



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES REVISED

Meeting #: 22-005
Date: May 10, 2022
Time: 4:00 p.m.
Location: YouTube Channel Streaming for
Virtual Meetings (due to COVID)
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>

Carrie McIntosh, Legislative Coordinator (905) 546-2424 ext.2729

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4.1. April 12, 2022

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Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

MINUTES 22-004

4:00 p.m.

Tuesday, April 12, 2022

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

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

Absent

with Regrets: Mayor F. Eisenberger, L. Dingman,
S. Geffros, C. McBride, R. Semkow

Chair Mallett called the meeting to order and recognized that the Committee is meeting on the traditional territories of the Erie, Neutral, HuronWendat, Haudenosaunee and Mississaugas. This land is covered by the Dish with One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. It was

further acknowledged that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. The City of Hamilton is home to many Indigenous people from across Turtle Island (North America) and it was recognized that we must do more to learn about the rich history of this land so that we can better understand our roles as residents, neighbours, partners and caretakers.

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

- 1. Resignation of Paula Kilburn from Working Groups of the Advisory Committee for Persons with Disabilities (Item 11.1)**

(Kilburn/Cardno)

That the resignation of Paula Kilburn from the Housing Issues Working Group and Accessible Opens Spaces and Parklands Working of the Advisory Committee for Persons with Disabilities, be received.

CARRIED

- 2. Correspondence to Police Services Board respecting a Summary of Presentation from City of Hamilton Chief of Police Bergen to the Advisory Committee for Persons with Disabilities, March 8, 2022 (Item 12.2)**

(Mallett/Murphy)

That the correspondence to the Police Services Board respecting a summary of the presentation from City of Hamilton Chief of Police Bergen to the Advisory Committee for Persons with Disabilities, March 8, 2022, attached as Appendix "A", be forwarded to the City of Hamilton Police Services Board.

CARRIED**FOR INFORMATION:****(a) CHANGES TO THE AGENDA (Item 2)**

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

8. CONSENT ITEMS

- 7.3 (a) Outreach Working Group Meeting Notes
– January, February, March 2022
- 7.4 (a) Transportation Working Group Meeting
Notes – February 22, 2022
- 7.4 (b) Transportation Working Group Meeting
Notes – March 22, 2022

(Kilburn/Frisina)

That the agenda for the April 12, 2022 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 8, 2022 (Item 4.1)****(Kemp/Cameron)**

That the minutes of the March 8, 2022 meeting of the Advisory Committee for Persons with Disabilities, be approved, as presented.

CARRIED**(d) CONSENT ITEMS (Item 7)****(i) Built Environment Working Group Update (Item 7.1)**

- (1) Built Environment Working Group Meeting Notes – November 2, 2021 (Item 7.1 (a)) and December 7, 2021 (Item 7.1 (b))**

(Cameron/Kilburn)

That the Built Environment Working Group Meeting Notes of November 2, 2021 and December 7, 2021, be received.

CARRIED**(ii) Housing Issues Working Group Update (Item 7.2)****(1) Housing Issues Working Group Meeting Notes – February 22, 2022 (Item 7.2(a))****(Cameron/Kilburn)**

That the Housing Issues Working Group Meeting Notes of February 22, 2022, be received.

CARRIED**(iii) Outreach Working Group Update (Item 7.3)****(1) Outreach Working Group Meeting Notes – January, February, March 2022 (Item 7.3 (a))****(McNeil/Kemp)**

That the Outreach Working Group Meeting Notes of January, February and March 2022, be received.

CARRIED

(iv) Transportation Working Group Update (Item 7.4)

- (1) Transportation Working Meeting Notes – February 22, 2022 (Item 7.4 (a)) and March 22, 2022 (Item 7.4 (b))**

(Kilburn/Aaron)

That the Transportation Working Group Meeting Notes of February 22, 2022 and March 22, 2022, be received.

CARRIED

(Kemp/Kilburn)

That the following items be deferred to the May 10, 2022 Advisory Committee for Persons with Disabilities meeting due to time constraints:

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

- (1) Strategic Planning Working Group Meeting Notes – February 10, 2022 (Item 7.5 (a))**
- (2) Strategic Planning Working Group Meeting Notes – March 3, 2022 (Item 7.5 (b))**
- (3) Strategic Planning Working Group Meeting Notes – March 16, 2022 (Item 7.5 (c))**

**(vi) Accessible Open Spaces and Parklands
Working Group Update (Item 7.6)**

CARRIED

(e) PRESENTATIONS (Item 8)

**(i) Presentation Respecting Hamilton Civic
Museums (Item 8.1)**

Cynthia Roberts, Project Lead, HamiltonCivicMuseums.ca and John Summers, Manager Heritage Resource Management, provided the Committee with a presentation respecting Hamilton Civic Museums, with aid of a PowerPoint presentation.

(Kilburn/Cameron)

That the presentation from Cynthia Roberts Project Lead, HamiltonCivicMuseums.ca and John Summers, Manager Heritage Resource Management respecting Hamilton Civic Museums, be received.

CARRIED

(f) MOTIONS (Item 11)

**(i) Correspondence to Police Services Board
respecting Summary of Presentation from
City of Hamilton Chief of Police Bergen to the
Advisory Committee for Persons with
Disabilities, March 8, 2022 (Item 11.1)**

A. Mallett relinquished the Chair to J. Kemp in order to introduce a Motion respecting Correspondence to Police Services Board respecting Summary of Presentation from City of Hamilton Chief of Police Bergen to the Advisory Committee for Persons with Disabilities, March 8, 2022.

