.4(a) respecting correspondence from Tom Hunter, CityHousing Hamilton.

### **2018-A**

**Issue:** Snow Removal Processes and Policies

**Date Action Initiated:** February 13, 2018 18-002 (Item 7.2)

**Resolution:** 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.

**Status:** Considered Complete - See Report PW19022(a) respecting Sidewalk Snow Removal (Item 7.1 on the General Issues Committee meeting agenda for February 13, 2020)

### **2018-B**

**Issue:** Review of Snow and Ice By-law No. 03-296

**Date Action Initiated:** April 10, 2018 18-004 (Added Item 11.5)

**Resolution:**

- (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.

**Status:** Considered Complete - See Item 11.4(b) for Snow and Ice By-law No. 03-296.

### **2018-C**

**Issue:** Note-taker for ACPD meetings

**Date Action Initiated:** April 10, 2018 18-004

**Resolution:** 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.

**Status:** Considered Complete - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) attended the first meetings of 2020 of the Housing Issues Working Group, the Transportation Working Group, and the Built Environment Working Group to discuss their respective accommodation needs and investigate potential solutions.

**2018-D**

**Issue:** Automated Pre-Boarding Announcements on HSR Vehicles

**Date Action Initiated:** June 12, 2018 18-006 (Added Item 9.1)

**Resolution:** That staff be directed to take steps to ensure that system is fully operational on all HSR vehicles as is required by AODA regulations.

**Status:** Considered Complete - See Item 11.4(e) respecting correspondence from Ali Sabourin, HSR.

**2018-E**

**Issue:** Draft Proposal from DARTS respecting Stranded Wheelchairs

**Date Action Initiated:** July 10, 2018 18-007 (Item 5.5(a))

**Resolution:** 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.

**Status:** Considered Complete - See Item 11.4(c) respecting correspondence from the Wheelchair and Scooter Safety Working Group.

**2018-F**

**Issue:** Accessibility Review of City Hall Outstanding Items

**Date Action Initiated:** September 11, 2018 18-009 (Item 5.1)

**Resolution:** The following accessibility improvements be made at City Hall:

- 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;

- installation of a tactile (warning) strip at the top of the second-floor stairs at City Hall;
- inclusion of decals with a higher colour contrast on all glass doors at City Hall; and,
- reflective tape on the railing from Main Street into the City Hall Forecourt

**Status:** Considered Complete - See Item 11.4(d) respecting correspondence from Anne McArthur, Public Works.

### **2019-A**

**Issue:** Hamilton Street Railway Bus Transfers

**Date Action Initiated:** March 12, 2019 19-002 Item 11.1

**Resolution:** 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.

**Status:** Considered Complete - Nancy Purser (Manager of Transit Support Services) consulted with the Advisory Committee for Persons with Disabilities at the March 10, 2020 meeting.

### **2019-B**

**Issue:** City's Commitment to the Lives of Persons with Disabilities in the City of Hamilton

**Date Action Initiated:** March 12, 2019 19-002 Added Item 11.2

**Resolution:** 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.

**Status:** Considered Complete - A Council Follow-Up Notice was issued to Jodi Koch, Director, Talent and Diversity, on April 24, 2019 for appropriate follow-up.

**2019-C**

**Issue:** Correspondence to a Member of Provincial Parliament respecting Listening to Ontarians with Disabilities: Report of the Third Review of the Accessibility for Ontarians with Disabilities Act, 2005

**Date Action Initiated:** March 12, 2019 19-002 Added Item 13.5

**Resolution:** That staff prepare a letter for the Chair's signature, to be sent to the General Issues Committee & Council for approval.

