

INFORMATION REPORT

TO: Chair and Members Audit, Finance and Administration Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: December 9, 2013	
SUBJECT/REPORT NO: Multi-Year Accessibility Plan Status Update (FCS12102 (a)) (City Wide)	
SUBMITTED BY: Mike Zegarac Acting General Manager Finance & Corporate Services	PREPARED BY: Jane Lee 905 546-2424 ext. 2654 Maxine Carter 905 546-2424 ext. 6419
SIGNATURE:	

Council Direction: Not applicable

Information:

On December 10, 2012, the Audit, Finance and Administration Committee approved the 2013–2017 Multi-Year Accessibility Plan for the City of Hamilton, which was subsequently approved by Council on December 12, 2012.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its regulations requires municipalities to prepare a multi-year accessibility plan, make it public and to consult with the Accessibility Advisory Committee (AAC) regarding preparation of the plan. The regulation requires annual status reports on accomplishments achieved and progress made in terms of meeting the objectives of the plan and the requirements of the regulation.

The requirement for the multi-year accessibility plan can be found in the Integrated Accessibility Standard (O. Reg. 191/11) which includes a requirement to:

- “(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.”

In addition, the regulation requires annual status reports on accomplishments achieved and progress made in terms of meeting the objectives of the plan and the requirements of the regulation. The 2013 - 2017 Multi-Year Accessibility Plan addresses the requirements of the regulation to complete a multi-year plan and follows, very closely, the requirements and timelines set out in the regulation for implementation.

The 2013-2017 Multi-Year Accessibility Plan was organized in areas reflecting strategic goals that address the outcomes which should be achieved through the implementation of the regulations.

The six (6) strategic goals for achieving accessibility are as follows:

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.

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).

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.

Each clause of the regulations is noted under the relevant strategic goal. The status update provides summary status comments on each clause of the regulation based on feedback provided by all City departments.

The status update notes that the City is in compliance with the majority of the regulations, with some areas where the City is in progress of becoming compliant. The Information and Communication Standard requires the City's public facing website, if it is substantially altered or a new website is created, to be accessible by January 1,

2014. The City is developing a new website, using new technology, and will have an accessible website, to the degree possible, when the new website is launched in the second quarter of 2014. There will still be some on-line applications which rely on pre-existing legacy systems that will need improvement beyond the launch of the new website. These applications will be addressed in future years. In addition, there are many clauses of the Employment Standard where the compliance deadline is January 1, 2014. The City has many policies and practices in place to address the requirements of the Employment Standard, but is continuing to review our policies, practices and procedures to ensure that we enhance our employment practices for employees or potential employees with disabilities. The City is currently undertaking an Employment Systems Review to detail barriers faced by our employees with disabilities as well as job applicants with disabilities. The recommendations of the Employment Systems Review, which are expected in the first quarter of 2014, will detail areas of improvement which will assist the City in further addressing barriers and enhancing our compliance with the regulations.

The Status Update provides a summary of actions taken by all departments in meeting the AODA standards and in continuing to make improvements to the implementation as time goes on. This is the first status update, which will be followed by annual updates, until a new plan is developed in 5 years' time.

The details of the Status Update are attached as Appendix "A" to Report FCS12102 (a) – Multi-Year Accessibility Plan Status Update.

MULTI-YEAR PLAN STRATEGIC GOALS 2013-2017

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.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 3):

- Establish and communicate accessibility policies, practices and procedures

Compliance Activities:

3.1. Establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

Policies, practices and procedures governing the provision of goods and services to persons with disabilities have been established. Policies and procedures developed include Assistive Devices Policy, Communication policy, Disruption Notice policy, Resident and Visitor Feedback and Complaints policy, Service Animals policy, Support Persons for Persons with Disabilities policy, Training policy and Clear, Accessible and Large Print Guidelines.

3.2. Use reasonable efforts to ensure that all its goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.2.2. Where applicable shall integrate the provision of goods and services for persons with disabilities and others, unless an alternate measure is necessary.

3.2.3. Ensure that services are provided in an equitable manner so that one method of service does not create an advantage or disadvantage over another method of service.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

Policies, practices and procedures have been developed to ensure that staff, management, third party contractors and volunteers use reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

3.3. Ensure that where applicable, all policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from its goods and services.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

The City has developed an Assistive Devices Policy which deals with the use of assistive devices by person with disabilities to obtain, use or benefit from goods and services.

3.4. Utilize alternative methods of communication, when communicating with a person with a disability, taking into account the person's disability.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

The Communications Policy requires that staff utilize alternative methods of communication

including in-person, telephone, fax, in-home, text and email, with the aid of various audio, visual and other technology-based assistive devices to communicate with persons with disabilities.

Implementation and Compliance strategy by department/section/division:

- Staff utilize a variety of communication methods to communicate with persons with disabilities including in-person (i.e. frontline staff, such as HSR operators), telephone (e.g. Bell relay service), fax, e-mail, social media (twitter, Facebook) and Skype to communicate with persons with disabilities and the public.
- Documents, transit payment receipts and bills are converted into Braille and large print for persons with disabilities upon request.
- The “Accessibility Accommodation Clause” is inserted for future public meetings and event notices. An “Accessible Meeting Checklist” has been developed and provided to staff, to be completed when planning public meetings and events. American Sign Language (ASL) and multiple language interpreters are provided at some service counters such as the Small Business Centre, upon request or by appointment. In addition, live webcasting is provided of Council meetings.
- Service and reception counters are equipped with magnifying glasses and other assistive devices

- 3.5. Prepare one or more documents describing its policies, practices and procedures and upon request, shall give a copy of the document to any person.

Resources: Staff

Costing (if known): Generally, costing is part of each department’s operational budget.

Departmental budget. Some departments have funding arrangements with provincial bodies, such as Public Health Services. The Ministry of Health (MOHLTC) has a block funding arrangement with the Canadian Hearing Society (CHS) for the provision of sign language interpretation services (American Sign Language or ASL) to clients of all public health units. Therefore, Public Health Services is not invoiced for the costs associated with the provision of ASL interpreting services for deaf public health clients.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

Document describing policies, practices and procedures developed and is made available to the public upon request.

Integrated Accessibility Standards Regulation Requirement (section 3, 4, 41)

- Establish, implement, maintain multi-year Accessibility Plan

Compliance Activities:

3.1. Develop, implement and maintain policies to achieve accessibility.

3.2. Develop statement of commitment to meet the accessibility needs of persons with disabilities.

3.3. Prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

Statement of commitment, policies, practices and procedures to meet the needs of persons with disabilities to be drafted, reviewed by staff and management and approved by Council. Policies have been disseminated to staff and the public through various channels (eNet, external website) and in alternate formats, upon request.

4.1. Establish, implement, maintain multi-year Accessibility Plan

4.2. Post the accessibility plan on the website

4.3. Provide the plan in an accessible format upon request

4.4. Review and update the accessibility plan at least once every five years.

4.5. Consult with Advisory Committee for Persons with Disabilities.

4.6. Provide annual status report on the progress of accessibility plan initiatives.

November 2013

4.7. Post the status report on the website, and provide the report in an accessible format.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliance in progress

Multi-year accessibility plan developed and reviewed by Senior Management Team. Currently being updated to reflect areas of compliance.

41.1. Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

As part of the Customer Service Standard implementation, a Customer Feedback form has been developed and made available in various public serving locations and alternate formats, upon request.

Implementation and Compliance strategy by department/section/division:

Transit has a feedback process in place for both conventional (HSR) transit and specialized (DARTS and Taxi Scrip) transit for managing, evaluating and taking action on customer feedback. Members of the public including passengers are informed of the availability of customer feedback for transit which is offered through various communication methods including in-person (i.e. customer service counter – ATS & GO Station), telephone, City website (transit section), e-mail, and printed media (i.e. Passenger Service Bulletins such as "Bus News").

42.1. Specialized transportation service providers shall, in their accessibility plans,

- identify the process for estimating the demand for specialized transportation services; and
- develop steps to reduce wait times for specialized transportation services.

