



City of Hamilton

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES AGENDA

Date: July 11, 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

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1. CEREMONIAL ACTIVITIES	
2. APPROVAL OF AGENDA	
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3. DECLARATIONS OF INTEREST	
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7. DELEGATIONS

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15. PRIVATE AND CONFIDENTIAL

16. ADJOURNMENT



Hamilton

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES
MINUTES 23-006**

4:23 p.m.

Tuesday, June 13, 2023
Room 192/193, 1st Floor
Hamilton City Hall
71 Main Street West

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

Absent

with Regrets: J. Cardno, 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. Strategic Planning Working Group Work Plan (Item 9.5(c))**

(McNeil/Janosi)

That the attached Strategic Planning Working Group Work Plan, be approved.

CARRIED

- 2. Requirement to Include Inclusion, Diversity, Equity and Accessibility (IDEA) within Staff Reports (deferred May 9, 2023) (Item 12.1)**

(McNeil/T. Nolan)

WHEREAS, Council considered Report HUR19019(c), respecting an Equity, Diversity and Inclusion Framework Update, which updated the Equity, Diversity and Inclusion (EDI) Strategic Plan from EDI

branding to Inclusion, Diversity, Equity and Accessibility (IDEA) branding;

WHEREAS, following Council approval on December 7, 2022, staff has laudably begun to embed the principles of IDEA in their internal processes;

WHEREAS, the incorporation of 'Accessibility' into the strategic document reinforces the importance of accessibility across the organization;

WHEREAS, the IDEA Strategic Plan was shared at the Advisory Committee for Persons with Disabilities at its October 11, 2022 meeting and was fully embraced by the Committee;

WHEREAS, the City's IDEA Strategic Plan's Priorities include Legislative and Policy Compliance; and

WHEREAS, the Advisory Committee for Persons with Disabilities believes that it is very important that Council (or any Committee of Council), in order to carry on its provincially empowered responsibilities, be presented with complete information in all reports introduced to Council by staff and that all reports include consideration of IDEA; and

THEREFORE, BE IT RESOLVED:

- (a) That the Advisory Committee for Persons with Disabilities (ACPD) recommends that staff be

directed to report back to the Governance Review Sub-Committee on implementing the following requirements within all reports to Committee or Council:

- (i) the inclusion of a new category, identified as 'IDEA' (Inclusion, Diversity, Equity and Accessibility), alongside Finance, Staffing, and Legal;
- (ii) the requirement for staff to consult with the ACPD (and other Advisory Committees where appropriate), or respond to requests from the ACPD to consult on matters where the elements of IDEA (particularly accessibility) clearly apply;
- (iii) where staff do not consult the ACPD in the composition of reports on matters which clearly contain elements of IDEA (particularly accessibility), such reports be referred back for consultation with the ACPD before any further action is taken by Council;
- (iv) where a representative of the ACPD makes a delegation to a Committee of Council and, as part of that delegation a request is made for a report to be referred to the ACPD, that such requests will be respected unless IDEA clearly does not apply; and

- (v) any consultation that includes the ACPD (and other Advisory Committees where appropriate), comments, opinions and recommendations, should be included in all reports under the heading 'RELEVANT CONSULTATION', in addition to any redress by staff of the ACPD's consultation.

CARRIED

3. Attendance at the National Conference on Ending Homelessness, November 8-10, 2023 (Item 12.2)

(Mallett/Kilburn)

WHEREAS, the Canadian Alliance to End Homelessness is hosting the National Conference on Ending Homelessness, November 8 – 10, 2023, in a hybrid format, offering the option to register for in person in Halifax or remote participation;

WHEREAS, the Advisory Committee for Persons with Disabilities recognizes there are concerns related to escalating costs of disabilities and barriers to social inclusion that can result in homelessness, as expressed in its correspondence to Hamilton's General Issues Committee, dated July 21, 2022; and

WHEREAS, interest has been expressed by members of the Advisory Committee for Persons with Disabilities in participating remotely in the National Conference on Ending Homelessness, November 8 – 10, 2023.

THEREFORE, BE IT RESOLVED:

That the registration fee for up to two Advisory Committee for Persons with Disabilities members to participate remotely in the National Conference on Ending Homelessness, November 8 – 10, 2023, hosted by the Canadian Alliance to End Homelessness, to be funded from the Advisory Committee for Persons with Disabilities' 2023 approved budget for conferences and related travel expenses (ID# 300303), to an upset limit of \$700, be approved.

CARRIED

4. Approval for Media and Website for the Advisory Committee for Persons with Disabilities' "Ability First" Event – September 28, 2023

(Kemp/McNeil)

WHEREAS, the Outreach Working Group of the Advisory Committee for Persons with Disabilities is organizing an event "Ability First" in the Forecourt of City Hall on September 28th, 2023 from 11:00 a.m. until 3:00 p.m. to promote accessibility for all, no matter your ability;

WHEREAS, Ability First will be an interactive event and attracting people to attend will be a key component to its success;

WHEREAS, the media and website currently in draft format require Council approval before release to the public;

WHEREAS, there are some details of the event that are still being finalized but the media's basic layout and website structure will not change much after approval; and

WHEREAS, any communication with the media requires Council's approval before it is released;

THEREFORE BE IT RESOLVED:

- (a) That the draft media and website content, attached as appendices "A" through "I", for the Advisory Committee for Persons with Disabilities' "Ability First" event to be held on September 28th, 2023 from 11:00 a.m. until 3:00 p.m., be approved for release to the public and the media; and
- (b) That the organizers of the "Ability First" event, to be held September 28 from 11:00 a.m. to 3:00 p.m., be granted permission to make minor changes to the media and website content to reflect changes to the event planning, subject to the approval by the Outreach Working Group of the Advisory Committee for Persons with Disabilities.

CARRIED

5. Donation in Memory of Tom Manzuk (Item 14.4)**(Kilburn/Murphy)**

That a donation in memory of Tom Manzuk to Food for Kids in the amount of \$200 from account #300303, to be facilitated by the Diversity and Inclusion Office, be approved.

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

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

7. DELEGATIONS

7.1 Camino Diez respecting Accommodation of Sensory Issues – Deferred

9. CONSENT ITEMS

9.5(c) Strategic Planning Working Group Work Plan (deferred November 22, 2022, May 9)

(McNeil/Dingman)

That the Agenda for the June 13, 2023, meeting of the Advisory Committee for Persons with Disabilities, be approved, as amended.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 3)

Paula Kilburn declared a disqualifying interest respecting Item 12.3, Recommendations to Deliver More Efficient Paratransit Services, as she is the Chair of the DARTS Board.

(c) APPROVAL OF MINUTES OF THE PREVIOUS MEETING (Item 4)

(i) May 9, 2023 (Item 4.1)

(Janosi/McNeil)

That the May 9, 2023, minutes of the Advisory Committee for Persons with Disabilities meeting, be approved, as presented.

CARRIED

(f) CONSENT ITEMS (Item 9)

(i) Consent Items (Items 9.1 - 9.6)

(McNeil/Cameron)

That the following updates and meeting notes, be received:

- (1) Built Environment Working Group Update (Item 9.1)
 - (a) Built Environment Working Group Meeting Notes – June 6, 2023 (Item 9.1(a))
- (2) Housing Issues Working Group Update (Item 9.2)
 - (a) Housing Issues Working Group Meeting Notes – May 16, 2023 (Item 9.2(a))
- (3) Outreach Working Group Update (Item 9.3)
 - (a) Outreach Working Group Meeting Notes – May 16, 2023 (Item 9.3(a))
 - (b) Outreach Working Group Meeting Notes – June 5, 2023 (Item 9.3(b))
- (4) Transportation Working Group Update (Item 9.4)

S. Aaron provided a verbal update respecting the Transportation Working Group.
- (5) Strategic Planning Working Group Update (Item 9.5)

- (a) Strategic Planning Working Group Meeting Notes – May 10, 2023 (Item 9.5(a))
- (b) Strategic Planning Working Group Meeting Notes – May 25, 2023 (Item 9.5(b))
- (6) Accessible Open Spaces and Parklands Working Group Update (Item 9.6)

No update.