**Status:** Ongoing - Jessica Bowen (Supervisor of Diversity and Inclusion, Human Resources Division) to follow-up.

**2019-D**

**Issue:** Feasibility of a Document Sharing Portal

**Date Action Initiated:** August 13, 2019, Report 19-007, Item (d)(iv)

**Resolution:** 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.

**Status:** Considered Complete - See Item 11.4(f) respecting correspondence from IT Service Desk.

**2019-E**

**Issue:** Installation of Urban Braille along Cannon Street East at the Intersections of Wellington Street North, Catherine Street North, and John Street North

**Date Action Initiated:** September 10, 2019, Report 19- 008, Item 1

**Resolution:** 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.

**Status:** Considered Complete - Addressed as Item 1 and Item (e)(i) (Report PW20049) on Advisory Committee for Persons with Disabilities Report 20-003

## **2020-A**

**Issue:** Rick Hansen Foundation Accessibility Certification Ratings

**Date Action Initiated:** February 11, 2020, Report 20-002, Item (g)(i)

**Resolution:** That the information respecting the Rick Hansen Foundation Accessibility Certification Ratings be forwarded to the Built Environment Working Group for further investigation, with a report back to the Advisory Committee for Persons with Disabilities.

**Status:** Considered Complete - Addressed as Item (h)(i) on Advisory Committee for Persons with Disabilities Report 20-003

# 11.4(a)

**Sent:** October 15, 2019 3:43 PM

**Subject:** Advisory Committee for Persons with Disabilities  
Outstanding Business List Item 2017-B re: Smoke Free Policy for  
Social Housing

At the CityHousing Hamilton (CHH) Board meeting in September 2019, a Smoke-Free Living policy for our buildings was approved for implementation effective January 1, 2020 (see Report #19027, attached as Appendix "A" to this correspondence). Essentially, any new and transferring units will be rented as smoke free. Tenants currently living in our units will be grandfathered. It will take many years until a building is entirely "smoke free". This policy applies to CHH buildings and not "...all social housing in Hamilton". Please let me know if you require anything further.

Thanks,

Tom Hunter,  
CEO, CityHousing Hamilton



**Date:** September 24, 2019

**Report to:** Board of Directors  
CityHousing Hamilton Corporation

**Submitted by:** Tom Hunter  
Chief Executive  
Officer/Secretary

**Prepared by:** Kate Mannen,  
Manager Partnership  
Development and Support  
Services

**Subject: Smoke-Free Living Policy (Report #19027)**

**RECOMMENDATION:**

That the following CityHousing Hamilton (CHH) policy, information and actions be approved:

- (i) That the results of the smoke-free living resident survey, Appendix A, be accepted to support the development of a smoke-free policy for all CHH buildings to be implemented January 1, 2020.
- (ii) That Appendix B, respecting a Smoke-Free Living Policy for all CHH properties be approved.
- (iii) That Appendix C, respecting a smoke-free lease addendum for new and transferring tenants in all CHH buildings be approved.
- (iv) That tenants are aware of new smoking and vaping restrictions and prohibitions under the CHH Smoke-Free Living policy, Appendix "D 1-3".
- (v) That the CHH Smoking and Second Hand Smoke Survey, Appendix E, be received as information

A handwritten signature in blue ink that reads "Tom Hunter".

---

Tom Hunter  
Chief Executive Officer/Secretary

**EXECUTIVE SUMMARY:**

Building on the initial Smoke-Free Living policy passed in June 2018 and the Public Health Services/CHH resident survey conducted in Q1 2019, CHH proposes that all buildings should be smoke-free.

The Smoking and Second-Hand Smoke Survey results included responses from 912 households of which 68% resided in seniors' apartment buildings. Seventy-two percent do not currently smoke cannabis, tobacco and/or shisha. While 62% of respondents would support a smoke-free policy in all CHH buildings, 80% think smoking should be prohibited within 9 metres from CHH building entrances/exits. The CHH Smoking and Second-Hand Smoke Survey Results Infogram is presented as Appendix A.

Ontario legislation allows current residents to be grandfathered to allow smoking in their units until they transfer units or cease to be a tenant. The new policy would affect new and transferring tenants to any CHH building who will not be allowed to smoke or vape in their unit or balcony. In Ontario social housing, experience indicates it typically takes 15 years for a multi-dwelling building to become totally smoke-free.

**BACKGROUND:**

At the June 2018 Board meeting, the Board passed CHH's first smoke-free living policy (Appendix B), which prohibited smoking and/or vaping in any new or retrofitted CHH building. An odour control plan was also approved for apartment buildings in preparation of cannabis legalization in October 2018.