Resources: Staff

Costing (if known): Generally, costing is part of each department’s operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Implementation and Compliance strategy by department/section/division

- Transit staff prepare annual Performance Reports for specialized transit service (Accessible Transportation Services) which provides detailed statistics (i.e. number of trips: accommodated, cancelled, no shows, late), this information assists staff to ensure that there is sufficient service capacity available in the future which can reduce wait times for specialized transit service.
- Also, Transit staff annually forecast/plan for the appropriate budget requirements in order to accommodate anticipated trip demand for specialized transit. The following table compares statistics for ATS between 2011 and 2012:

# of Trips:	2011	2012	% Change
Accommodated	572,721	577,319	1%
Cancelled	88,470	85,029	-4%
No Shows	14,175	15,024	6%
Late	5,568	3,221	-42%

43.1. Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe procedures for dealing with accessibility equipment failures on their respective types of vehicles.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant

Implementation and Compliance strategy by department/section/division

Both the City's conventional transportation service provider and specialized transportation service provider have policies and procedures in effect regarding accessibility equipment failure, as follows:

- Conventional (HSR) & Specialized (DARTS) – operator notifies dispatch immediately regarding accessibility equipment failure and as a result, a replacement vehicle is dispatched to replace the vehicle with the equipment failure while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle; the vehicle with the equipment failure is brought back to the transit terminal where a work order is issued to repair the accessibility equipment.

7.2 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.

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements (sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):

- Accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

\$120,000 for Employment Systems review to identify barriers in employment processes for people with disabilities and proposes solutions to address the barriers

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress.

Implementation and Compliance strategy by department/section/division:

Human Resources have processes in place to accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process. Interviews are held in an accessible space. Applicants who indicate an accessibility need are accommodated with assistive devices and alternative testing methods.

22. Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliant.

Employees and the public are informed about the availability of accommodation for applicants with disabilities in the recruitment process through a clause stated on all job applications and interview requests/notices.

Implementation and Compliance strategy by department/section/division

Human Resources have processes in place to notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes. Interviews are held in an accessible space. Applicants who indicate an accessibility need are accommodated with assistive devices and alternative testing methods.

23. If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

Employment Services has ensured accommodation to potential candidates to partake in the assessment process in several ways, including providing alternative and longer testing methods, ergonomic assessments as well as conducting interviews in accessible locations.

24. When making an offer of employment, notify successful applicant of the policies for accommodating employees with disabilities.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

Human Resources' standard Offer of Employment Letters provide an internal eNet link plus an external link to Hamilton's website so that candidates are able to review all policies and procedures as per below: Contact person is identified for further assistance.

You agree to comply with the employment policies, practices, rules, regulations and instructions of the City of Hamilton now in force or which hereafter may be amended, revised or adopted in the sole discretion of the City of Hamilton from time to time. You agree to comply at all times with the prevailing laws, including but not limited to the Ontario Human Rights Code and the Occupational Health and Safety Act.

Employment related policies include, but are not limited to: Code of Conduct for Employees, Harassment & Discrimination Prevention, Violence in the Workplace, Equity & Inclusion, Racial Equity, Workplace Dress & Professional Image, Work Accommodation, Theft & Fraud, and Computer & Technology Acceptable Use.

Please refer to these and all other Human Resources Policies and Procedures at:

<http://www.hamilton.ca/CityServices/Careers/EmployeeOrientation/PoliciesProcedures/HumanResourcesPoliciesProcedures.htm>

- 25.** Inform employees and new employees of policies to support employees with disabilities, including job accommodations.

25.1. Provide updated information on change in the existing policies or when there is a change in employee's accessibility needs due to disability.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

- Return to Work Services coordinates and approves the accommodation plan (including altered work hours and food allergy accommodations) through dialogue and meetings with staff, which is then implemented in each program.
- Human Resources' standard Offer of Employment Letters provide an internal eNet link plus an external link to Hamilton's website so that candidates are able to review all policies and procedures as per below: Contact person is identified for further assistance.

You agree to comply with the employment policies, practices, rules, regulations and instructions of the City of Hamilton now in force or which hereafter may be amended, revised or adopted in the sole discretion of the City of Hamilton from time to time. You agree to comply at all times with the prevailing laws, including but not limited to the Ontario Human Rights Code and the Occupational Health and Safety Act. Employment related policies include, but are not limited to: Code of Conduct for Employees, Harassment & Discrimination Prevention, Violence in the Workplace, Equity & Inclusion, Racial Equity, Workplace Dress & Professional Image, Work Accommodation, Theft & Fraud, and Computer & Technology Acceptable Use. Please refer to these and all other Human Resources Policies and Procedures at:

<http://www.hamilton.ca/CityServices/Careers/EmployeeOrientation/PoliciesProcedures/HumanResourcesPoliciesProcedures.htm>

- 26.** Consult with the employee for the provision of accessible formats and communication supports for,
- information needed to perform the employee's job; and
 - Information that is generally available to employees in the workplace.

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

Human Resources coordinates the provision of assistive devices and supports for employees with disabilities, in consultation with the Access and Equity Office and respective department/section/division.

- 26.2.** Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

Human Resources coordinates the provision of assistive devices and supports for employees with disabilities, in consultation with the Access and Equity Office, Joint Occupational Health and Safety Committee, Workload Committee and respective department/section/division.

- 27.1.** Provide individualized workplace emergency response information to employees with disability.
- 27.2.** Provide the emergency response information to the designated person to provide assistance to the employee with employee's consent.
- 27.3.** Review the individualized workplace emergency response information,
- when the employee moves to a different location
 - accommodations needs or plans are reviewed; and
 - when the employer reviews its general emergency response policies

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliance in progress

Individualized Workplace emergency response information, policies and procedures have been finalized and shared with, Integrated Accessibility Standard sub-committee and staff. Implementation is underway. Access and Equity staff is working on the process to evaluate the implementation.

Implementation and Compliance strategy by department/section/division

All facilities have individual emergency response plans addressing the needs of staff and visitors.

28.1. Develop a process for the development of documented individual accommodation plans for employees with disabilities.

The process must entail:

- Employee's participation
- Means by which the employee is assessed on individual basis
- Employer can request an evaluation by outside expert at employer's expense
- Participation of a representative from employee's bargaining agent, where the employee is represented by a bargaining agent
- Steps taken to protect the privacy of the employee's personal information
- The frequency of review/update and the manner of the individual accommodation plan
- Reasons for the denial of individual accommodation will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability

28.2. The individual accommodation plans shall include:

- any information regarding accessible formats and communication supports
- Individualized workplace emergency response information
- Identify any other accommodation that is to be provided

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

The City has a policy and procedure for accommodating workers who require modified or alternate work on a temporary or permanent basis. Return to Work Services is in the process of developing a more robust procedure which outlines the steps required to accommodate employees. It is anticipated this procedure will be ready for dissemination in Q1–Q2 of 2014. Once the new procedure is in place, the employee and work location management group will have a clearer understanding of the process required. There is a plan to conduct refresher training in late 2013/ early 2014 to ensure all new staff receive training and previously trained staff remain aware of Corporate and Provincial accommodations requirements.

Employee's requiring accommodation are individually partnered with to determine their needs and accommodations actions. Employee accommodation requests are addressed in consultation with various parties including Program Lead for Inclusion, Health and Safety Committee and Access and Equity Office, as needed to ensure the employee's accommodation needs are met. Individualized emergency response information and provisions are discussed and coordinated between staff and supervisor/manager, responsible for addressing the accommodation request. With respect to the workplace emergency response, individual plans are offered for staff who may not be able to evacuate a building on their own.

- 29.1.** Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and document the process.

The return to work process shall outline:

- The steps taken to facilitate the return to work of employees who were absent because of their disability
- Documented individual accommodation plans

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

Individual accommodation plans (based on disability) will be created by the Return to Work Specialist. Accommodation plans as a result of other protected grounds are arranged/directed by the Human Rights Specialists. The process is currently imbedded in the Work Accommodation policy however it will be clearer with the new Work Accommodation procedure once it is finalized. Departments work closely with Return to Work Services, in Human Resources to ensure employee's needs are best accommodated.

30. When using a performance management process, take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

This will be addressed at the initial stage of the performance management process – goal setting. SMART goals will be set collaboratively between the manager and employee. Any accommodation needs are addressed here as the acronym SMART stands for Specific, Measurable, Achievable (individual accommodation plans addressed here), Realistic and Time Bound. Explanations addressing accessibility needs will be provided in the guides for both employees and managers. Human Resources is alert to AODA requirements and as the City's revised Performance Management Program is designed, implemented and launched, it will incorporate this into all training and policy aspects.

In some departments such as Community Services, individual accommodation for employees is built into the Portfolio Work Plans. At that time, employee and manager determine accommodation

requirements and accessibility needs and monitor through performance management. Routine supervision meetings are held to monitor status and progress against the accommodation plan in order to ensure compliance.

