



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES REVISED

Meeting #: 21-001

Date: January 12, 2021

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

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. December 8, 2020

4. COMMUNICATIONS

5. WRITTEN DELEGATIONS

6. CONSENT ITEMS

6.1. Built Environment Working Group Update (no copy)

6.2. Housing Issues Working Group Update

6.2.a. Housing Issues Working Group Meeting Notes - November 17, 2020

6.2.b. Housing Issues Working Group Meeting Notes - December 15, 2020

6.3. Outreach Working Group Update

6.3.a. Resignation of Shahan Aaron from the Outreach Working Group of the Advisory Committee for Persons with Disabilities

6.4. Transportation Working Group Update (no copy)

6.5. Strategic Planning Working Group Update

6.5.a. Strategic Planning Working Group Meeting Notes - December 16, 2020

6.5.b. Potential Database / Data Storage Solutions

7. STAFF PRESENTATIONS

8. DISCUSSION ITEMS

8.1. Hamilton Amateur Athletic Association (HAAA) Grounds Renewal Plan (Ward 1) (no copy)

For information on this matter please refer to the following link:

<https://www.hamilton.ca/parks-recreation/improving-our-parks/hamilton-amateur-athletic-association-grounds-renewal-plan>

8.2. Hamilton Strategic Road Safety Committee Meeting Update (no copy)

8.3. Update on COVID-19 and Persons with Disabilities

*8.4. Advisory Committee for Persons with Disabilities Working Group Membership Review

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 December 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 20-007**

4:00 p.m.

Tuesday, December 8, 2020

**Due to COVID-19 and the Closure of City Hall,
this meeting was held virtually.**

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

Absent

with regrets: S. Geffros and M. Sinclair

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

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

- 1. Appointment of Committee Chair and Vice-Chair for 2021
(Item 1)**

(Cameron/Dingman)

- (a) That Aznive Mallett be appointed as Chair of the Advisory Committee for Persons with Disabilities for 2021; and,

CARRIED

(Kemp/Cardno)

- (b) That Paula Kilburn be appointed as Vice-Chair of the Advisory Committee for Persons with Disabilities for 2021.

CARRIED

2. Reduction in the Advisory Committee for Persons with Disabilities' Transportation Working Group & Built Environment Working Group Memberships (Item 9.1)

(Kemp/Mallett)

WHEREAS, as per the Advisory Committee Procedural Handbook, the number of Committee Members participating in a Working Group should be less than the quorum number of the Committee membership;

WHEREAS, the quorum number for the Advisory Committee for Persons with Disabilities is 10 members, based on the membership composition outlined in the Terms of Reference which specify that the Advisory Committee for Persons with Disabilities shall be comprised of up to 18 citizen members and one Member of Council;

WHEREAS, the Transportation Working Group has 10 members, which is equal to quorum for the Advisory Committee for Persons with Disabilities;

WHEREAS, the Built Environment Working Group has 11 members, which is greater than quorum for the Advisory Committee for Persons with Disabilities; and,

WHEREAS, the membership of the Transportation Working Group and the Built Environment Working Group need to be reduced to a maximum of 9 members to be less than the quorum number of the Committee membership;

THEREFORE, BE IT RESOLVED:

- (a) That the resignation of Tom Manzuk from the Transportation Working Group of the Advisory Committee for Persons with Disabilities, be received; and,
- (b) That the resignations of Michele Dent and Mary Sinclair from the Built Environment Working Group of the Advisory Committee for Persons with Disabilities, be received.

CARRIED

P. Kilburn wished to be recorded as opposed.

3. Housing Issues Working Group ~~Terms of Reference~~ Work Plan (Item 7.2(b))

(Kemp/Dingman)

That the Housing Issues Working Group Work Plan, be approved.

Main Motion, as amended, CARRIED

4. Accessible Housing (City Wide) (Item 7.2(c))

(Kemp/Kilburn)

WHEREAS, the need for accessible affordable housing is at a crisis level;

WHEREAS, more than 22% of Canadians have a disability;

WHEREAS, anyone can be born with a disability which can afflict them without warning, at any time in their lives and anyone of any age can be struck by illness or accident which creates a temporary or lasting disability;

WHEREAS, there is currently no law requiring that housing be accessible. The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) does not mention housing;

WHEREAS, the Ontario Building Code only requires that 15% of new apartments be “visitable”, not accessible enough to live there;

WHEREAS, both the AODA and the Ontario Building Code are in contravention of the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code and United Nations Convention on the Rights of Persons with Disabilities. Barrier free housing is a human right;

