



**City of Hamilton**

**ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES  
REVISED**

**Meeting #:** 23-002  
**Date:** February 14, 2023  
**Time:** 4:00 p.m.  
**Location:** Room 264, 2nd Floor, City Hall  
(hybrid) (RM)  
71 Main Street West

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

---

**Pages**

**1. CEREMONIAL ACTIVITIES**

**2. APPROVAL OF AGENDA**

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

**3. DECLARATIONS OF INTEREST**

**4. APPROVAL OF MINUTES OF PREVIOUS MEETING**

4.1 January 10, 2023

5

**5. COMMUNICATIONS**

**6. DELEGATION REQUESTS**

**7. DELEGATIONS**

- 7.1 Elaine Logie, Hamilton Disability Employment Network, respecting Serving Persons with Disabilities in Finding Employment (approved January 10, 2023)

## 8. STAFF PRESENTATIONS

- \*8.1 Transit Fare Equity Program (no copy) - WITHDRAWN
- 8.2 Accessibility Award Program (no copy)

## 9. CONSENT ITEMS

- 9.1 Built Environment Working Group Update
- a. Built Environment Working Group Outstanding Business List 2018-2022 Term 17
- 9.2 Housing Issues Working Group Update
- a. Housing Issues Working Group Meeting Notes - January 17, 2023 19
- 9.3 Outreach Working Group Update
- a. Outreach Working Group Meeting Notes - January 17, 2023 33
- b. Outreach Working Group Outstanding Business List, February 2023 37
- 9.4 Transportation Working Group Update
- a. Transportation Working Group Meeting Notes - January 24, 2023 41
- 9.5 Strategic Planning Working Group Update
- a. Strategic Planning Working Group Accomplishments 2018-2022 Term 53

9.6 Accessible Open Spaces and Parklands Working Group Update

- a. Accessible Outdoor Spaces and Parklands Working Group Accomplishments 2018-2022 Term 55

**10. PUBLIC HEARINGS**

**11. DISCUSSION ITEMS**

- 11.1 Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities (no copy)

**12. MOTIONS**

- 12.1 Transfer of the Remaining Funds from the 2022 Advisory Committee for Persons with Disability Budget to the Reserve 59

**13. NOTICES OF MOTION**

**14. GENERAL INFORMATION / OTHER BUSINESS**

- 14.1 Accessibility Complaints to the City of Hamilton (no copy)

- 14.2 Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Update (no copy)

- 14.3 Presenters List for the Advisory Committee for Persons with Disabilities 61

**15. PRIVATE AND CONFIDENTIAL**

**16. ADJOURNMENT**





Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES  
MINUTES 23-001**

4:00 p.m.

Tuesday, January 10, 2023

Room 264, 2nd Floor

Hamilton City Hall

71 Main Street West

---

**Present:** A. Mallett (Chair), J. Kemp (Vice-Chair),  
S. Aaron, P. Cameron, J. Cardno,  
L. Dingman, A. Frisina, L. Janosi, T. Manzuk,  
T. Murphy, K. Nolan, T. Nolan, R. Semkow

**Absent**

**with Regrets:** M. Dent, C. McBride, M. McNeil

---

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. Establishing an Annual Accessibility Event (Item 12.1)**

**(Kemp/Manzuk)**

WHEREAS, the Advisory Committee for Persons with Disabilities' (ACPD) Outreach Working Group's main objective is to explore partnership opportunities with other community agencies and organizations as well as outreach with the public;

WHEREAS, the ACPD's Accessibility Fair 2022 "Ability First" was considered successful for an inaugural event;

WHEREAS, the event consisted of twenty-five stakeholder, local organization, and City department stations as well as six interactive events;

WHEREAS, the participants of the event have expressed interest in attending and participating in any future events organized by the ACPD; and

WHEREAS, events such as the Accessibility Fair provide opportunities for collaborations, networking, public education and direct informational conduits from members of the public to members of City Council.

THEREFORE, BE IT RESOLVED:

- (a) That an annual Accessibility Event organized by the Advisory Committee for Persons with Disabilities, be approved;
- (b) That City staff be directed to provide support and assistance to the Advisory Committee for Persons with Disabilities for the annual Accessibility Event, subject to their availability;
- (c) That the 2023 Advisory Committee for Persons with Disabilities be authorized to use up to \$8,000 from the Volunteer Committee Reserve (#112212) to fund the Accessibility Event; and
- (d) That the funding for future Accessibility Events be considered within the Advisory Committee for Persons with Disabilities' annual budget submission.

**CARRIED**

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

The Committee Clerk advised that there were no changes to the Agenda.

**(Dingman/McNeil)**

That the Agenda for the January 10, 2023, meeting of the Advisory Committee for Persons with Disabilities, be approved.

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

There were no declarations of interest.