The Board also directed staff to

- (i) Explore the development of a smoke-free policy for all CHH properties through a resident survey.
- (ii) Ensure signage as prescribed in the Smoke-Free Ontario Act (July 1, 2018) is posted at entrances, exits and common areas.
- (iii) Ensure residents are aware of new smoking and vaping prohibitions under the Smoke-Free Ontario Act.

CHH, in partnership with Public Health Services, posted provincial smoke-free signage at entrances, exits and common areas in all multi-unit buildings. These became available and were installed in October 2018. Every resident received a letter from CHH informing them of the new smoke-free policy and changes to the Smoke-Free Ontario Act in Q3 2018.

The Smoking and Second-Hand Smoke Survey was conducted in March 2019. The survey is attached as Appendix E. Survey results demonstrate support for a Smoke-Free Living Policy, Appendix A.

An odour mitigation plan has been implemented utilizing education materials, an updated complaints policy and brochure, referrals to Public Health Services smoking cessation supports and a pilot program of smoke filtration devices. These devices, commonly used in cancer clinics, use essential oils to dissipate odour molecules. They have proven to be successful in eliminating tobacco and cannabis odours. Since the pilot inception in November 2018, 55 units at approximately \$100.00 per unit have been distributed to CHH apartments. Upon tenant requests or complaints Property Managers or Community Relations Workers assess the need and place them accordingly.

## **DISCUSSION:**

The Smoking and Second-Hand Smoke Survey results have been tabulated and analyzed by the City of Hamilton's Public Health Services. These results have informed the development and implementation of a Smoke-Free Living policy and implementation plan. Surveys were sent to CHH apartment buildings. The survey rate of return was similar to other large municipal comparators including Ottawa.

### **Survey Highlights:**

#### **Demographics**

- 4,134 surveys were distributed; 912 households responded providing a 21% return rate
- 68% of respondents reside in seniors' apartment buildings
- 72% do not currently smoke cannabis, tobacco and/or shisha

#### **Smoking in Homes and Health Impacts**

- 43% reported at least 1 person in their household have health problems that worsen with exposure to second-hand smoke
- 60% reported 'sometimes' or 'always' being exposed to second-hand smoke from tobacco in their home, including smoke drifting into homes from outside.
- 80% of respondents understand that breathing in second hand smoke from tobacco is harmful to a person's health

#### **Smoke-Free Policy Support**

- 38% of respondents would oppose a smoke-free policy in all CHH buildings signifying 62% would support a smoke-free policy.

- 80% think smoking should be prohibited within 9 metres from CHH building entrances/exits
- 49% are not concerned that current residents may still smoke in their homes if a smoke-free policy is in place.

In response to the survey results, recommendations have been developed to create a CHH wide smoke-free living policy and implementation plan for CHH buildings.

### **Implementation Plan**

Upon approval of a revised Smoke-Free Living Policy next steps include:

- Sharing survey results (Appendix A) with all tenants
- Communication to tenants, staff, contractors and community partners (Appendix D1, D2 and D3)
  - Education and awareness letters
  - Newsletter articles
  - Smoking cessation workshops
  - Wide distribution of complaints brochure
  - Targeted information sessions

### **CONCLUSION:**

CHH will continue the journey to smoke-free living through a multi-pronged approach including:

- a) Prohibiting smoking of any substance including tobacco, shisha and cannabis in all CHH buildings for new and/or transferring tenants.
- b) Educating tenants through signage, communication and education sessions on CHH's Smoke Free Living Policy and providing smoking cessation supports through a partnership with Public Health Services.

### **ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:**

This report implements:

#### **Community Engagement & Participation**

CityHousing Hamilton has an open, transparent and accessible approach in working with its residents to make a positive impact on the community.

#### **Healthy and Strong Communities**

CityHousing Hamilton believes that housing is a key influential determinant of health and is strongly tied to the quality of life as it impacts the physical, social, emotional and mental health of all persons.

**Built Environment and Social Infrastructure**

CityHousing Hamilton is committed to finding new ways to be innovative that will contribute a dynamic City characterized by unique infrastructure, buildings, and public spaces. The maintenance, renewal and new development of our housing stock will ensure that the quality of life, well-being and enjoyment of our residents', influences the design and planning of our homes.