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

A. Mallett assumed the Chair.

(g) NOTICES OF MOTION (Item 12)

**(i) Outdoor Dining and Barrier Free Design
(Added Item 12.1)**

T. Nolan announced the intention to introduce a Motion at a future Advisory Committee for Persons with Disabilities meeting respecting Outdoor Dining and Barrier Free Design.

(ii) Request for Staff to Investigate Developing Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices to Appropriate Secure Locations (Added Item 12.2)

P. Kilburn announced the intention to introduce a Motion at a future Advisory Committee for Persons with Disabilities meeting respecting a request for staff to investigate developing policies and procedures to rescue and safely transport stranded pedestrians and their mobility devices to appropriate secure locations.

(h) GENERAL ISSUES / OTHER BUSINESS (Item 13)

(Kilburn/Janosi)

That the following items be deferred to the May 10, 2022 Advisory Committee for Persons with Disabilities meeting due to time constraints:

- (1) Accessibility Complaints to the City of Hamilton (Item 13.1)
- (2) *Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update* (Item 13.2)
- (3) Presenters List for the Advisory Committee for Persons with Disabilities (Item 13.3)

CARRIED

(i) Update from Mayor's Office (Item 13.4)

Paulena Yousif, Constituent Assistant to the Mayor's Office, updated the Committee respecting donation options on behalf of the

Advisory Committee for Persons with Disabilities,
in memory of Christopher Cutler.

(McNeil/Nolan)

That the update from Paulena Yousif, Constituent Assistant to the Mayor's Office, respecting donation options on behalf of the Advisory Committee for Persons with Disabilities, in memory of Christopher Cutler, be received.

CARRIED

(ii) Public Transit and Mask Mandates (Item 13.5)

Michelle Martin, Manager, Accessible Transportation Services, Hamilton Street Railway, updated the Committee respecting current mask mandates on Hamilton Public Transit.

(Cardno/Janosi)

That the update from Michelle Martin, Manager, Accessible Transportation Services, Hamilton Street Railway, respecting current mask mandates on Hamilton Public Transit, be received.

CARRIED

(iii) Advisory Committee Procedures Respecting Communication (Item 13.6)

(1) Communicating with Council (Item 13.6 (a)) and Communicating with Outside Agencies, Including Other Levels of Government and the Media (Item 13.6(b))

(Kilburn/Cameron)

That the information provided respecting Communicating with Council and Communicating with Outside Agencies, Including Other Levels of Government and the Media, be received.

CARRIED

(iv) Update from Jessica Bowen, Supervisor Diversity and Inclusion, Respecting the Staff Liaison for the Advisory Committee for Persons with Disabilities (Added Item 13.7)

Jessica Bowen, Supervisor Diversity and Inclusion, advised that the Staff Liaison role for the Committee is being transitioned from the Human Resources Department to the Government Relations and Community Engagement Department.

(Cameron/Janosi)

That the update from Jessica Bowen, Supervisor Diversity and Inclusion, respecting the Staff

Liaison for the Advisory Committee for Persons with Disabilities, be received.

CARRIED

(v) Accessible Transportation Services Eligibility Audit Management Response (PW21055(a)) (City Wide) (Added Item 13.8)

Michelle Martin, Manager, Accessible Transportation Services, Hamilton Street Railway, provided the Committee with a verbal update and answered questions about the recommendations in Report PW21055(a) respecting Accessible Transportation Services Eligibility Audit Management Response, which will be considered at the April 22, 2022, Public Works Committee meeting.

(Cameron/McNeil)

That the verbal update from Michelle Martin, Manager, Accessible Transportation Services, Hamilton Street Railway, respecting Report PW21055(a) respecting Accessible Transportation Services Eligibility Audit Management Response, be received.

CARRIED

(i) ADJOURNMENT (Item 15)

(T. Nolan/Kilburn)

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 6:45 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk

Pilon, Janet

Subject: Deafness and discrimination

From: a michaluk

Sent: Wednesday, March 9, 2022 6:38 PM

To: Office of the Mayor <Officeofthe.Mayor@hamilton.ca>; Municipal Law Enforcement <mle@hamilton.ca>; clerk@hamilton.ca; Public Health Services <publichealth@hamilton.ca>; info@hamiltonhealth.ca; veenema@hhsc.ca; wilsonan@hhsc.ca; singhnav@hhsc.ca

Subject: Deafness and discrimination

Hello,

I know some of you have seen this before - Fred, I'm looking at you - in the last 2 years but a reminder, as we move towards ending the mask mandates.

Those of us who are deaf have had an incredibly difficult time communicating with our fellow humans for the last two years. And this has been an accessibility and discriminatory issue.

Since the beginning of this pandemic there has been an enormous lack of awareness around deafness and the added difficulty of communication with the introduction of the masks. And there has been little initiative on the part of our leaders in this province, or the municipalities, nor doctors, to understand this aspect of the pandemic.

There are approximately 3.12 million Canadians who have hearing loss and 357,000 Canadians who are deaf. In Section 15 of the Canadian Charter of Rights and Freedoms, 'Every individual in Canada is considered equal. Governments must not discriminate on any of the mentioned grounds or in its laws or programs.' So, here is my question. With our current 'laws and programs', why wasn't deafness and the impact of standard masks more seriously considered? And has it not been, in fact, a legal obligation to insure accessibility?