**(c) APPROVAL OF MINUTES OF THE PREVIOUS MEETING (Item 4)****(i) October 11, 2022 (Item 4.1)****(ii) December 13, 2022 (Item 4.2)****(Kilburn/T. Nolan)**

(a) That the October 11, 2022, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.



- (b) That the December 13, 2022, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, ***as amended, to note James Kemp's opposition to the motion respecting Snow Clearing By-law Review.***

**CARRIED**

**(d) DELEGATION REQUESTS (Item 6)**

- (i) **Elaine Logie, Hamilton Disability Employment Network, respecting Serving Persons with Disabilities in Finding Employment (for a future meeting) (Item 6.1)**

**(Cameron/Kilburn)**

That the delegation request from Elaine Logie, Hamilton Disability Employment Network, respecting Serving Persons with Disabilities in Finding Employment, be approved, for a future meeting.

**CARRIED**

**(e) CONSENT ITEMS (Item 9)**

- (i) **Consent Items (Items 9.1-9.6)**

**(Kemp/Dingman)**

That the following updates and meeting notes, be received:

- (1) Built Environment Working Group Update  
(Item 9.1)
  - (aa) Built Environment Working Group  
Standing Agenda Items (Item 9.1(a))
- (2) Housing Issues Working Group Update (Item  
9.2)
  - (aa) Housing Issues Working Group Meeting  
Notes – October 18, 2022 (Item 9.2(a))
  - (ab) Housing Issues Working Group Meeting  
Notes – November 15, 2022 (Item  
9.2(b))
- (3) Outreach Working Group Update (Item 9.3)
- (4) Transportation Working Group Update (Item  
9.4)
- (5) Strategic Planning Working Group Update  
(Item 9.5)
- (6) Accessible Open Spaces and Parklands  
Working Group Update (Item 9.6)

**CARRIED**

**(f) DISCUSSION ITEMS (Item 11)****(i) Review of Code of Conduct for Local Boards  
(Item 11.1)****(Kemp/Janosi)**

That the Code of Conduct for Local Boards, be received, with no comment.

**CARRIED****(ii) Delegation to the General Issues Committee  
respecting a staff report on Built Environment  
Working Group Work Plan as directed by GIC  
Report 21-006, Item (h)(i) (Item 11.2)****(Cameron/Cardno)**

That Tom Manzuk be authorized to delegate to a future meeting of the General Issues Committee on behalf of the Advisory Committee for Persons with Disabilities respecting the staff report on the Built Environment Working Group's Work Plan.

**CARRIED****(T. Nolan/Cardno)**

That Planning and Economic Development staff be invited to a future meeting of the Advisory Committee for Persons with Disabilities to present respecting the staff report on the Built Environment Working Group's Work Plan.

**CARRIED**

**(iii) Delegation to the General Issues Committee respecting a staff report on Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices as directed by GIC Report 22-012, Item 10(e) (Item 11.3)**

**(Murphy/Dingman)**

That Aznive Mallett and Paula Kilburn be authorized to delegate to a future meeting of the General Issues Committee on behalf of the Advisory Committee for Persons with Disabilities respecting the staff report on Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices.

**CARRIED**

**(T. Nolan/Kilburn)**

That Public Works staff be invited to a future meeting of the Advisory Committee for Persons with Disabilities to present respecting the staff report on Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices.

**CARRIED**

A. Mallett relinquished the Chair to J. Kemp.

**(iv) Working Group Achievements Summary for the 2018-2022 Term**

A. Mallett reminded Working Group Chairs to provide a summary of Working Group achievements for the 2018-2022 Term.

A. Mallett assumed the Chair.

**(g) GENERAL INFORMATION / OTHER BUSINESS  
(Item 14)**

**(i) Accessibility Complaints to the City of Hamilton (Item 14.1)**

No update.

**(ii) *Accessibility for Ontario with Disabilities Act, 2005 (AODA)* (Item 14.2)**

No update.

**(iii) Presenters List for the Advisory Committee for Persons with Disabilities (Item 14.3)**

No update.

**(iv) Delegation to the Public Works Committee respecting a staff report on Accessible Transportation Services Eligibility Audit**

**Management Response Update (Added Item  
14.4)****(T. Nolan/K. Nolan)**

- (a) That up to four members of the Advisory Committee for Persons with Disabilities, including Aznive Mallett, James Kemp, Tim Nolan and Anthony Frisina, be authorized to delegate to a future meeting of the Public Works Committee respecting a staff report on Accessible Transportation Services Eligibility Audit Management Response Update; and
  
- (b) That staff be directed to publish the report respecting Accessible Transportation Services Eligibility Audit Management Response Update earlier than the five days prescribed by Council's Procedural By-law to provide the opportunity for the members of the Advisory Committee for Persons with Disabilities to review and prepare comments.