CARRIED

(g) DISCUSSION ITEMS (Item 11)

(i) Sidewalk Snow Clearing (Item 11.1)

Mike Field, Acting Director of Transportation and Peter Sniuolis, Manager of Roadway Maintenance discussed the Sidewalk Snow Clearing By-law.

(McNeil/Kemp)

That the discussion respecting the Sidewalk Snow Clearing By-law, be received.

CARRIED

(T. Nolan/McNeil)

That By-law staff be invited to a future meeting of the Advisory Committee for Persons with

Disabilities to discuss the Sidewalk Snow Clearing By-law, at their earliest possible convenience.

CARRIED

(h) MOTIONS (Item 12)

A. Mallett relinquished the Chair to J. Kemp in order to introduce the following Motions:

(i) Attendance at the National Conference on Ending Homelessness, November 8-10, 2023 (Item 12.2)

For disposition of this matter, refer to Item 3.

(ii) Recommendations to Deliver More Efficient Paratransit Services (Item 12.3)

(Mallett/McNeil)

That the motion respecting Recommendations to Deliver More Efficient Paratransit Services, be deferred to a future meeting of the Advisory Committee for Persons with Disabilities.

CARRIED

A. Mallett assumed the Chair.

(iii) Approval for Media and Website for the Advisory Committee for Persons with Disabilities' "Ability First" Event – September 28, 2023 (Item 12.4)

(McNeil/Cameron)

That the following Advisory Committee for Persons with Disabilities members meet with James Kemp to review the design and look of the Media and Website for the Advisory Committee for Persons with Disabilities' "Ability First" Event – September 28, 2023:

- (a) Aznive Mallett;
- (b) Patty Cameron;
- (c) Paula Kilburn;
- (d) Mark McNeil;
- (e) Anthony Frisina; and
- (f) Tim Murphy.

WITHDRAWN

For disposition of this matter, refer to Item 4.

**(i) 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)**

(Murphy/Kilburn)

That the attached updates to the Presenter's List
for the Advisory Committee for Persons with
Disabilities, be received.

CARRIED

(j) ADJOURNMENT (Item 16)

(Murphy/Janosi)

That there being no further business, the Advisory
Committee for Persons with Disabilities meeting, be
adjourned at 6:14 p.m.

CARRIED

Respectfully submitted,

A. Mallett, Chair
Advisory Committee for
Persons with Disabilities

Carrie McIntosh
Legislative Coordinator
Office of the City Clerk



Office of the Medical Officer of Health
Public Health Services
Healthy and Safe Communities Dept.
City of Hamilton
110 King Street West, 2nd Floor
Hamilton, Ontario L8P 4S6
P: (905) 546-2424 ext. 3502

Date: June 13, 2023

Subject: Invitation to participate in an interview regarding Hamilton's Board of Health governance structure

This is to inform and invite you to a deliberation process undertaken by Hamilton Public Health Services, as directed by Council, to engage in community consultation in order to explore options on how to best provide good governance for local public health. An effective governance structure is important for the Board of Health to fulfill the tenets of good governance and for ensuring Hamilton's community can reach its fullest health potential.

The options Council would like to consider include: 1) adding a community advisory committee to the Public Health Committee, 2) changing the membership of the Public Health Committee, and 3) changing the membership of the Board of Health. These proposed changes aim to better reflect the diversity of the community it serves.

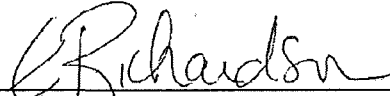
To inform these deliberations, on behalf of Hamilton Public Health Services, MASS LBP, an external vendor, will be facilitating this consultation via interviews to gather key informants' thoughts and perspectives on the various options, in addition to identifying issues and opportunities with the current Board of Health's governance process. A public survey is also being conducted concurrently, which will be used to complement these interviews.

The results will be used to develop options and recommendations for formulating potential changes to the Board of Health's governance structure. These recommendations will be shared with the City of Hamilton's Governance Review Sub-Committee prior to the end of Q3, 2023.

Consultants from MASS LBP will be reaching out to you to schedule individual and/or group interviews between June and July 2023. On behalf of Hamilton Public

Health Services, we request that you make yourself available to provide your valuable input. Your insights are highly appreciated.

Sincerely,



Dr. Elizabeth Richardson, MD, MHSc, FRCPC

Medical Officer of Health

Public Health Services – Office of the Medical Officer of Health

Healthy and Safe Communities Department

City of Hamilton

elizabeth.richardson@hamilton.ca

P: (905) 546-2424 ext. 3501

Interview Questions for BOH Governance Structure

Group interviews: 45-50 minutes

Individual Interviews: 20-30 minutes

What does Hamilton Public Health Services (HPHS) do?

HPHS offers a range of services and supports to improve and protect the health and wellbeing of Hamilton's population and reduce health inequities. This includes immunization and screening for communicable diseases, education programs, family, child and youth health services, population health assessment, sexual health services, air quality monitoring, school services, dental services, food and water safety, injury prevention, and public health inspections. Nurses, doctors, public health inspectors, social workers, health promoters, epidemiologists, analysts, dental hygienists and other trained public health professionals work with community partners to address the growing and changing health needs of our community.

What does the Board of Health do?

The Board of Health governs HPHS. This includes approving the Annual Service Plan and Budget and major policy decisions. The Board is also responsible for the hiring of the Medical Officer of Health and Associate Medical Officers of Health.

In Hamilton, City Council acts as the Board of Health for HPHS. Currently, all City Council members meet monthly as the Public Health Standing Committee to discuss the governance and delivery of public health programs and services, as well as major policy issues. Reports from these meetings are submitted to Hamilton City Council acting in their role as the Board of Health for consideration and final decision making.

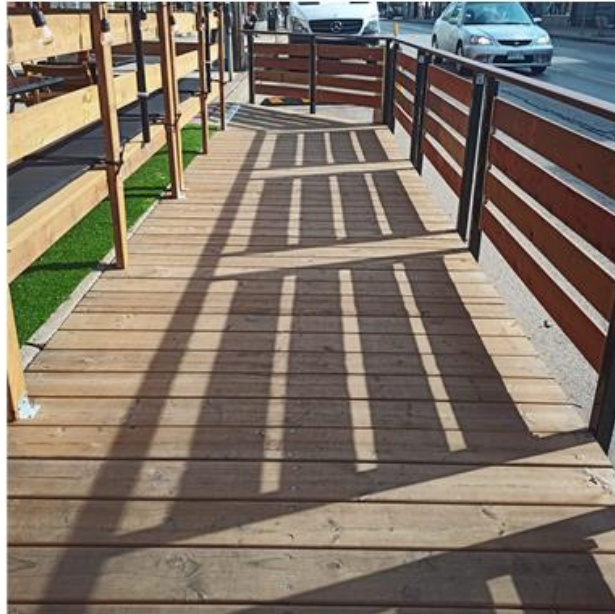
1. What do you believe are the elements of an effective governance model for Hamilton's Board of Health?
2. To what extent does the existing model fulfil what you believe are important elements?
3. What changes would you make to strengthen the Hamilton Board of Health's governance model?
4. There are three alternative governance models being explored for the City of Hamilton:
 - a. Adding a community advisory committee to the Public Health Committee
 - b. Changing the membership of the Public Health Committee

c. Changing the membership of the Board of Health.

Which do you think is best suited for Hamilton?