WHEREAS, Hamilton does not need to wait for the provincial government to make changes to the laws. Change can be made at the municipal level by mandating universal design in all future City projects or any new development built with tax dollars and/or land made available by the City, and through agreements with developers. All new and renovated Hamilton community housing units must also be made accessible;

WHEREAS, the current Housing Unit Modification Guide focuses mainly on addressing the issues of people with mobility devices like wheelchairs, power chairs and scooters for example; there is a need to revise the current guide to include the needs of other disabilities, both visible and otherwise, in what is called Universal Accessible Design. This can include things like high contrast paint jobs in

kitchens and bathrooms to make it easier for the visually impaired, audible and visible alarms as well as door bells, tuned so as not to trigger seizure disorders, and textured switches to name a few;

WHEREAS, the extra cost of incorporating universal design is less than one percent more when planned from the design stage. It is the renovation of existing housing that is costly; and,

WHEREAS, making all new housing accessible will reduce the City's costs for future long-term care and residential care facilities by providing more independent living choices;

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities respectfully requests that the City of Hamilton make all future and retrofitted housing accessible; and,
- (b) That the Advisory Committee for Persons with Disabilities respectfully requests that the City of Hamilton expand its Housing Unit Modification Guide to incorporate universal design in order to address the accessibility needs of those not yet represented.

CARRIED

K. Nolan and T. Nolan wished to be recorded as opposed.

**5. Ban of Electric Scooters from Public Property (City Wide)
(Item 7.4(a))**

(T. Nolan/K. Nolan)

WHEREAS, the Advisory Committee for Persons with Disabilities was requested by Council to give our advice regarding whether they should allow rental electric scooters (also known as e-scooters or kick scooters) to operate in the City of Hamilton;

WHEREAS, the Transportation Working Group of the Advisory Committee for Persons with Disabilities has researched the impact of permitting the operation of electric scooters in other cities, including Montreal, Calgary and Ottawa;

WHEREAS, it is the opinion of the Advisory Committee for Persons with Disabilities that electric scooters pose a serious danger to persons with disabilities. Allowing unlicensed, untrained people of varying ages and maturity levels to operate silent, high speed vehicles without regulation is an unnecessary safety risk to all pedestrians, but it is of particular concern to seniors and the disabled as they might not see or hear them, nor would they be able to move out of the way quick enough to avoid injury;

WHEREAS, rental electric scooters do not require a docking station and their congestion, abandonment and improper parking in dense urban areas can cause serious issues such as blocked sidewalks, curb cuts, business entrances, wheelchair ramps, etc. and pose a serious obstruction or tripping hazard when they are left on the ground, especially for persons with vision loss;

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 provincial regulations in place, especially for commercially rented electric scooters, 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, there are no provincial regulations requiring operators of electric scooters, particularly rental electric scooters, to possess either a license or insurance to operate;

WHEREAS, the province does not require operators of electric scooters, especially rental electric scooters, to undertake any specific or regulated training in order to own or operate an electric scooter;

WHEREAS, other disability advisory committees in the Province of Ontario have recommended a ban on the use of electric scooters, particularly rental electric scooters, on municipal sidewalks and roadways because of their risk to safety of others, particularly persons with physical and sensory disabilities; and,

WHEREAS, the term e-scooter (rented or owned) refers to vehicles typically intended for transportation, and not mobility due to disability, so power wheelchairs and mobility scooters (3- or 4-wheel devices) do not fall within the scope of this motion;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully requests that City Council ban the use of electric and commercial rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly commercial rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.

CARRIED

J. Cardno wished to be recorded as opposed.

6. HSR / ATS / DARTS Passenger Policies for Persons with Disabilities (City Wide) (Item 7.4(b))

(T. Nolan/McNeil)

WHEREAS, the City of Hamilton as the municipality with oversight and obligation for delivery of accessible transportation services according to *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) regulations (O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS);

WHEREAS, AODA regulations require that organizations and municipalities establish policies respecting the needs of persons with disabilities (O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS);

WHEREAS, the Advisory Committee for Persons with Disabilities has worked with Accessible Transportation Services (ATS) of the Hamilton Street Railway (HSR) over

the past 17 years to formulate accessible passenger policies in support of passengers with disabilities and the ATS and Disabled and Aged Regional Transportation System (DARTS) services;

WHEREAS, these policies have been approved by Council in years previous;

WHEREAS, there have been many staffing changes in the HSR and ATS and member changes on the ACPD since these policies were last reviewed by City Council and these changes reflect differing and new ways of thinking about accessible transportation services delivery to persons with disabilities in the City of Hamilton;

WHEREAS, there is a commitment within AODA and ODA legislation that the province of Ontario be fully accessible by the year 2025; and,