**CARRIED**

**(h) PRIVATE AND CONFIDENTIAL (Item 15)**

**(i) Closed Session Minutes – December 13, 2022**

**(Cameron/Murphy)**

That the Closed Session minutes of December 13, 2022 be approved as presented and remain confidential.

**CARRIED**

**(i) ADJOURNMENT (Item 16)**

**(Murphy/Frisina)**

That there being no further business, the Advisory Committee for Persons with Disabilities, be adjourned at 5:49 p.m.

**CARRIED**

Respectfully submitted,

Aznive Mallett, Chair  
Advisory Committee for  
Persons with Disabilities

Carrie McIntosh  
Legislative Coordinator  
Office of the City Clerk





## 9.1(a)

### Advisory Committee for Persons with Disability

#### Built Environment Working Group

#### 2018-2022 Term

#### Outstanding Business List

- LRT Stop Design Guidelines
- City of Hamilton Built Environment Design Guidelines
- City Facility Accessible Washroom Audit
- Parkland furniture design
- Sidewalk design including “urban Braille” & Curb Cuts
- Sidewalk Accessibility re: On-street Patio Program
- Sidewalk Utility Vault concerns
- Sidewalk Snow Removal
- Annual Capital Projects List to aid in identifying projects for monitoring/inspection.
- Accessible Pedestrian Signal Placements
- Consultation with Heritage Advisory Committee re: Accessibility Guidelines in City Facilities
- Follow-up on Accessibility at:
  - Carlisle Library
  - Mountain Park Field House
  - Sir Wilfred Laurier Field House
  - HAA Grounds
  - Lister Block
  - City Hall
- Tour of Lister Bock re: previously noted deficiencies.

## **9.1(a)**

- Tour of 690 Stonechurch Rd. W. (City Housing Hamilton) re: previously noted deficiencies.
- Tour of 500 Macnab St. N. (City Housing Hamilton) to identify possible Accessibility issues.
- Resolution of Work Plan (formerly known as Terms of Reference) still with Staff to be approved by Council

### **Stonecutter's Credo**

When nothing seems to help, I go and look at a stonecutter hammering away at his rock perhaps a hundred times without as much as a crack showing in it. Yet at the hundred and first blow it will split in two, and I know it was not that blow that did it, but all that had gone before.

-Jacob Riis

## 9.2(a)

### Housing Working Group Meeting Notes

January 17<sup>th</sup>, 2023

Virtual WebEx Meeting

10:00 AM – 12:00 PM

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

**Also in Attendance:** Lina Khalil

1. **Welcome**
2. **Approval of January 17<sup>th</sup> Agenda:** Agenda was approved with the addition of Rising Star to other business.
3. **Approval of HWG's October Meeting Notes:** Meeting notes were approved.
4. **Approval of HWG's November Meeting Notes:** Meeting notes were approved.
5. **CityHousing Recommendation Report**  
**Discussion:** Before we began, Jayne wanted to point out that the CityHousing Board has been expanded and now contains 14 Councillors. She

## 9.2(a)

suggested that we draft a letter about our concerns and direct it to the Board as a corporate entity. She suggested that we could avoid this review and just draft the letter. The Chair responded that it was a good idea to draft a letter and we will probably do just that, but there is no reason not to finish the review as we have already put a lot of work into it and it doesn't make sense to put all our eggs in one basket.

- a. **Employers over 50 people are required to be level AA Compliant and AA Web Accessible Compliant as of the beginning of 2021:** We discussed the problem the City is having with this issue, especially since the website migration. Despite their best efforts, there are problems on the websites and reportedly, there is still problems filling out online forms. CityHousing should perform their own review of the system periodically in order to ensure it is accessible.
- b. **New Picnic Tables, Benches and Other Seating Must Be Installed On Level, Hard Surfaces and Connected to Accessible Pathways:** We started to discuss how there is no complaint process regarding accessibility issues on the CityHousing properties. Chair suggested that having the

## 9.2(a)

property manager as the person to complain to is not fair or effective; that people will be too afraid of being labeled a problem tenant to raise important issues and ask for accommodation. Tom suggested that we recommend something like an ombudsman to deal with these issues. This led Jayne to question if this is in HWG's mandate or even AODA related. Paula replied that it is related, but we do not have to restrict ourselves to the AODA, that our mandate refers to accessibility issues for person with disabilities and this is well in our purview. Jayne raised concerns that it would be perceived as an overreach to the new Council and wanted to have a positive relationship with the new Councillors. Chair responded that we aren't trying to be confrontational, only recommending what we perceive as the best way to improve accessibility for all. Chair also agreed with Tom about the ombudsman and went further to say there needs to be someone to raise other issues like modifications in the home.