I think folks can have a misunderstanding that all those who are deaf sign, but this is not true. Many are 'oral' deaf. And of course, even sign language doesn't help much as every doctor, scientist, store clerk, business, police person, hospital, bank, teacher and library staff etc would have to be schooled in signing for it to be of any assistance. A blanket statement to wear a mask does nothing to address that the standard masks have been an immense obstacle for people who are oral deaf and rely on reading lips - an heroic task even without masks.

And what has arisen these past two years is discrimination against those who have a 'disability' - often in others eyes - as more people became frustrated on both sides of the exchange. **Deafness is not a learning disability.** When we don't respond to queries at the front door of a business, the reaction is often anger or frustration, or both. Sometimes in mistreatment or abuse. Employees wearing clear face shields have been in the minority and hearing people need to remember how much the world revolves around community and communication. Those who are deaf have always been expected to accommodate to the hearing world and these past two years we have been given another communication barrier. Is hearing not health care?

You must take the time to educate yourself about this significant issue as we continue to move through the reality of things. The lack of this demonstrates a very deeply rooted prejudice to deafness. Awareness has been key. Diversity is a fact and inclusion is a choice we all have every day.

So alongside your individual fears, you should be talking about and considering, *finally, easing a bit of the stress for those of us who are deaf. Undoubtedly, we will still have to attempt to communicate with people behind masks but at least this will return us somewhat to the struggles we had before all of this. And please encourage people and their businesses who wear masks, to have tools in place, such whiteboards, clear masks and/or stepping back and removing their mask. About keeping a keen eye out for hearing aids. And about compassionate methods of communication during this time.

You have a choice to acknowledge the significant barriers to inclusion that those who are deaf have been facing. And in fact, always face, the pandemic has simply added to the stress. We all need to play a part in providing access. Consider what we have experienced each time we have encountered someone wearing a mask that we must communicate with. For those of us who are deaf, the end to the mask mandates, for most of us, what WE are feeling in this moment is relief.

Thank you,
Andrea Michaluk

Ps I could not find Dr. NinhTran's contact info. Please forward this on to him and other humans who can benefit. Which is pretty much everyone.

<https://www.hamiltonhealthsciences.ca/share/clear-masks-help-patients-see-better-to-hear-better/>

Built Environment Working Group Meeting Notes

February 2nd, 2022

Virtual WebEx Meeting

4:00PM – 6:00PM

Those in Attendance: Tom Manzuk, James Kemp, Paula Kilburn, Patty Cameron, Aznive Mallett

Also in Attendance: Jessica Bowen

Those Absent: Jayne Cardno, Anthony Frisina,

1. Welcome and Introductions.
2. Approval of February 2nd Agenda: The agenda was approved.
3. HSR Response To December Meeting Questions:

At the December 7 BEWG meeting, Transit received a few requests for information etc., below is a summary of the concerns and the appropriate response. Can you please forward to the working group members for their information.

1. The working group would like to have an illustrated sample of all pictograms currently used by HSR on signs.

Response: HSR does not currently have a formal standard for the use of pictograms at HSR stops and shelters. There are a small number of icons that may appear on bus stop markers, including a decal of the front-side view of a bus and a logo for the HSR Bus-Check information telephone line. Going forward, as HSR reviews the information and branding of our stops, we may develop a more formal standard for use of pictograms, possibly leveraging existing standards such as the one developed by Metrolinx for GO transit stops. A core factor in developing such a standard would include usability and accessibility benefits and requirements. If/when HSR begins the work to develop such a standard, it will be brought forward to ACPD for input and review. In 2022, it is on HSR's Customer Experience & Innovation (CXI) team's workplan to explore opportunities to update the current design and branding of stop information, as part of a pilot initiative coming out of the (Re)envision the HSR project. The CXI team will share more information about that pilot project with ACPD at some point in 2022 as the initiative gets underway.

2. There was a request to have the full size route map installed at MacNab Terminal.

Response: At the present time, MacNab Terminal remains closed to the public. When it reopens, HSR's CXI team will review options for posting relevant wayfinding and trip planning information in the map display case and

units on the walls. We recognize the system map can provide a valuable high-level overview of the transit network for customers who are new to the system or traveling to a less familiar part of the city. The last update to the printed system map occurred in 2016 and the last update to the digital version occurred in 2019. During the pandemic, HSR has discontinued the mass printing of materials, including timetables and the system route map. Where possible, customers are encouraged to use the HSRnow real-time information products, including the new online trip planner and mobile app. These digital tools provide the most reliable information to customers, however we recognize that some people prefer to use or may only be able to access non-digital options. In 2022, it is on HSR's CXI team's workplan to explore opportunities to update the current design of the system route map for both digital and print purposes. A core factor in developing such an asset would include usability and accessibility benefits and requirements. If/when HSR begins the work to develop such an asset, it will be brought forward to ACPD for input and review. As part of the (Re)envision the HSR project, a network reconfiguration is planned - when it is implemented, it will be important to share customer information about changes to routes and schedules, and as part of that initiative, an updated approach and design for map information may also be considered.

3. There were concerns regarding the font size on bus stop signs.

Response: This will be considered as part of the scope of the initiative referred to in #1 above.

We discussed the possibility of adopting pictographic standards. We also discussed audible bus stops or using a smart phone to read QR codes.

4. Municipal Heritage Delegation Report: Paula gave us a brief update on her delegation to the Heritage Committee. It was a very productive meeting, the members being very engaged in the discussion of heritage vs. accessibility and they don't see it as opposition either. They are very willing to discuss making heritage sites more accessible. They are also supportive of the final changes we want to make to City Hall. Further communication between the two committees will continue going forward. They were surprised at how little time was left to meet the AODA deadline of 2025.