WHEREAS, the effect of the Covid-19 virus upon the delivery of transportation services to persons with disabilities throughout 2020 and its effect upon passengers with disabilities, ATS, DARTS and the HSR has been significant;

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities respectfully requests that City Council direct HSR and ATS staff to work directly to review and amend the full slate of existing policies, and compose a full slate of new policies in compliance with AODA requirements;
- (b) That these policies upon their completion be forwarded to City Council for review and adoption;

- (c) That HSR and ATS staff fully assist the Advisory Committee for Persons with Disabilities in this policy review and composition including staffing and resource allocation; and,
- (d) That these policies be reviewed by the HSR and ATS staff in consultation with the Advisory Committee for Persons with Disabilities regularly, and at the very least every 5 (five) years in order that these policies remain current.

CARRIED

7. Acoustic Vehicle Alerting System Requirement for Electric Scooters (City Wide) (Added Item 7.4(c))

(Kemp/McNeil)

WHEREAS, e-scooters are a nearly silent form of transportation due to the electric motor and the low speeds at which they operate;

WHEREAS, pedestrians, in particular, persons with visual impairment and those with mobility devices, rely on their ability to hear traffic and to react in time to avoid collisions;

WHEREAS, it has been proven that electric engines need to reach speeds over 20 kph before they become audible enough to hear at a relatively safe distance. This is close to the top speed of e-scooters;

WHEREAS, the technology exists to artificially produce sound on electric vehicles in order to mitigate the risk to pedestrians, especially those with visual impairments and mobility issues. These devices can reproduce engine sounds through a variety of means, i.e. resonator tubes, fan created noise makers and more comical sound makers; and,

WHEREAS, these devices are relatively low cost and can be fitted on to E-scooters either pre- or post- manufacture;

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities respectfully requests that Hamilton City Council require acoustic vehicle alerting systems to be installed on all e-scooters (Kick Scooters) that operate within the City of Hamilton.

CARRIED

8. Strategic Planning Working Group Update (Item 7.5)

(Manzuk/Kilburn)

That Jayne Cardno be appointed to the Strategic Planning Working Group of the Advisory Committee for Persons with Disabilities for the remainder of the 2018 – 2022 Term of Council.

CARRIED

FOR INFORMATION:

P. Kilburn assumed the Chair at 4:00 p.m., until A. Mallett assumed the Chair at 6:13 p.m.

(a) CHANGES TO THE AGENDA (Item 2)

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

5. COMMUNICATIONS

- 5.3 Correspondence from Michelle Martin, HSR, respecting Virtual Transit Accessibility Public Consultation Event

Recommendation: Be received.

7. CONSENT ITEMS

- 7.3 Outreach Working Group Update

- 7.3(a) Outreach Working Group Meeting Notes
- October 5, 2020

- 7.4 Transportation Working Group Update

- 7.4(c) Acoustic Vehicle Alerting System
Requirement for Electric Scooters (City
Wide)

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:

- 9.1 Reduction in ACPD's Transportation Working Group & Built Environment Working Group Memberships
9.2 ACPD Working Group Support
9.3 ACPD Working Group's Terms of Reference

(Manzuk/Dingman)

That the agenda for the December 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) November 10, 2020 (Item 4.1)****(Cameron/Kemp)**

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

CARRIED

(d) DISCUSSION ITEMS (Item 9)**(i) Reduction in the Advisory Committee for Persons with Disabilities' Transportation Working Group & Built Environment Working Group Memberships (Item 9.1)**

Janet Pilon, Deputy Clerk, was present and assisted in answering questions of Committee on this matter.

For further disposition of this matter, refer to Item 2.

(ii) Advisory Committee for Persons with Disabilities' Working Group Support (Item 9.2)

Members of the Transportation Working Group and the Built Environment Working Group expressed that there is a lack of support staff attending working group meetings for the purposes of agenda preparation, note-taking and provision of subject-matter expertise.

Janet Pilon, Deputy Clerk, advised that City staff and/or resources may not be available to working groups and consequently, the preparation of agendas, minutes and meeting requirements are the responsibility of the working group, if required. Support staff are not required to attend working group meetings, as per the Advisory Committee Procedural Handbook. Working groups are permitted to request assistance, information and expertise from volunteers as required.

Jessica Bowen, Supervisor, Diversity and Inclusion, committed to attending future meetings of both the Transportation Working Group and the Built Environment Working Group in order to identify and discuss their respective accommodation needs and investigate potential supportive measures.

(Kemp/Mallet)

That the discussion, respecting Advisory Committee for Persons with Disabilities Working Group Support, be received.