**Culture and Diversity**

CityHousing Hamilton supports, accepts and celebrates people of all ages, backgrounds and abilities. We work together to ensure residents have access to the supports and opportunities they need to succeed.

**Our People Our Performance**

CityHousing Hamilton aims at delivering consistent and excellent service for all its residents, while searching for ways to increase efficiencies and effectiveness in how we operate. To provide the highest quality of service to our residents within current resources, we work to empower staff to deliver on our service commitments by strengthening staff competencies, standardizing operating processes, streamlining services and technology and holding staff accountable to better respond to the needs of residents.

TH/km

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.

**Authority:** Item 4, Committee of the Whole  
Report 03-028 (PW03130/PD03226)  
CM: October 15, 2003

**Bill No. 296**

**CITY OF HAMILTON**  
**By-law No. 03-296**  
**Being a By-law to provide for the removal of snow and ice from**  
**roofs and sidewalks**

**WHEREAS** Section 130 of the Municipal Act, Chapter 25, S.O. 2001, provides that a municipality may regulate matters related to the health, safety, and well-being of the inhabitants of the municipality;

**AND WHEREAS** the City of Hamilton Act, 1999, SO. 1999 Chapter 14, Schedule C did incorporate, as of January 1st, 2001, the municipality of the "City of Hamilton";

**AND WHEREAS** the City of Hamilton Act, 1999, provides that the By-laws of the former municipalities continue in force and effect in the City of Hamilton until subsequently amended or repealed by the Council of the City of Hamilton;

**AND WHEREAS** the Council for the City of Hamilton deems it expedient to enact a single By-law to provide for the removal of snow and ice from roofs and sidewalks, in place of By-laws of the former area municipalities;

**NOW THEREFORE**, the Council for the City of Hamilton enacts as follows:

**Definitions**

1. In this By-law,
  - (a) "City" means the City of Hamilton;
  - (b) "Council" means the council for the City of Hamilton;
  - (c) "Consecutive winter storm events" refers to any precipitation and/or accumulation of snow or ice from the beginning of the original winter snow event, and any subsequent storm events occurring within a 24 hour period of the cessation of the previous storm event;
  - (d) "Director" means the Director of the Operations and Maintenance Division of the Public Works Department for the City, and includes his designate and successor;
  - (e) "Highway" means a common and public highway under the jurisdiction of the City of Hamilton, and includes a street, sidewalk, boulevard whether paved or not paved, an unopened road allowance, and any portion of the land situated between street lines;

**By-law No. 03-296****Page 2**

- (f) "Winter Storm Event" refers to any precipitation and/or accumulation of snow or ice.
- 2. In this By-law, whenever a word imparts the masculine gender it is deemed to include the feminine gender;
- 3. In this By-law, the singular sense is deemed to be inclusive and interchangeable with the plural sense

**Application of By-law**

- 4. The provisions of this By-law shall apply to all lands within the boundaries of the City, except for those areas designated as being exempt by the Director.

**General Duties, Obligations, and Prohibitions**

- 5. That every occupant or owner shall, within 24 hours of the cessation of a Winter Storm Event, or within 24 hours of the cessation of a series of Consecutive winter storm events, remove and clear all snow and ice from sidewalks abutting the highways in front of, or along side, or at the rear of any occupied or unoccupied lot, or vacant lot;
- 6. All owners or occupants of buildings where the roof or eaves of which abut or overhang the highway or sidewalk upon the highway shall, whenever ice or snow accumulates on the roof or eaves, remove the same immediately, and in a manner showing due care and precaution for the safety of persons passing.
- 7. No owner or occupant shall throw, place, bring, or deposit snow or ice:
  - (a) On or immediately adjacent to a fire hydrant, or in any manner that obstructs access to a fire hydrant;
  - (b) On or adjacent to a travelled portion of the highway, or in such a manner so as to interfere with the safe passage of vehicles, or pedestrians, or obstruct the visibility of vehicle operators or pedestrians
  - (c) In such a manner so as to obstruct drainage to any drain or sewer
- 8. That if the owner or occupant fails, neglects, or refuses to comply with Sections 5, 6, and 7 of this By-law, the Director in lieu of, or in addition to any other remedy provided by this By-law, is authorized to have the snow or ice to be removed at the expense of the owner or occupant, and in the case of non-payment, such expenses may be recovered in a like manner as municipal taxes.

