

Needs Assessment for Persons with Disabilities Action Plan						
Action Item	Yr 1 & 2	Yr 3	Yr 4 & 5	Lead	Status	Comments
1. Communicate the City's role in the provision of recreation services for persons with disabilities to provide accessible facilities, integrated programs, communications, promotions and marketing, and capacity building with support agencies who can provide specialized/adapted programs	X			Director of City Wide Services	Complete	Service Delivery Model for Inclusion of Persons with Disabilities
2. Develop, revise and implement policies and procedures supporting equitable access to recreation services for persons with disabilities, including: • AODA and its application in recreation services and facilities; • allocation of public spaces; • access for person from low income backgrounds; • the provision of support workers; • behaviour management/zero tolerance; and • an intake policy	X			Program Development	Complete but ongoing monitoring required	* Implementation of Commitment to Safe Space in Recreation, Feeding Tube Procedure and Procedure for Safe Lifts and Transfers of Persons with Disabilities.

3. Continue the reference group made up of representatives of support organizations, persons with disabilities, and other underserved groups with quarterly meetings to discuss the progress on the <i>Recreation Needs Assessment for Persons with Disabilities</i> , collaboration, program and service development, and performance measures, producing an annual report on progress.	X			Program Development	Complete, ongoing to provide annual updates	* Ongoing update provided to all connected Hamilton groups through committee participation, program promotion and regular meetings
4. In City Wide Services rename the Supervisor of Special Needs position to a Supervisor Social Inclusion in Recreation Services, and broaden the position scope over time to address all underserved populations.	X			Program Development	Complete	Position title changed to Inclusion Program Lead
5. Participate in the Municipal Networking Group of recreation practitioners serving persons with disabilities.	X	X	X	Program Development	N/A	No longer operating, will maintain municipal contact network for benchmarking
6. Establish a project team lead by the Supervisor Social Inclusion with both Program Development and District Operations staff to implement the actions as outlined in the	X			Program Development	Complete	Program Lead - Inclusion directly supports each district City wide to ensure programs are inclusive.

<i>Recreation Needs Assessment for Persons with Disabilities.</i>						
7. Under the guidance of the City's Human Resources Department seek to increase the numbers of employees and volunteers with disabilities. Consider providing paid internship to staff through the Ability Edge program and local opportunities such as Ableworks.		X		Division Director	In progress	Volunteer program in progress with varying placement opportunities for persons with disabilities to select.
8. Ensure that all Division advisory committees and reference groups are representative of the community, including persons with disabilities.		X		Division Director	N/A	Currently no Divisional advisory/reference groups; submit recommendation to those organizing community consultations to ensure persons with disabilities have access to the information/opportunity to participate
9. Provide professional development opportunities for staff to work directly with organizations serving persons with disabilities to increase their individual awareness.			X	Division Director	2016	Plan for module 3 inclusion
10. Develop a staff training and professional development program to build staff and volunteer skills in welcoming and providing services for	X			Program Development	Completed Roll out occurring 2014-2016	2016 - Ongoing Inclusion Module Training offered on a monthly basis for leadership and front line staff.

persons with disabilities (e.g., self-study resources and materials, training manuals and staff/volunteer support sessions and touring specialized facilities).						
11. Establish staff procedures to handle situations of intolerance, addressing issues of safety within facilities and at special events.	X			Program Development	Complete & In Progress	Development of Safe Space Procedure and Implementation. Re-branding of Zero Tolerance Policy. Safe Space and Behaviour Management Procedure will be captured in Updated Policy.
12. Where applicable add the subject area of 'providing services to persons with disabilities' to performance evaluations. Each Recreation Section to develop annual objectives and monitor progress.		X		Division Director	Complete	Contributed to the development of a PA for positions working with special needs.
13. Work with partner organizations to develop and deliver professional development and training to staff, volunteers and community groups. Work with groups to develop training tools on specific disabilities in order for staff and volunteers to best understand the disability and possibilities with respect to inclusion and recreation programs	X			Program Development	Completed	Identified partner organizations and set best practices for specific positions and external training requirements (NVCI, Lifts & Transfers, ARJO Huntleigh)

and services.						
14. Staff appropriately to provide leisure counselling and assistance to participants requiring this service. Where needed revise job descriptions to include required skills.		X		Recreation Directors	Completed	Participated as a Subject Matter Expert for the Customer Service Training Modules to ensure Inclusion procedures and practices are imbedded in each component of the training.
15. Monitor and report to the Community Services GM on the Division's compliance with the requirements of the Access for Ontarians with Disabilities legislation.	X	X	X	Program Development	Ongoing	AODA Compliance Report submitted annually.
16. Create a stronger partnership with the Hamilton Public Library system to better understand city-wide and neighbourhood initiatives that have the potential to serve persons with disabilities.	X			Program Development	Completed	Partnerships now solidified through the NAS office, Recreation and HPL meet regularly to discuss neighbourhood initiatives and the inclusion of all groups marginalized
17. Through the Inform Hamilton web site maintain and expand the inventory of recreational programs and services available to persons with disabilities.		X		Program Development	Completed	Inform Hamilton upgraded to Red Book - now includes categories for disabilities
18. Host annual focus groups with organizations who serve participants with disabilities to determine the success of	X	X		Program Development	Ongoing	Currently serving CTN (ages 17+) service providers; also representative on YSAN (6-17)