- 31.** When providing career development and advancement to employees, take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.
Resources: Staff
Costing (if known): Generally, costing is part of each department's operational budget.
Budget amount / year: 2012-2015
Compliance Timeline: January 1, 2014
Status: Compliance in progress
Implementation and Compliance strategy by department/section/division
Led by Human Resource, this will be addressed in the initial meetings with employees discussing career goals and plans. The system template allows for a plan and within the details of the plan, accommodation needs can be identified. As development and advancement is based on competencies, no change is needed in the description of competencies to accommodate accessibility needs. How the employee develops the competencies can require accommodation to meet accessibility needs; the template includes this and the guide will be specific to address this item. Professional development opportunities are provided to all staff.
- 32.** When redeploying employees, take into account the accessibility needs of employees with disabilities, as well as their individual accommodation plans.
Resources: Staff
Costing (if known): Generally, costing is part of each department's operational budget.
Budget amount / year: 2012-2015
Compliance Timeline: January 1, 2014
Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

As per the accommodation policies and procedures, Human Resources endeavors to search for alternate work that are within an employee's restrictions, and refrain from positions that could potentially be a risk for further injury. Roles require certain competencies – Return to Work and management will need to focus on competencies- they are readily applied to any individual. The accommodation again is not with the competency, but how it is developed and applied. Our expectations don't change, but how we achieve them may. Specific needs of the individual employee to ensure their needs are met when considering redeployment.

7.3 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.

WHAT WILL BE DONE?

Customer Service Standards Regulation Requirements (sections 8, 9):

- Provide accessibility information, service disruption notices on City website, eNet and City premises

Compliance Activities:

8.1. Establish procedure to notify persons to whom goods or services are provided about the availability of all documents by posting the notification of City's website, e-net and other conspicuous locations

8.2. Post all notices and information relating to the Regulation on the City's website, eNet and other conspicuous locations on its premises.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

Procedure established and all notices and information relating to the Regulation available on City's website, eNet, conspicuous locations on City premises and available to the public upon request.

9.1. If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

Documents containing Regulation information, policies, practices and procedures are available to the public upon request.

Integrated Accessibility Standards Regulation Requirements (sections 6, 11, 12, 13, 14):

- Incorporate accessibility features when designing, procuring and acquiring self-service kiosks
- Provide documents, emergency procedures, plans or public safety information in accessible formats and communication supports
- Provide accessible formats and communication supports
- Develop accessible websites and web content

Compliance Activities:

6.1. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: In progress.

Access and Equity Coordinator has consulted with procurement staff to finalize the criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

Most reception counters such as recreation centres and citizen service counters have modified accessible with staff available to assist during the centre's hours of operation. Alternatively, patrons can access the City's program and service information online and through various telephone registration systems. There is also an "Assistive Devices Checklist" posted at most service counters indicating which accessible amenities are available.

We have also developed a checklist, available on the City's intranet for staff to review accessibility features of City facilities. The Recreation Guide provides a breakdown of facilities into "High,

Medium, and Low" accessibility levels. Within the One-Stop for Business Centre at the Hamilton Small Business Enterprise Centre and the Ontario Works offices, there are some self-help computers with staff on hand to assist clients.

11.1. Provide accessible formats and communications supports for receiving and responding to the feedback.

11.2. Notify the public about the availability of accessible formats and communication supports.

Resources: Staff, assistive devices

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliant.

Process has been in place since January 2010. A corporate communication plan is being developed. All City advertisements provide information on the accessibility accommodations in meetings and Services.

12.1. Provide accessible formats and communication supports:

- By taking into account the person's accessibility needs and in a timely manner.
- At a cost that is no more than the regular cost charged to other persons.
- Consult with the person making the request in determining the suitability of an accessible format.

12.2. Notify the public about the availability of accessible formats and communication supports.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2015

Status: Compliant.

The public is notified about the availability of accessible formats and communication supports through notification/disclaimer on the website and various conspicuous locations throughout City facilities.

- 13.1.** Provide the emergency procedures, plans or public safety information:
➤ In an accessible format or with appropriate communication supports.

- 13.2.** Make emergency procedures, plans or public safety information available to the public.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant.

Policy and procedures have been finalized and shared with , Integrated Accessibility Standards Sub-Committee and staff. Access and Equity Office is working on the process to evaluate the implementation.

- 14.1.** All new internet websites and web content conforming with WCAG 2.0 Level A.

- 14.2.** All internet websites and web content must conform with WCAG 2.0 Level AA.

- Success criteria 1.2.4 Captions (live)
- Success criteria 1.2.5 Audio Description (Pre-recorded)
- Web content published on a website after January 1, 2012.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Re-development of the City's website is estimated at \$2.4 million, and will included AODA compliance. Only part of the budget estimate relates to AODA compliance. Phase one of the project includes development of a business case which will estimate AODA related costs.

Budget amount / year: Part of \$2.4 million web redevelopment project/ 2012-2014

Compliance Timeline: Multiple

Status: In progress.

Redevelopment of the City's website is underway, intended for completion early 2014. Museum virtual tours are fully AODA compliant.

Implementation and Compliance strategy by department/section/division

7.4 STRATEGIC GOAL FOUR

Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements: (sections 34, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80)

- Ensure barrier free access to services, programs and vehicles
- Ensure fare parity for persons with disabilities and no charge of fare to support persons
- Ensure accessible signage, surfaces, lighting and announcements on vehicles
- Develop guidelines for licensing accessible taxicabs

Compliance Activities:

34.1. Provide current information on accessibility equipment and features of vehicles, routes and services in an accessible format.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant

Implementation and Compliance strategy by department/section/division:

- Current information on accessibility equipment and features of vehicles, routes and services is available to the public through various methods such as follows: in-person (i.e. operator knowledge), telephone, City's website, printed material (Passenger Service Bulletins such as HSR "Bus News"); accessible formats are available upon request.

- Conventional transit (HSR) has measures in place to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route; if there are passengers on-board the vehicle then they would transfer to the replacement vehicle.

35.1. If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2011

Status: Compliant

Implementation and Compliance strategy by department/section/division

If accessibility equipment on an HSR vehicle is not functioning, then HSR staff will take the appropriate measures to ensure that service disruption is minimal. Refer to Item 34.1.

37.1. Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.

- Make those policies available to the public in an accessible format, upon request.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant

Implementation and Compliance strategy by department/section/division

Transit operators are trained in the area of emergency preparedness and response that provide for the safety of persons with disabilities. Related policies are available to the public in an accessible format, upon request.

- 38.1.** No charge of fare to a support person who is accompanying a person with a disability, where person with a disability has a need for a support person.
- 38.2.** It is the responsibility of a person with a disability to demonstrate to a service provider their need for a support person to accompany them.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Estimated at \$115,000 – implemented in 2010

Compliance Timeline: January 1, 2014

Status: Compliant.

Implementation and Compliance strategy by department/section/division

The City enforces a no-fare policy for support persons when accompanying a person with disability. No fare is charged to a support person who is accompanying a person with a disability when traveling on both conventional (HSR) and specialized (DARTS) transit.

- Conventional - If a person with a disability requires a support person when traveling on conventional transit then they are required to have an HSR Support Person Identification Card which they must show the bus operator when boarding the vehicle – in order to obtain an ID Card an application form must be completed and submitted to the Accessible Transportation Services (ATS) Office of the Transit Division for approval.
- Specialized – If a person with a disability requires a support person when traveling on specialized transit then there is no need for an ID Card as it will be identified at the time of trip booking, based on the passenger's information on file, that they require the assistance of a support person (in order to use specialized transit, a person must be eligible and registered

to use this service – attending health care practitioner would advise on the application form that a support person is required).

44.1. Conventional transportation service providers shall:

- deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- ensure that adequate time is provided to persons with disabilities to safely board, be secured and de-board transportation vehicles and that assistance be provided, upon request, for these activities;
- assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities
- allow a person with a disability to travel with a medical aid.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

The City has phased in low floor buses with accessibility features and ensures that adequate time is provided to persons with disabilities to safely board, be secured and de-board buses (requires clarification for DARTS, taxis and other transportation vehicles). DARTS vehicles are fully accessible and are equipped with either a ramp (low floor vehicle) or lift (high floor vehicle).

45.1. An alternative accessible method of transportation for persons with disabilities who cannot use the service.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Not applicable

Does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

- 46.1.** No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: Multiple

Status: Compliant.