**Enforcement**

- 9. Any Police Officer, Municipal Law Enforcement Officer, or employee of the City designated by the Director for the purpose of this Section is authorized to inform any person of the provisions of this By-law and to request compliance therewith;

10. Any Police Officer, Municipal Law Enforcement Officer, or employee of the City designated by the Director for the purpose of this Section is authorized to order any person believed by such Officer or employee to be in contravention of this By-law to desist from the activity consisting or contributing to such contravention;

### **Penalty**

11. Any person contravening any provision of this By-law is guilty of an offence and upon conviction, is liable to such penalty as provided for under the Provincial Offences Act, R.S.O. 1990, Chapter P.33, as amended.

### **Severance**

12. Should a court of competent jurisdiction declare any part or whole of any provision of this By-law to be invalid or of no force and effect, the provision or part shall be deemed to have been severed from this By-law, and it is the intention of Council that the remainder of the By-law survive and be applied and enforced in accordance with the terms to the extent possible under law.

### **Short Title**

13. The short title of this By-law shall be "The Snow Removal By-law".

### **Repeals and Enactment**

14. That By-law 88-152-S (Flamborough), By-law 86-77 (Hamilton) Section 7, By-law 4114-93 (Dundas), By-law 434-90 (Glanbrook), By-law 4477-96 (Stoney Creek), and By-law R77-109 (Regional Roads By-law) Section 7 be repealed.
15. Any references to By-laws 88-152-S, 86-77, 4114-93, 434-90, 4477-96, and R77-109, as amended, antedating the passing and enactment of this By-law shall be deemed a reference to this By-law.
16. This By-law shall come into force and effect on the date of its passing and enactment.

**PASSED AND ENACTED** this 15<sup>TH</sup> day of October, 2003.

R. E. Wade

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MAYOR

K. Christenson

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CLERK

## 11.4(c)

**From:** Aznive Mallett  
**Sent:** July-26-18 1:09 PM  
**To:** Loren Kolar  
**Subject:** Wheelchair and Scooter Safety Working Group report

Hi Loren,  
Would you please share the chart below as notes regarding the wheelchair/scooter working group committee's work. It is a result of our meeting on July 24, 1:30 PM meeting. Thanks, Aznive

---

**From:** Mark Mindorff  
**Sent:** Wednesday, July 25, 2018 4:14 PM  
**To:** Aznive Mallett  
**Cc:** Paula Kilburn; Tom Manzuk; Robert Semkow  
**Subject:** RE: A few more clarifications please (second email regarding the proposal clarification)

**Question #1:**

Regarding motion specialties, will they pick up the chair/scooter from anywhere? Even if it is not one of their chairs?

**Response #1:**

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.

**Question #2:**

Will there be a cost to the person who needs the urgent ride?

**Response #2:**

A nominal fee for service, to be determined. Suggest similar to an ambulance call?

**Question #3:**

Please confirm the cost for consultation and/or repairs through motion specialties.

**Response #3:**

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.

**Question #4:**

Also confirm which hours they would be available and how quickly they would be available.

**Response #4:**

6:00 am to 12:00 am

**Question #5:**

Will there be a cost increase in payments from the city to darts?

**Response #5:**

Too small to matter. Stranded wheelchairs don't happen very often.

**Question #6:**

Specifically, which hours of the day could you guarantee that you will do this?

**Response #6:**

6:00 am to 12:00 am

**Question #7:**

You mentioned that you might have to bring a second driver to push a heavy chair. Can you confirm that in your proposal?

**Response #7:**

Yes, that is what we do now.

**Question #8:**

Will you pick up anyone using mobility devices whether they are registered with darts or not?

**Response #8:**

Yes, that is what we do now.

**Question #9:**

Do you have a definition of what is classified an emergency or an urgent need for a breakdown of a chair?

**Response #9:**

If there is a fee, I would think we would respond every time there is a request, since the fee would discourage misuse.

**Question #10:**

Will you provide the same services on stat holidays?