5. Sidewalk Patio Project Discussion: Tom wanted to arrange a discussion with them in the future. We listed issues like blocking paths of travel, blocking urban braille, no high contrast signage, no clear passing room, improper surfacing materials, transition gaps/raised edges.

6. Other Business: We discussed snow removal, we want photographic evidence of improperly cleared snow for the summer discussion with the City. Please send all of your photos with basic descriptors to Tom. Aznive raised the issue of no sidewalks in Ancaster and Stoney Creek and how the snow removal will not help it. We also discussed capital projects, discretionary funds and the upcoming changes to the code of conduct.

7. Adjournment.

**Built Environment Working Group Meeting Notes
April 5, 2022
Virtual WebEx Meeting
4:00PM – 6:00PM**

Those in attendance: Anthony Frisina, Aznive Mallett, Tom Manzuk, James Kemp, Patty Cameron, Jayne Cardno

Also in attendance: Jessica Bowen

Those Absent: Paula Kilburn, Lance Dingman

- 1. Mike Gladysz, Public Works Presentation (Postponed until May)**
- 2. Ken Coit, Heritage Facilities Presentation (Postponed until May)**
- 3. Jessica Bowen 2022 Capital Projects. Barrier Free Design Guidelines status**

Capital projects for this year limited to mechanical and maintenance projects

Discussions re: Sam Lawrence Park, Mountain Drive Park< HAAA Grounds, Carlisle Library, Mountain Park Field House, Wilfred Laurier Field house, etc. have already been reviewed by the Group

Revised Barrier Free Design Guidelines....still in a holding pattern.

4. Discussion: LRT Stop Design Guidelines

Plans to coordinate with TWG, and ACPD at large to have a field trip to KW to examine and review their LRT

Subsequently, invite Metrolinx to continue discussion re: platform design, landscape design etc.

5. Discussion: Sidewalk Design/Curb Cuts

Plans for a field trip coordinated with Mike Becke of Public Works including members of his Design, Construction and Maintenance teams to explain deficiencies and possible solutions for sidewalks and curb cuts.

6. Discussion: Sidewalk Dining/On-Street Patio Program

Sidewalk Dining Space issues to remain with BEWG while the On-Street Patio Program to be dealt with by OSPWG

7. Sidewalk Snow Removal 2022

Public Works to be invited within the next few months to objectively, and unemotionally discuss policies and procedures, given that the City will be providing Snow Removal on transit routes beginning this season.

Housing Working Group Meeting Notes

March 15th, 2022

Virtual WebEx Meeting

10:00AM – 12:00PM

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

Also in Attendance: Jessica Bowen

Those Absent: Robert Semkow, Sophie Geffros

1. Welcome and Introductions

2. Approval of March 15th Agenda: Agenda was approved with the removal of Jen Chivers as a presenter. She sent her regrets and will attend next month.

3. Approval of February 15th Meeting Notes: Meeting Notes were approved.

4. Housing and Homelessness Delegation Update: Chair provided an update of the delegation at the beginning of the month. The presentation seemed to go well, but there is no clear direction for working closer to this committee. They don't use working groups and seem to only receive presentations without acting on them.

5. Rising Stars Program with Lance Dingman: Lance explained some of the Rising Stars Program and that it is supposed to be a supportive form of housing for those that need it. Lance mentioned that he needs help in the program.
6. Review of Jayne's Letter Regarding Homelessness and Encampments: We read through the letter that Jayne wrote regarding homelessness and encampments. It is a very thorough and comprehensive letter regarding the costs and effects of some of Council's decisions on persons with disabilities and was well received. We discussed combining our efforts with other committees. While we will continue to discuss this issue, we feel the letter is a good first step. It should be on the agenda next month. Paula suggested reaching out to LGBTQ+.
7. Other Business: Paula informed us that she would be dropping out of Housing. Chair asked that she still be considered an honorary member as her experience would be required when it comes time to review accessibility of forms and accessibility of web sites. We also discussed CityHousing and Indwell and new constructions. CityHousing is trading up even on new buildings and doesn't seem to be gaining any units.

LRT affordable accessible housing construction. We also discussed combining forces with other like-minded groups.

8. Adjournment.

ACPD letter re Homeless Encampments

The Cities Advisory Committee for Person's with Disabilities with the mission to raise awareness of the impacts of disabilities, and to identify issues and make recommendations, preventing and eliminating barriers for persons living with disabilities would like to address the Homeless Encampments issue. The committee has learned of a number of trends that have exasperated the housing crisis especially for those with disabilities which can lead to homelessness.

The ACPD Committee also recognizes the difficulties surrounding and resolving homelessness and encampments. We encourage consideration be given to the long-term elimination of homelessness as well as the consequences of any short-term interventions. Solutions should consider multiple causes, including city policies and growing inequality and thereby work to end homelessness and the use of shelters for the long-term.

Multiple issues compound the problem of homelessness. The original crisis (losing a home) is repeated by dismantling encampments and the repeated trauma of numerous losses can spiral into unexpected and unintended consequences that damage mental health and interactions with law enforcement. As a result the homeless require greater health care, potential criminal charges and penalties and related costs, grow. Individuals impacted will take longer to recover and to meaningfully participate in society.