Implementation and Compliance strategy by department/section/division

The same fee is charged for both conventional and specialized transportation.

For information on fare parity as follows:

<http://www.hamilton.ca/NR/rdonlyres/4686A442-E96A-4C6E-AD1A-355297A9A73F/0/FareParityBulletinMay2013Web.pdf>

<http://www.hamilton.ca/NR/rdonlyres/10EA7FB8-533D-47E9-ABDF-64146A99E7DB/0/DARTSHSRFareHarmonizationposter.pdf>

<http://www.hamilton.ca/CityServices/Transit/Fares+and+Conditions/FaresandConditions.htm>

- 46.2.** Conventional transportation service providers that do not provide specialized transportation services, shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: Multiple

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division

A temporary promotional transit fare special program was implemented in 2013, this allows transit riders who require the use of a wheelchair, walker or scooter the option of paying the applicable fare or riding at no charge. This program is pending review.

Conventional transit (HSR) operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route; if there are passengers on board the vehicle then they would transfer to the replacement vehicle.

- 47.1.** Ensure that persons with disabilities are able to board or de-board a transportation vehicle at the closest available safe location, as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.

Status: Compliant

Implementation and Compliance strategy by department/section/division

There is a policy/procedure in place where if the official bus stop is not accessible, then HSR operators will ensure that persons with disabilities can board or deboard a bus at the closest available safe location along the same transit route.

- 47.2.** In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.

Status: Compliant

Implementation and Compliance strategy by department/section/division

Conventional transit (HSR) operators are trained to follow procedures to ensure the accommodation of persons with disabilities while boarding or deboarding a bus at the closest safe location –

operators would either use their judgement to determine a safe stop or consult with the passenger regarding their preference in determining a safe location.

- 47.3.** Ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant

Implementation and Compliance strategy by department/section/division

- If a bus stop is temporarily inaccessible or if a temporary barrier exists, the transit (HSR) operator would stop the bus at a safe location either before or after the stop. The operator would also promptly report this to dispatch.
- If a bus stop is temporarily inaccessible (i.e. due to construction) then a staff member of Transit Supervision or Transit Planning would relocate the stop to a safe location.

- 48.1.** Charge no fee for the storage of a mobility aid or a mobility assistive device on conventional transportation service.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: Multiple

Status: Compliant.

Implementation and Compliance strategy by department/section/division

No fee is charged on conventional transportation for the storage of a mobility aid or mobility assistive device.

49.1. Clearly mark courtesy seating for persons with disabilities

Status: Compliant.

Implementation and Compliance strategy by department/section/division

Conventional transit (HSR) has both Priority and Courtesy seating on board all vehicles. Priority seating is for persons with disabilities, while Courtesy seating is for those persons who require a seat on board the vehicle, such as; seniors, pregnant women, and persons with young children. Signage for Priority and Courtesy seating is clearly posted on all vehicles.

49.2. The courtesy seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

Status: Compliant

Implementation and Compliance strategy by department/section/division

Signage for Priority and Courtesy seating is posted on board all vehicles. Information regarding Priority and Courtesy seating has been posted and advertised through the City's Website and through printed publications, such as the HSR "Bus News".

49.3. The courtesy seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.

49.4. A communications strategy shall be designed to inform the public about the purpose of courtesy seating.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant.

Clearly marked courtesy seating is provided for persons with disabilities in transportation vehicles.

- 50.1.** Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) shall,
- (a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible;
 - (b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: July 1, 2013

Status: Compliance in progress

- 51.1.** Ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.

Status: Compliant

Implementation and Compliance strategy by department/section/division:

Conventional transit (HSR) operators provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request.

- 51.2.** Ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that that these announcements satisfy the regulation requirements.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: Multiple

Status: Compliant.

Implementation and Compliance strategy by department/section/division:

Conventional transit (HSR) operators provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request. Transportation vehicles are equipped with features which provide electronic pre-boarding announcements and conductors provide pre-boarding verbal announcements.

- 52.1.** Ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated.

Status: Compliant

Implementation and Compliance strategy by department/section/division:

Conventional transit (HSR) vehicles have technology in place that provides both verbal (audio) and visual (L.E.D Display Boards) announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated.

- 52.2.** Every conventional transportation service provider shall ensure that all destination points or available route stops,
- (a) are announced through electronic means; and
 - (b) are legibly and visually displayed through electronic means.

- 52.3.** Visual displays of destination points or stop information shall satisfy the regulation requirements

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: Multiple

Status: Compliant.

Transit buses are equipped with audible verbal announcements.

53.1. Ensure that all conventional transportation vehicles to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail), that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

All conventional transit (HSR) vehicles (buses) are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate. 100% of all HSR buses are low floor wheelchair accessible.

54.1. Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail):

(a) have floors that produce a minimal glare and are slip resistant;

(b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.

54.4. Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transit (HSR) vehicles have floors that produce a minimal glare and are slip resistant.

- 55.1.** Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) shall:
- (a) have two or more allocated mobility aid spaces, with each space being a minimum of,
 - (i) 1,220mm by 685mm for vehicles designed to have a seating capacity of 24 passengers or less
 - (ii) 1,220mm by 760mm for vehicles designed to have a seating capacity of more than 24 passengers
 - (b) are equipped, as appropriate, with securement devices.
- 55.2.** Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.
- 55.5.** where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 55.6.** Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transit (HSR) vehicles have a minimum of two (2) allocated mobility spaces which include an appropriate securement system (seatbelt in each space).

- 56.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

- 56.2.** Accessible stop-requests and emergency response controls must meet the following standards:
1. They must provide auditory and visual indications that the request has been made.
 2. They must be mounted no higher than 1,220mm and no lower than 380mm above the floor.
 3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
 4. They must be high colour-contrasted with the equipment to which the control is mounted.
 5. They must provide tactile information on emergency response controls.
- 56.3.** With respect to stop-requests, this section applies to the following:
1. Transit buses.
 2. Motor coaches.
 3. Street cars.
- 56.4.** With respect to emergency response controls, this section applies to the following:
1. Subways.
 2. Light rail.
 3. Commuter rail.
 4. Inter-city rail.
- 56.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- Resources:** Staff
- Costing (if known):** Generally, costing is part of each department's operational budget.
- Budget amount / year:** 2012-2015
- Compliance Timeline:** January 1, 2013
- Status: Compliant**
- Conventional transit (HSR) vehicles are designed to include accessible stop request features and emergency response controls.

- 57.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.
- 57.2.** The light above or beside each passenger access door must,
- (a) when the door is open, illuminate the ground surface for a distance of at least 0.9m perpendicular to the bottom step tread or lift outer edge
 - (b) be shielded to protect the eyes of entering and exiting passengers.
- 57.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 57.6.** Subsection (5) does not apply if the installation of the lights would impair the structural integrity of the vehicle.
- Resources:** Staff
- Costing (if known):** Generally, costing is part of each department's operational budget.
- Budget amount / year:** 2012-2015
- Compliance Timeline:** January 1, 2013
- Status: Compliant.**
- Conventional transportation are equipped with lights above or beside passenger access doors and are constantly lit when the door is open.

- 58.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) display the route or direction of the transportation vehicle or its destination or next major stop.

- 58.2.** For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,
- (a) be visible at the boarding point
 - (b) be consistently located
 - (c) have a glare-free surface
 - (d) be positioned to avoid shadow areas and glare.
- 58.3.** Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,
- (a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information
 - (b) has text that:
 - (i) is high colour-contrasted with its background, in order to assist with visual recognition,
 - (ii) has the appearance of solid characters.
- 58.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles, to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

Transportation vehicles currently display the route or direction of the transportation vehicle or its destination or next major stop.

59.1. Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lifting devices, ramps or portable bridge plates and that each of them has,

(a) a colour strip that runs its full width marking the bottom edge and that is high colour contrasted with its background to assist with visual recognition;

(b) a slip resistant platform surface

(c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.

59.3. This section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act.

59.4. Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

Conventional transportation vehicles are equipped with lifting device and ramps.

60.1. Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:

- The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.
- The steps have surfaces that are slip resistant and that produce minimal glare.
- The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

Conventional transportation vehicles are equipped with steps and ramps.

- 61.1.** Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.
- 61.2.** The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion.
- 61.3.** If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant.

Conventional transportation is equipped with ramps and lifting devices.

- 62.1.** Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that at least one rail car per train is accessible to persons with disabilities who use mobility aids.
- 62.2.** Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that where washrooms are provided on the rail cars there is at least one mobility aid accessible washroom on the mobility aid accessible rail car.