- c. **Playgrounds Need to Be Fully Accessible and Those With Disabilities Should Be Consulted Before Construction:** This was a similar issue as above, that a separate person or department in CityHousing should be responsible to oversee

## 9.2(a)

these kinds of constructions as well as provide a complaint avenue. Paula suggested we reach out to Megan or Cynthia from the Parks Department as these playgrounds are owned by the City. Chair pointed out that they are owned by an arms length corporation of the City and the Parks Department has no jurisdiction there.

- d. **Required to Follow IASR Guidelines Regarding Accessible Parking Spaces:** We will have to return to this due to CityHousing trying to unify the parking policies across all buildings. Currently they are all different.
- e. **If Service Counters are Offered at Least One of Them Needs to Be Fully Accessible:** While Amanda explained that the service counter on the third floor is in compliance with minimum AODA guidelines, she had to agree that there could be improvements made like contrasting markings or tactile strips or signage using pictograms. An in-house accessibility department can make sure that CityHousing is not only in compliance, but is trying to be as inclusive as possible.
- f. **At least 3% of Seating Needs to Be Able to Fully Accommodate All Mobility Devices:** We

## 9.2(a)

discussed how Amanda explained that all common areas would be accessible by 2027. This led to a discussion on what a common area was and how they differ from building to building. We also discussed how an in-house accessibility department could help unify policy over all buildings. This led to a discussion on problem buildings and how they have been completely locked down. Jayne raised several issues with Vanier Towers. She also cited recent accessibility improvements at 500 MacNab and suggested that the corporate communication also include congratulations on this issue.

- g. Housing Providers are Required to Have Maintenance Plans in Place to Ensure That the AODA is Being Adhered to Despite the Disruptions:** Chair began this discussion by giving a little background on contractor experiences as a CityHousing tenant citing in particular, the complete replacement of all windows in the building. The contractor was destructive to property, blocked accessibility paths for weeks, took no extra steps to ensure safe work inside apartments, took over both elevators and when a complaint was made, the project manager sent the contractor to the persons door to address their concerns. This experience

## 9.2(a)

was recreated at all buildings across the city according to other tenants from other buildings. Other major work across all buildings include, Lighting, Heating and Toilets. No accessibility consultation or accommodations were offered. Paula pointed out that people using social housing don't seem to be given any choices with these major upheavals. Lance suggested a complaint process again for this. Jayne pointed out that Councillor Wilson has raised the issue about no complaint process in CityHousing and again suggested a letter to the corporation.

- h. Accessibility, Sensitivity and Accommodation Training Must be Provided to All Employees, Contractors and Volunteers:** Chair started by saying this issue is very similar to the last. The requirement of AODA training is in no way sufficient to address accommodation and sensitivity needs that arise. Jayne asked if we could request the required training provided. Lance suggested using some sort of peer support for this if funding could be found.
- i. Housing Providers Must Place Notice and Bulletin Boards at Accessible Levels:** Chair began by saying that in his experience, no



## 9.2(a)

CityHousing buildings have bulletin boards at accessible heights and also recognized that it won't help those with vision loss no matter the height. Paula pointed out that Mary had been trying to address this issue as well as providing various languages. Jayne said she remembered that there was a staff member working on the multilingual issue, but can't say if it went anywhere.

**j. Leaving Notices of Entry on Doors is Not Enough With Disabled Tenants. They May Not Leave Very Often and Wouldn't See the Notice With Enough Time. More Effort is Required:**

Chair began by reminding everyone of the example previously mentioned about his shut in neighbour and how they would have to force her out and that Amanda's response was that is something the individual should be discussing with the property manager. Tom pointed out that there is a list that property managers have access to that is used in evacuation purposes and this could help here.

Chair agreed, but pointed out the current list is very basic and only includes enough information to get people safely evacuated. Chair also suggested that this would also be a good spot for an accessibility department to serve as a middleman and ensure compliance.

**9.2(a)**

- k. Toxic Chemicals Can Trigger Multiple Chemical Sensitivities(MCS). The Least Toxic Chemical Should Be Used When Required:** We began by discussing chemicals like cleaning solutions, construction solvents and paints and a consistent policy around avoiding their use around people with known chemical sensitivities. Then we discussed cigarette smoke blowing through windows and ashtrays catching fire and the toxic fumes blowing inside. Also briefly discussed the differences between marijuana and tobacco use and how experiences are different from building to building. This would again suggest an accessibility advocate/complaint process is required and a standardized policy. Lance asked if surveying the tenants would be helpful.
- l. Seven Day Cleaning Notices May Not Be Enough Time in Cases of Hoarding. More Time May Be Required:** The City doesn't issue seven day cleaning notices as far as we know. Now the AODA suggests that a seven day notice is required. But as Tom pointed out at a previous meeting, the tenancies act says 24 hours is required. We need to look into this more and determine exactly what part of the AODA this came from and if it only applies to cleaning. We will need to learn which one

## 9.2(a)

would take precedence. Chair has agreed to revisit after some research.