8.1

Decking Should Follow the Path Of Travel



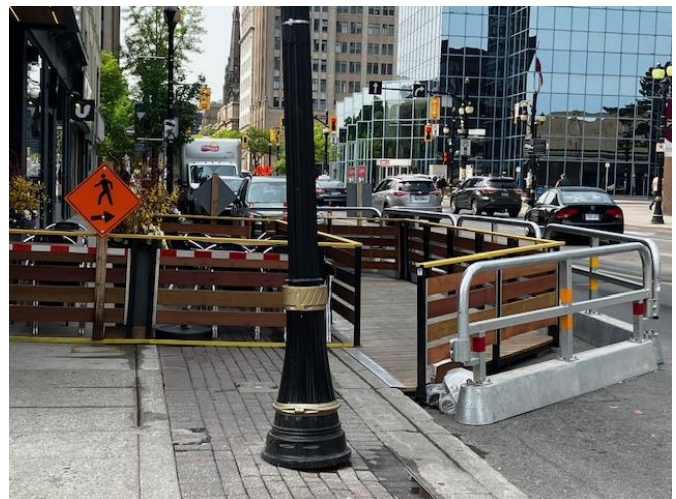
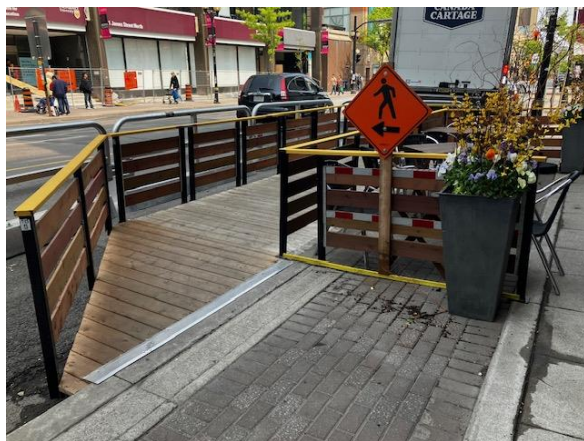
The floor boards are placed horizontally to reinforce the structural strength of the patio. Also vertical boards pose a slipping hazard when wet or with wheels that can get caught in the grooves.

(Pop Up Patios) recommendation is leave the structures as is.

Current Sign Placement Leaves Ground Obstruction



Pop UP Patios has given permission to Traffic Operations to attach signs to street structures.



Images show how the signage has been attached to the patio structures – eliminating the sandbags.

Clear Path of Travel Marking.

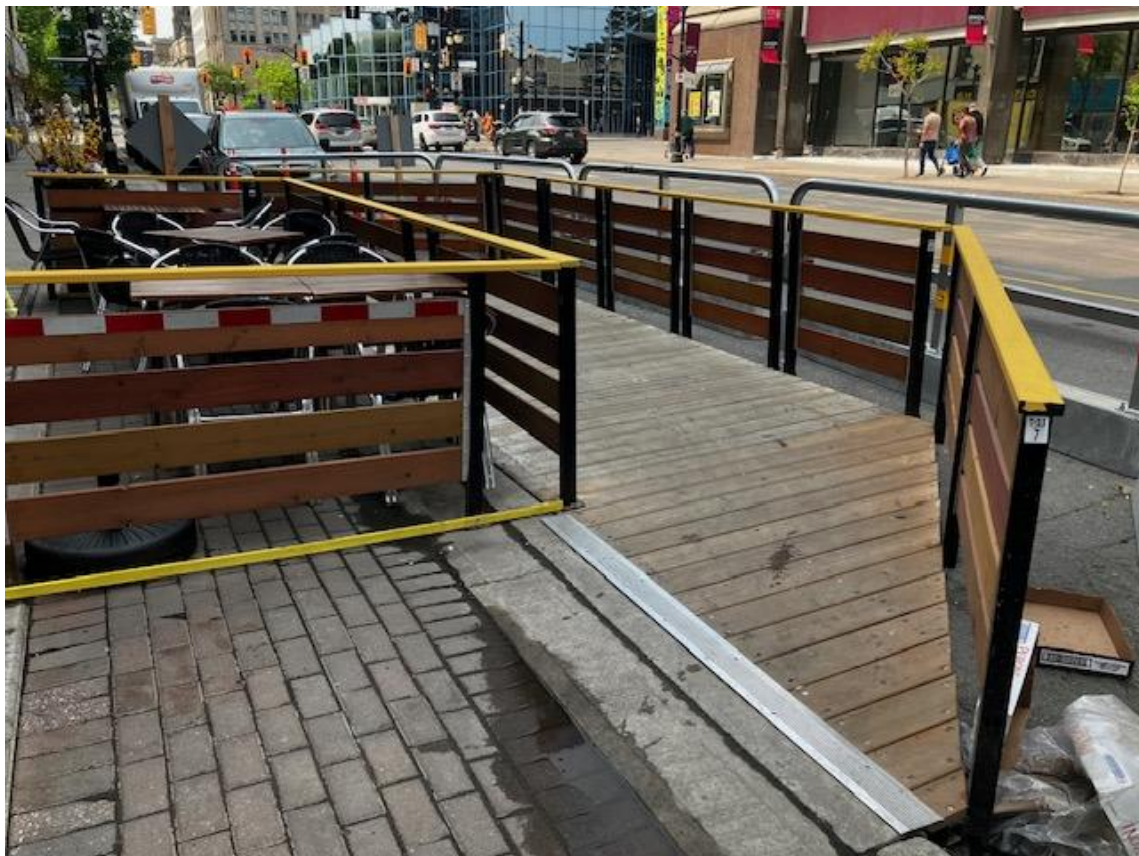
Current layout
Confusing



Possible High Contrast
Path Markings



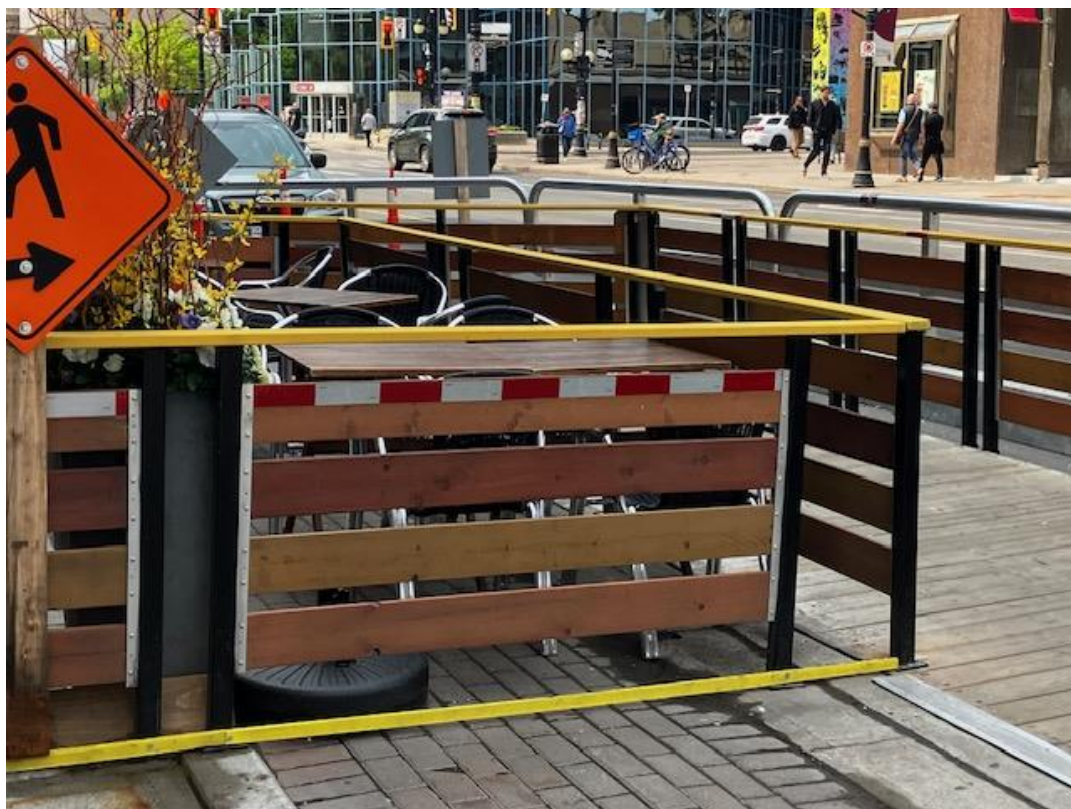
Pop Up Patios have added reflective paint and stickers on the rails and posts to delineate the structures.