**Response #10:**

We would get the passenger home, fixing the chair problem would be subject to available services on stat holidays.

**Question #11:**

We would very much appreciate a breakdown of any and all costs.

**Response #11:**

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.

## 11.4(d)

**Sent:** December 17, 2019 4:40 PM

**Subject:** Advisory Committee for Persons with Disabilities  
Outstanding Business List Item 2018-F re: Accessibility Review of  
City Hall

I'm pointing forming the request and our responses:

**Accessibility Improvement Recommendation #1:** 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.

**Response #1:** This is a new item and I will pass on to operations to get resolved.

**Accessibility Improvement Recommendation #2:** Installation of a tactile (warning) strip at the top of the second-floor stairs at City Hall.

**Response #2:** Do not support as this is a tripping hazard and will alter the terrazzo flooring which is protected through heritage.

**Accessibility Improvement Recommendation #3:** Inclusion of decals with a higher colour contrast on all glass doors at City Hall; and

**Response #3:** This is item 1.9 in the Built Environment Working Group meeting notes from February 2, 2016 (attached as Appendix "A"), which has been completed.

**Accessibility Improvement Recommendation #4:** Reflective tape on the railing from Main Street into the City Hall Forecourt.

**Response #4:** This is item 1.1 in the Built Environment Working Group meeting notes from February 2, 2016 (attached as Appendix "A"), which has been completed. This is an ongoing maintenance item.

Thank you,

Anne McArthur  
Senior Project Manager of Strategic Planning & Compliance  
Energy, Fleet & Facilities Management Division  
Public Works Department



Hamilton

## **MINUTES**

**Advisory Committee for Persons with Disabilities  
Built Environment Working Group  
Tuesday February 2, 2016  
City Hall, 71 Main Street West, Room 192  
4:30 – 6:30 p.m.**

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**NOT THE FULL MINUTES – JUST SECTION 6.12 City Hall  
Accessibility Audit – Deficiencies Report  
and Responses from Facilities Management  
and Capital Planning Team**

**Present:** Mary Sinclair, Tom Manzuk, Terri Wallis, Clare Cruickshank, Sylvia Soto, Tim Murphy, Aznive Mallet, Paula Kilburn

**Regrets:** Patty Cameron

**Absent:**

**Also Present:** Maxine Carter, (staff) - Customer Service, Access & Equity

**Guests:** Melissa McGinnis, CASP, Public Works

### **6.12 City Hall Accessibility (doors, handrails, washroom locks).**

CASP Staff, M. McGinnis went through the recommendations from ACPD/BEWG regarding the deficiencies in City Hall. The Facilities Management and Capital Planning responses are below.

**Item 1.1**

BESC recommends to ACPD that all external protruding handrails installed at each stairway and ramp around the premise of City Hall, must be covered with contrasting bright/fluorescent yellow appropriate weather proof material to ensure increased visibility and safety for all persons, especially for persons who are partially sighted as a temporary measure until these items are put in as a capital project budget to be modified appropriately.

**FMCP Response:**

This has been included in City Hall yearly maintenance. Specialty tape had been trialed with some success. It has proven to be costly due to repeated replacement from vandalism and/or wear and tear. Permanent painting has been scheduled for spring application, to be painted once a year, yearly.

**Status:**

Scheduled / Complete

**BEWG RESPONSE: Asked that FMCP staff ensure that the paint is reflective and is florescent. Staff asked to report back when this is completed.**

**Item 1.2**

BESC recommends to ACPD that all exterior steps nosing, around the entire premise of City Hall be painted fluorescent yellow for increased visibility and safety for all persons especially persons who are partially sighted.

**FMPC Response:**

All exterior stair nosing are identified with 70% contrast as designed and approved by the project team when constructed. Meeting code requirements. **Forecourt entrance stairs have been painted yellow.**

Status: Scheduled/ Complete

**BESC question:** Only the forecourt entrance stairs have been painted with yellow?

FMPC staff noted that a decision was made a number of years ago regarding the look of City Hall in terms of colours and it was decided that the rest of the exterior stairs nosing would be painted a darker grey/black.

