

Multi-Year Accessibility Plan 2015

Executive Summary

Achieving an accessible city is important to the City of Hamilton and through the development of our Multi-Year Accessibility Plan, the City of Hamilton details a number of strategies to reaching our goals of creating an accessible organization and delivering exceptional and accessible services.

Introduction

The Ontarians with Disabilities Act, 2001, (ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001 to "improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province". The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002 and apply to all Ontario municipalities.

The Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005 and received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the "...development, implementation and enforcement of standards" for accessibility to goods, services, facilities, employment, accommodation and buildings for persons with disabilities.

Ontario's first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, and the Integrated Accessibility Standards (Information and Communication, Transportation & Employment) was enacted on June 3, 2011. These standards set out requirements that organizations, businesses and municipalities are legally required to comply with. The Accessibility Standard for the Built Environment, which only apply to new construction and extensive renovation came into force on January 1, 2013 and will help to remove barriers in buildings and outdoor public spaces.

Large public sector organizations are required to produce annual status reports that highlight the progress made in advancing their Multi-Year Accessibility Plan strategies and in meeting the requirements of the Integrated Accessibility Standards Regulations. Since 2013, the City of Hamilton has submitted Annual Multi-Year Accessibility Plan (MYAP) Status reports providing an overview of the progress that the organization has made with respect to our **Commitment to Accessibility**. The 2015 MYAP Status Report reports on the progress made during the year and sets out the measures and deliverables we propose for the years ahead.

Our Commitment to Accessibility

The City of Hamilton, Mayor, Council, Staff and Advisory Committee members remain committed to ensuring that persons with disabilities have equitable access to the City's programs, services, opportunities and resources. This includes compliance with the Accessibility for Ontarians with Disabilities Act, 2005 and the standards requirements, as well as undertaking activities and initiatives that will achieve the stated goal.

Organizational Alignment and Collaboration across Departments

The City of Hamilton operates through several departments each having numerous divisions and sections with a workforce of more than 6,600.

The Access & Equity Office is responsible for the development of the Annual Multi-Year Accessibility Plan and for identifying and reporting the requirements to comply with the AODA, 2005. The Access & Equity staff provide support, tools and information to all employees of the organization.

There is tremendous collaboration across departments, largely facilitated by the work of the Staff Access & Equity Committee and the Equity and Diversity Strategic Implementation Team.

The Staff Access & Equity Committee is made up of at least one staff member representing each department. Some of the responsibilities of this Committee include gathering information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified will be addressed and assisting with the preparation of the Multi-Year Accessibility Plan.

The Equity and Diversity Strategic Implementation Team consists of at least one Director from each department, the General Manager and Corporate Sponsor of the Committee, the Manager, Access & Equity and the Director of Customer Service, Access & Equity. The Committee provides strategic input to the implementation of corporate-wide initiatives with respect to equity, access, inclusion and diversity, ensuring that the principles are included in the City of Hamilton's future decisions, policies, programs and other activities.

The support and collaboration among both teams has led to efficient dissemination of information across department, as well as with the Access & Equity Office. In addition, there is a heightened awareness of requirements of the AODA among staff due to the continuous flow and dissemination of accessibility-related information.

Highlights of Measures Taken in 2015

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.

- A variety of additional assistive devices were provided to various departments to assist persons with disabilities access our services in a manner that they require and staff are trained to use these devices.
- Documents regarding accessibility policies, practices and procedures, the Annual Accessibility Multi-Year Plan and documents relating to the City's programs, services and resources are provided to the public in multiple, alternate formats upon request.

- Staff across all departments continue to adhere to the Accessible Customer Service Policies and Procedures to ensure access to the provisions of goods and services for persons with disabilities.
- AODA, 2005 Customer Service Standard Awareness training continues with ongoing staff submission of the AODA Awareness sign-off form.
- The City and the Advisory Committee for Persons with Disabilities successfully celebrated the 25th anniversary of Urban Braille in Hamilton. Urban Braille is an accessible sidewalk system, based on barrier-free design principles that provide a coherent way-finding system to help people with a variety of limitations find their way independently throughout the city.
- Hamilton welcomed the Pan Am Games to a new fully accessible stadium.

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.

- In March 2015, Senior Management Team approved the Employment Accommodation Policy.
- In April 2015, the Work Accommodation Procedure and the Recruitment Accommodation Procedure was approved.
- Council was presented with the Employment Systems Review in June 2015 which was a review focused on ensuring legislative compliance with the AODA and Human Rights Code. As a result of the recommendations in this report, in May 2015, the Recruitment and Selection Policy, Anti-Nepotism Policy and Flexible Work Arrangements Policy were updated to ensure that each includes accommodation principles more clearly. The updated policies and procedures address current employees and applicants to the City of Hamilton, outlining the City's commitment to enable equal access to all employment activities.
- 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
- Program Managers continue to consult with Return to Work Specialists, as required, to address accessibility needs of employees and individual accommodation plans.

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.

- The City's website has been revised and the compliance parameters reviewed with respect to WCAG 2.0 and, as such, a proactive strategy is being developed to align with Level A and Level AA regulations.
- Documents found on the public-facing website can be requested in alternate formats.
- All notices and information relating to the AODA Regulation are posted on the City's website, eNet and conspicuous locations on City premises and available to the public, upon request.
- Documents found on the public-facing website can be requested in alternate formats.
- To facilitate access to City facilities, the City continues to keep the public informed of any service or facility disruptions. In the event of a service disruption, the notice is posted in conspicuous locations and provided to the public in alternative formats, upon request via email, newspaper/media release, updating the City's website, posting signage in conspicuous locations, the City's Call Centre and social media.

Strategic Goal Four: Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and the Accessible Transit System (ATS)

- Transit services continues to be compliant in all areas within its stipulated timeframes.
- All of the Hamilton Street Railway fleet are accessible, low floors buses including being equipped with bus stop announcements and accessibility features including ramps and kneeling features
- Operators ensure that adequate time is provided to persons with disabilities to safely board, be secured and de-board buses .
- DARTS vehicles are fully accessible and are equipped with either a ramp (low floor vehicle) or lift (high floor vehicle).
- No fare is charged to a support person who is accompanying a person with a disability when traveling on both conventional (HSR) and specialized transit provided by the Disabled & Aged Regional Transit Services (DARTS).
- Conventional transit (HSR) has both Priority and Courtesy seating on board all vehicles.
- Transit operators are trained in the area of emergency preparedness and response that provide for the safety of persons with disabilities.

- Some of the key issues addressed by our Advisory Committee for Persons with Disabilities (ACPD) include the review of the HSR and DARTS policies and procedures, the DARTS Audit Survey and the Taxi Service Review.
- Municipal Law Enforcement has 16 new accessible taxis on the road.

Strategic Goal Five: City facilities and open spaces are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing programs, services, resources and opportunities.

- The Traffic Engineering Section completed the installation of 78 signalized intersections with Accessible Pedestrian Signal operations (APS) throughout the city.
- Several new capital construction and renovation projects involving accessibility have been built to the AODA BES regulations and the City's Barrier Free Design Guidelines in consultation with the ACPD Built Environment Sub-committee, Facilities Management & Capital Programs and members of the public. Some of the projects include:
 - Modernization of mechanics of the Central Library Elevator;
 - Accessibility upgrades to the Sam Manson Multi-purpose facility;
 - Replaced existing pool with new accessible pool and accessible washroom and change room facility at Green Acres Pool;
 - Renovated the building enclosure, new universal restroom, indoor ramp and accessible meeting room at the Chedoke Multi-Use Bocce Club;
 - Redesigned and repainted parking lot with additional accessible parking spaces at the Ancaster Seniors Achievement Centre Parking Lot;
 - Accessibility upgrades, door operators installed at Chedoke Twin Pad Arena, Lawfield Arena, Millgrove Community Centre and Beach Blvd Washrooms; and
 - Improved and created additional accessible parking at Huntington Recreation and installed Water Chair Lifts at Dalewood Recreation Centre and Westmount Recreation Centre.