CARRIED

(iii) ACPD Working Group's Terms of Reference (Item 9.3)

The Built Environment Working Group is in the process of reviewing and revising the Working Group's Terms of Reference. Questions were raised respecting the requirement of a working group to have a Terms of Reference and, if so, whether the Advisory Committee for Persons with Disabilities must approve it.

Janet Pilon, Deputy Clerk, advised that working groups are not required to have a Terms of Reference, as they

are created to assist in the research or review of a given item and report the findings back to the Committee.

Members expressed that having a Terms of Reference for the various working groups of the Advisory Committee for Persons with Disabilities would help to establish continuity and ensure that new working group members are setup for success.

Janet Pilon, Deputy Clerk, stated that a working group can elect to develop a Terms of Reference if desired, but the document would be better termed a work plan. Work plans should be approved by the Advisory Committee for Persons with Disabilities so that the working group knows it's headed in the right direction and is providing the Committee with the information it needs to move forward.

(Cameron/Kemp)

That the discussion, respecting Advisory Committee for Persons with Disabilities Working Group's Terms of Reference, be received.

CARRIED

(e) COMMUNICATIONS (Item 5)

(Kemp/Kilburn)

That Communication Items 5.1 - 5.3 be received, as presented, as follows:

- (i) Correspondence from Chris Schafer, Bird Canada, respecting Item 7.4(a) - Ban of Electric Scooters from Public Property (City Wide) (Item 5.1)

Recommendation: Be received and referred to the consideration of Item 7.4(a) - Ban of Electric Scooters from Public Property (City Wide).

- (ii) Correspondence from Staff Sergeant Jo-Ann Savoie, Hamilton Police Service, respecting Item 7.4(a) - Ban of Electric Scooters from Public Property (City Wide) (Item 5.2)

Recommendation: Be received and referred to the consideration of Item 7.4(a) - Ban of Electric Scooters from Public Property (City Wide).

- (iii) Correspondence from Michelle Martin, HSR, respecting Virtual Transit Accessibility Public Consultation Event (Item 5.3)

Recommendation: Be received.

CARRIED

(f) CONSENT ITEMS (Item 7)

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

(a) Built Environment Working Group Meeting Notes - November 3, 2020 (Item 7.1(a))

(T. Nolan/Kilburn)

That the Built Environment Working Group Meeting Notes of November 3, 2020, be received.

CARRIED

(ii) Housing Issues Working Group Update (Item 7.2)**(a) Housing Issues Working Group Meeting Notes
- October 20, 2020 (Item 7.2(a))****(Cardno/Kemp)**

That the Housing Issues Working Group Meeting Notes of October 20, 2020, be received.

CARRIED

**(b) Housing Issues Working Group Terms of
Reference (Item 7.2(b))****(Kemp/Dingman)**

WHEREAS, the Deputy Clerk advised that a working group can elect to develop a Terms of Reference if desired, but the document would be better termed a work plan;

THEREFORE, BE IT RESOLVED:

That the Item and document title be amended to replace the words Terms of Reference with Work Plan.

Amendment CARRIED

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

(iii) Outreach Working Group Update (Item 7.3)**(a) Outreach Working Group Meeting Notes -
October 5, 2020 (Added Item 7.3(a))****(Kilburn/McNeil)**

That the Outreach Working Group Meeting Notes of October 5, 2020, be received.

CARRIED

(iv) Transportation Working Group Update (Item 7.4)

For disposition of this matter, refer to Items 5 - 7.

(v) Strategic Planning Working Group Update (Item 7.5)

No update. The Strategic Planning Working Group has not yet scheduled their inaugural meeting.

For further disposition of this matter, refer to Item 8.

(g) DISCUSSION ITEMS (Item 8) (CONTINUED)

(i) Update on COVID-19 and Persons with Disabilities (Item 9.4)

At the September 8, 2020 Advisory for Persons with Disabilities (ACPD) meeting, the Committee authorized T. Nolan and T. Manzuk to delegate at the General Issues Committee on behalf of ACPD respecting all matters related to the COVID-19 pandemic & its impact on persons with disabilities, including recommendations for improved policies & procedures.

At the November 10, 2020 Advisory for Persons with Disabilities (ACPD) meeting, T. Nolan and T. Manzuk indicated that they were still in the process of collecting feedback from Committee members, but would send out a comprehensive list of feedback that they have received to date.

T. Nolan and T. Manzuk advised that they have collated all feedback from Committee members respecting this matter. The comprehensive list of feedback will be included on the January 12, 2021 Advisory Committee for Persons with Disabilities meeting agenda for review. Assuming the content is approved, T. Nolan and T. Manzuk will aim to delegate at the February 3, 2021 General Issues Committee meeting.