- m. Accommodations Need to be Made When Showing New Units to Prospective Tenants:** Amanda explained, if the person makes their accommodation needs known, CityHousing is willing to provide it. An accessibility department would be able to draft a more concrete policy that adapts to most needs.
- n. An AODA Compliance Review is Required Every Three Years. Online Compliance Must be Reviewed as Well:** We know that CityHousing does not review its online accessibility compliance, but recommend that they do so. Amanda reported that they provide an annual AODA compliance report to Jessica Bowen. I will request the report from Jessica.
- o. Housing Providers Are Required to Make Accommodations Up to the Point of Undue Hardship.** Chair began with explaining why this one was so important. That people need to be accommodated in their living arrangements and these needs change over time as people's conditions change. That an accessibility advocate

**9.2(a)**

would be beneficial here so that people would be free to give accurate requests for their needs. Housing stability is too precarious for some to speak directly with the PM as Amanda suggested. We are realizing that aging in the home is better than relocating due to increased needs.

- p. **Self-Serve Kiosks are Required to be Fully Accessible and Can Accommodate Those With Vision Loss.** Chair explained that this was another big issue that we can address and that Amanda was eager for our assistance in this matter. Of biggest note are laundry rooms. They need various different accommodations and each building is going to have different needs depending on the resident makeup. For example, making machines accessible to those with vision loss or making instructions understandable with pictograms to name two. Paula reminded us that they went to Stonechurch once for a tour and they went through the laundry room and she pointed out all the accessibility issues she had. Tom added that a follow up visit was made a year later and no improvements were made in that time. We will recommend that we work with them to improve conditions and education in each building as there is no size fits all.

## 9.2(a)

Paula was asked to try using the CityHousing website to test its accessibility. Paula reported that the website has not completed its migration, but she had great difficulty navigating what was there. She tried to fill out an application and it wasn't accessible by screen reader. More work is recommended here as it isn't considered functional. She will retry again in a month and report again.

### 6. **Affordable/Deeply Affordable/Attainable**

**Housing Discussion:** Chair began by giving everyone a brief overview that SPWG had tasked the HWG to address stagnant social assistance rates and issues arising from living in deep poverty. As rent is now taking up the majority of living expenses at the present time, Chair is trying to create a motion asking Council to replace affordable housing with attainable housing within the provincial framework and asked the group for ideas or advice on how to finish it. Jayne and Tom pointed out that there is no concrete definition for affordable housing at various political levels. Chair added that he lifted the definition for affordable housing from a provincial website. Tom added that a concrete definition is required to really address the housing crisis. Jayne mentioned the change upcoming to ODSP for those that are working to

## 9.2(a)

keep one thousand dollars of their earnings before claw backs. Chair pointed out that this will only affect the small percentage of people on ODSP that are able to work. Jayne reminded the group that the Ford policy on this matter is the best way for the disabled to improve their conditions is to work. We didn't decide on anything and will discuss this again next month.

- 7. Other Business:** Chair mentioned that the support letter for the HATS program will be going to E&CS that week and that he will be delegating about the program.

Lance discussed the Rising Star Project and mentioned that this has funding to do a small study on the current needs assessment on co-ops and asked for assistance to steer the project.

- 8. Adjournment.**

### **Partial Draft under Discussion:**

Whereas, the ACPD's HWG has a mandate to advise Council on the removal of barriers to persons with disabilities and the prevention of new barriers.

Furthermore, we are to highlight deficiencies in accessible

## 9.2(a)

housing and anticipate accessible housing needs in the future. In alignment with the HWG's Work Plan we have identified a significant barrier to accessible housing for persons with disabilities.

Whereas, the definition of "affordable housing" has been set by the province at eighty percent of market rent; current market rent for a one bedroom is approximately \$1600 per month so that sets the current "Affordable Rent" at \$1280.

Whereas, the commodification of our housing system will ensure that market rental rates will continue to climb becoming a serious problem because "Affordable Rent" is now an unfixed variable and people on fixed incomes or those that work for minimum wage cannot afford an apartment even if they spend nothing on food.

Whereas, the definition of "Attainable Housing" is rent that is attainable to people currently below the poverty line. This includes minimum wage earners and those on fixed incomes like ODSP and CPP. This is currently approximately \$750-\$800. While this is also an unfixed variable, it fluctuates in very small increments that is tied directly to minimum wage and entitlement increases.