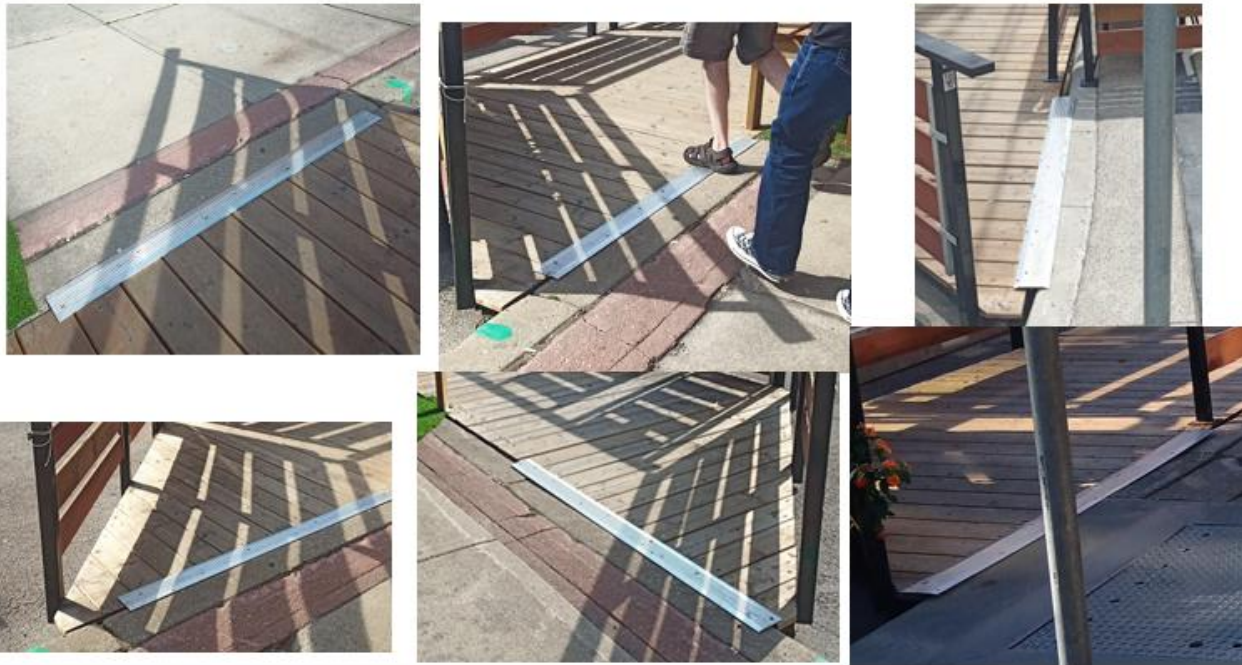
High Contrast Markings On Handrails and Barricades



High contrast markings are now clearly visible on handrails and barricades:

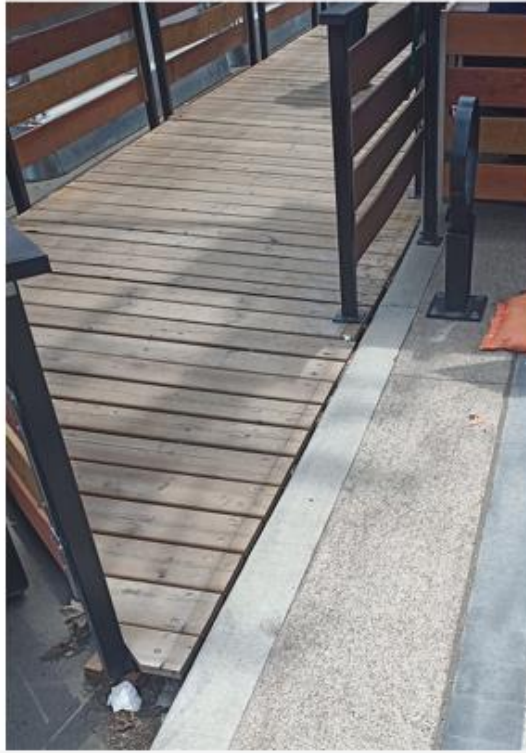


Transition Strips Are Not the Best



Thresholds are used as a transition between the sidewalk and patio when there are issues with broken concrete sidewalks and curbs. This is a standard procedure with most municipalities. The alternative to not using anything poses a greater tripping hazard and risk to public safety.

Good Example of Level Transition



This is the preferred option whenever elevations and conditions of the concrete, sidewalk, and curbs permits.

Handrail Should End Flush.

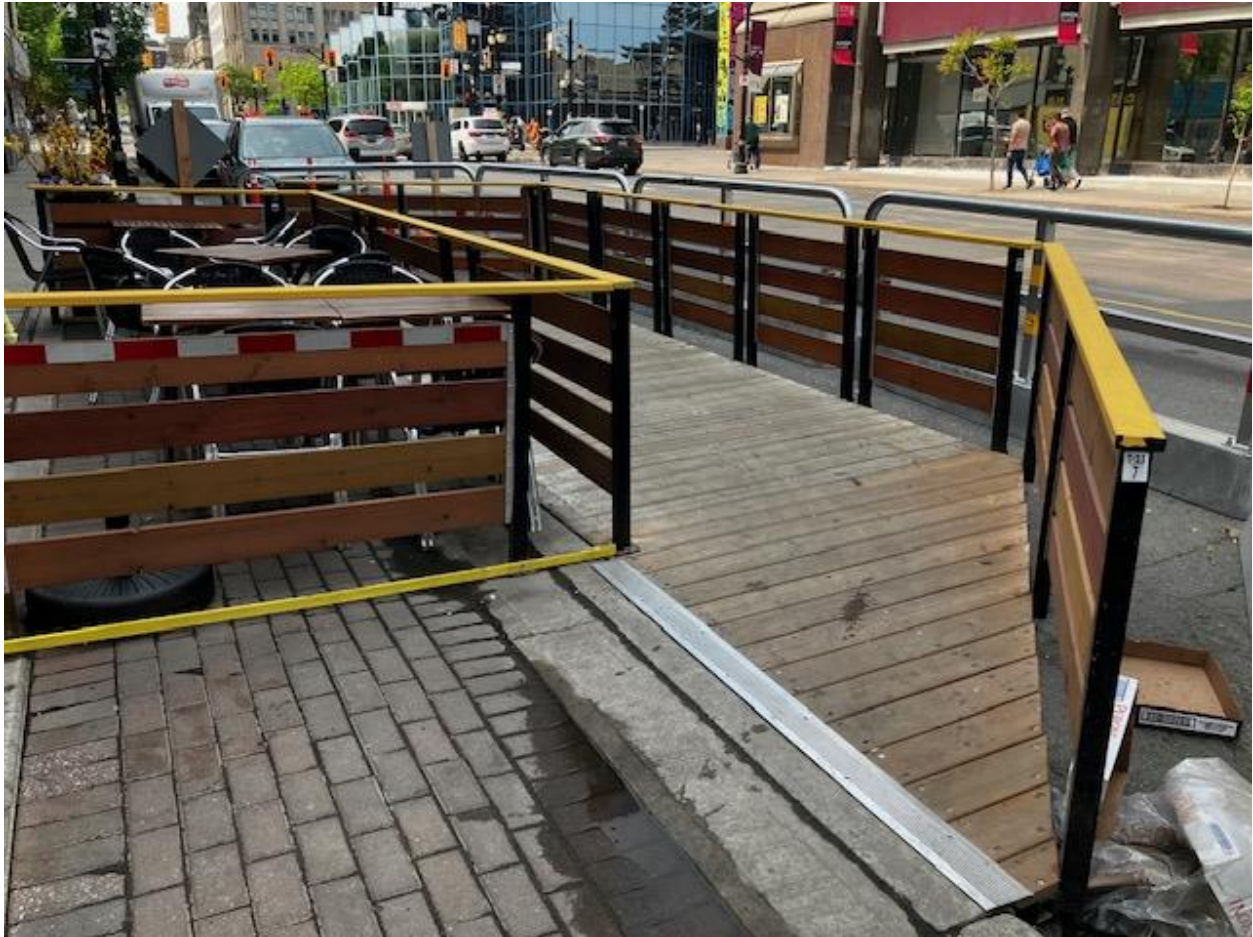


All handrails have now been adjusted.