(Cameron/Manzuk)

That the discussion respecting an Update on COVID-19 and Persons with Disabilities, be received.

CARRIED

(ii) Sidewalk Snow Removal for Persons with Disabilities (Item 9.5)

The Built Environment Working Group advised that they intend to invite relevant City Staff from Planning, Licensing and By-law Services and Public Works to a future working group meeting to discuss and advance work on additional issues beyond sidewalk snow removal, including snow removal at intersections and bicycle paths.

(Cardno/Mallett)

That the discussion, respecting Sidewalk Snow Removal for Persons with Disabilities, be received.

CARRIED

(h) GENERAL INFORMATION / OTHER BUSINESS (Item 12)

(i) Presenters List for the Advisory Committee for Persons with Disabilities (Item 12.3)

(McNeil/Cameron)

- (a) That the following presenters be removed from the Presenters List for the Advisory Committee for Persons with Disabilities:
- (i) General Manager of Healthy and Safe Communities (or their designate); and,
 - (ii) Project Manager of CityLAB Hamilton (or their designate)

CARRIED**(McNeil/Kilburn)**

- (a) That the following items be deferred to the January 12, 2021 Advisory Committee for Persons with Disabilities meeting due to time constraints:
- (i) Accessibility Complaints to the City of Hamilton (Item 12.1)
 - (ii) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update* (Item 12.2)
 - (iii) Review of Advisory Committee for Persons with Disabilities Outstanding Business List (deferred from the November 10, 2020 meeting) (Item 12.4)

CARRIED**(i) ADJOURNMENT (Item 13)****(McNeil/Cardno)**

That there being no further business, the Advisory Committee for Persons with Disabilities be adjourned at 6:02 p.m.

CARRIED

Respectfully submitted,

A. Mallet, Chair
Advisory Committee for
Persons with Disabilities

Alicia Davenport
Legislative Coordinator
Office of the City Clerk

6.2(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Housing Issues Working Group Meeting Notes

Tuesday, November 17, 2020

Virtual Webex Meeting

10:00a.m. – 12:00p.m.

Those in Attendance: Paula Kilburn, Anthony Frisina, Lance Dingman, James Kemp, Tom Manzuk

Others Present: Jennifer Chivers (Coalition of Residential Care Facilities Tenants)

Those Absent: Michelle Dent, Jayne Cardno, Sophie Geffros, Mary Sinclair

1. Welcome and introductions
2. Approval of agenda
3. Approval of minutes
4. Residential Care Services Presentation from Lance Dingman and Jennifer Chivers: This is a brief summary of a very thorough and detailed presentation.

Residential Care Services and Residential Care Facilities were created in an effort to deinstitutionalize and reintegrate persons with disabilities that need some assistance, but don't need to be cared for on a full time basis.

There are currently Ninety RCFs in the City of Hamilton. Fifty of them are subsidized. Some use a for-profit model, others a non-profit model; For example: Indwell

RCFs are licensed by the City but mandated by the province. This creates some issues in regards to guidelines that owners and operators must abide by. For example: There is no safety net if an owner/operator decides to close down or sell the property. Those residents would be on the street. As there is no rating system for RCF performance, residents have no choice as to what facility they are put in.

In 1995, tenants established the RCF Coalition and with the help of the HHC Community Legal Clinic, have worked to improve the rights and guidelines of tenants in the Residential Care System. Despite all that, there are a number of areas that still need attention and improvement. I shall list a few major issues with some explanation:

Privacy is a major issue. Tenants are often housed two or three to a room. While there are common areas, there is very little opportunity for solitude or the chance to form private, romantic relationships with others. The staff feel entitled to intrude at their leisure without prior notice.

Staff training is another concern. There are no requirements to work at an RCF other than a grade twelve education. There needs to be specialized skills training for employees of an RCF. Ideally it would be best if they had training in social work. Employee pay is an area that needs attention, as they are often earning minimum wage. Perhaps they could attract more skilled labour if they offered a higher wage.

No activity planning or skills development training. If becoming more independent is the goal, why doesn't the government offer skills training? They could at the very least plan activities for their residents in order to enrich their lives

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for the better. There needs to be access to hobbies or recreation, especially in the cramped conditions they endure. There was talk about a possible clubhouse for residents of RCFs. A place that people could go and hang out with others, perhaps some sort of recreation and skills training program could be also be provided onsite.

The system needs to look towards moving people in the direction of independence if their conditions warrant it. There are many that could lead a fuller life if they were only given the option, but the system is more geared towards maintaining the status quo.

Until recently, there was no complaints process inside the RCS system. No mechanism for a tenant to air grievances against operators or employees of RCFs, but the City has started a one year trial program that began in June. It remains to be seen as to how effective it is in its current form.

