










**CITY OF HAMILTON**  
**MULTI-YEAR ACCESSIBILITY PLAN STRATEGIC DIRECTION 2013 – 2017**  
**SUMMARIZED TABLE**

<b>Strategic Goal</b>	<b>AODA Section</b>	<b>Compliant</b>	<b>Expected Compliance</b>	<b>Pages</b>
<p><b>One:</b> 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.</p>	<p><b>Customer Service Standards Regulation Requirements:</b>  <b>3.1., 3.2., 3.2.2., 3.2.3., 3.3., 3.4., 3.5.</b></p>	<p align="center">✓</p>		<p>25-31</p>
	<p><b>Integrated Accessibility Standards Regulation Requirements:</b> Establish, implement, maintain multi-year Accessibility Plan  <b>3.1., 3.2., 3.3., 4.1., 4.2., 4.3., 4.4., 4.5., 4.6., 4.7.</b></p>	<p align="center">✓</p>		<p>31-32</p>
<p><b>Two:</b> 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.</p>	<p><b>Integrated Accessibility Standards Regulation Requirements:</b>  <b>22., 23., 24., 25., 26., 27., 28., 29., 30., 31., 32.</b></p>	<p align="center">✓</p>		<p>36-43</p>

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<b>Three:</b> Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.	<b>Customer Service Standards Regulation Requirements: 8.1., 8.2., 9.1.</b>	  		44-45
	<b>Integrated Accessibility Standards Regulation Requirements: 6.1., 11.1., 11.2.</b>			46-47
	<b>12.1., 12.2., 13.1., 13.2.</b>			47-48
	<b>14.1., 14.2.</b>	<b>Anticipated Level A &amp; Level AA compliance in progress</b>	<b>Expected compliance AA Jan.1, 2021</b>	48-49
<b>Four:</b> Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).	<b>Integrated Accessibility Standards Regulation Requirements: 34.1., 35.1., 37.1., 38.1., 38.2., 41.1., 42.1., 43.1., 44.1.</b>			50-53
	<b>45.1.</b>		<b>Not Applicable</b>	53
	<b>46.1., 46.2., 47.1., 47.2., 47.3., 48.1., 49.1., 49.2., 49.3., 49.4., 50.1., 51.1., 51.2., 52.1., 52.2., 52.3., 53.1., 54.1., 54.4., 55.1., 55.2., 55.5., 55.6., 56.1., 56.2., 56.3., 56.4., 56.5., 57.1., 57.2., 57.5., 57.6., 58.1., 58.2., 58.3., 58.5., 59.1., 59.3., 59.4., 60.1., 61.1., 61.2., 61.3.</b>			54-64

Strategic Goal	AODA Section	Compliant	Expected Compliance	Pages
<b>Four:</b> Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).	<b>62.1., 62.2.</b>		<b>56</b>	64
	<b>63.1., 63.2., 63.3., 64.1., 64.2., 64.3., 64.4., 64.5., 64.6., 64.8., 65.1., 66.1., 66.2., 66.3., 66.4., 67.1., 67.2., 67.3., 67.4., 68.1., 68.2., 69.1., 69.2., 70.1., 70.2., 71.1., 71.2., 72.1., 73.1., 73.2., 74.1., 74.2., 78.1., 78.2., 78.3., 79.1., 79.2., 80.1., 80.2., 80.3.</b>			64-72
<b>Five:</b> City facilities and open spaces are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.	<b>Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Regulation Requirements:</b> Open spaces, recreation, trails, beach access routes, ramps, landings, exterior paths of travel, etc.	<b>Compliance Activities determined yearly through capital projects</b>	<b>Jan.1, 2016</b>	72-77
	<b>Customer Service Standard Regulation Requirements:</b> Guidelines fees for support persons, temporary service disruptions, policies & practices for service animals & support persons, etc. <b>4.1., 4.2., 4.3., 4.4., 4.5., 4.6., 4.7., 5.1., 5.2., 5.3., 5.4., 7.1., 7.2., 7.3., 7.4.</b>			77-88

Strategic Goal	AODA Section	Compliant	Expected Compliance	Pages
<p><b>Six:</b> 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.</p>	<p><b>Customer Service Standard Regulation Requirements:</b>  <b>6.1., 6.1.1., 6.1.2., 6.2., 6.2.1., 6.2.2., 6.2.3., 6.2.4., 6.3., 6.4., 6.5., 6.6.</b></p>	<p style="text-align: center;">✓</p>		88-92
	<p><b>Integrated Accessibility Standards Regulation Requirements:</b>            Develop policies, practices and procedures for procuring or acquiring goods, services or facilities            Provide training on Regulation and Human Rights Code  <b>5.1., 5.2., 7.1., 7.2., 7.3., 36.1., 36.2.</b></p>	<p style="text-align: center;">✓</p>		93-96