Because policy and practice were found to be central to the court determination regarding encampments the Municipality and Province must both re-evaluate related practices that unexpectedly can grow homelessness. Examples sit with the social assistance programs. Evidence, even when constrained by legal veracity, remains abundant that dismantling camps and the use of crowded shelters potentially harm and provide no form of long-term, safe solution. Related healthcare and emergency service costs continue to grow. Thus the ACPD subcommittee would like to raise concerns related to escalating costs of related disabilities and barriers to social inclusion.

- Stable housing is a Social Determinant of Health (SdoH) and people cannot lead productive lives, contributing to

the economy and maintaining family (are marginalized) when not properly housed.

- evidence indicates that the homeless experience significant health consequences, that exacerbate disabilities and exacerbate illness and chronic disease (SDoH) that prolong incapacity and can shorten their lives.

- Once an individual declines to homelessness their needs become more complex with more difficulty to connect to services (no phone) such as housing that stabilizes these individuals for employment.

- They lose the skills and abilities to manage their daily lives and are more likely to be given a mental health diagnosis.

- The lose the ability to advocate for themselves and their needs.

- Illnesses such as depression (often unrecognized) leading to disability are tied to the lost of work, home, family or an accident) and initial problems multiple and accumulate.

- Shelters are not suitable for those with any form of disability – they exacerbate health concerns such as mental health, addiction and depression and increase the potential for harm, acting out and desperate actions. Often nearby facilities and businesses have has to increase

security while events requiring emergency response continue to grow as displaced persons seek shelter and assistance.

-Dismantling encampments without anything better is replicating and repeating the trauma of previous losses and does little to change their circumstances.

Constructive action for long-term resolution will undoubtedly be less costly and damaging. The ACPD fully supports action that includes working with existing groups that have a front-line knowledge of the problems.

Inequality and related policy and practice are implicated in growing and sustaining homelessness and must be acknowledged and addressed.

* SDoH Social Determinants of Health

Update: Ability First Accessibility Event – October 5, 2022

The Outreach Working Group has put in an application for the Accessibility Fair in October. It is on October 5th in City Hall and in the Forecourt. We will start at 11:00AM and finish at 3:30PM with setup and teardown taking an hour before and after. We have asked for water and power and will have to fill out more forms for the food trucks at a later date. We have signed up for the City's Gameday insurance. We do not have fixed costs on this rental application yet, but will update when we do. Activities include vendor tables, informational tables, guest speakers, product demonstrations, accessibility obstacle courses and more.

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES**

Transportation Working Group

Tuesday, 26 April 2022, 4 – 6 pm

Virtual via WebEx

Attendance: Shahan Aaron (chair), Paula Kilburn, Aznive Mallett, Tom Manzuk, Anthony Frisina, Kim Nolan, James Kemp, Mark McNeil

ATS: Jay Adams, Michelle Martin

ATS-DARTS: Kathy McVicars, Mark Mindorff

Guest: Tim Nolan

AGENDA ITEMS:

1. Welcome, Introductions and Land Acknowledgement

Received

2. Review March 2022 Meeting Notes

Reviewed

3. Discussion Items

a. ATS Team updates and discussion

- Policies versus rules and regulations regarding paratransit

Policies are by ATS

Procedures and rules are by DARTS

Passenger service policies are with ATS

DARTS policies are for employee and internal policies

Regular vendor compliance is done

If the pickup was outside pick up window

3-page aggregate data from ATS to TWG is requested

Quarterly report with YTD info including complaints

2005 Settlement: Severity of rides and cancellations

Point system reduces staff time

- Revised application form

Added details for long term care facilities

Connect with Paula by Michelle to test screenreader

Jaws doesn't recognize all types of documents

Fillable word document is an alternative

Vertical orientation of data, 1 input box per line

- IVR project touchpoint

On going – 2 people with pilot project

- Information for TWG regarding working with ASL interpreters and captioners for the 2021 Annual Accessibility Event

Discuss at ACPD

Live close captioning is best

b. AODA Compliance Review Discussion

- Excerpt from Integrated Accessibility Standards:
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.

TWG Review: 35 (1) There is an active policy. Review current policy. What does the operator do when audible announcement is not working? There should be policy on audible announcements. Driver should know what needs to be done. Standardized training.

Operator responsible for reporting broken system
Driver should be announcing the spots

Bus stop announcement are to be done at all times
Human rights case by David Lapofsky
Noncompliance is violation of human rights order

Current system is punitive towards passenger not service

905 527 4441, 8 am – 4 pm, file HSR complaint
hsrserve@hamilton.ca

Ramp angle on curbs, DARTS will find out more information

Investigation to be followed

- Excerpt from Integrated Accessibility Standards:
Accessibility training

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.

(2) The accessibility training shall include training on,

(a) the safe use of accessibility equipment and features;

(b) acceptable modifications to procedures in situations where temporary barriers exist or

accessibility equipment on a vehicle fails;
and

(c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.

(3) Conventional transportation service providers and specialized transportation service providers shall 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.

TWG Review: 36 Operational Item? What's in the training? What's going on?

Recent review of AODA shows compliance

Is the training consistent with all operators?