## 9.3(a)

### Outreach Working Group Meeting Notes

January 17<sup>th</sup>, 2023

Virtual WebEx Meeting

4:00 PM – 6:00 PM

Those in Attendance: Aznive Mallett, Tom Manzuk, Paula Kilburn, James Kemp, Anthony Frisina

Also in Attendance: Lina Khalil

Those Absent: Patty Cameron, Jayne Cardno

1. Welcome
2. Approval of January 17<sup>th</sup> Agenda: Agenda was approved.
3. Outstanding Meeting Notes: Chair explained how the November recording where the event was discussed is corrupted and despite best efforts, cannot be repaired. I will use notes and memory to piece them together as best I can.
4. OWG's Outstanding Business List: Chair listed the 7 items on the list and gave a brief description of each. No one had anything else to add to it. Aznive mentioned that it was what she was asking for in a term review. It will be attached to these notes as well as sent out separately.
5. Calendar Revision: Chair explained that this project was assigned to the IMPACT Initiative. Communication has broken down since the event and it is doubtful they will do

## 9.3(a)

it now. Chair promised to have at least a draft ready by changeover, if not finished product. Once it has been designed as a linkable list, maintenance each year will involve ensuring the special weeks are correct as some of them move to accommodate weekdays and ensuring no great changes overall.

6. **Accessibility Fair Planning:** Chair began by saying they were waiting to see if they would be approved for an annual event and the next step would be to set a date and a budget. He also mentioned that Staff was not supportive of the idea about having it in May/June as that would be a problem every four years due to the term changeover coinciding with this period. Aznive felt very strongly that it should coincide with AccessAbility Week. Tom suggested moving it to the actual date of IDPWD in December and holding it indoors as the SAC does it. Chair suggested keeping it around the current date in early October or late September to take advantage of seasonal spikes in weather, but it was pointed out that we shouldn't rely on luck for such amazing weather. It was also suggested that we choose any number of other special days on our calendar to hold the event. We also discussed options for locations. They ranged from City Hall Forecourt, City Hall Interior, David Braley Centre, Convention Centre, McMaster Innovation Park and First Ontario Centre. We also discussed briefly, what the event should consist of. This depends heavily on whether we hold the event indoors or out. If we have presenters at an indoor event, it will drastically affect the budget as ASL and captioning is

## 9.3(a)

expensive and they usually require some kind of honorarium. If we have activities, they will have to be something that can be done in an indoor setting. If we have it outdoors, what possible draws could we have to bring people to the event?

Members were assigned the task of reaching out to their respective contacts and inquiring if anyone would like to co-host or provide funding for the event. Members were also asked to come up with attractions or draws to make the event more inviting or appealing.

7. Other Business: Anthony mentioned that there was a group at McMaster that was planning to host an event in the summer (date yet to be set) and wanted to know if we would want to host a table. We will investigate this possibility.
8. Adjournment



**9.3(b)**

**Outreach Working Group  
Outstanding Business List  
Final February 2023**

**1. Continue to pursue collaboration and learning opportunities with other organizations.**

We will continue to explore collaborations with other organizations especially with regards to organizing the Annual Accessibility Event.

**2. 2023 calendar revision and redesign.**

Staff has requested that we put the Calendar in a more accessible and easier to maintain list format. The IMPACT Initiative was originally assigned this task, but the Chair will make sure to have a draft ready before changeover. After it has been altered, it will only require small amounts of maintenance annually to ensure it is accurate.

**3. Accessibility fair planning.**

When/If we receive permission to host an annual event, we need to set a date, decide on a format, put in a budget and begin assigning tasks.

## **9.3(b)**

### **4. Periodic review of pamphlet to ensure correct information.**

OWG should periodically ensure the accuracy of the Pamphlet. It was recently updated to reflect our new mailing address with the change in departments.

### **5. Accessibility Awards.**

We are waiting to hear if we will be involved in this process in any way. So far it appears to be a staff initiative as was requested. We may have input downstream.

### **6. Wheelchair/scooter rescue.**

We are waiting to hear what Staff has in mind for this or what our participation levels will be.

### **7. Explore Possible ACPD Website/ Maintain current fair website.**

When we set up the Fair website, a lot of members wanted things added that were not related to the fair itself. It was suggested that we investigate having a permanent website for the committee so that we can highlight things of interest to citizens regarding disability

## **9.3(b)**

issues. Websites come with database/data storage options with multiple user accessibility and we could explore this as well.





## 9.4(a)

### ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES

#### Transportation Working Group

Tuesday, 24 January 2023, 4 – 6 pm

Virtual via WebEx

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

**ATS:** Michelle Martin, Marco Mostacci

#### **AGENDA ITEMS:**

1. Welcome, Introductions and Land Acknowledgement
2. Review November 2022 Meeting Notes

Correction: It's Michele Martin who was absent not  
Michelle Dent

3. Discussion Items
  - a. ATS updates
    - ATS Eligibility Appeals Process
    - Panel terms of reference

## 9.4(a)

Plan for going forward for ACPD presence on the panel

Timeframe: 30 days turn around

A selection of ACPD member to pick the available one at time of need

ACPD to put forward one member to the panel

Selection of member can be after new committee

Temporary eligibility until appeal

Jessica Bowen: Legal implications of decisions, history of training and updating the terms of reference

Updating the legal language around consent

Alternative routes instead of appeal

Vision and plan in writing for review

Tim: Training for panel members

Michele: Training will be provided

Anthony: Another panel type setup for complaints

Mark: Redacted information from a past case

## 9.4(a)

Shahan: How many appeals per year? How many rejections turn to appeals vs an alternative route?