Resources:

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Not applicable

- 63.1.** Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,
- (a) unconditional eligibility
 - (b) temporary eligibility
 - (c) conditional eligibility
- 63.2.** For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:
- 1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
 - 2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
 - 3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.
- 63.3.** A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the

conventional transportation service is accessible to the person and the person has the ability to use it.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

\$5.7 million (once revised eligibility policy is fully implemented)

Compliance Timeline: January 1, 2017

Status: Compliant

A new eligibility policy and registration process for specialized transit service was implemented on Nov. 1/12. This policy complies with the requirements of Section 63.

- 64.1. If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.
- 64.2. A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.
- 64.3. A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- 64.4. A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.
- 64.5. A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.
- 64.6. A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.

- 64.8.** 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.
Resources: Staff
Costing (if known): Generally, costing is part of each department's operational budget.
Budget amount / year: 2012-2015
Part of the \$5.7 million eligibility policy implementation costs
Compliance Timeline: January 1, 2014
Status: Compliant
A new eligibility policy and registration process for specialized transit service was implemented on Nov. 1/12. This policy complies with the requirements of Section 64.
- 65.1.** Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),
(a) where the services are required because of an emergency or on compassionate grounds; and
(b) where there are no other accessible transportation services to meet the person's needs.
Resources: Staff
Costing (if known): Generally, costing is part of each department's operational budget.
Budget amount / year: 2012-2015
Compliance Timeline: January 1, 2014
Status: To be compliant by January 1, 2014
The new eligibility policy and registration process for specialized transit service complies with the requirements of Section 65.
- 66.1.** 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.

- 66.2.** Every conventional transportation services and specialized transportation services shall ensure that there is fare parity between conventional transportation services and specialized transportation services.
- 66.3.** Every conventional transportation services and specialized transportation services shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.
- 66.4.** Every conventional transportation services and specialized transportation services 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.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Estimated at \$450,000/2013

Compliance Timeline: Multiple

Status: Compliant

Fare parity was implemented in 2013 wherein the same fare structure and same fare payment options are available for conventional transportation services and specialized transportation services. This complies with the requirements of Section 66. Refer to attached weblink for more information:

<http://www.hamilton.ca/NR/rdonlyres/4686A442-E96A-4C6E-AD1A-355297A9A73F/0/FareParityBulletinMay2013Web.pdf>

<http://www.hamilton.ca/NR/rdonlyres/10EA7FB8-533D-47E9-ABDF-64146A99E7DB/0/DARTSHSRFareHarmonizationposter.pdf>

<http://www.hamilton.ca/CityServices/Transit/Fares+and+Conditions/FaresandConditions.htm>

- 67.1.** Every specialized transportation service provider shall:
- (a) make specialized transportation services available to visitors
 - (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.
- 67.2.** Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.
- 67.3.** Specialized transportation service providers shall meet the requirements of this section by January 1, 2013.
- 67.4.** 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.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Specialized transit services offered through ATS are available to visitors and to those persons who are eligible for specialized transit in their home jurisdiction or who meet the eligibility requirements for ATS.

- 68.1.** 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.
- 68.2.** Origin to destination services may include services on any accessible conventional transportation services.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: July 1, 2011

Status: Compliant

Specialized transit service (ATS-DARTS) offers origin to destination services within the entire service area (City of Hamilton) – this service takes into account the abilities of all passengers and accommodates their abilities. For example, if a passenger is designated as “Do Not Leave Unattended” then DARTS will transport the passenger independently from their origin to destination, and the driver “hands-off” the passenger to the caregiver or program staff at the destination.

- 69.1. 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.
- 69.2. 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.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Specialized transit (DARTS Transportation) has designated transfer points in the City of Burlington, all of which are accessible drop-off and pick-up locations (Burlington is the only contiguous urban area with the City of Hamilton).

- 70.1. 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.

- 70.2.** 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.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: \$100,000/2013

Compliance Timeline: Multiple

Status: Compliant

Specialized transit (DARTS) offers the same hours and days of service as conventional transit (HSR) – complies with the requirements of Section 70.

- 71.1.** Every specialized transportation service provider shall, where the specialized transportation services require reservations,
- (a) provide same day service to the extent that it is available; and
 - (b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.

- 71.2.** A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: \$125,000/2013-2014

Compliance Timeline: January 1, 2014

Status: Compliant

Specialized transit (DARTS) provide same day service to the extent that it is available.

72.1. No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

- (a) restricting the number of trips a person with a disability is able to request; or
- (b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliant

Specialized transit (DARTS) does not restrict the number of trips that a person with a disability may request nor is there any policy or operational practice that limits the availability of service – complies with Section 72.

73.1. Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger.

73.2. For the purposes of this section, a service delay is a delay of 30 minutes or more after.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

Specialized transit (DARTS) provides information on the duration of service delays through various communication methods, such as; telephone system, and website.

- 74.1.** Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.
- 74.2.** Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2012

Status: Compliant.

Persons with disabilities are allowed to travel with their companions on specialized transportation

- 78.1.** Consult with , the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- 78.2.** Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the accessibility plan

- 78.3.** Upon entering into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliant

- Conventional transit (HSR) staff have consulted with the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters. These consultations were carried out at the City's Transportation Subcommittee of the Advisory Committee for Persons with Disabilities (ACPD).

- Members of the public and ACPD identified issues/concerns with the accessibility of specific bus stop locations and identified accessible design criteria which should be considered in the construction, renovation or replacement of bus stops and shelters.
- Conventional transit (HSR) staff have commenced a detailed review/audit of all HSR bus stops in order to examine the accessibility of each bus stop. ACPD members have been consulted on this initiative. The timeframe for the completion of this review is 2013-2014.

79.1. Consult with, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

79.2. Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in the accessibility plan

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: \$100,000/2013-2014

Compliance Timeline: January 1, 2013

Status: Compliance in progress

City's Municipal Law Enforcement (Licensing) Section has retained a consultant to review the accessible taxicab service in Hamilton, including the completion of an Accessible Taxi-By-law (this will include consultation with the appropriate stakeholders). Licensing Section is responsible for the completion of this item.

80.1. When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,
(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

80.2. When licensing taxicabs, ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

80.3. When licensing taxicabs, ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliance in progress

City's Municipal Law Enforcement (Licensing) Section has retained a consultant to review the accessible taxicab service in Hamilton, including the completion of an Accessible Taxi-By-law (this will include consultation with the appropriate stakeholders). Licensing Section is responsible for the completion of this item.

7.5 STRATEGIC GOAL FIVE

City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

WHAT WILL BE DONE?

Design of Public Spaces Standards (Accessibility Standards for the Built Environment)

Regulation Requirements (section 80):

- Design of Open Spaces will be achieved
- Ensure compliance with technical requirements for recreational trails, beach access routes, boardwalks, ramps, landings, nosings, handrails, outdoor play spaces, exterior paths of travel, curb ramps, depressed curbs, pedestrian signals, rest areas, accessible parking spaces, on-street parking spaces, service counters, fixed queuing guides and waiting areas
- Ensure maintenance of accessible elements

Compliance Activities:

To be determined

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2016

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division:

These factors are incorporated into the renovation and building process with input from the City's Access & Equity Coordinator, Capital Planning team, assigned AODA coordinators (for some divisions) and consultants to ensure public spaces meets legislated regulations and requirements. Public consultation is also undertaken during design and post construction phases to ensure community needs are captured. All open space annual capital projects are routinely reviewed by City's Advisory Committee for people with disabilities, under Access & Equity. Significant urban open space projects such as The Gore in downtown Hamilton have an Access & Equity Committee

member on the stakeholder team during the design process. The Landscape Architectural Services Division also submits its capital work plan to the A&E office for review annually and uses the Accessibility Audit Checklist as a reference document.

New construction projects must meet both AODA legislation and the Corporate Barrier-Free Design Guideline. For renovations, compliance to both AODA legislation and the Barrier-Free Guidelines is accommodated for areas within the scope of the project. The Facilities Management and Capital Programs Division (FMCP) provides a list of projects to the Access & Equity Committee and the Built Environment Committee. The Access & Equity (A&E) Committee notifies the FMCP Division which renovation or new construction projects they would like to be consulted on. The Project Manager of the selected projects works closely with the A&E Committee to address their concerns and priorities. It is also important to note that the Building Department conducts a complete review of Building Permit applications and associated drawings to ensure Provincial AODA and Corporate Barrier-Free Guidelines are met.