Strategic Goal Six: Through training and experiential learning, staff are 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.

- Staff across all departments continue to adhere to the Accessible Customer Service Policies and Procedures to ensure access to the provisions of goods and services for persons with disabilities.
- AODA, 2005 Customer Service Standard Awareness training continues with ongoing staff submission of the AODA Awareness sign-off form.
- In-class Assistive Devices training is ongoing across departments, in addition to a series of training mechanisms including, the City of Hamilton's Accessibility Resource Toolkit, Accessible Customer Service e-learning, Accessibility webinars and Braille Conversion Training.
- Over 331 staff have completed the AODA in-class assistive devices training and over 5,000 staff have completed the AODA Accessible Customer Service Standard Handbook of Policies and Procedures and submitted their acknowledgement forms to the Access & Equity Office.

Looking Forward 2016

The City will continue to implement its Multi-Year Accessibility Strategic Goals in 2016.

- Access & Equity Office will continue to identify barriers to accessibility in the City of Hamilton's policies, procedures, programs, services, facilities and opportunities and will collaborate and work with the staff to find solutions to prevent or remove these barriers on an ongoing basis in the organization
- Continue to develop, promote and implement specialized and advanced accessibility training initiatives to all staff
- The Barrier Free Design Guidelines review and update process to be completed.

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

TABLE OF CONTENTS

1.	Introduction.....	9
2.	Demographic Profile of Persons with Disabilities in Ontario and Hamilton.....	11
3.	City of Hamilton Policy Statement of Commitment to Accessibility and Persons with Disabilities.....	13
4.	City of Hamilton Vision, Mission, Values and Strategic Priorities.....	14
5.	Identification of Participants.....	15
5.1.	Advisory Committee for Persons with Disabilities.....	15
5.2.	Staff Access & Equity Committee.....	16
5.3.	Equity and Diversity Strategic Implementation Team.....	18
6.	Multi-Year Plan Overview.....	19
7.	Multi-Year Plan Strategic Goals 2013-2017.....	25
7.1.	Strategic Goal One: Customer Service.....	25
7.2.	Strategic Goal Two: Employment.....	35
7.3.	Strategic Goal Three: Information and Communication.....	44
7.4.	Strategic Goal Four: Transportation.....	49
7.5.	Strategic Goal Five: Built-Environment, Facilities, Procurement, Accessing Programs and Feedback.....	72
7.6.	Strategic Goal Six: Training.....	88
8.	Appendices.....	97
8.1.	Appendix I: Municipal Highlights/Overview.....	97
8.2.	Appendix II: Key Definitions.....	97

1. Introduction

The Ontarians with Disabilities Act, 2001, (also referred to as the ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001 to "improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province. The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002 and apply to all Ontario municipalities. The Ontarians with Disabilities Act, 2001 continues to be in force until repealed in whole or part.

In addition to the ODA, the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005 and received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the "...development, implementation and enforcement of standards" for accessibility to goods, services, facilities, employment, accommodation and buildings for persons with disabilities.

Ontario's first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, and the Integrated Accessibility Standards (Information and Communication, Transportation & Employment) was enacted on June 3, 2011. These standards set out requirements that organizations, businesses and municipalities are legally required to comply with. The Accessibility Standard for the Built Environment, which only apply to new construction and extensive renovation came into force on January 1, 2013, and will help remove barriers in buildings and outdoor public spaces.

The City of Hamilton Advisory for Persons with Disability (ACPD) is the accessibility advisory committee that has been appointed by Council to oversee the implementation of the AODA, 2005 and its associated standards. ACPD formed four sub-committees to address each of the regulations.

The City of Hamilton has provided compliance reports in 2010, 2012, 2013, 2014 and was compliant in all areas and in a number of areas in the regulations, we have gone beyond the requirement. For example, in many areas of Transit, we have met the compliance timeline ahead of the compliance date. In addition, the City of Hamilton has been implementing the Barrier-Free Design Guidelines that is over and above the requirements stipulated in the Built-Environment Standards. Moving forward, the City of Hamilton will continue to proactively implement its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 and its attendant regulation requirements, as detailed in the 2015 Multi-Year Plan.

Preamble

As the City of Hamilton moves forward in addressing the barriers that affect persons with disabilities, it is important to have an understanding of the number of people with disabilities living in Hamilton, how persons with disabilities participate or do not participate in the community and how Hamilton compares to Ontario and Canada. This information will help in planning for and making programs, services and opportunities more inclusive and reflective of the community.

Before discussing the demographics, it must be noted that only data from 2011 is reported in this profile. The two sources of data used to previously report on persons with disabilities, namely the Participation and Activity Limitation Survey (PALS), a national survey which collected information on adults and children who have disabilities at the national, provincial, and municipal level and the mandatory long-form Census, were not available beyond 2006.

A new survey on disability, the Canadian Survey focused on Disability (CSD), was released in 2012 by Statistics Canada. However, the data from this survey cannot be compared to the data from the PALS because the CSD defines 'disability' differently from that of PALS, captures data using different methods and does not collect data at the municipal level.

The Census, prior to 2011, collected both basic demographic information, such as age, sex and language, via the mandatory short-form questionnaire and detailed demographic information, such as labour force activity, disability, immigration and education, via the long-form questionnaire. However, in 2011, while the mandatory short-form questionnaire remained intact for the Census, the mandatory long-form questionnaire was replaced by the National Household Survey (NHS) in which information was collected via a voluntary long-form survey.

Consequently, the optional nature of the NHS alters and skews the data due to the following factors. Firstly, the number and consistency of responses may differ extensively every five years.¹ Secondly, there is a potential that certain groups are either over- or under-represented, depending on which groups complete the survey. Lastly, the quality of data is compromised in which information may be inconclusive or non-existent based on the number of respondents. This is especially noticeable within smaller communities.

¹ The NHS is conducted every five years.

As such, there is little or no basis for comparison between the data from the 2006 Census and the data from the 2011 NHS and thereafter. Moreover, there is also little or no basis for comparison between the data from the 2006 PALS and the 2012 CSD. Therefore, the 2011 "Demographic Profile of Persons with Disabilities" does not provide a profile based on comparisons between different survey years. Rather, it highlights the most recent statistics on persons with disabilities.

2. Demographic Profile of Persons with Disabilities in Ontario and Hamilton

In 2011, there were 120,250 persons with disabilities² in Hamilton³ representing 23.6% of the total population (509,635).⁴ Hamilton's percentage of persons with disabilities was higher than the provincial rate (20.3%) and the national rate (18.8%).⁵

Hamilton had the largest proportion of persons with disabilities as a percentage of the total population in comparison to Ontario and Canada. In fact, each age group of persons with disabilities, as a percentage of the total population, in Hamilton surpassed that of Ontario and Canada. What cuts across Hamilton, Ontario and Canada was the fact that after age 44, the prevalence of disability increases significantly in which over 50% of persons 85 years and over had disabilities. Compared to Ontario and Canada, Hamilton had the highest rate of disability for persons 85 years and over at 58%.