On DARTS end, there is consistency

Each driver signs off on each step

No re-education on training for HSR drivers

No refresher training

Re-envision is used learn new things

Report to be brought to TWG, quarterly for accountability

Report on implementation and actions taken

HSR complaining helps with retraining

No feedback provided back to the customer who complained

People are tired of complaining

There's no penalty for DARTS or HSR

It's only for passengers

c. Delegation feedback

Deferred

4. Report to and discussion with ACPD

a. Policies are by ATS

Procedures and rules are by DARTS

Passenger service policies are with ATS

DARTS policies are for employee and internal policies

b. Revised ATS application

Better accessibility for fillable document is being worked on

5. Discussion of Agenda Items for next meeting
 - a. ATS updates and discussions
 - b. AODA compliance review

6. Adjournment by Shahan Aaron at 6:08 PM

Strategic planning working group meeting notes

Thursday, April 7, 2022

Present: Anthony, Jayne, James, Paula, Tim, Tom, Aznive.

Regrets: Mark, Patty

1. Tim provided a review of how and why ACPD was created. We are a legislative committee under the AODA.
2. It was decided SPWG would meet on the Thursday following ACPD meetings from 3 PM until 5 PM. This will allow us to deal with new issues that arise. As I am not available on Thursday, April 14 I will suggest that we meet on Thursday April 21st 2020 from 3 PM until 5 PM, pending other working group members availability. Starting in May we should meet on Thursday May 12. From then on the second Thursday of each month.
3. Transportation motion will be discussed further at the next SPWG meeting on April 15th 2020.
4. Accommodation support and resources motion has been circulated to SPWG and TWG members for final edit.

Could possibly be presented on April 7, 2020 ACPD meeting.

5. Selection committee motion is not time sensitive and will be finalized and brought forward to ACPD in the next few months.

Meeting adjourned at 4:40 PM

Accessible Open Spaces and Parklands Meeting Notes February 23, 2022

Brief discussion about the proper name for this group and its acronym. Plenty of different opinions re: what ACPD versus what Council called the group. Final decision is it likely does not matter much since the group is temporary though it will likely last beyond the end of this term of ACPD. Settled on the Open Spaces and Parklands Working Group with the acronym OSPWG.

Working group chair was selected. Tim gets the nod.

Terms of reference will be discussed further at the next meeting. Paula will disseminate the BEWG terms which will be a starting point for the OSPWG. This will enable the group to look at what should and should not be in scope and to address any potential overlap with BEWG.

Meghan and Cynthia to be invited to the next meeting so they can also have input to the terms from the staff perspective. They can, hopefully, also provide some insight into the scope of work they wish to accomplish. Tim to reach out to Carrie for the contact coordinates of both Cynthia and Meghan.

Group decided to meet the fourth Wednesday of each month at 1:30 p.m.

A lot of discussion about outdoor dining and the Council decision to make the program permanent despite the amendments to the Planning Committee report recommendation. Discussion also ensued re: whether outdoor dining should be under the BEWG or OSPWG. Decided to defer this discussion and decision to the next meeting where we can review terms with thoughts from Meghan and Cynthia.

**Outdoor Spaces and Parklands Working Group
March 23, 2022
Meeting Notes**

Present: Aznive Mallett, Tom Manzuk, Meghan Stewart,
Tim Nolan

Late arrivals: Mark McNeil, Kim Nolan

Regrets: James Kemp, Cynthia Graham

Resignation: Paula Kilburn

1. Welcome and introductions

Introductions were had. Meghan is director of architectural services for landscaping. We are very pleased to have Meghan join the group or another staff member in her place for future meetings. Regrets were received by a few folks: James, Cynthia and Kim.

2. Review Agenda

All agreed it is fine

3. Review Notes of the February 23, 2022 meeting

Notes of February 23, 2022 are fine. Notes can be sent to the Clerk for the April ACPD agenda package.

4. Review Draft Terms of Reference

Purpose is acceptable.

Scope needs an upfront statement that the WG will address only 'city owned or leased' properties. Remove botanical gardens and conservation areas (but we will reach out to the CA and RBG to enquire of their interest to pursue any accessibility guidelines arising from the work of this group). Discussion about golf courses but leave it for now

Meghan asked about outdoor dining. Discussed the various issues with where dining belonged. All agreed to leave the dining aspect with OSPWG while sidewalks remain with BEWG. Meghan will get a planning department contact for the dining aspect of work. Otherwise scope is good.

Discussion about staff support of ACPD working groups. Given the nature of this group's work and the need for technical interpretation and development of standards or regulations it seems to make sense that staff take on this obligation. Meghan will take the staff support item back to Jessica Bowen.

Design and standards undertaken by staff is okay

Technical standards okay.

Meetings schedule is okay. Clarify meetings will be 1:30 to 3:30 p.m. All other meeting stuff is okay. Workplan is okay.

Activities section is okay.

With edits to be made, per the above, the Terms are okay.

5. Review staff support to the working group, taking notes, creating a database of newly developed guidelines, standards, etc.

All good per the above discussion re: staff support

6. Development of Work Plan (for the next 6 months)

Tabled to the next meeting

7. Regular reports to Council (?)

There will be regular monthly reports to ACPD then to GIC on the progress of the working group. One final report and document at the end including any regulations from staff is best.

8. Review CNIB outdoor dining guidelines

Tabled to the next meeting. Tim to send the guidelines to all again.

9. Review 2 (two) additional sets of guidelines (see below)

Tabled to the next meeting. Tim to send out the links again for folks to review.