Project Managers in Facilities Management and Capital Programs Division utilize an Accessibility Checklist to ensure accessibility requirements are assessed and identified throughout the project. The Checklist also allows the Project Managers to track when accessibility requirements have been met and is also utilized as a reference document, which is submitted along with the capital work plan to the A&E office for review annually. The Facilities Management and Capital Programs Section also has a separate Accessibility Capital Budget item of approximately \$100,000 per year.

Barrier-Free Design Guidelines

- Achieve intent of the guidelines
- Departmental initiatives, activities and consultations

Implementation and Compliance strategy by department/section/division:

These factors are incorporated into the renovation and building process with input from the City's Access & Equity Coordinator, Capital Planning team, assigned AODA coordinators (for some divisions) and consultants to ensure public spaces meets legislated regulations and requirements.

Public consultation is also undertaken during design and post construction phases to ensure community needs are captured. All open space annual capital projects are routinely reviewed by City's Advisory Committee for people with disabilities, under Access & Equity. Significant urban open space projects such as The Gore in downtown Hamilton have an Access & Equity Committee member on the stakeholder team during the design process. The Landscape Architectural Services Division also submits its capital work plan to the A&E office for review annually and uses the Accessibility Audit Checklist as a reference document.

New construction projects must meet both AODA legislation and the Corporate Barrier-Free Design Guideline. For renovations, compliance to both AODA legislation and the Barrier-Free Guidelines is accommodated for areas within the scope of the project. The Facilities Management and Capital Programs Division (FMCP) provides a list of projects to the Access & Equity Committee and the Built Environment Committee. The Access & Equity (A&E) Committee notifies the FMCP Division which renovation or new construction projects they would like to be consulted on. The Project Manager of the selected projects works closely with the A&E Committee to address their concerns and priorities. It is also important to note that the Building Department conducts a complete review of Building Permit applications and associated drawings to ensure Provincial AODA and Corporate Barrier-Free Guidelines are met.

Project Managers in Facilities Management and Capital Programs Division utilize an Accessibility Checklist to ensure accessibility requirements are assessed and identified throughout the project. The Checklist also allows the Project Managers to track when accessibility requirements have been met and is also utilized as a reference document, which is submitted along with the capital work plan to the A&E office for review annually. The Facilities Management and Capital Programs Section also has a separate Accessibility Capital Budget item of approximately \$100,000 per year.

Customer Service Standard Regulation Requirements (section 4, 5, 7):

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions

- Establish feedback process for receiving and responding to feedback
- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

Implementation and Compliance strategy by department/section/division:

These factors are incorporated into the renovation and building process with input from the City's Access & Equity Coordinator, Capital Planning team, assigned AODA coordinators (for some divisions) and consultants to ensure public spaces meets legislated regulations and requirements. Public consultation is also undertaken during design and post construction phases to ensure community needs are captured. All open space annual capital projects are routinely reviewed by City's Advisory Committee for people with disabilities, under Access & Equity. Significant urban open space projects such as The Gore in downtown Hamilton have an Access & Equity Committee member on the stakeholder team during the design process. The Landscape Architectural Services Division also submits its capital work plan to the A&E office for review annually and uses the Accessibility Audit Checklist as a reference document.

New construction projects must meet both AODA legislation and the Corporate Barrier-Free Design Guideline. For renovations, compliance to both AODA legislation and the Barrier-Free Guidelines is accommodated for areas within the scope of the project. The Facilities Management and Capital Programs Division (FMCP) provides a list of projects to the Access & Equity Committee and the Built Environment Committee. The Access & Equity (A&E) Committee notifies the FMCP Division which renovation or new construction projects they would like to be consulted on. The Project Manager of the selected projects works closely with the A&E Committee to address their concerns and priorities. It is also important to note that the Building Department conducts a complete review of Building Permit applications and associated drawings to ensure Provincial AODA and Corporate Barrier-Free Guidelines are met.

Project Managers in Facilities Management and Capital Programs Division utilize an Accessibility Checklist to ensure accessibility requirements are assessed and identified throughout the project.

The Checklist also allows the Project Managers to track when accessibility requirements have been met and is also utilized as a reference document, which is submitted along with the capital work plan to the A&E office for review annually. The Facilities Management and Capital Programs Section also has a separate Accessibility Capital Budget item of approximately \$100,000 per year.

Compliance Activities:

4.1. Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with him or her, unless the animal is excluded by law

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

A Service Animal policy has been established to accommodate guide dogs and service animals on City premises.

4.2. Ensure the animal is not separated from the persons with disability, as well as while on ambulances

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Service Animal policy has been established to accommodate guide dogs and service animals on City premises. In compliance with the City's Service Animal policy, service animals are permitted on both conventional and specialized transit, cemeteries, service counters, museums and all public access areas. To our knowledge, no one has been denied access to any buildings due to the requirement of a service animal.

The only exceptional circumstance is within the Recreation division, specifically in the aquatics environment. Service animals are allowed on the pool deck, however due to health and

safety regulations a Service Animal cannot physically be in the water with the participant. In such circumstances, the recreation division would evaluate the situation and provide alternative methods and options to ensure adequate support and that participation is achievable, including; additional staffing, alternative programming time, quieter facility, more appropriate program, i.e. outdoor.

- 4.3.** If a service animal is excluded by law from the premises, utilize alternative methods of service including in-person, telephone, email, postal mail, texting, fax, in-home and over the counter, to provide services to persons with disabilities

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Service Animal policy has been established to accommodate guide dogs and service animals excluded by law, by utilizing alternative methods of service.

The only exceptional circumstance is within the Recreation division, specifically in the aquatics environment. Service Animals are allowed on the pool deck, however due to health and safety regulations a Service Animal cannot physically be in the water with the participant. In such circumstances, the recreation division would evaluate the situation and provide alternative methods and options to ensure adequate support and that participation is achievable, including; additional staffing, alternative programming time, quieter facility, more appropriate program, i.e. outdoor.

Public Health Services offices/clinics may also face such exceptional circumstance. If such exceptional circumstance occurs, when a person using a service animal is excluded, staff would still conduct a home visit/inspection the client where the person lives.

- 4.4. If a person with disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Support Persons for Persons with Disability policy has been established to accommodate support persons on City premises. Companion/support person policy has been previously communicated to staff and the public – this is available in various formats including: City's website and printed publications (i.e. Passenger Service Bulletins). Typically clients who identify their need for a support person are advised that support persons can attend appointments with them. Public meetings are open to all and no discrimination towards anyone therefore these scenarios will not apply. Recreation division is currently developing additional procedures to accompany the support persons policy, in collaboration with Risk Management and Human Rights Specialists, for our more high risk programming (i.e. full day summer camps), to ensure inclusion is achievable.

- 4.5. Allow a person with disability to be accompanied by a support person when on City premises, if the support person is necessary for the health or safety of the person with disability or the health or safety of others on the premises.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Support Persons for Persons with Disability policy has been established to accommodate support persons on City premises. Companion/support person policy has been previously communicated to staff and the public – this is available in various formats including: City's website and printed

publications (i.e. Passenger Service Bulletins). Typically clients who identify their need for a support person are advised that support persons can attend appointments with them. Public meetings are open to all and no discrimination towards anyone therefore these scenarios will not apply. Recreation division is currently developing additional procedures to accompany the support persons policy, in collaboration with Risk Management and Human Rights Specialists, for our more high risk programming (i.e. full day summer camps), to ensure inclusion is achievable.

4.6. Establish policy and guidelines to waive fee or notify persons with disabilities in advance, of any amount payable by a support person for admission to City premises

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Support Persons for Persons with Disability policy has been established which makes provision to notify support persons in advance of amount payable for admission to City premises.

Implementation and Compliance strategy by department/section/division:

Typically, this would be done on a case by case basis. For example, in recreation if a meal was required by support person, the Lodges have policies for providing additional meals to families and guests, and this would be conveyed to the support person. In Public Health Services, prenatal class has fees for services. Fees are included in advertising - accommodations are made related to financial constraints, including those clients with disabilities. When events are held within the community and associated with a fee, all attempts are made to communicate this via means noted above (on flyer, email, website etc.). Similarly, across departments patrons are notified in advance of any applicable fees associated with the program or service of interest. Otherwise, the fee for support persons is always waived to ensure accessibility.

- 4.7. Prepare one or more documents describing policies, practices and procedures with respect to guide dogs or other service animals and support persons and upon request, give a copy of the document to any person

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

The Service Animal policy outlining accessibility policies, practices and procedures has been established and made available to the public upon request.