current programming and what improvements are needed.						
19. Identify partners able to assist in service delivery and develop standardized partnership agreements which include deliverables, risk, contributions from each party, forecasted service levels and a performance review process.		X		Sport & Community Development	Complete but ongoing	Partnership and Affiliation Policy as well as Rental Procedure were relaunched. Program Lead working towards solidifying partnerships that can assist in program delivery. Current partnerships - MS Society, OWSA
20. Do a cost/benefit assessment for each partnership to determine participant satisfaction levels and performance gaps.		X		Program Development	Complete but ongoing	Built into the Affiliation Policy to ensure cost/benefit for both the organization and City.
21. Ensure inclusive images representing the diversity of the City including persons with disabilities are used to promote City programs and services.		X	X	Business Support	Completed	Persons with disabilities are included as part of Recreation and Camp Guide.
22. Include and highlight a pullout section in the Recreation Guide that summarizes all programs and services for persons with disabilities (including links to programs provided by service and support agencies).		X		Business Support	Completed	Adapted programs are highlighted in the front section of the guide. Adapted Programs page is turned into a PDF for distribution to families, organizations and community contacts. Inclusion Newsletter communication tool for persons with disabilities, program and support

						information in a centralized location.
23. Distribute the Recreation Guide directly to support agencies for persons with disabilities. Consider providing Guides to schools.	X			Business Support	Complete but ongoing	Guide is distributed to support agencies. Newsletter with support program information and adapted programs page is shared with agencies.
24. Consider providing an audio version of the Recreation Guide on compact disc for persons with visual impairments.	X			Business Support	Complete	Will translate Recreation Guide into different formats as requested.
25. Use the international symbol of accessibility on print materials where possible.	X			Business Support	Completed	International symbol of accessibility and statement of inclusion is added to all marketing publications.
26. Work with the Inform Hamilton web site partners to provide a link on the Recreation web site to Inform Hamilton for easy access to recreation services and supports for persons with disabilities. With the partnership explore communication enhancements. Post the <i>Recreation Needs Assessments for Persons with Disabilities</i> on the City's website.	X			Business Support	Completed but ongoing	Website redevelopment with "inclusive Services" having own section.
27. Consider appropriate and alternate methods of messaging (e.g., text, pictures and symbols, sign language, Braille,	X			Business Support	Completed but ongoing	Will translate Recreation Guide into different formats as requested.

voice, etc.) to ensure effective and open communication for all, in each Recreation communication plan associated with an initiative and/or project.						
28. Produce a separate resource document that depicts how recreation and support services are provided to persons with disabilities, how best to access programs and services, and links to all related service agencies and their programs.		X		Program Development	Covered in Recommendations #22 and Redbook	Newsletter & Adapted Program Flyer sent out Each session.
29. In accordance with the corporate policy on social networking promote recreation opportunities for persons with disabilities throughout Hamilton, accompanied by Recreation branding.	X	X		Business Support	Completed	We're Here Campaign
30. Ensure that all print materials are in Arial (size 14) or Verdana (size 12) font, with no glossy print/pictures and no shaded colours, as per adopted standards.	X			Business Support	Completed but ongoing	Meet requirements of AODA for publications and offer translations/ large font or alternative formats as requested.

31. As part of the annual capital budget process continue to aggressively fund the capital program upgrading recreation centres and arenas. Ensure the locations of the upgrade projects are equitably distributed on a geographical basis or in areas of greatest need. To complete the current Recreation Facilities and Capital Program upgrade program an annual allocation of \$2 million is needed for the next 5 years.	X	X	X	Facilities and Capital Programs	Ongoing	Work with Facilities to identify improvements to facility features based on accessibility complaints.
32. Revise the current Capital budget forecast on a complete upgrade requirement audit of all recreation facilities, in keeping with the barrier-free design guidelines and AODA standards, placing priority on facilities and amenities where there is a higher concentration of existing recreational opportunities for persons with disabilities. Ensure facility maintenance staff participate in the audit.	X	X	X	Facilities and Capital Programs	Ongoing	Work with Facilities to identify improvements to facility features based on accessibility complaints.
33. Create a program to introduce warmer water pools into the swimming and aquatic exercise	X			Program Development	Completed	Warm Water Stretch program expanded, now succession plan for internal training program to ensure

pools to increase the comfort level of persons with physical disabilities and older adults.						WWS program can continue to grow
34. Consider the expanded provision of therapeutic pools and better equipped change rooms to accommodate the needs of persons with disabilities as pools are refurbished.		X	X	Facilities and Capital Programs	Completed but ongoing	Secured grant allowing for the purchase of 2 new mobile change tables that raise and lower and 4 pool lifts/ramps, expanding the complement of accessible facilities.
35. Complete a ward or neighbourhood-specific inventory of available meeting spaces (including City facilities, schools, not-for-profit spaces, and spaces in businesses) capable of hosting localized recreational opportunities for persons with disabilities.	X			Program Development	Completed but ongoing	Identified hub centres with high accessibility Work with Recreation Developer in Rural Recreation to determine community spaces being used for recreation and to ensure alternative spaces are accessible
36. Host an annual staff training forum to introduce assistive devices for persons with disabilities and their uses.	X	X	X	Sport & Community Development	Completed	Level 1 internal Recreation training refers staff to corporate assistive devices training
37. Ensure that each accessible facility offers specialized programs for persons with disabilities based on demonstrated need.		X	X	Program Development	Ongoing	Currently expanding programs based on demonstrated need, will be expanded into hub centres first