<http://www.designable.ca/accessible-patio-design.html#:~:text=100%25%20of%20all%20seating%20must,route%20without%20blocking%20the%20accessible>

<https://www.orhma.com/Portals/0/PDF%20Files/GovtRelations/Accessibility/DiningOut2004.pdf>

10. List of items or motions to be sent to ACPD for its approval at the April 12, 2022 meeting (Tim's to do)

Notes of February 23 and March 23 to be sent to the LA
Circulate March notes to WG first for comment

Updated terms to be sent to the LA

Meghan will follow up with Jessica re: staffing

Meghan to provide contacts for botanical gardens,
conservation and planning department for future work

11. Next meeting date and time

Wednesday, April 28, 2022 1:30 p.m.

12. Adjournment

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY A. MALLET.....

SECONDED BY.....

**Appointment of Tim Nolan to the Transportation
Working Group of the Advisory Committee for
Persons with Disabilities**

That Tim Nolan be appointed to the Transportation
Working Group of the Advisory Committee for Persons
with Disabilities.

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY A. MALLETT.....

SECONDED BY.....

Reimbursement for the Purchase of Plants as Get-Well Gifts

That reimbursement to Aznive Mallett, in the amount of \$37.26, including HST, for the purchase of plants from House of Flowers in Ancaster as get-well gifts for two members of the Advisory Committee for Persons with Disabilities, be approved.

Customer Order					
DATE	A.M.	P.M.	CHARGE	C.O.D.	PAID
SEND TO					
Official Receipt					
54 Wilson Street West Ancaster, L9G 1N2			PHONE		
T: 905 304			905 304 575		
DESCRIPTION					
bamboo			19.99		
6" potted plant			12.99		
			tax 4.28		
			total 37.26		
CARD					
HOUSE OF FLOWERS					
54 WILSON STREET WEST					
ANCASTER, ONTARIO L9G 1N2					
(905) 304-ROSE					
7643					
.....					
CHARGE TO					
Joie Davis Floral Manager.					
WIRE			PHONE CODE NO.		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IN	OUT	FTD	TF	OTHER	
Design			Litho VN OF0600 ©2007		

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY P. KILBURN.....

SECONDED BY.....

**Policies and Procedures to Rescue and Safely
Transport Stranded Pedestrians and their Mobility
Devices**

WHEREAS, there have been an alarming increase in encounters between pedestrians and vehicles in recent months;

WHEREAS, persons with disabilities, especially those who use mobility devices, are particularly vulnerable as pedestrians;

WHEREAS, persons who use mobility devices are susceptible to having their devices malfunction, stranding them in precarious traffic situations; and

WHEREAS, the Advisory Committee for Persons with Disability (ACPD), have advised stakeholders including the Police Service, Fire Department, Paramedic Service, Hamilton Street Railway (HSR), Disabled and Aged

Regional Transportation Service (DARTS), Taxicab Companies and Mobility Device Repair Contractors of the need for a coordinated rescue plan in the City of Hamilton for persons who experience an incapacitated mobility device.

THEREFORE, BE IT RESOLVED:

That staff be directed to investigate developing policies and procedures to rescue and safely transport stranded pedestrians and their mobility devices to an appropriate secure location.

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY T. NOLAN.....

SECONDED BY.....

**Advisory Committee for Persons with Disabilities
Guidance to Hamilton BIA Communities on How to
Make Outdoor Dining Locations Fully Accessible**

WHEREAS, Council approved the Permanent Program for Temporary (seasonal) Outdoor dining Patios in the City of Hamilton, effective in 2022;

WHEREAS, the Temporary Outdoor dining Patios Program was made permanent by City Council in spite of the concern of the Advisory Committee for Persons with Disabilities (ACPD) that there were no specific provisions or obligations for outdoor dining facilities to be accessible and no prohibition to occupying pedestrian pathways; and

WHEREAS, there are opportunities to help make outdoor dining facilities accessible through consultation with the ACPD and its Accessible Outdoor Spaces and Parklands Working Group.

THEREFORE, BE IT RESOLVED:

That the Advisory Committee for Persons with Disabilities (ACPD), in collaboration with the ACPD Outreach Working Group, work with staff to develop print materials for dissemination to Hamilton BIA communities to provide guidance on how to ensure outdoor dining is fully accessible including space, facilities, amenities and services; and

That the Hamilton BIA communities be advised that the ACPD and its Accessible Outdoor Spaces and Parklands Working Group are available to establishments that have outdoor dining facilities should they require advice or guidance on how to make their outdoor dining locations fully accessible including their space, facilities, amenities and services.

CITY OF HAMILTON

M O T I O N

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY J. CARDNO.....

SECONDED BY.....

**Correspondence to the General Issues Committee
Respecting Homeless Encampments**

That the correspondence to the General Issues
Committee with Disabilities respecting Homeless
Encampments attached as Appendix "A", be approved

Appendix A to Motion respecting
Correspondence to the
General Issues Committee

To: City of Hamilton, General Issues Committee

From: Advisory Committee for Persons with Disabilities

Re: Homeless Encampments

The mission of the City of Hamilton's Advisory Committee for Persons with Disabilities (ACPD) is to identify and raise awareness of the barriers that impact the lives of persons with disabilities and to make recommendations on how to prevent and eliminate barriers.

The ACPD has learned of a number of trends that have exasperated the housing crisis especially for those with disabilities which can lead to homelessness. The ACPD recognizes the difficulties surrounding and resolving homelessness and encampments and encourages that consideration be given to the long-term elimination of homelessness as well as the consequences of any short-term interventions. Solutions should consider multiple causes, including City policies and growing inequality and work to end homelessness and the use of shelters for the long-term.