Very infrequent. About 10 or so since 2013.

Alternatives are more often taken

### b. TWG Achievements thus far

Transportation Roundtable

Taxi Scrip Review and implementation

AODA Compliance Review

Input into the Dillon report

Motion put forth for e-scooters

Advise for pressing issue regarding transportation about autonomy and agency

Provide advise and input into the new HSR busses and DARTS vehicles

Input into the ATS

application form and process

Input into the eligibility process

Things to continue to focus on

Appeals Panel

Continue AODA Compliance Review

## 9.4(a)

Accumulate all TWG information into a Google Drive and share with Carrie and then with ACPD

### c. Visioning discussion – Only DARTS

Anthony: Autonomy, agency and respect rather than what's currently in practice. Point to point for most and door to door for those who need it

Shahan: Better pick up window. More competition and choice for growth.

Mark: Better alternatives as options. No shared ride.

Tim: Issue with service model. Shared ride, prebooking, ride time has problems. Try alternative models of delivery.

Paula: DARTS has been broken for years. It gives people independence. Find a municipality with a single ride service. Adapt that model for Hamilton instead of reinventing the wheel.

## **9.4(a)**

Tom: Since, Transit Directors take sole command from the Council. Prepare a white paper or proposal with solutions for the Council.

Anthony: Mismanaged logistics. Be able to pick desired drop of locations.

Tim: We need a unified approach from the whole community. It will help paratransit and compel councillor for improvement.

Tom: All paths to a better paratransit system goes through council

Aznive: Better training. Better communication. Better time management.

Provide solutions. Less complaining. Go to council with solutions. Also, try to follow the chain of command. Transportation system needs to be flexible compared to the systems around it. Be a change leader in the transportation.

d. AODA Compliance Review – Deferred to March 2023

### **Section 66**

**9.4(a)****Fare parity**

(1) Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.

(2) Specialized transportation service providers shall meet the requirements of subsection (1) by January 1, 2017.

(3) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that there is fare parity between conventional transportation services and specialized transportation services.

(4) REVOKED: O. Reg. 165/16, s. 13.

(5) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.

## 9.4(a)

(6) Where a transportation service provider provides both conventional transportation services and specialized transportation services, the transportation service provider shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.

(7) REVOKED: O. Reg. 165/16, s. 13.

(8) In this section,

“fare structure” means the fare price determined by fare media, such as cash, tickets, passes and bulk quantity discounts and by fare category, such as adults, seniors and students, but does not include promotional fares that a transportation service provider may employ from time to time.

**TWG Review:** No review necessary

### **Section 67**

#### **Visitors**

(1) Every specialized transportation service provider shall,

- (a) make specialized transportation services available to visitors; and

**9.4(a)**

- (b) consider as eligible,
  - (i) visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or
  - (ii) visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.

(2) Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.

(3) REVOKED: O. Reg. 165/16, s. 13.

(4) A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

(5) In this section,

“personal information” means personal information within the meaning of the Freedom of Information and Protection of Privacy Act.

**TWG Review:** No review necessary

**Section 68**



## **9.4(a)**

### **Origin to destination services**

(1) Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.

(2) Origin to destination services may include services on any accessible conventional transportation services.

(3) For the purposes of this section, origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.

(4) REVOKED: O. Reg. 165/16, s. 13.

**TWG Review:** New review

### **Section 69**

#### **Co-ordinated services**

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

## 9.4(a)

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

(3) REVOKED: O. Reg. 165/16, s. 13.

**TWG Review:** No review necessary. More publication necessary.

### **Section 70**

#### **Hours of service**

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

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

## **9.4(a)**

(3) Specialized transportation service providers to which subsection (1) applies shall meet the requirements of subsection (1) by January 1, 2017 and transportation service providers to which subsection (2) applies shall meet the requirements of subsection (2) by January 1, 2013.

**TWG Review:** No review necessary

4. Next meeting: Ramp and Accessibility fair
5. Adjournment by Paula at 6:01 PM



## **Strategic Planning Working Group**

### **Accomplishments 2018-2022 Term**

- COVID 19 issues for people with disabilities
- climate change effects to people with disabilities
- identify transportation issues
- direct ATS to report quarterly and year-end stats
- delegation regarding e-scooters
- delegation regarding outdoor dining

#### **Unfinished initiatives to be continued in the next term:**

- accessible database
- accommodation for notetaking at meetings
- initiatives to help Council members understand what ACPD has achieved
- better achieve input from community of people with disabilities



## **9.6(a)**

### **Accessible Outdoor Spaces and Parklands Working Group (OSPWG)**

**2018 – 2022 Term**

#### **Accomplishments**

The Working Group was established in the spring of 2022 at the approval of City Council following request by motion of the Advisory Committee for Persons with Disabilities (ACPD).