More females than males reported having a disability(ies) in 2011 in Hamilton, Ontario and Canada.⁶ In Hamilton, 53.6% females and 46.4% males reported having a disability(ies). Ontario shared a similar ratio in which 53.1% females and 47% males reported having a disability(ies).

² All data regarding persons with disabilities were obtained from a 2011 National Household Survey (NHS) custom product through the Canadian Council on Social Development (see Note on page 11).

³ Hamilton is represented by the Census Subdivision.

⁴ All data regarding total populations were obtained from the NHS. Note: The total populations of the NHS and the Census differ due to differences in target populations and due to the higher non-response error rate of the NHS as a result of its voluntary nature.

⁵ 2011 National Household Survey: Custom Product.

⁶ 2011 National Household Survey: Custom Product.

With respect to labour force activity in 2011, the participation rate⁷ (individuals who are either employed or looking for work) of the population aged 15 years and older was 37% for persons with disabilities in Hamilton compared to 62.8% for the total population. In Ontario, the participation rate for persons with disabilities was 40.3% compared to 65.5% for the total population.

Regarding employment for the population aged 15 years and older, the employment rate in 2011 for persons with disabilities in Hamilton was 33% compared to that of the total population at 57.3%. In Ontario, the employment rate for persons with disabilities was 36.1%, while the employment rate for the total population of Ontario was 60.1%. Canada had similar employment rates in which persons with disabilities had an employment rate of 36.7% compared to that of the total population at 60.9%. The top three industries of the total population 15 years and over included retail trade, health care and social assistance and manufacturing with different ranks.

In terms of the unemployment rate for the population aged 15 years and older, persons with disabilities in Hamilton had an unemployment rate of 10.7%, whereas the unemployment rate of the total population was 8.7%. Persons with disabilities in Ontario had an unemployment rate of 10.4% compared to that of the total population at 8.3%. In Canada, the unemployment rate of persons with disabilities was 10.1% compared to that of the total population at 7.8%.

With regard to total income, the average individual income for persons with disabilities in Hamilton was at least \$7,500 less than that of the total population for Hamilton, Ontario and Canada. The average individual income of persons with disabilities in Hamilton was \$31,277 (gross) compared to that of \$38,965 (gross) for the total population.

⁷ Statistics Canada Glossary.

References

Statistics Canada. (2012). Canadian Survey on Disability. Retrieved from http://www23.statcan.gc.ca/imdb-bmdi/document/3251_D6_T9_V1-eng.htm

Statistics Canada. (2011). Census. Retrieved from <http://www12.statcan.gc.ca/nhs-enm/2011/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CMA&Code1=537&Data=Count&SearchText=Hamilton&SearchType=Begins&SearchPR=01&A1=All&B1=All&Custom=&TABID=1>

Statistics Canada. (2008). Glossary. Retrieved from <http://www.statcan.gc.ca/pub/71-222-x/2008001/glossary-glossaire-eng.htm#a15>

Statistics Canada. (2011). National Household Survey. Retrieved from <http://www12.statcan.gc.ca/nhs-enm/2011/dp-pd/prof/details/page.cfm?Lang=E&Geo1=CMA&Code1=537&Data=Count&SearchText=Hamilton&SearchType=Begins&SearchPR=01&A1=All&B1=All&Custom=&TABID=1>

Statistics Canada. (2010). 2006 Participation and Activity Limitation Survey. Retrieved from <http://www.statcan.gc.ca/pub/89-628-x/89-628-x2007002-eng.htm>

3. City of Hamilton Policy Statement of Commitment to Accessibility and Persons with Disabilities

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for: Customer Service; Transportation; Employment; the Built Environment; Information and Communications.

The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures reasonable efforts are made to provide equitable opportunities to accessing goods and services;
- allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.

4. City of Hamilton Vision, Mission, Values and Strategic Priorities

Vision:

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Mission:

We provide quality public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

Values:

Accountability, Cost Consciousness, Equity, Excellence, Honesty, Innovation, Leadership, Respect
Teamwork

STRATEGIC PRIORITIES

Strategic Priority #1

A Prosperous & Healthy Community

We enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Priority #2

Valued & Sustainable Services

We deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Priority #3

Leadership & Governance

We work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

5. Identification of Participants

The participants identified below were instrumental in the completion of the Multi-Year Accessibility Plan and the City of Hamilton staff, management and Council offers its thanks and heartfelt gratitude for the Committee's dedication and commitment to helping make improvements by providing advice regarding the removal of barriers and ensuring that new barriers are not put in place and hence, improve the quality of life for persons with disabilities.

The groups that were instrumental in the collection of information and the preparation of the Multi-Year Accessibility pPan are the Advisory Committee for Persons with Disabilities, the Staff Access & Equity Support Committee and the Equity and Diversity Strategic Implementation Team.

5.1. Advisory Committee for Persons with Disabilities

The City of Hamilton's Advisory Committee for Persons with Disabilities provides significant input and monitors the implementation of the Multi-Year Accessibility Plan, the ODA and AODA 2005.

In addition to the responsibilities noted above, the Advisory Committee has additional specific roles noted in the ODA, as follows:

- to advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness; and
- to review site plans & drawings under section 41 of the Planning Act, as selected by the Committee

The Advisory Committee for Persons with Disabilities and its sub-committees has been invaluable in providing advice to the Council and staff of the City of Hamilton, in identifying barriers experienced by persons with disabilities, in establishing priorities for ongoing review and developing new initiatives and in providing oversight and input to the staff preparing the Multi-Year Accessibility Plan.

Advisory Committee for Persons with Disability (Term 2015-2018)

Current Members: Aznive Mallett, Chair
Paula Kilburn, Vice Chair
Elizabeth (Jane) Cardno
Patti Cameron
Clare Cruikshank
Jeff Gilbreath
Erin Lindeboom
Tim Murphy
Tom Manzuk
Tim Nolan
Kim Nolan
Robert Semkow
Mary Sinclair
Sylvia Soto
Terry Wallis

5.2. Staff Access & Equity Committee

The Staff Access & Equity Committee is made up of at least one staff member representing each department. Some of the responsibilities of this Committee include gathering information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified in the audit and through consultations will be addressed and assisting with the preparation of the Multi-Year Accessibility Plan.

Current Members:

- Cindy Mercanti, Director of Customer Service, Access & Equity, Corporate Services
- Maxine Carter, Manager, Access & Equity, Customer Service, Access & Equity, Corporate Services
- May-Marie Duwai-Sowa, Access & Equity Specialist, Access & Equity, Customer Service, Access & Equity, Corporate Services
- Sheila DuVerney, Senior Project Manager, Neighborhood & Community Initiatives, Emergency & Community Services
- Peter DeBoer, Assistant Fire Prevention Officer, Emergency & Community Services
- Joanne Kohut, Manager, Planning & Continuous Improvement, Public Health Services
- Owen Quinn, Co-ordinator of Accessible Transit, Transit, Public Works
- Doug Waugh, Manager, Operations and Logistical Support, Emergency & Community Services
- Meghan Stewart, Landscape Architect, Environment and Sustainable Infrastructure, Public Works

Key Contacts:

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities
Corporate Services – Customer Service, Access & Equity Division
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5

Maxine Carter, Manager
Access & Equity, Customer Service, Access & Equity
City of Hamilton
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5
TEL: 905-546-2424 ext. 6419
FAX: 905-546-2652
EMAIL: maxine.carter@hamilton.ca

Cindy Mercanti, Director
Customer Service, Access & Equity
71 Main Street W., 2nd floor
Hamilton, ON L8P 4Y5
TEL: 905-546-2424 ext. 2654
FAX: 905-546-2652
EMAIL: cindy.mercanti@hamilton.ca

5.3 Equity and Diversity Strategic Implementation Team

The Equity and Diversity Strategic Implementation Team consists of at least one Director from each department, the Manager, Access & Equity and the Director of Customer Services, Access & Equity and committee sponsor General Manager of Corporate Services. The committee provides strategic input to the implementation of corporate-wide initiatives with respect to equity, access, inclusion and diversity, ensuring that the principles are included in the City of Hamilton's future decisions, policies, programs and other activities.

