



Hamilton

**Presentation To Audit Finance &
Administration Committee
re: 2012 Accessibility Plan Update
& 2013 – 2017 Multi-Year Accessibility Plan
December 10, 2012**

Accessibility Plan Reports

- 2012 Accessibility Plan Status Update
 - Required by the Ontarians with Disabilities Act (ODA)
- 2013-2017 Multi-Year Accessibility Plan
 - Required by the Accessibility for Ontarians with Disabilities Act (AODA)
 - Replaces Annual Accessibility Plan
 - Requires annual status report, but not a new plan each year
 - New Plan required at least every 5 years



Demographics

- Based on 2006 Census information in the Hamilton CMA
 - 138,245 people in Hamilton with disabilities (20%)
 - Provincial rate was 19%
 - National rate was 17%
 - Higher unemployment rate
 - Lower annual average income



2012 Accessibility Plan Update

- Provides update on initiatives in the 2012 plan
- Items incomplete will continue to be monitored and reported on in the future in the Annual Plan status update reports
- Major focus in the new multi-year plan is on addressing barriers in accordance with the AODA standards and meeting compliance timelines



2013-2017 Multi-Year Accessibility Plan

- New plan is derived from the regulations approved pursuant to the AODA, including the Customer Service Standard, and the Integrated Accessibility Standard which contains the following:
 - Information & Communications Standard
 - Employment Standard
 - Transportation Standard
- Not included in the plan is the Built Environment Standard – not yet approved



Statement of Commitment

- Statement of Commitment
- The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; Information and Communications
- The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:
 - respects their dignity and independence;
 - is integrated as fully as practicable into the method of service delivery;
 - ensures reasonable efforts are made to provide equitable opportunities to accessing goods and services;
 - allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination



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2013-2017 Multi-Year Accessibility Plan

Strategic Goals of the Accessibility Plan

- Designed to guide our implementation of the standards
- Aligned to the focus areas of the Standards
- Strategic Goal One - Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities
- Strategic Goal Two - Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees



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2013-2017 Multi-Year Accessibility Plan

- Strategic Goal Three - Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats
- Strategic Goal Four - Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS)



2013-2017 Multi-Year Accessibility Plan

- Strategic Goal Five - City facilities are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing programs, services, resources and opportunities
- Strategic Goal Six - Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities



Advisory Committee Feedback

- Provided feedback about the implementation of the Integrated Accessibility Standard and the Multi-Year Plan
- Focused on the details of what the barriers are related to the Information & Communications Standard, Employment Standard & Transportation Standard as well as the Built Environment
- Will look to this feedback as we work on implementation of each of the requirements of the standards and the Multi-Year plan



2013-2017 Multi-Year Accessibility Plan

- Areas of Focus and Effort for 2013
 - Employment Standards
 - Information and Communications
 - Transportation
 - Training and Awareness and Understanding
- Concern about ability to meet the compliance requirements in all areas



Special Thanks

- Advisory Committee for Persons with Disabilities
 - 3 Subcommittees
- Equity and Diversity Strategic Implementation Team
- Staff Access & Equity Committee
- Staff



Questions



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