Multiple issues compound the problem of homelessness. The original crisis, losing a home, is repeated by dismantling encampments and the trauma of numerous losses can spiral into unexpected and unintended consequences that can damage mental health and can lead to interactions with law enforcement. As a result, the homeless require greater health

Appendix A to Motion respecting
Correspondence to the
General Issues Committee

care, face potential penalties and/or criminal changes and escalating costs related thereto. Individuals impacted can take longer to recover and to meaningfully participate in society.

Because policy and practice were found to be central to the court determination regarding encampments in Hamilton, the municipality and the province must re-evaluate related practices that unexpectedly can cause homelessness. Evidence, even when constrained by legal veracity, remains abundant that dismantling camps and the use of crowded shelters potentially harm and provide no form of long-term, safe solution. Related health care and emergency service costs continue to increase. Thus, the ACPD would like to raise concerns related to escalating costs of disabilities and barriers to social inclusion:

- Stable housing is a Social Determinant of Health (SdoH). People who are not properly housed become marginalized. They cannot lead productive lives, contribute to the economy and maintain family.
- Evidence indicates that the homeless can experience significant health consequences that can exacerbate disabilities, illness and chronic disease, prolong incapacity and shorten their lives.
- Once an individual declines to homelessness, their needs become more complex with more difficulty to connect to

Appendix A to Motion respecting
Correspondence to the
General Issues Committee

services such as housing that stabilizes these individuals for employment. They lose the skills and abilities to manage their daily lives and are more likely to be given a mental health diagnosis. They lose the ability to advocate for themselves and their needs.

- Illnesses such as depression, which are often unrecognized, lead to disability and are associated with loss of work, home, family or an accident and initial problems multiply and accumulate.
- Shelters are not suitable for people with any form of disability as they exacerbate health concerns such as mental health, addiction and depression and increase the potential for harm, acting out and desperate actions. Often nearby facilities and businesses have to increase security while events requiring emergency response continue to grow as displaced persons seek shelter and assistance.

Dismantling encampments without anything better is replicating and repeating the trauma of previous losses and does little to change a person's circumstances. Constructive action for long-term resolution will undoubtedly be less costly and damaging. The ACPD fully supports action that includes working with existing groups that have front-line knowledge of the problems. Inequality and related policy and practice are implicated in increasing and sustaining homelessness and must be acknowledged and addressed.

CITY OF HAMILTON

MOTION

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY A. MALLET.....

SECONDED BY.....

Invitation to Dr. Lovaye Kajiura, McMaster IMPACT Initiative, to Attend a Future Meeting of the Advisory Committee for Persons with Disabilities

WHEREAS, the McMaster IMPACT Initiative is an interdisciplinary collaboration that engages students and volunteer clients in a learning process whereby students come together to understand, appreciate and address challenges experienced by our aging population and people living with disabilities; and

WHEREAS, Dr. Lovaye Kajiura is one of the co-leaders of the McMaster IMPACT Initiative.

THEREFORE, BE IT RESOLVED:

That Dr. Lovaye Kajiura be invited to attend a future meeting of the Advisory Committee for Persons with Disabilities to present respecting the McMaster IMPACT Initiative.

CITY OF HAMILTON

MOTION

**Advisory Committee for Persons with Disabilities:
May 10, 2022**

MOVED BY A. MALLETT.....

SECONDED BY.....

**Invitation to the Director of Transit, City of Hamilton,
to Attend a Future Meeting of the Advisory
Committee for Persons with Disabilities**

WHEREAS, the Advisory Committee for Persons with Disabilities will benefit from meeting with the City of Hamilton’s Director of Transit to discuss topics of interest to the Advisory Committee for Persons with Disabilities related to Transit Services;

THEREFORE, BE IT RESOLVED:

That the City of Hamilton’s Director of Transit be invited to attend a future meeting of discuss topics of interest to the Advisory Committee for Persons with Disabilities related to Transit Services.

13.3

Advisory Committee for Persons with Disabilities (ACPD)

Presenters List as of May 10, 2022

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

- (a) **Invitee:** Denise Davy, author of *Her Name Was Margaret: Life and Death on the Streets*
Issue:
Date Action Initiated: October 12, 2021, Advisory Committee for Persons with Disabilities Report 19-011, Item 4(a).
Status: Ongoing – Invitation sent to attend a future meeting.

- (b) **Invitee:** Crisis Outreach and Support Team (COAST)
Issue: To discuss the services that they provide to those with mental health issues and who are in crisis.
Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 4.
Status: On-going. Invitation sent to attend a future meeting.

- (c) **Invitee:** The Honourable David Onley, former Lieutenant Governor of Ontario
Issue: To present his views on a “Post-Pandemic World”.

Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 5.

Status: On-going. Invitation sent to attend a future meeting.

(d) **Invitee:** Sherry Caldwell of the Ontario Disability Coalition

Issue: To present respecting issues that are negatively impacting independence and healthy life for persons with disabilities.

Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 6.

Status: On-going. Invitation sent to attend a future meeting.

(e) **Invitee:** Sara Mayo, Geographical Information Systems Specialist, Social Planning & Research Council of Hamilton

Issue: To discuss findings of the relationship between poverty and disability across the City of Hamilton.

Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 7.

Status: On-going. Invitation sent to attend a future meeting.

- (e) **Invitee:** Rich Padulo, Founder of Treat Accessibly
Issue: To discuss the Treat Accessibly campaign.
Date Action Initiated: February 8, 2022, Advisory Committee for Persons with Disabilities Report 22-002, Item 8.
Status: On-going. Invitation sent to attend a future meeting.