The personal needs allowance is woefully inadequate. At present it is currently \$150 per month. This is to cover all incidental monthly expenses; clothing, entertainment, snack foods, hygiene products, etc. While this is probably based more on ODSP payments there is not much the City can do; but it still needs to be said that is inadequate.

In the time of the pandemic, there has been no effort to increase the number of RCFs in order to lessen the crowded living conditions. RCFs are at great risk of breakout due to the population density and the need for increased support.

**Housing Issues Working Group Meeting Notes
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In conclusion, we decided to review the Schedule 20 of the LTC and see if there was something that we could do in regards to the AODA.

5. Terms of Reference: We gave the TOR a final review before sending it off to ACPD.
6. Motion regarding Homelessness: We deferred this until next meeting as we were a crucial member short.
7. Motion regarding Accessible Housing: We gave the Motion a final review before sending to ACPD. It was suggested to modify it in regards to Universal Accessibility.
8. Adjournment

6.2(b)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Housing Issues Working Group Meeting Notes

Tuesday, December 15, 2020

Virtual Webex Meeting

10:00a.m. – 12:00p.m.

Those in Attendance: Paula Kilburn, Jayne Cardno, James Kemp, Tom Manzuk

Also Present: Robert Semkow, Taline Morris, Jessica Bowen

Those Absent: Michele Dent, Sophie Geffros, Anthony Frisina, Lance Dingman

1. Welcome and introductions
2. Approval of Agenda
3. Approval of November minutes
4. Standing invitation to Robert Semkow: As members of the public are not empowered to speak during working groups unless specifically invited to do so; we have requested Bob's presence at future meetings as we find his institutional knowledge invaluable.
5. Transitional care: Paula gave us an update on Mary's condition and described the difficulties that she was having due to the lack of transitional care. We will be discussing this issue in more detail in the future.
6. Discussion about possible accommodation with Jessica Bowen: We discussed many possible options for accommodation, but had difficulty creating a solution. We discussed things like dictation, voice to text software or

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transcribing minutes. Jessica will see if there is something that can be done, but there are few options that would accommodate everyone.

7. Housing Working Group Review: We reviewed the past year's performance of the HWG since there was a new chair and we initiated a more robust agenda. In actuality more like six months. In that time we have not achieved much. We lost all forward momentum when the pandemic hit and we were sidelined for six months. We are starting to get that momentum back, but it has been slow to start. We have decided on our new terms of reference and have a few points of focus to concentrate on.
8. Motion regarding Homelessness: It was decided that some of the current motion is out of date. The author will revise and return to a future meeting.
9. Adjournment

6.3(a)

CITY OF HAMILTON

MOTION

Advisory Committee for Persons with Disabilities: January 12, 2021

MOVED BY S. AARON.....

SECONDED BY

Resignation of Shahan Aaron from the Outreach Working Group of the Advisory Committee for Persons with Disabilities

That the resignation of Shahan Aaron from the Outreach Working Group of the Advisory Committee for Persons with Disabilities, be received.

6.5(a)

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES Strategic Planning Working Group Meeting Notes

Wednesday, December 16, 2020

2:00p.m. – 3:15p.m.

Virtual Webex Meeting

Purpose of these meetings: identify how to improve our meetings and identify what projects/needs of people with disabilities ACPD should focus on.

Present: Paula, Tom, James, Mark, Aznive (chair)

The following is a summary of ideas and discussions at this meeting.

- Reviewed previous projects identified, wheelchair/scooter safety, identified how our meetings should proceed (agenda packages received one week prior to meeting, notes taken by legislative clerk, list of presenters, regular updates on motions and their status, etc.)
- Snow removal is an ongoing issue and should always be a focus
- COVID 19 and its effects on PWD is being worked on with Tom and Tim. They will present this to the councilors in January. COVID 19 could go on for another year and the city needs to hear from us.
- ACPD to focus and work together better. Each member can speak or ask a question only once with a two-minute time limit. If time permits, members may speak or ask a second question and so on.
- ACPD needs a database for our work which must be accessible to all devices and accessible to all disabilities. Shahan and James may be able to set this up.

**Strategic Planning Working Group Meeting Notes
December 16, 2020**

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- There is a disconnect between the working groups and ACPD. As a trial we would like each chair of each working group to give a quick review of the highlights of the previous meeting.
- Draft a letter to go to each of our council members so they can understand ACPD. This should be followed up with a personal contact/meeting.
- In order to have more time for discussions we should limit the number of presentations per meeting. Limit 2 presenters at a meeting?