Current Members:

- Denise Crawford, Human Rights Specialist, Human Resources, City Manager's Office
- Maxine Carter, Manager, Access & Equity, Customer Service, Access & Equity, Corporate Services
- Cindy Mercanti, Director of Customer Service, Access & Equity, Corporate Services
- Mike Zegarac, General Manager, Finance & Corporate Services
- Colin McMullan, Manager, Neighbourhood & Community Initiatives, Emergency & Community Services
- Patti Tombs, Manager, Cultural Development, Planning & Economic Development
- Angela Storey, Manager, Business and Support Services, Public Works
- Susan Jacob, Manager, Design, Public Works

6. Multi-Year Plan Overview

Establishing, implementing and maintaining a multi-year accessibility plan is a key requirement under the AODA Customer Service and Integrated Accessibility Standards. Progress and updates on accessibility initiatives and activities will be reported and reflected in the multi-year accessibility plan. The multi-year plan will be updated at least once every five years and shall be made available to members of the public in an accessible format, upon request.

The multi-year plan contains the following sections:

- Strategic Goals
- Compliance Activities
- Compliance Timelines
- Status Updates

Strategic Goals

There are six strategic goals outlined in the multi-year plan, demonstrating the City's commitment to fulfilling the requirements of the AODA, 2005, Customer Service Standard and Integrated Accessibility Standards. Each strategic goal addresses a key aspect of how we plan to design, deliver and implement policies, programs, services, resources and opportunities to persons with disabilities in an equitable manner that respects their dignity and independence, as well as takes into account the person's disability.

The strategic goals are as follows:

Strategic Goal One: Persons with disabilities receive equitable, inclusive and accessible customer service that meet 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 the Accessible Transit System (ATS).

Strategic Goal Five: City facilities and open spaces 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 are 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.

Compliance Activities

This section outlines compliance activities detailing the initiatives, consultations and actions staff will undertake to ensure each strategic goal is achieved. The compliance activities are outlined with sections numbered to correspond with the Regulation requirements.

Compliance Timelines

This section states the anticipated implementation timeframe for each initiative or activity. Compliance timelines have been established to foster accountability, efficiency and ensure that the strategic goals are achieved within a considerable timeframe.

Status Update

A status update is also provided for each initiative or activity, outlining what has been achieved and any plans for future initiatives.

Advisory Committee for Persons with Disabilities (ACPD) Activities & Initiatives

Throughout the year, the Advisory Committee for Persons with Disabilities (ACPD) and its working groups – Built Environment Working Group (BEWG) and Transportation Working Group (TWG) – undertook various consultations with staff and consultants with respect to the City's accessibility activities and initiatives in addition to providing recommendations to staff and Council.

In 2015, ACPD and the City of Hamilton recognized and celebrated a significant milestone, the 20th Anniversary of Urban Braille, a "Made in Hamilton" Initiative. ACPD organized a successful event on June 6, 2015 to mark the 20th Anniversary of Urban Braille in Hamilton as part of National Accessibility Awareness Week. The celebration provided an opportunity for the public to obtain valuable information about available resources, programs, services and opportunities for persons with disabilities and see the latest trends and adaptive equipment, new technologies, assistive devices and products.

There were a number of actions of ACPD regarding Urban Braille such as requests to examine the feasibility of installing Urban Braille on Centennial Parkway from Delawana Avenue to Queenston Road and other areas of the City that the Committee felt pertinent to be included in review of the Urban Braille Policy and site selection and criteria for Urban Braille implementation in the City of Hamilton. ACPD put forth a recommendation that Urban Braille be installed when all new and significantly renovated sidewalks are being replaced. In addition, the Committee recommended that the City adhere to its Sidewalk Policy that there be pedestrian sidewalks built on both sides of the street and that Mountain Brow Road Reconstruction be built with sidewalks on both sides of the street for public safety and accessibility.

ACPD put forth a motion to have the City and other relevant stakeholders address the issue of no primary access for HSR passengers with mobility issues to the entrances of all the Hamilton hospitals and healthcare facilities. The entrance to each of the healthcare facilities requires persons using public transit to negotiate steep and long pathways to gain main entrance access. Further, pertaining to healthcare services, ACPD recommended that the City and Hamilton Health Sciences investigate and consider partnership opportunities respecting Chedoke Campus in support of the Provincial Long-Term Housing Strategy and needed assisted-living accommodations in the current buildings to provide housing for people on wait lists for accessible and affordable units.

ACPD provided feedback to the HSR and the Director of Accessible Transportation Services relating to the current mechanisms and statistics regarding HSR complaints, Customer Service and accessibility training for HSR drivers respecting the passengers who use mobility devices, external bus announcements, audible bus stops and installation of cameras on buses and issues related to service inconsistencies and concerns with the performance of accessible taxis for persons with disabilities.

The Housing Services Division presented to the Committee respecting the Long-Term Affordable Housing Strategy, vision and goals of the strategy, sustainable supply of affordable housing, a fair system of assistance, co-ordinated and accessible support, consultation plan and timelines for the strategy renewal. In response, the Committee made several recommendations including a clear definition of "accessible", creating a registry or inventory of existing and available accessible units within the City, increased communications between Public Health agencies to ensure consistency of information, determination of percentage of accessible social housing, having minimum guidelines or standards at the provincial and city levels, review of over-housing policies and procedures, review of the prioritization or case management of waiting lists for social housing, increasing the amount of conversion-ready units throughout the City of Hamilton and increasing the target for accessible housing from 10% to 15%. Members also discussed accessibility of social housing units and suggested a mapping tool to map items such as accessible transit, shopping locations, medical facilities and geographical terrain.

Recreation staff presented to ACPD regarding the City's Recreation Inclusion Strategy highlighting the accessible facilities, inclusive programs and sport adapted programs, specialized sports, inclusion policies and procedures such as behaviour management, lift/transfer procedures and support worker training, partnership development (yoga, Para sport partnerships, reduced rental rates) and increased swim options for children and youth with disabilities.

The Committee also provided input to the Stop Gap Ramp Initiative report prepared by staff in consultation also with users, BIAs and suppliers of Stop Gap Ramps to review the stop gap initiative. The Committee also review the process for parking permits for home caregivers, the re-design and re-construction of outdoor handrails at Hamilton City Hall, improving accessibility in municipal elections and student employment for 2018 municipal election.

ACPD received and responded to several correspondence in 2015 including from the Senior Advisor Accessibility Metrolinx, Antonia Hammer, respecting expanding Go Train Service levels to the Niagara Peninsula, a New Memorandum of Understanding for Paratransit Eligibility and correspondence from Assistant Deputy Minister, Ann Hoy, from the Accessibility Directorate of Ontario respecting an update on the second legislative review of AODA. The Committee put forward a motion requesting that the Ontario Government consider the appropriate legislative amendments to the Municipal Act, 2001 to permit telephone or video conference participation by appointed members of the municipal accessibility advisory committees required by the AODA, 2001 with the understanding that participation for anyone with a disability will be provided in a manner that is fully accessible to that person.