**Item 1.3**

BESC recommends to ACPD that instruction to lock and unlock the accessible washroom doors at City Hall must be created in clear, accessible and large print as per the Barrier Free Design Guidelines and posted at an accessible height, including accessible braille instructions.

**FMPC Response:**

“Turn to Lock” - Verbiage to be approved. Request is above current codes and guidelines, signage would be required for 10 individual washrooms and pricing will be requested.

**Status:** Requesting verbiage approval, requesting pricing.

**Item 1.4**

BESC recommends to ACPD that the City Hall accessible washrooms have signage mechanism created in clear, accessible and large print as per the Barrier Free Design Guidelines to indicate when the washroom is occupied and unoccupied and be located near the Accessible Door Operator (ADO) push button.

**FMPC Response:**

Currently all 10 individual washrooms have

signage mechanism within the door lever hardware. Indicates occupancy by colour (red or green) and in print.

Request is above current codes and guidelines, please advise recommended product and if pricing is requested to be provided.

**Status:**

ACPD direction required

**Item 1.5**

BESC recommends to ACPD that an emergency call button be installed within easy reach of an occupant using the facility and that its purpose be clearly marked and that City staff be trained in appropriate response procedures should an occupant sound the alarm.

**FMCP Response:**

Currently all 10 individual washrooms have emergency call installed and within reach of water closet. Notification is sent to security desk and staff procedure when the emergency call is activated.

**Status:** Answered. No further action

**Item 1.6**

BESC recommends to ACPD that diagonal grab bars also be installed in all the City Hall accessible washrooms, including the accessible stall in the multi-stall washrooms, on the wall next to the toilet, to assist users, at the measurement of 16" x 16" as per the attached diagram included.

**FMPC Response:**

Request is above current codes and guidelines, grab bars would be required for 10 individual washrooms, 1 multi- stall washroom. Pricing will be requested for 11 additional bars.

**Status:**

Requested Pricing

**Item 1.7**

The doors to all the public meeting rooms in city hall that have had Accessible Door Operators (ADO) installed recently, are extremely problematic because if the AODs are turned off, then persons with disabilities can become trapped inside or left unable to enter the room and hence are unable to exit or enter independently. Once the motors are turned off, as they often are, it is extremely difficult to open these doors.

**FMPC Response:**

Memo and instructions had been distributed to all City Hall staff on the procedure of use. A reminder to all City Hall staff will be sent out.

**Status:** Answered no further action

**Item 1.8**

BESC recommends to ACPD that a mechanism be installed or activated that will keep the doors open without having to manually turn off or disable the motor and insert a door stop.

**FMPC Response:**

Not aware of such product. Please provide and we can price out for ACPD.

**Status:**

ACPD direction required.

**BEWG:** A. Mallet recommended a company – Hortons Door Operators or Ontario Doors. M. McGinnis will contact the vendors to get specs and costing. Follow up with Working Group once an appropriate product is located.

**Item 1.9**

Committee members requested that staff contact

the facilities staff to determine what is the expected time of completion for the installation of the decals on both sides of the glass doors and on the middle inset (of the City Hall doors). This request to improve the visibility of the decals on the front and back glass doors for persons, who are partially sighted, is long overdue to be repaired.

**FMCP Response:**

Work order had been sent out, requested to be completed by January 15<sup>th</sup>, 2016. Work Order 201601351. Installation complete.

**Status:**

Scheduled completed.

**7. New Business Discussion Items.**

- There was no new business

**8. Correspondence.**

- There was no correspondence

**9. Next Meeting.**

9.1 Tuesday March 1, 2016, 4:00 p.m. room 192

**10. Adjournment.**

**P. Kilburn/A. Mallet**

That the Built Environment Sub-committee meeting, of  
February 2, 2016, be adjourned, at 6:00 p.m.

**CARRIED.**

## 11.4(e)

**From:** Ali Sabourin

**Sent:** February 13, 2020 3:10 PM

**Subject:** Advisory Committee for Persons with Disabilities  
Outstanding Business List Item 2018-D re: Automated Pre-Boarding Announcements on HSR Vehicles

Hello Alicia

Thank you for your email. Below is an update on the Automated Pre-Boarding Announcements on HSR Vehicles.