38. Plan and deliver programs on a geographical basis to provide choices and a range of opportunities throughout the City.	X	X	X	Program Development	Completed but ongoing	Inclusion Support Program available year round at 5 Recreation Centres across the City. Recreation staff are available to work 1:1 with people with disabilities to include them into their program of choice. Hub centres chosen so every district has an accessible centre for programming. Hub centres are geographically located city wide. Programs and program selection will be ongoing based on community needs.
39. Plan and deliver programs are equitably distributed between age groups and disability types and throughout the City.	X	X	X	Program Development	Ongoing	Currently expanding programs based on demonstrated need, will annually monitor the number of programs offered with notations on age group and disability target
40. Plan and deliver new recreation and fitness programs and services including wheel chair sports for persons with disabilities in Lower Hamilton in the 18-35 year bracket.	X	X		Program Development	Ongoing	New partnership being reviewed with Special Olympics and Challenger Sports to support their delivery in recreation programs for persons with disabilities city wide, including the lower city (Central/NPL). New PARA sport programs and partnerships are scheduled for development in 2015. New Fit Social Program for Adults ages 21

						- 30 to participate in adapted fitness opportunity.
41. Create new initiatives targeted at welcoming persons with disabilities under 55 years of age, in all facilities with special consideration to senior facilities that may be uniquely suited to assist in this area.	X	X		Program Development	Ongoing	Work with seniors centres and programs to support accommodation requests whenever possible.
42. Ensure that transportation continues to be a critical consideration in program planning; meet twice a year with transit and DARTS management staff to discuss current and planned service levels.	X	X	X	Program Development	Pending	Council is to review DARTS services and initiate assessment in 2015 - will join this consultation when provided the opportunity.
43. Plan for new programs based on an annual review of existing sport and recreation groups, schools, service clubs, and other community stakeholders existing inclusion practices.		X		Program Development	Ongoing	Based on recommendations #37-40, new programs will only be considered once a review of already offered programs/services is completed to avoid duplication and understand needs.
44. Request that the criteria for grants through the Community Partnerships Funding Program include criteria for groups to include persons with disabilities and not just culturally	X			General Manager Community Services	Completed	New Community Enrichment Fund

diverse populations.						
45. Provide start-up funding through the Community Partnerships Funding Program for programs for persons with disabilities; when programs become financially sustainable re-allocate funding to new opportunities.	X	X	X	General Manager Community Services	Completed	New Community Enrichment Fund
46. Provide simplified instructions to groups in completing the Community Partnership funding application and work with the lead of the Community Partnership to simplify the application.	X	X	X	General Manager Community Services	Completed	New Community Enrichment Fund has simplified application and information sessions are being hosted annually to review process.
47. Track the number of program opportunities and participation for persons with disabilities to ensure the demand/need is met or gaps identified.	X			Program Development	Completed but ongoing	Completed for year 1, monitored annually
48. Do an annual quality assurance user survey for programs for persons with disabilities to inform new and improved programs.		X		Program Development	Completed	Survey distributed at the end of each session to evaluate program and staff satisfaction.
49. Develop and implement a training program for volunteers to assist persons with disabilities to get the maximum benefit from		X		Program Development	On hold	Division is re-defining Volunteer roles. Once rolled out, inclusion training will be incorporated as part. Leader in training covers intro to inclusion topics so

recreation services.						youth volunteering in programs understand the importance of inclusion.
50. Develop and implement a buddy system where volunteers partner with participants with disabilities by assisting them to access and participate in recreation programs.		X		Program Development	Completed but ongoing	Currently offer staff support for persons with disabilities. After divisional volunteer review, will look at the provision of buddy system in volunteer roles.
51. Annually recognize and celebrate volunteers, staff and leaders who have increased the quality and quantity of recreational opportunities for persons with disabilities.		X		Program Development	Completed	Recreation sends staff that work with persons with disabilities to an event which takes place 2 times a year and sponsored by the Divisional Director and Recreation Division.
52. Report on the completion of the Action Plan's recommendations in the <i>Recreation Needs Assessment for Persons with Disabilities</i> on an annual basis; plan the next year's deliverables based on progress and report to Recreation and Community Services management.	X	X	X	Program Development	Completed but ongoing	On work plan for Q4 each year to review and plan for upcoming year; annual report back on AODA requirements completed as well.
53. Report annually to Recreation Management on each action plan according to the performance measures in the following table.	X	X	X	Program Development	Completed but ongoing	