A member of the Burlington Accessibility Advisory Committee (Arthur Rendall) provided the Committee with an overview of Text with 9-1-1 and his advocacy efforts relating to the initiative. The Committee discussed the initiative and requested that Council review Text with 9-1-1 implementation for the City of Hamilton in the upcoming capital budget process, in efforts to assist those who are deaf, hard-at-hearing or speech impaired, as mandated in January 2014 by the CRTC.

The Committee members attended and presented at the AODA Success Stories on May 13, 2015, hosted by the Association of Municipal Clerks and Treasurers of Ontario, marking the AODA 10th Anniversary. ACPD members made a presentation highlighting Hamilton's success in implementing many AODA regulations (respecting HSR, ATS and accessible taxis) ahead of schedule. The Committee put forward a nomination on behalf of the Chair, Aznive Mallet, for the AODA 10th Anniversary Champion Award and the bid was successful.

Built-Environment Working Group (BEWG)

The Built-Environment Working Group (BEWG) addressed several key issues during the past year including Accessible Pedestrian Signals, Accessible Housing, Urban Braille and sidewalks. With respect to Accessible Pedestrian Signals (APS), the Committee reviewed the new list of APS locations for 2015 and provided input to staff. To date there are 78 accessible pedestrian signals installed and working.

Other matters discussed included transportation deficiencies at the MacNab Bus stop terminals, bus stop audit and bus stop design and features. Respecting bus stop designs, the Working Group recommended that the A & B bus shelters use a solid yellow line (bright yellow colour) with a darker blue line underneath the yellow line to provide contrast necessary (from yellow to blue and blue to yellow) so that both lines can be seen.

In 2015, BEWG members conducted tours of various City facilities including the City Hall, Chedoke multi-purpose facility, Westmount Recreation Centre, 690 Stone Church Road West Seniors Building and Tim Horton's Stadium. Tour reports identified deficiencies and recommendations were completed for each tour and reported to the appropriate City division and staff for further action. Some of the deficiencies identified were automatic door openers, elevator buttons, decals on glass doors, railings, washroom stall handles, grab bars, urban braille, wheelchair accessible entrance and colour contrast. BEWG is also serving as a key stakeholder for the City's Barrier-Free Design Guidelines review process, which is currently underway. The Committee also continued its ongoing discussion regarding accessible social housing accessibility, affordability, location and long waiting list.

Transportation Working Group

Transportation Working Group (TWG) focused largely on matters relating to Accessible Transportation Services, DARTS, HSR, Metrolinx and bus features and design. ATS presented the 2014 year-end report highlighting an increase in the number of DARTS trips, increase in the number of taxi trips scheduled, rates of on-time performance and the trip denial rate. Members also reviewed the HSR 10-year local transit strategy. ATS advised that HSR staff have developed a model anti-slip securement device for mobility aids. A device will be installed on HSR buses for a trial basis and members requested to test the anti-slip securement device for mobility aids.

HSR staff updated the Working Group on the branding and marketing initiative for Transportation and noted that consultants were hired to complete this work. The Working Group spent considerable time the past year reviewing the DARTS User Guide and ATS policies and policies.

TWG members were invited to participate in the Transit Accessibility Public meeting, a requirement of the AODA, between Metrolinx and HSR/ATS to discuss issues pertaining to Go Transit, Presto, HSR and ATS and DARTS. Members also attended the Hamilton Transportation Summit 2015, which was primarily focused on alternative transportation, such as cycling. Other issues discussed by TWG included taxi service for persons with disabilities, university and college student transit passes and the MV-1 vehicle. Appropriate staff will be invited to present to the Committee in the coming year with respect to the above-mentioned matters.

7. Multi-Year Plan Strategic Goals 2013-2017

7.1 Strategic Goal One: Customer Service

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.

Compliance Timeline: January 1, 2010

Status: Compliant

All departments continue to adhere to the City's policies, practices and procedures governing the provisions of goods and services to persons with disabilities that were established since 2010 including 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.

In efforts to continue providing adequate accommodation and services to persons with disabilities, some departments have enhanced their internal policies and procedures. For example, the Recreation Division within the department of Community and Emergency Services modified its Behaviour Management Procedure with additions to the training module and the Lifts/Transfers Procedure. The Recreation Division also developed two new procedures – the Tube Feeding Procedure and the Customer and Patron Procedure. The Tube Feeding Procedure was developed for participants attending full day programs who use feeding tubes. The Commitment to Safe Spaces which provides additional framework for some the divisions developed the Customer and Patron Procedure which identifies the principles for ensuring the inclusion of marginalized populations.

Over the past year, the Human Resources Department also developed and updated various policies and procedures. In March 2015, Senior Management Team approved the Employment Accommodation Policy. In April 2015, the Work Accommodation Procedure and the Recruitment Accommodation Procedure was approved. In June 2015, Human Resources presented to Council the Employment Systems Review, which focused on ensuring legislative compliance with the AODA and Human Rights Code. As a result of the recommendations in this Report, the following policies were updated to ensure they include accommodation principles more clearly - the Recruitment and Selection Policy, Anti-Nepotism Policy and Flexible Work Arrangements Policy. The updated policies and procedures address current employees and applicants to the City of Hamilton outlining the City's commitment to enable equal access to all employment activities, which include equal access to recruitment, assessment, selection and hiring activities for all individuals and equal access to orientation, non-discriminatory working conditions, promotion opportunities, training, performance accountability and development and career development for all employees.

All of the new policies and procedures were communicated to all supervisors, managers and union executives. In December 2015, Human Resources and the Access & Equity Office held an Open House for all employees, where they learned about the Employment Systems Review and gained information on accommodation policies and practices at the City of Hamilton. Ongoing feedback is encouraged on the implementation and effectiveness of the policies and procedures through our Corporate Policy Review Group, via direct communication (email and phone) to the Policy and Planning Specialist, and via feedback from consultants in Human Resources that have direct contact with clients who utilize the various policies/procedures.

Hamilton Public Library: Accessibility policies, practices and procedures have been established to govern the provision of goods and services to persons with disabilities which can also be accessed via this link <http://www.hpl.ca/node/24246>. A feedback mechanism is in place enabling customers and patrons to provide feedback to staff which is then passed along to the respective manager. There is also an online feedback form for customers. Each response is monitored by managers and a reply provided. Frontline staff also can observe the effectiveness of policies and practices and report concerns to their manager or share at staff meetings.

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.

Compliance Timeline: January 1, 2010

Status: Compliant

Hamilton Public Library: Library materials are pre-selected by staff for customers with visual impairments, the customer reviews the items and makes a final selection. Staff often assist customers with limited mobility in accessing the public computers. Customers are provided access through an alternate non-public door to ease access. Many libraries have "zoned" spaces to assist customers in accessing a quieter place to study/work. Staff often assist customers find the spot best suited to their needs. In many libraries, there are several public computers so customers can self-select a good position.

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.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to adhere to the City's Accessibility Policies and Procedures by using reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities. These involve making accommodations for persons with disabilities to access service, making service counters accessible, providing assistive devices, assisting with transportation and in some cases providing services in the homes of persons with disabilities, if they are unable to access services at the City's service locations. The Corporate Customer Service Standards policies support the delivery of services to persons with disabilities inclusive of communication, service disruption, assistive devices, service animals, support persons, feedback and complaints and training.