- 5.1. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Temporary Disruption Notice policy has been established to notify the public about temporary disruptions in facilities or services, and is actively being enforced.

Implementation and Compliance strategy by department/section/division:

Implementation of the Temporary disruption notice policy entails utilizing various methods a communication across departments. There are a few exceptional circumstances where the disruption procedure is as follows:

Transit: Conventional transit (HSR) and specialized transit (DARTS) use various methods to communicate a temporary disruption of service, such as telephone system (i.e. HSR Bus Check), service bulletins (i.e. revised HSR bus schedules), City's website, local television and radio stations (i.e. message regarding cancellation of DARTS service due to severe weather such as snow storms).

Environmental Services: For Transfer Station/Community Recycling Centre disruptions, a media release is issued and the City website is updated. Signs are placed at the entrance to advise customers. For the Gage Park Tropical House, a sign is posted and the website is updated. The public is notified of unanticipated service disruption and alternate services and/or locations through website and media release. If it's a short disruption, the website is updated to advise that the transfer station has re-opened. If it was a lengthy disruption, an updated media release is posted for the public.

Hamilton Water: When a service disruption occurs, the public is informed by door to door notice and door knockers if direct communication is not made. A 24 hour prior notice for non-emergency is given for the disruption. For immediate emergencies, notice is given immediately and if practical. No notice is given when the issue is resolved.

Operations: The public is notified of a service disruption through our website and media release and two other transfer stations locations if one is down. If it's a short disruption, we would just update the website to advise that the transfer station has re-opened. If it was a lengthy disruption, we would also update the media release.

Landscape and Architectural Services: Based on the availability of time and circumstance of the disruption, a notice is provided to the public generally via email, newspaper release, and updating our website. If the disruption is weather dependent, in addition to the above notices are posted at the location of the scheduled meeting.

Facility Management and Capital Programs: Where there is a service disruption related to access to a building or building infrastructure (automated doors, ramps etc.) a sign is posted in a conspicuous location in large print to notify the public and the location of the nearest alternate location of that service. If the service disruption happens due to a breakdown signs are posted as soon as possible after the breakdown. If the service disruption is related to preventative maintenance signs are posted in advance of the disruption to notify the public in advance.

Recreation: Recreation centres will post service disruptions on announcement boards and on website and update phone systems to reflect the disruption. Where applicable, i.e. a registered program, staff will email and telephone patrons to inform them of service disruption. Whenever possible, Recreation staff will identify to patrons the duration of the service disruption.

As soon as Recreation Centres/ staff are aware of disruption, public is notified through the above mentioned methods. Recreation centres will post signs, communicate to patrons upon arrival to the centre. In some cases, staff will provide vouchers for swim/ gym admission. Recreation Staff will provide alternative options for programs and services at alternative locations/ times. Recreation centres will update announcement boards and on website and update phone systems to reflect that services have resumed. Where applicable, i.e. a registered program, staff will email and telephone patrons to inform them that service has resumed. All Recreation Centres are shut down for a one week period annually and two weeks bi-annually (every other year) for major repair work. Public notification is done a minimum of one month prior to the shutdown, and the duration of the shutdown is indicated. The most common service disruptions within Recreation are weather related, unforeseen/ emergency maintenance, and pool fouling. Recreation does its best to control service disruptions. All service disruptions require public notification as per the above outlined process

Ontario Works: Client service centres are always open unless a city wide emergency has been declared by the City Manager, for example snow storm (this was city wide notification and corporate should have details regarding when). Notices are posted on the door in large print, City website and news media. If one of the 4 service locations is closed temporarily, the public is redirected to another location if necessary.

Public Health Services: The public is notified about temporary disruptions, when communicating with the public: in-person; telephone; fax; text messages; social media; E-mail; website; E-mail distribution to community partners. In addition, temporary disruptions are posted in conspicuous locations; through the Call Centre; voicemail message on service lines; media releases; newspaper if enough lead time (e.g., Christmas Shutdown); and/or Local TV/Radio (e.g., on snow days). Signage is posted in conspicuous place; change any voicemail messages on phone lines that the public may call, as well as notify staff to inform persons who call our office. If significant, would fax all community physicians. Public who arrive on-sites/on scene would be offered an alternate site host, and may share information with other clients as they arrive later in the day.

Tourism and Culture Division: The public is notified of service disruption or museum closures through telephone, email, newspaper release, City's website, posting signage at the location and social media.

- 5.2. Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Temporary Disruption Notice policy has been established to notify the public about temporary disruptions in facilities or services. In the event of a service disruption, the notice is posted in conspicuous locations and provided in alternative formats, upon request, across departments.

- 5.4. Prepare one or more documents outlining steps to be taken in connection with temporary disruptions and upon request, give a copy of the document to any person.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

The Temporary Disruption Notice policy outlining accessibility policies, practices and procedures have been developed and is made available to the public, upon request and also include (as deemed necessary) in printed publications (service bulletins and brochures) and City's website. A standard notification form has also been developed and made available to all departments to use.

- 7.1. Establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Resident and Visitor Feedback and Complaints policy has been established and an implementation process developed. Accessibility feedback/complaint forms are available Customer Service counters. Complaints/feedback can be submitted by telephone, e-mail or visit (in-person), and most division track and monitor complaints through internal tracking systems such as Hansen, BCOS, Amanda and Trapeze. Once received, complaints/feedbacks are to the appropriate staff for action, resolution and follow up.

- 7.2.** Ensure the feedback process allows persons with disabilities to provide their feedback in various forms including telephone, writing, texting, email, CD.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Resident and Visitor Feedback and Complaints policy has been established and an implementation process developed, which allows persons with disabilities to provide their feedback in various forms including telephone, writing, texting, email, CD and in the person's preferred method of communication. Implementation is ongoing.

- 7.3.** Establish a feedback process which outlines procedures (actions, timelines, process chain, contact person(s), when a complaint is received

7.3.1. Communicate the feedback process to staff, persons with disabilities and the public

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant

A Resident and Visitor Feedback and Complaints policy and procedures have been established. The procedures outline actions, timelines, process chain, contact person(s), when a complaint is received. Implementation is ongoing.

- 7.4.** Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliant.

The Resident Feedback and Complaints policy has been developed and the document outlines feedback policy, procedure and process developed and available to the public upon request, in multiple alternate formats.

STRATEGIC GOAL SIX

Through training and experimental 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.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 6):

- Provide training, information and awareness to staff on serving persons with disabilities.

Compliance Activities:

6.1. Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:

- (i). Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.

6.1.1 Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training about the provision of goods and services to persons with disabilities.

6.1.2. Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who participates in developing policies, practices and procedures governing the provision of goods and services to members of the public or other third parties on its behalf, receives training about the provision of its goods and services to persons with disabilities.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division:

The City has devised a series of training mechanisms including, the City of Hamilton’s Accessibility Resource Toolkit, AODA, 2005 Customer Service Standard Awareness Handbook, Accessible Customer Service e-learning, Accessibility webinars, In-class training, Braille Conversion Training, Clear and Large Print Guidelines Training, and the quarterly “Access and Equity Reporter’ newsletter.

Implementation is underway for the following: AODA, 2005 Customer Service Standard Handbook, the Accessible Customer Service E-learning and the In–class Assistive Devices training for management, front line employees, Councillors, staff who develop and review policies, procedures and by-laws, as well as employees providing goods, services, program and opportunities to persons with disabilities, including but not limited to, information clerks, front desk or reception staff, volunteers, transportation staff and security personnel.

Training on the AODA 2005 Customer Service Standard Awareness is provided to staff (i.e. operators, customer service representatives) – includes in-class training and review of the Customer Service Standard Handbook (staff must sign-off that they have read/acknowledge this document). Since 2010, over 300 staff have completed the AODA in-class assistive devices training and approximately 3,526 staff have completed and submitted the AODA Awareness sign-off form as outlined below:

Department	# trained 2010-2013
Public Works	762
Public Health Services	235
Planning & Economic Development	413
Corporate Services	76
Library/HECFI/Hamilton	378

Police Services	
Community Services	1,560
City Manager's Office	67
City Housing	25
City Council	3
Temporary Worker Pool	7

Some divisions have developed customized training specific to their division such as Emergency Services, which conducts an orientation program for summer students and winter part time staff. Planning and Economic Development conducts training a half-day training session ("Open for Business Program") on improved one-stop customer service for the public. The training is provided to new staff, volunteers, summer students, vendors and/ or other third party agents acting on behalf of the City. Other divisions include the training in their section's annual mandatory education sessions for all staff, new hire orientation packages and volunteer training manuals and pamphlets (print, electronic, online).