The resolution of the automated pre-boarding announcements on HSR Vehicles is underway and will fully take effect by the end of Q1-2020:

- Operations management has added a daily speaker test to ensure the internal/external announcement system is functioning (i.e.: added to the Operator's daily circle check).
- Fleet management has upgraded the monthly and semi-annual inspection and preventative maintenance checks to ensure the speaker system is functioning; any identified failures will be ordered and repaired ASAP.
- HSR information technology is installing a new version of the control software by the end of Q1-2020 so that announcements will take place earlier in advance of the stop.

Please let me know if you have any questions.

Best,

**Ali Sabourin**

**Manager**

Customer Experience & Innovation  
Transit (HSR), City of Hamilton

## 11.4(f)

**From:** IT Service Desk  
**Sent:** February 26, 2020 8:40 AM  
**Subject:** Advisory Committee for Persons with Disabilities  
Outstanding Business List Item 2019-D re: Feasibility of a  
Document Sharing Portal

Hi Alicia Davenport,

Incident #200385 has been marked complete as Not Resolved -  
No Solution Available:

**Summary:**

Document Sharing Portal for Use by Citizen Committee Members

**Resolution:**

Unfortunately at this time IT does not have any collaborative solution that we extend to citizens or external clients beyond CITYSHARE.

Alicia Identified that this does not meet the collaborative needs for the committee.

I advised Alicia that Citizen focused collaboration software is out of scope for IT support however I would investigate potential solutions should the CITY SHARE application or other applications become available with the needed functionality.

# 11.4(g)

## CITY OF HAMILTON

### MOTION

**Advisory Committee for Persons with Disabilities: October 13, 2020**

**MOVED BY .....**

**SECONDED BY .....**

#### **Amendments to the Advisory Committee for Persons with Disabilities Outstanding Business List**

- (a) That the following items on the Advisory Committee for Persons with Disabilities Outstanding Business List (OBL) be considered complete and be removed:
  - (i) Housing Services and City of Hamilton’s Barrier Free Design Guidelines  
Addressed as Item 2 on Healthy & Safe Communities Committee Report 19-001 (HSC19001)  
Item on OBL: 2016-B
  - (ii) Smoke Free Policy for Social Housing  
Addressed as Item 11.4(a) on today's agenda  
Item on OBL: 2017-B
  - (iii) Snow Removal Processes and Policies  
Addressed as Report PW19022(a)  
Item on OBL: 2018-A
  - (iv) Review of Snow and Ice By-law No. 03-296  
Addressed as Item 11.4(b) on today's agenda  
Item on OBL: 2018-B

- (v) Note-taker for ACPD meetings  
Addressed as Item 11.4 on today's agenda  
Item on OBL: 2018-C
- (vi) Automated Pre-Boarding Announcements on HSR Vehicles  
Addressed as Item 11.4(e) on today's agenda  
Item on OBL: 2018-D
- (vii) Draft Proposal from DARTS respecting Stranded Wheelchairs  
Addressed as Item 11.4(c) on today's agenda  
Item on OBL: 2018-E
- (viii) Accessibility Review of City Hall Outstanding Items  
Addressed as Item 11.4(d) on today's agenda  
Item on OBL: 2018-F
- (ix) Hamilton Street Railway Bus Transfers  
Addressed as Item (d)(i) on Advisory Committee for Persons with Disabilities Report 20-003  
Item on OBL: 2019-A
- (x) City's Commitment to the Lives of Persons with Disabilities in the City of Hamilton  
Addressed as Item 11.4 on today's agenda  
Item on OBL: 2019-B
- (xi) Feasibility of a Document Sharing Portal  
Addressed as Item 11.4(f) on today's agenda  
Item on OBL: 2019-D

- (xii) Installation of Urban Braille along Cannon Street East at the Intersections of Wellington Street North, Catherine Street North, and John Street North Addressed as Item 1 and Item (e)(i) (Report PW20049) on Advisory Committee for Persons with Disabilities Report 20-003  
Item on OBL: 2019-E
  
- (xiii) Rick Hansen Foundation Accessibility Certification Ratings Addressed as Item (h)(i) on Advisory Committee for Persons with Disabilities Report 20-003  
Item on OBL: 2020-A