Some examples include Ontario Works Division which advises applicants of a wheelchair accessible workstation at its offices. The Access & Equity Office also has an accessible workstation set up for patrons. The Recreation Division implemented the Support Program in year round recreation programs and provides a support staff when requested for persons with disabilities to attend programs. Recreation offers multiple registration options for programs including in-person, online and over the telephone. A pre-registration system is in place for persons with disabilities to ensure equitable access to programs. Recreation has also installed two new equipment features for accessibility – a lift and adult change table. All Ambulances are equipped with dog harnesses to safely transport a service dog. The Paramedic Service provides Braille refusal of service cards for patients with impaired vision in order for them to understand what they are signing for if they refuse Ambulance transport after assessment.

Hamilton Public Library: Many library materials are available in a variety of formats, (e.g. audio, large print, e-book). As well, library staff assist customers in registering with Centre for Equitable Library Access (CELA) where they can access thousands of additional resources. All library computers have a number of built in accessibility features (e.g. desktop zoom, narrator, magnifier, on-screen keyboard). Patrons can choose to use them if they wish. Several locations have text enlargers to assist those with visual impairment when accessing text items and JAWS. Wherever there are self-serve options (e.g. returns, check out), there is parallel staff service always available.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to implement the City's Assistive Devices Policy which deals with the use of assistive devices by persons with disabilities to obtain, use or benefit from goods and services. The City's AODA policies are hosted on the City's website, departmental/divisional websites, internal e-Net as well as on the Access & Equity website. In April 2015, the Work Accommodation Procedure and the Recruitment Accommodation Procedure was approved within the Human Resources Division. Communication with respect to employee accessibility (when required or requested for their accommodation) is conducted with employees by phone, letter, e-mail or in person, through Union representatives (with consent) or through the employee's stated method of preference. Public Health Services identified the need to update the PHS Intranet (PHS@Work) "Accessibility for People with Disabilities" webpage and these updates will be posted for access by all PHS employees upon completion in 2016.

Most departments process assistive devices requests through a centralized booking process or a sign in/out sheet. Some departments purchased additional assistive devices within the past year to adequately accommodate the needs of persons with disabilities. The Recreation Division purchased an all-terrain wheelchair to increase access for persons with disabilities in outdoor/park based programs, as well as the Sara3000 Mechanical Lift which is a transfer aid for persons with disabilities. Paramedic Service put new electric lift devices in all ambulances and also provides bariatric transport. An adult change table was also purchased. Additional handicapped parking was provided at Macassa Lodge.

Hamilton Public Library: A variety of assistive devices are available for patrons including text enlargers, accessible catalogue only computers, accessible checkout stations, accessible workstations, accessible headphones, magnifying sheets, trackballs, JAWS computer software, on-screen key board and more (<http://www.hpl.ca/articles/tools>). There were an estimated 13,050 requests for an accessible item or materials in 2015 with requests ranging from assistive devices to other materials related to accessibility. Information staff at service desks loan small assistive devices held at a service point upon request. Large devices such as assistive computers are turned on by request and large devices such as text readers are available on the public floor at all times during open hours. Requests to loan out assistive devices can also be made at the service points.

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

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to utilize various methods of communication to liaise 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), texting, Skype and the City's website. Documents are provided electronically, hard copy, large print and in Braille. Handheld magnifiers are also provided in the workplace, service counters and ambulances. The City's ambulances carry a supply of Refusal of Service forms that are also available in Braille for persons who are visually impaired and read Braille and for those that do not want to be transported by ambulance.

For public meetings, staff bring audio tool(s) such as FM systems, microphone(s) and magnification devices and the accommodation clause is included in all public notices and events. The Accessibility Accommodations Clause is intended for use by staff when event notices are posted in newspapers, flyers and brochures. The Accessibility Requirement Clause reads as follows: *"To obtain a copy of this information or document(s) in an accessible, alternate format (e.g. larger print), please contact _____ (staff name & phone number) by _____ (mm/dd/yyyy). Advance requests are highly encouraged to enable us to meet your needs adequately."*

Public consultations have also been undertaken at the location of the public, such as along trails, at festivals and events to accommodate participants with disabilities. Departments offer ASL services, upon request and these can be made via email, telephone or a variety of ways. All resident information in Long-Term Care facilities are posted in large font (16). All public information such as Fire Safety pamphlets are also produced in large print format.

Hamilton Public Library: Staff provide service in the format that is most preferable for the customer. Sometimes pen and paper or typing is used. Sometimes both parties use a form of sign/gestures. Customers can also access the library by email or phone. Often, customers also have their own devices that they use.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Documents describing policies are currently available at various service centre locations and counters, as well as can be viewed or downloaded from the City's website and provided in various formats to the public, upon request. Requests for these documents can be done through any City department relevant to the need of the individual and is provided to them in the format that they have requested.

Hamilton Public Library: Inquiries relating to accessibility policies, practices and procedures may be directed to library staff at any public service point. Staff respond in a timely manner and may refer the inquiry within the organization, including to the Chief Librarian.

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.

Compliance Timeline: January 1, 2013

Status: Compliant

Documents describing the City's policies are available at various service centre locations and counters, as well as can be viewed and downloaded on the City's website and provided in various formats to the public, upon request. Policy updates are also provided to the Advisory Committee for Persons with Disabilities and Council, as deemed necessary. Policies related to accessible customer service (i.e. Service Animal, Support Persons and Assistive Devices) are also included in the City's Recreation Guide.

Hamilton Public Library: Accessibility documents, reports and plans are made available, upon request http://www.hpl.ca/sites/default/files/2013-06-AODA-Report-Policy_0.pdf. They are also posted on the library website. All frontline staff can also provide accessibility documents on request (in person, by phone or email).

Compliance Activities:

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

Compliance Timeline: January 1, 2013

Status: Compliant

The City continues to implement and maintain its Multi-Year Accessibility Plan. Departments are required to submit annual updates on accessibility activities and initiatives to the Access & Equity office, which tracks and monitors the progress of accessibility activities and initiatives and further compiles the annual Multi-Year Plan for submission and approval to Senior Management, Council and final submission to the Accessibility Directorate of Ontario. Various committees including the Advisory Committee for Persons with Disabilities, Staff Access & Equity Committee, the Equity Diversity Strategic Implementation Team participate in this process by providing input, feedback and reviewing the Multi-Year Plan before final submission. The Multi-Year Plan is available on the City's website and in various alternate formats including hard copy, large print and Braille for the public to access and review.

Some accessibility plan activities and initiatives undertaken within the past year include:

Public Works (Facilities Management and Capital Projects Division)

Central Library Elevator Upgrades – Modernization of mechanics of elevator which has met the requirements of TSSA

Recreation Fire Plans – Created and posted new fire plans for the arena fire portfolio and the new fire plan template which includes notes related to emergency evacuation for those with disabilities and special needs

Customer Service Counter and Adjudication area – Upgraded the existing counter to improve accessibility and added an accessible adjudication area

Sam Manson Multi-purpose facility – Included accessibility upgrades to the facility

Spring Valley Change Room Expansion – Scope includes new accessible change rooms and washrooms

Green Acres Pool Replacement – Replaced existing pool with new accessible pool, accessible washroom and change room facility

Chedoke Multi-Use Bocce Club – Renovation included building enclosure, new universal restroom, indoor ramp and accessible meeting room

Lynden Library – Reviewing entrance ramp location and accessible parking design

City Hall Front Entrance Lighting – Investigating enhancements to lighting at front entrance of City Hall

Ancaster Seniors Achievement Centre Parking Lot – Redesign and repainting parking lot with additional accessible parking spaces, improving signage and traffic flow