6.5(b)

Strategic Planning Working Group Update Potential Database / Data Storage Solutions January 2021

As per the last SPWG meeting, I looked into possible solutions to our data storage issues along with prospective costs associated with it.

I began by looking into the options that cost no money. While there are a number of solutions for storing personal data, there is no free option for sharing data over even a small network of people.

I looked into the lowest cost options for Google drive, Dropbox and other similar cloud based storage systems and found them equally lacking. I examined the features available at the different price points and realized that only the midrange storage solutions provided the services required. This costs an average of 23 dollars per user per month. At first I was stunned by the exorbitant costs involved in this undertaking until I learned the definition of a user in this case. A “User” is defined as someone that can add, subtract or otherwise reorganize files saved to the cloud. We don’t need 18 users to be able to access this information, we only need at a minimum 1 user to make and organize the database. The rest of the members would then be able to access any information in the database. The “user” is the administrator of the database.

At the beginning it will be fine to have only one or two users to begin the initial setup. When we start scanning in older hardcopies, it would probably be better to add one or two more in order to break up the labour and make the work more manageable. Once all the older data has been entered and filed, we can scale back the number of users to one or two again. While it would be cheapest to have one user, I wouldn’t recommend piling that workload off on one person.

Potential Database / Data Storage Solutions
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Along with the cloud server, we would also need to invest in a decent scanner (if there isn't one in our inventory already) to take the many years of hardcopy and digitize them. We may have to wait for the pandemic to end before we can approach this step in the process.

The first year's cost will be the highest, and while this is only a very preliminary estimate, I would place the number around \$1000 for the first year. Annual costs after initial setup I would estimate to be between \$300 and \$500. We could ask for permission to use some reserve money or convert some of the unused refreshment money in order to cover the costs for 2021 and add it to the budget submission every year thereafter. It is my opinion that these costs are more than justified and must be seen as an investment in the future of the ACPD.

I looked into the possibility of a discount as we are a volunteer association, but we are disqualified from applying due to our government affiliation.

I would also be remiss if I did not point out that this is major undertaking. It is a project that will require the support of all of its members and must not be undertaken on a whim. A large quantity of the information will be old and outdated because each Council is different and operates independently from the others, but it is critical to be able to look up what has been tried before and how; Who was helpful in the past and why; What has failed and must be tried again; What has fallen through the cracks and when? We can no longer afford to rely on institutional memory. Some of our long standing members are no longer there for us to consult with and that knowledge has been lost forever.

With regards to accessibility however, I don't have any definitive answers. Many companies either didn't know what I was talking

Potential Database / Data Storage Solutions
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about or simply wouldn't reply to my questions about it. It may not be a problem however as Paula has told me that she has not had any difficulties using Dropbox or Google Drive.

Please keep in mind that this is only preliminary research. There may be many other options or solutions out there that I wasn't able to find or am not aware of, but this is the best that I have come up with over the past two weeks. I do not profess to be an expert in any of this and would welcome other perspectives. I would recommend one of the larger programs like Google drive or Dropbox as they are compatible with most software on the market and people are already familiar with them.

8.3

COVID-19 and Persons with Disabilities

The members of the Advisory Committee for Persons with Disabilities (ACPD) are concerned that during this COVID pandemic there have been many measures undertaken by the City of Hamilton in support of all citizens that have had an alternate impact upon persons with disabilities.

The following are but a sample of concerns and challenges surrounding COVID faced by persons with disabilities before, during and after provisions and restrictions were imposed and subsequently lifted by the City or province.

Transportation

- lack of communication from the City about, and unsatisfactory service adjustments related to accessible transit
- Accessible Transportation Services was closed with no options for contact with them where necessary
- Taxi Scrip program was unavailable to purchase scrip for many months restricting transportation options for persons with disabilities unable to travel via either DARTS or HSR
- service alternate to pick up persons using a wheelchair by DARTS upon request from typical HSR bus stops was activated with no consultation whatsoever with members of ACPD resulting in many limitations including persons with other forms of mobility needs (e.g. users of a walker) being excluded
- insufficient communication from the HSR and DARTS to the general public, and more specifically to all persons using DARTS, of the DARTS and HSR bus stop pick-up process

- wait times for arranging trips via DARTS increased dramatically to the point where callers would be required to wait 15 to 20 callers ahead in line which is contrary to agreement with ACPD in years past where callers should have no more than 4 - 5 caller wait times

- online trip booking with DARTS was cancelled with no notice to passengers of this change

- requirement for customers using walkers, wheelchairs, scooters and all other personal mobility devices to travel with a companion aboard the HSR was not communicated nor immediately possible for persons with disabilities wishing to travel aboard the HSR