Through Roster assignments, consultants, vendors and third party agents are instructed about AODA. The Roster document notifies consultants of the Occupational Health and Safety and City Policies. It specifically indicates City of Hamilton's Barrier Free Design Guidelines and AODA 2005 and City's Customer Service Standard Handbook. Language is being developed for inclusion in the Instruction to Bidders Section of the City's Contract documents for vendors. The language will address the AODA requirements of third party/vendor provided services contracted by the City. The City needs to make a decision on what processes will be implemented to capture the vendor's compliance with AODA (this may be a statement within the bid documentation which is returned to the City, which confirms the vendor will comply with AODA)

- 6.2.** Ensure that a review of the purposes of the Act and the requirements of this Regulation and instructions are incorporated into the training curriculum.
- 6.2.1.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on interacting and communicating with persons with various types of disability.
 - 6.2.2.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to interact with people who use an assistive device (such as wheel chairs, lifts), or require the assistance of a guide dog or other service animal or the assistance of a support person.
 - 6.2.3.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to use equipment and devices available on its premises.
 - 6.2.4.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on what to do if a person with a particular type of disability is having difficulty accessing goods or services.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

The City has devised a series of training mechanisms including, the City of Hamilton's Accessibility Resource Toolkit, AODA, 2005 Customer Service Standard Awareness Handbook, Accessible Customer Service e-learning, Accessibility webinars, In-class training, Braille Conversion Training, Clear and Large Print Guidelines Training, and the quarterly "Access and Equity Reporter" newsletter. Implementation is underway as indicated above in section 6.1.

- 6.3.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training within a practicable timeframe, in accordance with the stipulated Regulation implementation timeframe.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

The City has devised a series of training mechanisms including, the City of Hamilton's Accessibility Resource Toolkit, AODA, 2005 Customer Service Standard Awareness Handbook, Accessible Customer Service e-learning, Accessibility webinars, In-class training, Braille Conversion Training, Clear and Large Print Guidelines Training, and the quarterly "Access and Equity Reporter" newsletter. Implementation is underway as indicated above in section 6.1.

Implementation is underway for the following: AODA, 2005 Customer Service Standard Handbook, the Accessible Customer Service E-learning and the In-class Assistive Devices training for management, front line employees, Councilors, staff who develop and review policies, procedures and by-laws, as well as employees providing goods, services, program and opportunities to persons with disabilities, including but not limited to, information clerks, front desk or reception staff, volunteers, transportation staff and security personnel.

Through Roster assignments, consultants, vendors and third party agents are instructed about AODA. The Roster document notifies consultants of the Occupational Health and Safety and City Policies. It specifically indicates City of Hamilton's Barrier Free Design Guidelines and AODA 2005 and City's Customer Service Standard Handbook. Language is being developed for inclusion in the Instruction to Bidders Section of the City's Contract documents for vendors. The language will address the AODA requirements of third party/vendor provided services contracted by the City. The City needs to make a decision on what processes will be implemented to capture the vendor's compliance with AODA (this

may be a statement within the bid documentation which is returned to the City, which confirms the vendor will comply with AODA).

- 6.4. Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

Implementation of the AODA 2005 Customer Service Standard training is underway and includes a series of mechanisms such as AODA, 2005 Customer Service Standard Handbook, the Accessible Customer Service E-learning and the In-class Assistive Devices training for management and staff. The training strategy will be reviewed and updated, as the need arises or as changes are made in the Accessibility policies and AODA 2005 and attendant standard requirements.

- 6.5. Prepare one or more documents describing the training policy including a summary of the training content, details, schedule and timeframe

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

A Training policy and procedures have been developed and available to the public in multiple, accessible formats, upon request.

6.6. Develop a mechanism for keeping records of the training provided including training dates and attendance

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2010

Status: Compliance in progress

Implementation of the AODA 2005 Customer Service Standard training is underway and includes a series to mechanisms such as AODA, 2005 Customer Service Standard Handbook, the Accessible Customer Service E-learning and the In-class Assistive Devices training for management and staff.

The training is tracked through an internal tracking system, PeopleSoft, that gets updated into employees' training records. A manual tracking system is also available and involves forwarding by inter-office mail, emailing a scanned copy or dropping off the signed copy of the AODA 2005 Accessible Customer Service Standard Handbook and Sign-off form, which once received in the Access and Equity office, is entered in the PeopleSoft system and updated into the employee's training records.

Integrated Accessibility Standards Regulation Requirements (section 5, 7, 36):

- Develop policies, practices and procedures for procuring or acquiring goods, services or facilities
- Provide training on Regulation and Human Rights Code

Compliance Activities:

5.1. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliance in progress

A process for ensuring accessibility is included in the purchasing of goods and services and a check-list outlining what requirements, vendors need to have in place before undertaking work with the City have been developed, and is included throughout the purchasing document (A copy is attached). Through Roster assignments, consultants, vendors and third party agents are instructed about AODA. The Roster document notifies consultants of the Occupational Health and Safety and City Policies. It specifically indicates City of Hamilton's Barrier Free Design Guidelines and AODA 2005 and City's Customer Service Standard Handbook.

Language is being developed for inclusion in the Instruction to Bidders Section of the City's Contract documents for vendors. The language will address the AODA requirements of third party/vendor provided services contracted by the City. The City needs to make a decision on what processes will be implemented to capture the vendor's compliance with AODA (this may be a statement within the bid documentation which is returned to the City, which confirms the vendor will comply with AODA). Procurement Main Reception Desk has been redesigned to meet accessibility design guidelines. Devices such as Ubiduo (face to face communicator), magnifying glass and hearing aids are in place to provide customer service. No follow-up evaluation of the accessibility design, criteria, features, goods and services, with persons with disabilities or Advisory committee for persons with disabilities had been carried out.

5.2. Provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2013

Status: Compliance in progress

Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting

November 2013

with procurement staff to finalize the criteria, as indicated above in section 5.1.

7.1. Provide training on Regulation and the Human Rights Code;

- all employees, and volunteers;
- all persons developing the organization's policies; and
- all other persons who provide goods, services or facilities on behalf of the organization.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress.

A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.2. Staff training as soon as practicable and be appropriate to the duties of employees.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress.

A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.3. Ensure to keep record of all training including attendance and content

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: Compliance in progress.

A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

36.1. Conduct employee and volunteer accessibility training on:

- the safe use of accessibility equipment and features;
- acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

36.2. Keep a record of the training provided under this section, including the date and number of participants.

Resources: Staff

Costing (if known): Generally, costing is part of each department's operational budget.

Budget amount / year: 2012-2015

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

The City has devised a series of training mechanisms including, the City of Hamilton's Accessibility Resource Toolkit, AODA, 2005 Customer Service Standard Awareness Handbook, Accessible Customer Service e-learning, Accessibility webinars, In-class training, Braille Conversion Training, Clear and Large Print Guidelines Training, and the quarterly "Access and Equity Reporter" newsletter. Implementation is underway as indicated above in section 6.1.

Implementation is underway for the following: AODA, 2005 Customer Service Standard Handbook, the Accessible Customer Service E-learning and the In-class Assistive Devices training for management, front line employees, Councilors, staff who develop and review policies, procedures and

by-laws, as well as employees providing goods, services, program and opportunities to persons with disabilities, including but not limited to, information clerks, front desk or reception staff, volunteers, transportation staff and security personnel.

8. APPENDICES

8.1. Appendix I

Municipal Highlights/Overview

The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559 people. Hamilton is currently the fourth most populated urban center in the Province of Ontario after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe Area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada's business and most populated urban centre, Toronto; and one hour from Niagara Falls and the United States Canada border.

The Council for the City of Hamilton is comprised of a Mayor elected at large and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton's 61st Mayor and has been elected for the period of 2011 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments as follows:

- City Managers Office
- Community Services
- Corporate Services
- Emergency Services
- Planning & Economic Development
- Public Health
- Public Works

8.2. Appendix II

Key Definitions

There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap")

In addition, the Act defines a barrier as:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:

Architectural or structural barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Information and communications barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

Technology, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

Systemic barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

Attitude is perhaps the most difficult barrier to overcome. Some people don’t know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes and myths and misconceptions that perpetuate. Some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.