Additional safety measures

Cane detection strips added to every on-street structure



Accessibility Addendum (as shown here) shared with every patio applicant upon approval (for private, municipal (sidewalk) and on-street structures:

Designing for Accessibility

Ensuring accessibility for the Temporary Outdoor Patio Program includes meeting requirements from the Accessibility for Ontarians with Disabilities Act (AODA), City of Hamilton accessibility requirements and accessibility criteria specific to the Temporary Outdoor Patio (TOP) program. All accessibility requirements are equally important and together they create a program that is accessible to all Hamiltonians.

Pedestrian Clearway

The pedestrian clearway is the most important area of the street for the safe, accessible and efficient movement of pedestrians. The sidewalk is how people and customers of all ages and abilities access local shops, restaurants, offices, transit stops and other services and pedestrians have the first priority for its use.

A minimum pedestrian clearway of 1.5m metres is required. The installation of sidewalk patios requires the operator to ensure the pedestrian clearway of 1.5 metres is protected.

AODA Compliance

It is the responsibility of the business owner to maintain compliance with the Accessibility for Ontarians with Disabilities Act (AODA) at all times. Please ensure your establishment adheres to the accessibility standards noted in the AODA, including:

- Do not allow your patio or customer queuing area to impede any existing barrier-free access or sidewalk clearance for people using mobility devices to your establishment or that of your neighbouring businesses
- Ensure any barricades/boundaries (railings, planters, pylons, etc.) to identify the patio area are cane-detectable, to provide people with low or no vision a means of identifying boundaries

***Cane-detectable** means that a person with low vision or no vision is finding their way on the sidewalk with a white-cane. Planters and/or fencing must have a solid base so a white-cane can be used to tap along the bottom of the element to determine where to safely walk.*

If you do not maintain a minimum pedestrian clearway width of 1.5 metres, a City of Hamilton enforcement officer will require you to adjust your patio dimensions upon inspection. Patio operators that are the subject of AODA complaints may have a City of Hamilton enforcement officer investigate and follow up with the patio owner.

Patio Design Guidelines

Patio operators can make several choices that will increase accessibility for all Hamiltonians in their patio areas. Please consider the following when making decisions about your patio elements:

- Consider people using mobility devices when determining what type of furniture you will set out in your patio area. For example, picnic tables significantly limit the ability for a person using a mobility device to access a surface on which to dine and are often the entire width of the curb lane closure therefore impeding movement.
- When determining seating arrangements in your patio area, install some tables with room underneath to accommodate people using mobility devices. Ensure that there are clear routes and maneuvering space for people using mobility devices.
- Picnic tables can limit accessibility. If your primary seating arrangement is picnic tables, ensure you have another table type available to accommodate people using a mobility device.
- Protruding objects with a small base can be particularly harmful. Be cautious with service stands, tables, umbrella bases and other pieces of furniture with tops that extend into the pedestrian clearway.
- Advertise whether you have accessible washrooms on your website.

It is the responsibility of the business owner to comply with the Accessibility for Ontarians with Disabilities Act (AODA) at all times.

<https://aoda.ca>

9.1(a)

Joint Built Environment Working Group and Housing Issues Working Group

Tour of 500 MacNab Street and Review of Its Accessibility

June 23rd, 2023

500 MacNab St. N.

1:00PM – 2:30PM

Those in Attendance: James Kemp, Anthony Frisina

Also in Attendance: Kaywana Gargarello, Michael Brown

We began by sitting down with Kaywana and Michael and getting the history of the building. It is actually two buildings, one is three floors and is inaccessible with only stair access and the other building is seventeen floors with elevators, but only fifteen of them are habitable. It was recently retrofitted to be at least partially accessible. It is also designed to be a minimal impact building and everything is designed to be as efficient as possible due to its passive model.

There are two classifications of accessible apartments in use, 1) Accessible and 2) Barrier Free. More effort is made for the latter than the former. We then discussed the question: What does it mean to be accessible and barrier free? We mentioned several ways to make things more

9.1(a)

accessible and recommended additional reading into things like the guide to home modification for those with sensory loss (CNIB).

After our discussion period, we began our tour with the patio area outside of the Common room. Michael explained how they have plans to upgrade the street entrance on the South-East corner from stairs to a ramp. James asked if they plan to connect the property grounds with accessible paths and they do not.

We then toured the Laundry Room and began discussing our problem with touch screens on self-serve kiosks like washers and dryers along with the PIN pads. We also discussed how they are very low to the ground due to their passive energy design and agreed with Kaywana that mounting them on a pedestal will be needed to improve their accessibility. Anthony asked if it was possible to purchase one or two top loaders if some found them more accessible, but Kaywana responded they are extremely rare and most products on the market are front loading now.

We then toured the recycling area and it seemed fairly accessible with door openers. We did recommend one or two larger print sorting instruction posters as well as bigger pictograms.

9.1(a)

We then moved to the Mailbox area. It was a very open area to allow for easy movement. Every box was marked in raised numbers and braille. James suggested being able to provide larger numbers for those that needed them. We also discussed braille briefly explaining how it is only used by 9% of those with vision loss. Kaywana asked if she was wasting her time making things braille and we replied that though it is not used as much anymore, it is still very helpful to those 9% of people that can read it and it is never a waste of time.

There were two elevators, one smaller than the other. I found them very snug and would have trouble bringing in groceries on the smaller one. Buttons are raised and braille as well as audible announcing. Very smooth ride.

We were shown a vacant barrier free bachelor or studio apartment. Every apartment has a raised number placard outside the door with braille. Barrier free units have an automatic door opener in the form of a remote. Apartment was two rooms with a closet. The main room was a kitchen and living area and the second room was the bathroom. There was an induction stove top with a flat panel touch screen. The range-hood's controls were out of easy reach. Kaywana asked us about the fixed counter beside the main countertop and wondered if she could use something else as it is fixed and can't be adapted to different people's needs. It also takes up a lot of space.

9.1(a)

James suggested a rolling island that could be locked where it was needed and rolled away when not needed. Anthony raised the issue that it would take up space under the counter where the wheelchair needed to go as well as the locks would be hard to access unless they were push button. James replied that a special nook could be made to house it in the corner and if it had storage in the base, you wouldn't lose storage space either. Fridge is shorter than average with the freezer at the bottom with a pull out drawer. The top shelf is pushing the limits of someone in a wheelchair reaching. The oven cabinet was a separate unit. The door opened sideways and a table slid out of the cabinet as a work surface. It too had a flat black touch screen control panel. The oven was small, like a trailer sized oven. Fan and light is controlled by a remote. Apartment comes with one set of blinds to help save energy. Alarms also have flashing strobes. James suggested ensuring they are tuned so as not to trigger seizures in those sensitive. Power box and breakers are accessible if you have the finger strength to flip them.

Washroom is barrier free and has ample grab bars. Anthony took issue with the L shaped bar beside the toilet. Toilet paper holder is way too far from the toilet. Push button toilet flush is hard to push down, toilet is too high. Both Kaywana and Anthony do not like the fixed bench that is required. It would be preferred to be able to adapt

9.1(a)

the shower space for personal need as a standard one size fits all is not accessible. We discussed universal design and the grab bar problem, because everyone needs them in a different configuration and the acrylic surface doesn't allow for multiple punctures. Anthony asked if Kaywana could put an emergency call button connected to 911 in every bathroom. James pointed out that it was a huge request and asked if it had to be every apartment or just the ones that someone is at risk. That setting up a City owned phone line for every unit is an exorbitant cost. Kaywana further asked who would monitor this system. James asked if a system like LifeAlert would be an acceptable alternative and Anthony agreed that it might. Shower plumbing was easy to adapt to individual need.

We were shown the two different types of garbage rooms, accessible and not accessible. There are two accessible garbage rooms in the building with door openers, but the garbage chute door is hard to open and the doors are narrow. The hallway is also very narrow. It doesn't seem that two garbage rooms are enough with so many accessible units.

Michael took me up to the observation deck alone and it consisted of an open space with views of the harbourfront from three sides. Any tenant has access and it is often

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used as a quiet place to read. I could see Theodore Tugboat from there.