- when travelling aboard the HSR by persons using a mobility device there was an obligation for an untrained companion to deploy the ramp as bus operators did not leave their seats

- DARTS utilized two special vans to transport customers who failed the COVID-19 screener, but these vans were also used to transport other healthy customers

- DARTS ran a program that would pick a customer up at a bus stop throughout the City for customers who could not enter through the rear doors, but this was not communicated effectively

- persons with walkers were excluded in the users permitted to use DARTS in lieu of HSR if not previously DARTS registered

- need for DARTS to be compliant with AODA regulations regarding assisting passengers with aids they bring aboard a bus, especially during the period of Covid where such assistance would reduce the need for personal assistants

- the limitation of 1 person per DARTS van was not effectively communicated

Retail and Commercial Business Access

- 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. They are used in lieu of other forms of instruction, however, they are inaccessible to persons with limited or no eyesight
- no information or regulations were put forth to recommend physical distancing measures for persons with various assistive devices
- there was no direction from the City to retail or other businesses (e.g. animal care) to provide consideration for persons with disabilities as accommodation to use services or patronize businesses.
- some temporary outdoor patio set-ups blocked accessible parking spots and curb ramps
- lack of open, accessible restrooms in public spaces causing issues for persons who because of medical conditions require washroom access
- dedicated one-way store entrances and exits create extended travel distances for persons with disabilities already restricted from full access because of their disability. Alternatives were unavailable demonstrating a clear lack of consideration

Personal Care

- when the pandemic started everyone was mandated to hold a single job, which left people who hire personal care attendants independently as a secondary job high and dry and needing to make alternative arrangements which may not have been possible limiting their full and proper care
- dedicated senior shopping hours are too early for some people and employees aren't equipped to offer assistance to persons with disabilities
- some retail store outlets restricted hours of operation requiring patrons to shop during shorter hours causing more people into potential contact with each other which was contrary to health recommendations for distancing
- residential care facility evictions

City of Hamilton Services and Administration

- felt like the City abandoned the AODA and all its requirements and guidelines established for transportation, built environment, etc.
- no flexibility in altering regulations for persons with disabilities
- lack of representation by or consultation with persons with disabilities on the Emergency Operations Centre Team
- accessible pedestrian signals were disabled, but notification of this change was not provided in an accessible format
- 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

- residential care facility evictions

General

- increased social isolation, loss of personal support workers, disruption of vital health services and difficulties accessing basic necessities and information

- 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

ACPD therefore respectfully requests that consultation be made with the aforementioned Committee when developing future policies and procedures, with the understanding that Public Health Services and the City's Emergency Operations Centre, hold the public's health as paramount. However, some policies and procedures have had unexpected consequences for persons with disabilities. The Committee believes they may be able to mitigate some of these consequences.

Added Item 8.4

Advisory Committee for Persons with Disabilities

Working Group Memberships

Built Environment

Working Group

- 1) Shahan Aaron
- 2) Patty Cameron
- 3) Jayne Cardno
- 4) Anthony Frisina
- 5) James Kemp
- 6) Paula Kilburn
- 7) Aznive Mallett
- 8) Tom Manzuk
- 9) Tim Nolan (Chair)

Housing Issues

Working Group

- 1) Jayne Cardno
- 2) Michele Dent
- 3) Lance Dingman
- 4) Anthony Frisina
- 5) Sophie Geffros
- 6) James Kemp (Chair)
- 7) Paula Kilburn
- 8) Tom Manzuk
- 9) Mary Sinclair

Outreach Working Group

- 1) Patty Cameron
- 2) Jayne Cardno
- 3) Anthony Frisina (Chair)
- 4) James Kemp
- 5) Paula Kilburn
- 6) Aznive Mallett

Strategic Planning

Working Group

- 1) Patty Cameron
- 2) Jayne Cardno
- 3) James Kemp
- 4) Paula Kilburn
- 5) Aznive Mallett (Chair)
- 6) Tom Manzuk
- 7) Mark McNeil

Transportation

Working Group

- 1) Shahan Aaron (Chair)
- 2) Anthony Frisina
- 3) James Kemp
- 4) Paula Kilburn
- 5) Aznive Mallett
- 6) Mark McNeil
- 7) Tim Murphy
- 8) Kim Nolan
- 9) Tim Nolan

11.3

Advisory Committee for Persons with Disabilities (ACPD) Presenters List as of January 6, 2021

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.

11.4

Advisory Committee for Persons with Disabilities (ACPD) Outstanding Business List as of January 6, 2021

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 City Housing 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 2022.

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 15TH day of October, 2003.

R. E. Wade

MAYOR

K. Christenson

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.**

**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 15th, 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: January 12, 2021

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