A work plan was established and approved by the ACPD and subsequently City Council.

City staff were requested to join the WG including staff from Parks and Recreation and Economic Development.

The OSPWG was able to work with the ACPD's Built Environment WG to ferret out which aspects of outdoor dining falls within the purview of the OSPWG and which aspects of work falls within the purview of the BEWG.

The OSPWG was able to determine its scope of municipal space for attention including parks, golf courses, trails (except those under authority of the province), organized outdoor sporting spaces, among others.

The OSPWG was able to create with staff a spreadsheet of all manner of amenities which may be contained within

## 9.6(a)

areas of a park or outdoor space under the administration and budget of the City.

The OSPWG made contact with representatives of the Ontario Parks Association to collaborate and develop some synergies, use of information and sharing of best practices or design guidelines long term.

A City staff supported decision was taken by the OSPWG to connect with McMaster University's School of Rehabilitation Sciences to determine whether there may be an opportunity for student Occupational Therapists to work under the supervision of City staff on the design plans and guidelines for City amenities.

Consultation with City staff regarding the accessibility of outdoor dining has been initiated. The plan is to ensure that persons with disabilities who wish to dine outdoors may do so with zero barriers and any person travelling to, from or any pedestrian passing by any outdoor dining facility can do so free of barriers or obstructions. Plans will also include the elimination of any barriers to parking for persons with disabilities where outdoor dining may be located either on a roadway or in a municipal parking lot.

### **Future Plans**

To finalize with the School of Rehabilitation Sciences, staff and any other pertinent administrators the presence of student Occupational Therapists to work under the



## **9.6(a)**

supervision of staff to assist with the completion of a set of guidelines for park amenities.

Continue collaboration with the Ontario Parks Association on space design and implementation of accessible guidelines beyond the borders of Hamilton and to maintain synergies in accessibility of open spaces.

Adoption of a set of guidelines, standards or regulations by the City once work of the OSPWG is complete and the ACPD is in full support.

Continue close collaboration and work with City staff on the design of accessible outdoor dining.



**12.1**

**CITY OF HAMILTON**

**M O T I O N**

**ADVISORY COMMITTEE FOR PERSONS WITH  
DISABILITIES: February 14, 2023**

**MOVED BY J. KEMP .....**

**SECONDED BY .....**

**Transfer of the Remaining Funds from the 2022  
Advisory Committee for Persons with Disability  
Budget to the Reserve**

That remaining funds from the 2022 Advisory Committee for Persons with Disabilities Budget be transferred to the Advisory Committee for Persons with Disabilities Reserve, to the maximum allowable amount.



## 14.3

### Advisory Committee for Persons with Disabilities (ACPD)

#### Presenters List as of January 10, 2023

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:** 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.

- (c) **Invitee:** Dr. Lovaye Kajiura, McMaster IMPACT Initiative  
**Issue:** To discuss present respecting the McMaster IMPACT Initiative  
**Date Action Initiated:** Advisory Committee for Persons with Disabilities Report 22-006, Item 8 (Approved by Council June 22, 2022 - GIC Report 22-012, Item 10 (h))  
**Status:** On-going. Invitation sent to attend a future meeting.
- (d) **Invitee:** Staff  
**Issue:** Differences Between By-laws, Regulations and Guidelines  
**Date Action Initiated:** June 14, 2022, Advisory Committee for Persons with Disabilities Report 22-007 (Approved by Council July 8, 2022 - GIC Report 22-014, Item 14 (c))  
**Status:** On-going. Invitation sent to attend a future meeting.
- (e) **Invitee:** PED Staff  
**Issue:** Staff report on the Built Environment Working Group's Work Plan  
**Date Action Initiated:** January 10, 2023. Report directed by GIC Report 21-006, Item (h)(i) in response to Advisory Committee for Persons with Disabilities Report 21-003, March 9, 2021  
**Status:** On-going. Invitation sent to attend a future meeting.

- (f) **Invitee:** Public Works Staff (Transit)  
**Issue:** Policies and Procedures to Rescue and Safely Transport Stranded Pedestrians and their Mobility Devices  
**Date Action Initiated:** January 10, 2023. Report directed by GIC Report 22-012, Item 10(e), in response to Advisory Committee for Persons with Disabilities Report 22-006, May 24, 2022, **as amended.**  
**Status:** On-going. Invitation sent to attend a future meeting.