Rosedale Tennis Court Access – creating access path from parking to hard top court, repairing path from clay court to concrete patio, creating and improving accessible access to tennis courts

Accessibility upgrades, door operators: Chedoke Twin Pad Arena, Lawfield Arena, Millgrove Community Centre, Beach Blvd Washrooms

Huntington Recreation – improved and created additional accessible parking

Installation of Water Chair Lifts at the following pools:

- Dalewood Recreation Centre
- Westmount
- Water chair lifts are sent to indoor facilities during the winter

"In-progress" facility construction projects that include accessibility upgrades include Waterdown Memorial Hall Elevator and Accessibility Upgrades

City Hall Doors - Improving accessibility to all public meeting rooms including Council Chambers by inserting automatic door openers

Waterdown Library and Flamborough Seniors Centre - New fully accessible facility which will house the Library, Seniors Centre, Municipal Service Centre, Flamborough Archives and Police Office

Stoney Creek Town Hall Ramp – Reconstruction of accessibility ramp and review accessible parking

Greenville Town Hall Envelope Repair and Accessibility Upgrades – Scope will include a new lift and accessible washroom upgrades

Transit related projects include:

- As of November 30, 2015, there were 78 signalized intersections equipped with APS operation (12 with the old Novax system, with the rest being the new Polara system)
- November 30, 2015, there were 33 more intersections equipped with APS (7 locations done as a retrofit, 13 completed with new signals and 13 upgraded as part of a road construction project)

Hamilton Public Library: The following projects are currently underway at various locations:

- Investigating the feasibility of using Magnus Cards App to assist customers in using library spaces independently and improving their experience.
- Dundas Library renovations which will include several accessibility features – new barrier free washrooms, new exterior ramp, redesigned barrier-free entrance, new interior layout and service desks, loop system in program room.
- Construction to begin on the new Binbrook Library replacing the old building which has multiple barriers. Accessibility features include single floor 6,000sf to meet all barrier-free standards.
- Improved front entrance to Central Library – to include canopy and sliding doors.
- Completion of renovated Central Library first floor meeting space – barrier-free space including stage, loop system.
- Purchase of new version of JAWs.
- Purchase of additional height adjustable furniture for public computers.

7.2 Strategic Goal Two: Employment

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

Compliance Timeline: January 1, 2014

Status: Compliant

Implementation and Compliance strategy by department/section/division:

Processes have been established by Human Resources to accommodate and support potential employees throughout the recruitment, assessing, selection, hiring and advancement process. These are currently being implemented by Human Resources, hiring managers and supervisors. There are many options available to accommodate potential employees on an individual basis. The Recruitment Accommodation Procedure approved in April, 2015 clarifies the process for accommodation in recruitment and places responsibility for this within Human Resources. This will ensure that requests are dealt with in a consistent manner and that information is kept confidential. Some options include providing additional time for written exams, altering test schedules or locating interviews in a quiet, accessible area, providing assistive devices and other modifications, as requested to accommodate the needs of the potential employee. Computer monitor adjustments during position related computer testing in an interview is facilitated by the interviewer and/or support staff. Human Resources includes a statement of accommodation in all job postings. When necessary, further consultation occurs between the hiring manager and Health, Safety & Wellness Specialist in order to ensure successful accommodation of the potential employee.

Hamilton Public Library: Information about accommodation support is provided on the public facing website and in specific job postings. Potential employees are also asked if any accommodations are required when they are called for interview or testing requests.

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

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 on all job applications and interview requests/notices. In 2015, Human Resources Department added the following wording to the City of Hamilton website under '*Jobs at the City*':

"Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements"

Additionally, each job posting includes the following wording:

"The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements."

Hamilton Public Library: Information about accommodation support is provided on the public facing website and in specific job postings. Potential employees are also asked if any accommodations are required when they are called for interview or testing requests.

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

Compliance Timeline: January 1, 2014

Status: Compliant

All requests for accommodation from potential candidates are adequately addressed through Employment Services. Employee work space accommodations for sit-stand desks and correct set-up of work stations are provided in consultation with the Health, Safety & Wellness Specialist to ensure work is done safely and meets ergonomic recommendations.

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

Compliance Timeline: January 1, 2014

Status: Compliant

Generally, an offer is made by telephone followed by a written letter generated by the City of Hamilton's Human Resource Division. Should telephone or a written letter not be an accessible form of communication to notify the successful applicant, the hiring manager would accommodate the individual with one of the City's various communication methods. In August 2015, Human Resources Department updated the City's standard offer letter to include the following wording:

"Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements"

Some divisions, such as Transit, have a formal on-boarding process with newly hired staff and the on-boarding checklist includes corporate policies for accommodating employees with disabilities.

- 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.

Compliance Timeline: January 1, 2014

Status: Compliant

If there was a change in an employees' accessibility needs due to a disability, managers and supervisors work with the Human Resources Division (Accommodations staff) to provide accommodation and appropriate communications outward to others. For new employees, the offer letter highlights the Employment Accommodation Policy and provides new employees with a link to the policy on our website. For current employees, Return To Work Services discusses job accommodation with employees when they have an absence and/or require/request accommodation. Brochures have been developed and are provided to employees regarding short term disability, WSIB absences and on what will happen when an employee has a permanent medical restriction requiring accommodation. Supervisors are mandated to attend the Attendance Management/WSIB/Return to Work training so they are aware of how to accommodate and employer's responsibilities for persons with disabilities. There are processes for temporary job accommodation for staff who need it.

Hamilton Public Library: Staff adhere to the Hamilton Public Library policies. Staff are informed about any policy updates through AODA e learning module, collective agreement with CUPE 932, Attendance Support Management Plan (ASMP) and the Return to Work program.

- 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.

Compliance Timeline: January 1, 2014**Status: Compliant**

Human Resources Division continues to co-ordinate the provision of assistive devices and supports for employees with disabilities, in consultation with the Access & Equity Office and respective departments/sections/divisions. Assistive devices are often provided upon request and based on the needs of the employee with disabilities. Program Managers continue to work with employees who disclose disability and initiate/facilitate conversations with the appropriate department or corporate resources. In some cases, a Human Resources Recruitment Specialist has worked with employees with learning disabilities to ensure the training materials, job contract and information provided is in a format and delivered in a way that is accommodating of their learning needs.

Hamilton Public Library: In the event that an employee requires the provision of accessible formats and communication supports, the employee would first speak to her/his manager, who would in turn reach out the Human Resource Coordinator responsible for Health and Safety and Disability Management. The employee's requirements would be investigated, and if it is a union employee, appropriate union representatives would be involved. Everything is documented and kept in Human Resources.

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

Compliance Timeline: January 1, 2014**Status: Compliant**

Human Resources Division (Accommodations staff) continue to process accommodation requests including accessible formats and communication supports. Where requested, policies and procedures will be provided in accessible format. Support is provided both during recruitment and from supervisors to ensure appropriate people are aware of staff with disabilities and any alternative formats required prior to them beginning work. Managers and supervisors work with employees who disclose disability and facilitate conversations with accommodations staff to ensure adequate accommodation. Individual accommodation plans are reviewed between Program Managers and employees in order to understand whether an accessible format or communication support has been successful in supporting an employee's needs.

Hamilton Public Library: In the event that an employee requires the provision of accessible formats and communication supports, the employee would first speak to her/his manager, who would in turn reach out the Human Resource Coordinator responsible for Health and Safety and Disability Management. The employee's requirements would be investigated, and if it is a union employee, appropriate union representatives would be involved. Everything is documented and kept in Human Resources.