We said goodbye to Kaywana and Michael before I remembered to mention the button plates used at the front and side of the building and how they may be considered compliant with the AODA, but they are too painful for the ACPD to recommend and we instead recommend patterned concrete to achieve the same effect. Anthony was curious about the two different sized parking spaces.

In conclusion, we saw a lot of improvements over older apartments and it is a more accessible building, but work is still needed. We hope that the CityHousing recommendations coming through HWG will assist in making all CityHousing properties even more accessible.

We thank CityHousing for the opportunity to tour the building and Kaywana and Michael for their time and hospitality.

9.2(a)

Housing Working Group Meeting Notes

June 27th, 2023

Virtual WebEx Meeting

12:00PM – 2:00PM

Those in Attendance: Lance Dingman, James Kemp

Also in Attendance: Amy Majani, Jessica Bowen,
Amanda Warren-Ritchie

Those Absent: Jayne Cardno, Paula Kilburn, Robert Semkow

1. **Welcome and Introductions**
2. **Approval of June 27th Agenda:** Agenda was approved
3. **Approval of May 16th Meeting Notes:** Meeting notes were approved
4. **CityHousing Recommendations Final Review:**
We reviewed the report's 15 points individually and received valuable guidance on how to word them accurately to achieve the desired outcome.

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- 1) Clarify that we are speaking of the WCAG 2.0 AA Web Compliance on the website and web content. Amanda stated that they follow corporate policy in this regard. Chair responded that we are talking mainly about the forms that are available and that though policy may be met, we are asking for a more guided approach. Jessica asked if we could make a list of the current website's deficiencies so she has an easier time explaining the barriers to those that need to fix them. Lance pointed out that he has many issues with the website from a comprehension perspective and that is equally an issue. Jessica also mentioned P.O.U.R. which is used in the WCAG. It stands for Perceivable, Operable, Understandable and Robust; and that these are the guiding principles in accessible web design.
- 2) Jessica first asked the question if it really is a new build or if they are just replacing what was there beforehand. Chair responded that it wasn't so much the debate on the definition of new build, more pointing out the missed opportunity for making some efforts at improving accessibility while staff were doing work already, perhaps making one of the benches or tables fully accessible for example. Jessica recommended that we clarify the different legislations and design principles, AODA, OBC, IASR,

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Universal Design, BFDG, etc. and highlight that their lack of specific guidelines to public spaces has become an issue or even a barrier.

- 3) Jessica only had questions about the location of said playground, approximately what year it was installed and if it was a new build.
- 4) The only suggestion for this one was to clarify it is regarding Parking in the explanation. We briefly discussed the different sizes of accessible spaces at 500 MacNab.
- 5) Both agreed that we can always make things more accessible and that it's not so much about compliance as providing the best customer service possible. Amanda also suggested we lift waiting areas from number 6, to number 5 as CityHousing only has one and it is connected to the service counter. Number 6 will now refer to lobbies and common areas.
- 6) As mentioned above, we will now make this about common areas. Jessica was curious if there were plans to make them compliant or fully accessible, but Amanda couldn't answer at this time. Also the question of what is fully accessible complicates the issue. Chair pointed out that there is different standards of common areas in all buildings, with some offering much more than others. More austere common areas in buildings like Rebecca are very different from the common areas of Strathcona, for

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example, with their greenhouse and billiard room.

Amanda and Jessica mentioned a needs assessment would be required on each building. Chair pointed out that a dedicated staff would be perfect for this.

- 7) Jessica mentioned that maintenance plans are required under the design of public spaces but mentioned there is a lack of a clear communication channel from the tenant to the property manager/project manager for tenants to raise accessibility concerns about maintenance plans. Jessica further mentioned that we have encapsulated this problem further on in the document.
- 8) Chair began by giving a brief example of the problems tenants face with untrained maintenance staff and contractors and the reasoning behind the request for more training. Jessica responded by listing the requirements of human rights and accessibility training including the AODA and that they are in compliance as it relates to customer service. Chair pointed out that according to the Unlocking the AODA document, there is a higher level of training required than previously understood including training on mobility devices and aids. Jessica responded that some of the items listed are covered in the current training modules, but that more could be needed to address gaps and that compliance is not necessarily enough. She further explained that the wording of this

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was an issue and recommended using things like equity training or accessibility awareness over “sensitivity training”. Lance said that he feels sensitivity training is needed for understanding different people’s needs. Jessica confirmed the City has training on the human rights code and accessibility, customer service when interacting with people with disabilities. The City does not have training for contractors/staff when dealing with more extreme situations like heat emergencies.

9) No one had any comment for bulletin boards.

10) Amanda mentioned we should clarify that we are seeking a voluntary accommodations list creation as we cannot ask if and what someone’s disabilities are. She also mentioned that notice of entry time is set by the Landlord Tenant Act. We learned through our research though that additional time is an appropriate and allowable accommodation. Chair will clarify these points.

11) We briefly discussed the MCS issue and how it is an individualized issue, requiring each building to have its own policies in place based on its current tenants’ needs. Lance gave us a brief anecdote on how he caused a woman to react badly to the mere scent of cigarette smoke on his clothing. Chair

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pointed out that these are the people that we need to be looking after here.

- 12)** Amanda began by saying there is no standard policy here and they cannot ask if there is need. Jessica pointed out that if we constantly remind people that accommodation is possible if requested, as they do with employment, that it might assist in this. She further mentioned that as we employ more Universal Design, the needs should diminish. It may help to give examples of types of accommodations possible so people understand their rights here.
- 13)** Jessica mentioned that this was incorrect. That they are required to report on a bi-annual basis instead of a tri-annual. The document we were using must be out of date on that point. Chair will amend.
- 14)** Amanda began by pointing out that there is a fairly robust procedure in place for this already. That a medical professional is required to submit a sort of needs assessment and the Property Manager tries to accommodate on that basis. Chair explained that over the years, he has had many conversations with CityHousing tenants in his role as a Tai-Chi instructor; that tenants would often confide that they wanted to put in requests for modification, but were concerned

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about being labelled problem tenants and discriminated on that basis. Amanda quickly assured us that CityHousing would not do this for any reason. The Chair responded that it's not so much about the response, but the perceived response that is keeping them from requesting adaptations in the home and this is where this section came from. Jessica chimed in that she understands there is a large power imbalance in the rental market that is skewed heavily in the landlord's favour. Amanda asked us to be more specific on what we are asking for as a third party, because the medical professional is technically a third party already. Chair responded that the third party is the Accessibility Staff member/department we are asking for. That it is somewhat like what the tenant support worker is supposed to do; act as an interface to the property manager, but that position has its challenges in its current iteration.

- 15)** Jessica began by saying she didn't think that self-serve kiosks were meant to be interpreted in this way as they were supposed to refer to things like pin pads and point of sale machines, but as she thought about it, she understood the ramification of what self-serve kiosk actually means. Chair explained how that is what we thought at first too, that we began by thinking of the PIN machines at the service desk as well as the laundry card loading machines, then we realized that

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the washer and dryer is a self-serve kiosk too. At the recent MacNab tour, we further realized that meant the touch pads on stove tops and ovens as well. This is going to be a huge problem that will need an individualized approach from unit to unit and from building to building. Amanda asked us to further expand on this section for the Board's understanding. Amanda also mentioned digital signage like the screen at First Place, it needs to clarify font size, brightness levels, scrolling speed, etc.

Jessica and Amanda didn't feel it necessary to go through the conclusions as they are pretty explanatory, only asking that it be updated to reflect the changes mentioned above. Chair will also revise the recommendations to reflect the changes.

Amanda went on to ask that we put into bullet form the improvements we hope to see by these recommendations, i.e.: Staff rotation is an issue, training is lacking, etc. to specify what some of the issues are in a at a glance format.

Amanda also asked us to be clear what we are asking for as we are vague when we say department/staff. Chair responded that as a volunteer, this is a hard one to clarify, being fully cognizant of what a single FTE costs annually. He further suggested that we could start with one employee and move up to two or three if

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required as CityHousing has over 7000 units in its current portfolio and that is a big job. Amanda agreed this was a good start as she is already pursuing hiring an EDI specialist and this report would align with that goal.

It should be noted that Jessica and Amanda's participation in this process is very much appreciated and their response is overall positive. Jessica and Amanda thanked the HWG for providing such thorough research and recommendations.

5. Heat Response Plan Discussion: Chair informed the group that he is now a member of the Heat Emergency Response Working Group for Climate Change and gave a brief description of the first meeting results. Lance mentioned that he read the Chair's delegation to the Public Health Committee and thought it accurately described some of the issues faced by RCF tenants. We will discuss this in much more detail next month after people have a chance to review the documents.

6. Other Business: There was no other business.

7. Adjournment

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ACPD Housing Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA.

Background

The Housing Working Group spent considerable time over the past two years studying the AODA and a document written in part by the provincial government called "Unlocking the AODA" to learn how the AODA affected housing without saying housing. We managed to identify 17 points of intersection between Housing and the AODA. After inviting Amanda Warren-Ritchie from CityHousing and discussing them with her, we narrowed that list to 15 points that need to be addressed. They are itemized below and recommendations for improvement attached.

1. Employers over 50 people are required to be both AA compliant and AA web compliant by the end of 2021.
 - CityHousing does not monitor or test AA web compliance independently, instead relying on the City to have ensured their compliance. As there is still some issues with accessibility on City websites, it is recommended that CityHousing do their own testing

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to ensure the forms and documents used by tenants are fully accessible to all available technologies such as screen readers.

2. New picnic tables, benches and other seating must be installed on level, hard surfaces and connected to accessible pathways.

- CityHousing is taking steps to make any new build's seating and landscape fully accessible as well as announced that they will retrofit all existing buildings to accessible standards by 2027. During the pandemic, all chairs and amenities were removed from all properties. When they were reinstalled, they should have been made at least partially accessible as this is technically a new build. A dedicated accessibility department/staff in CityHousing would be able to ensure accessibility was achieved above mere AODA compliance.

3. Playgrounds need to be fully accessible and those with disabilities should be consulted before construction.

- At least one playground has been installed at a CityHousing property that is not accessible. No consultation occurred with the residents to ensure accessibility needs were addressed. A dedicated accessibility department/staff would be better

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equipped to ensure accessibility and address resident concerns.

4. Required to follow IASR guidelines regarding accessible parking spaces.
 - CityHousing is currently in the process of unifying policies across all buildings. We will be unable to confirm proper adherence to IASR guidelines until that time. A dedicated accessibility department/staff would be able to assist in this process to ensure proper accessibility.

5. If service counters are offered, at least one needs to be fully accessible.
 - While the service counter on the third floor of the CityHousing offices is in compliance with the minimum AODA guidelines, more effort should be made to improve its accessibility by adding enhancements like contrast strips, tactile marking and pictographic signage to name a few. A dedicated Accessibility department/staff would be able to help with this.

6. At least 3% of seating in lobbies and waiting areas need to be able to accommodate all mobility devices.
 - As was mentioned, CityHousing has committed to making all properties and common areas fully

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accessible by 2027. We don't know if that will be to a minimum AODA standard or if they will attempt to make them fully accessible. We recommend that a dedicated accessibility department/staff would be able to ensure the correct improvements are made thereby saving money from having to retrofit or modify afterwards.

7. Housing providers are required to have maintenance plans in place to ensure that the AODA is being adhered to despite the disruptions.
 - There is no process for tenants to complain during ongoing work except to deal with the project manager and contractor directly. This is intimidating for many and there should be an independent channel for requesting resolutions. A dedicated department/staff would be able to voice concerns of tenants and work with the contractor to establish proper protocols.

8. Accessibility, sensitivity and accommodation training must be provided to all employees, contractors and volunteers.
 - The current training is reading the AODA. This is insufficient as the AODA requires customer service and sensitivity training when addressing the needs of person with disabilities. An dedicated department/staff would be able to develop training modules for

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employees, contractors and volunteers as well as document their completion and track problems.

9. Housing providers must place notice and bulletin boards at accessible levels.

- There are many buildings without bulletin boards at the correct height for people in mobility devices. There is also a problem with notices for people with vision loss. A dedicated accessibility department/staff would be able to address these problems.

10. 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.

- There is currently no list for people that need accommodations like better notification protocols or more time to prepare. A dedicated accessibility department/staff could assist by keeping a master list for each building and advising on the best method of communication for those with special requirements.

11. Toxic chemicals can trigger Multiple Chemical Sensitivities (MCS). The least toxic should be used when required.

- A dedicated accessibility department/staff would be able to formulate a Multiple Chemical Sensitivities

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policy for each building dependent on the requirements of tenants. This would improve the health and wellbeing of tenants, no matter their condition.

12. Accommodations need to be made when showing new units to prospective tenants.
 - Currently the policy is to attempt to accommodate when asked for, but there is no standard policy. A dedicated department/staff would be able to provide an array of accommodations that would be available so that prospective tenants could ask for them in confidence. This will help to get honest requirements for modifications before they move in.

13. An AODA Compliance Report is required every three years. Online Compliance must be reviewed as well.
 - Reporting is currently taking place annually to Jessica Bowen but we were informed that they don't test their own online compliance. A dedicated accessibility department/staff would be able to ensure website accessibility independently of City Staff.

14. Housing providers are required to make accommodations up to the point of Undue Hardship.

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- Considering the housing crisis currently in progress and the fact that the HWG promotes the principle of aging in place, we are recommending that a dedicated department/staff would be better able to assess the needs of tenants and make modifications as their physical conditions change. Due to the fact that affordable housing is scarce, we have learned that people with disabilities are reluctant to approach the property managers to ask for modifications in case they are labelled problem tenants. An independent process would better encourage people to ask for the modifications they require and not suffer needlessly. A simplified application would also assist in this process.

15. Self-service kiosks are required to be fully accessible and can accommodate those with vision loss.

- This is a major issue of concern that is going to require special effort. This is referring to things like the laundry card loading machines as well as washers and dryers. As these machines become more digital; the displays are nearly impossible for people with vision loss to use. They are also very confusing to some people and explanations on how to use should be available in pictograms where possible in order to accommodate language and developmental barriers.

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A dedicated department/staff that can work with each building to ensure the laundry facilities are accessible for all tenants is needed as they will be modified on a case by case basis.

Conclusions:

In doing this research, we had difficulty in understanding exactly how the AODA affects housing, because it doesn't specifically mention housing for the most part. This creates issues for Landlords and Property Managers when understanding their responsibilities under the act. Most see the AODA as a checklist that needs to be marked off and nothing more.

In the fifteen points we mentioned above, we have learned that CityHousing is not actually meeting the minimum standards in the act because no one quite understands them.

Using an example above, CityHousing requires all outside contractors to read and sign off on the AODA and that satisfies the accessibility training. However, according to "Unlocking the AODA" CityHousing is also required to ensure they have sensitivity and accessible customer service training and that is not being done.

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CityHousing is required under the act to create a dedicated complaint line/system for people with disabilities to raise issues or provide accessibility related feedback and they have yet to do so. Relying on the Tenant Support Worker or Property Manager is not an appropriate alternative.

While CityHousing uses the Hamilton.ca network, they need to ensure their own part of it is as accessible as possible. At the very least, they should put all online forms through accessibility testing regularly.

Barriers are still being created at CityHousing properties to date because there is no one on staff that is specifically trained in understanding mobility and accessibility. As we were informed, CityHousing has received a fund to make all its properties accessible by 2027, but if they don't understand what needs to be done, how do they ensure they have achieved accessibility?

Self-serve kiosks are another major issue that needs to be addressed, but it needs to be addressed on an individual basis. Having an accessibility department means that people with disabilities can provide confidential information on their personal requirements so they can ensure all tenant's needs are met. Laundry rooms are a particular point of focus as each building will need their own combination of solutions.

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Finally, given the precarious nature of housing, people are not asking for the modifications they need in their home as they don't want to put their housing at risk. This is necessary though as we know that aging in place is the most economical option at the moment. Requiring tenants to request modifications through their property manager is too intimidating for fear of being labelled a problem tenant. We need a dedicated staff member/department that can represent tenants in these requests as a neutral third party.

While AODA compliance is the minimum standard, the ODA specifically requires that we identify, eliminate and prevent barriers. With respect to housing, the AODA's lack of any detailed requirements has become a barrier itself and we need to ask how to make these properties and residences truly accessible. The only way we can see to do that is to bring in people that are trained in equity and accessibility and/or to form a citizen advisory committee comprised of tenants from CityHousing properties that can represent these interests.

Recommendations:

The ACPD's Housing Working Group recommends the following:

1. CityHousing creates a separate department that is to ensure all properties are achieving accessibility or at

9.2(a)

least taking steps to improve it. This can be done through the following steps:

- a. Begin by touring each property and listing steps that need to be taken in a priority list to be addressed as labour and finances allow. This will ensure that money allocated to improving accessibility is used as efficiently as possible.
- b. Create a hotline/complaints system to provide necessary feedback as is required under the act.
- c. Review the CityHousing website / application forms to ensure they are achieving full accessibility.
- d. Develop a clearer system to request modifications in the home and serve as an intermediary between the tenant and the property manager.
- e. Review any new construction or renovation plans to ensure they are trying to incorporate Universal Design as it will save money over time.

9.3(a)

Outreach Working Group Meeting Notes

July 3rd, 2023

Virtual Zoom Meeting

4:00PM – 6:00PM

Those in Attendance: James Kemp, Paula Kilburn

*Those Absent: Aznive Mallett, Anthony Frisina, Jayne Cardno, Patty Cameron, Lance Dingman

1. Welcome
2. Approval of July 3rd Agenda: Agenda was approved.
3. Approval of June 5th Meeting Notes: Meeting notes were approved.
4. Accessibility Awards Program Update: Deferred for another meeting.
5. Senior's Kick-Off Review: We discussed the Candies and will be putting in a motion for reimbursement.
6. 2023 Accessibility Award Update and Media Review: Deferred for another meeting. Chair will

9.3(a)

post a brief update for all members so they are all aware of the current progress.

7. 2024 Accessibility Fair Discussion: Deferred for another meeting.
8. Other Business: There was no other business
9. Adjournment

*James and Paula were in attendance until 4:20 and ended it as they thought no one else was coming. As soon as the meeting ended, James received requests from Anthony and Aznive to join and tried to restart the Zoom meeting but met technical challenges (computer crashed) and was unable to restart the meeting.

9.3(b)**Accessibility Fair 2023 July Update**

The Accessibility Fair planning is going well so far and we are currently waiting until our media is approved by Council before we start communicating with Stakeholders. The new contact list is almost finished and will be ready by then. We will assign members of the OWG portions of the list to send out over the summer. If anyone has anyone in mind that they think would like to attend, by all means give me their contact info and I will add them.

We have our approvals from the SEAT team as well as Facilities and will be covered under the City's Gameday Insurance.

CHHA has offered to bring an Audiologist with their equipment, thank you Levi!

The Haptic Book project is in the works, I am currently working with the author Marketa Vitkova to translate one of her bridge books into English. If it works out, we will start printing the pieces to go with it, if it doesn't, there are still many types of haptic models we can use for the station. I am still waiting to hear from the HPL on whether they will participate.

HSR and DARTS have confirmed they are able, willing and eager to participate again and have offered to help disseminate media using their contact lists. Parking Spaces will be reserved for \$100.00

9.3(b)

I am waiting for our Stakeholder release to be approved before I approach the other groups that hosted an event like Hauser's, Deaf/Blind and Motion, but given their response last year, I don't foresee any problems there.

Despite the lack of any advertising or announcements this year, I was approached by many at the Senior's Kick-Off and was asked if they could participate. Canada Revenue and Service Canada want to set up areas for the Disability Tax Credit and applying for CPP. McMaster wants to bring their Lab RV and Public Health wants to bring the Dental Bus. I don't know how all these vehicles will be organized; we will have to see what the forecourt looks like after they have finished the construction before we figure that out.

The Banner slot has been approved for September 18th and that cost us \$404.00 to reserve the space. There was a bid tendered and the City Print Shop won the contract to print the banner, but this hasn't happened yet as the banner layout won't be approved until the 14th.

The Website was purchased for \$450.00 and is almost finished. I am just waiting on tech support about a few things. It will have improved accessibility features from last year and should definitely pass the WCAG 2.0 AA. I have built a registration page directly into the website to try to improve access. The professional Email is to be purchased this week at a cost of \$58.00.

9.3(b)

We are hoping to have the Mayor and an Elder open the event officially. Request has gone out for an indigenous representative and the Mayor's office application is still pending. They need to be entered at least two months in advance.

Anthony has agreed to be the Social Media Coordinator and will be managing the social media accounts that I will be setting up next week. This consists of updating the posts already approved with current information.

We had technical difficulties when we tried to meet on the 3rd and didn't have a chance to review the media package. The only things that need to go live right away are the website and the stakeholder release. We can review the posters before they are printed or sent out when we meet on the 18th.

CITY OF HAMILTON

M O T I O N

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES: July 11, 2023**

MOVED BY A. MALLET.....

SECONDED BY

**Postponing the Annual “Ability First” Accessibility
Fair**

WHEREAS, an annual “Ability First” Accessibility Fair was approved by Council on February 22, 2023, which is to be organized by the Advisory Committee for Persons with Disabilities and held on September 28, 2023; and

WHEREAS, it was a last minute decision to commit to holding the “Ability First” Accessibility Fair in 2023 in this transitional year for the Committee as new members are yet to be appointed to the Advisory Committee for Persons with Disabilities;

WHEREAS, the Advisory Committee for Persons with Disabilities would like additional time to review the look and design of the website and media and to include the input of the newly appointed members; and

WHEREAS, the Advisory Committee for Persons with Disabilities would like to work with staff to review the look and design of the website and media to create a more professional appearance.

THEREFORE, BE IT RESOLVED:

- (a) That the September 28, 2023 “Ability First” Accessibility Fair, be postponed until 2024 to a date to be decided on by the newly appointed Advisory Committee for Persons with Disabilities; and
- (b) That the Advisory Committee for Persons with Disabilities, including the newly appointed Committee members, review and revise the look and design of the website and media, with the assistance of staff for the annual “Ability First” Accessibility Fair to be held in 2024.

CITY OF HAMILTON

M O T I O N

**ADVISORY COMMITTEE FOR PERSONS WITH
DISABILITIES: July 11, 2023**

MOVED BY J. KEMP

SECONDED BY

**Reimbursement for the Purchase of Candy for the
Senior’s Month Kick-off Event**

WHEREAS, members of the Advisory Committee for Persons with Disabilities’ Outreach Working Group represented the Committee at the Senior’s Month Kick-Off Event on June 20, 2023; and

WHEREAS, the Outreach Working Group decided that in lieu of a more permanent and costly giveaway, sugar free candies would be offered as way to attract visitors to the Advisory Committee for Persons with Disabilities’ table.

THEREFORE, BE IT RESOLVED:

That reimbursement to James Kemp in the amount of \$47.28, including HST, attached as Appendix “A”, for the cost of sugar free candies from the Bulk Barn, handed out

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by the Outreach Working Group on behalf of the Advisory Committee for Persons with Disabilities at the June 20, 2023, Senior's Month Kick-off Event, from account 300303, be approved.

BulkBarn*

Bulk Barn # 674
1187 Barton Street East
Hamilton, Ont.
(905) 547-8911
HST# 100689256RT0001

Lane: 002 Cashier: 117
Date: 06/19/2023 Time: 15:52
Transaction: 67410922776

NO SUGAR ADDED ASST. \$41.84 HD
1.210 kg @ \$34.58 /kg
Net: 1.210 kg Gross: 1.245 kg

Sub-Total: \$41.84
 HST \$5.44
Total Amount: \$47.28
 DEBIT \$47.28
Total Tendered: \$47.28

Items Sold: 1
Savings: \$0.00

H=HST T=BOTH TAXES *=MANUAL TARE

customerservice@bulkbarn.ca

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