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.

Compliance Timeline: January 1, 2012

Status: Compliant

Individualized workplace emergency response information, policies and procedures continue to be implemented across departments and facilities. All facilities have individual emergency response plans addressing the needs of staff and visitors. Supervisors and Managers are also informed of the individual emergency accommodations plan. A refresher training is planned for 2016 to ensure all new staff receive training and that previously trained staff remain aware of corporate and provincial accommodations requirements. Annual reviews are completed on emergency response plans. For certain emergency situations such as fire response procedures, this is done three times a month on a day, evening and night shift in the Lodges.

Hamilton Public Library: There is a standard template used for emergency response, and, as appropriate, affected staff are made aware. There is an annual communication to all managers to review plans and inform of any changes. If changes are necessary, new training to affected staff is provided.

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

Compliance Timeline: January 1, 2014

Status: Compliant

The City continues to utilize individual accommodation plans for accommodating workers who require modified or alternate work assignment on a temporary or permanent basis. Departments work with Human Resources Return to Work specialists to facilitate a worker into a modified assignment.

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

Compliance Time: January 1, 2014**Status: Compliant**

Human Resources Division has updated the Work Accommodation Procedure. Return to Work Specialists work with department managers and supervisors to facilitate a worker into a modified assignment. Program Managers continue to consult with Return to Work Specialists and employee/union representation to meet with staff and develop accommodation arrangements. Ongoing two-way communication occurs to assess the transition back to work and the agreed upon accommodation. Regular meetings between employees and managers to review accommodation plans are put in place.

Hamilton Public Library: After medical clearance to return to work has been provided, a return to work plan is developed together by the employee, HR (HR Co-ordinator for Health and Safety and Disability Management), union (if applicable) and manager. Other employees are included as needed and with the permission of the employee who is returning to work. The formal plan is signed off on in advance. Re-orientation and training as required is provided as well as Disability Management. Human Resources Department is always involved in the process.

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

Compliance Timeline: January 1, 2014**Status: In Progress**

Human Resources is building accessibility and accommodation principles into the Performance Accountability and Development (PAD) Program currently in progress. Appropriate accommodations according to an individual's accommodation plan would be applied in all aspects of work including throughout the performance management process. Consideration of the accessibility needs of employees will be addressed in the PAD policy and in all related training.

Hamilton Public Library: Accommodations are taken into account throughout the performance management process. Human Resources Department is always involved in the performance management process.

- 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.

Compliance Timeline: January 1, 2014

Status: In Progress

Three major programs focused on career development and advancement are currently in progress at the City – Leadership Pathway, Succession Planning and Performance Accountability and Development (PAD). Each of these programs has included accessibility and the needs of employees with disabilities as essential components within the development of each program. Managers are aware of accommodation requests through employee accommodation plans developed in consultation with Return to Work Specialists and employees to appropriately meet individual needs.

Within departments such as Public Health Services, appropriate accommodations according to an individual's accommodation plan are applied to all aspects of work including career development and advancement. Program Managers focus on an employee's career development goals and the relevant competencies required to meet these goals. Program Managers engage in reflective discussion with employees to determine what their unique needs, perceived barriers and coaching options are to support career development.

Hamilton Public Library: Employees are continually accommodated through any career development and advancement process. Anyone who meets minimum qualifications for a potential position is considered. Learning Institutes have been implemented throughout the system as a career advancement opportunity and affected employees meeting the minimum qualifications would continue to be accommodated throughout these programs. Human Resources Department is always involved in the performance management process.

- 32.** When redeploying employees, take into account the accessibility needs of employees with disabilities, as well as their individual accommodation plans.

Compliance Timeline: January 1, 2014

Status: Compliant

Program Managers continue to consider employee needs and accommodation plans, should individuals be redeployed and would work with a Return to Work Specialist and new Managers/Supervisors to ensure accommodation plans can be facilitated in a new role. In Emergency & Community Services specifically, 20 staff were relocated and their accommodation needs were taken into consideration and the redeployed staffs' ergonomic equipment was relocated with them.

Hamilton Public Library: Affected employees continue to be accommodated in their new position to the point of undue hardship. As per article 13.06F in the Collective Agreement between CUPE 932 and the Hamilton Public Library, an employee who is in a position as a result of a medical accommodation under the Human Rights Code cannot be bumped.

7.3 Strategic Goal Three: Information and Communication

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.

Compliance Timeline: January 1, 2010

Status: Compliant

All notices and information relating to the AODA Regulation is posted on the City's website, eNet, conspicuous locations on City premises and available to the public upon request. All public documentation can be accessed through the City of Hamilton's website managed at the corporate level. Accessibility statements are also made available on marketing publications, recreation guides and fire safety pamphlets.

Hamilton Public Library: Information on accessing accessibility information, service disruptions and other relevant information is available to the public at all service points or by calling or emailing or on the public website.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Corporate-wide documents containing Regulation Information, policies, procedures and practices are available on the City's website, eNet, at conspicuous locations on City premises and made available to the public, upon request.

Hamilton Public Library: Documents containing Regulation Information, policies, procedures and practices are available on the City's website, eNet, at conspicuous locations on City premises and made 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.

Compliance Timeline: January 1, 2013

Status: Compliant

There are currently no self-service kiosks at City facilities except for electronic information screens at City Hall. Most reception counters such as Recreation Centres and Citizen Service Centre counters are modified, accessible, with staff available to assist during the Centres' 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. Procurement staff are working to finalize the criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

Hamilton Public Library: There are 49 self-check kiosks for checking out library materials in library branches. 45 units were replaced in 2015. The manufacturer has identified features that assist persons with disabilities, e.g. the customer can increase font on the screen. <http://www.bibliotheca.com/3/index.php/en-us/our-solutions/self-service>

- 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.

Compliance Timeline: January 1, 2014

Status: Compliant

The public is notified about the availability of accessible formats and communication supports. All City advertisements, marketing information, print materials, promotional campaigns and materials provide information on the accessibility accommodations in meetings and services. Documents found on the public facing website can be requested in alternate formats. Staff are required to use the Clear, Accessible and Large Print Guidelines for written material including emails, reports, correspondence and minutes.

Hamilton Public Library: Notification about the availability of accessible formats and communication supports is included as part of our AODA e-learning module. The Information and Communications Standard (one of the standards of the IASR) is part of this module. Staff are made aware that they must provide information and communications in an accessible format upon request – examples given (reading written information, large print, text transcripts, plain language, etc.). Examples of items that must be made accessible are outlined (feedback processes and emergency procedures, plans and public safety information – upon request; website and web content). Exceptions are given (i.e. we cannot convert all of the library collection materials – instead have a collection with a wide range of materials; some information cannot be converted).

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; and
- 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.

Compliance Timeline: January 1, 2015

Status: Compliant

Staff use a variety of communication methods to notify and engage the public about the availability of accessible formats and communication supports in order to provide adequate service to persons with disability. Documents found on the public facing website can be requested in alternate formats. Staff are required to use the Clear, Accessible and Large Print Guidelines for written material including emails, reports, correspondence and minutes.

Hamilton Public Library: Statement about availability of formats/support is posted on all public documents and also included on the Library's public facing website under Accessibility Services.

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.**Compliance Timeline: January 1, 2012****Status: Compliant**

Staff are currently implementing the emergency procedures of building and posted fire safety plan(s). Transit has emergency procedures and plans available to the public upon request. All public communication of emergency procedures, plans or public safety information is facilitated by the Communications Officer.

Hamilton Public Library: The posted plans comply with the City requirements respecting accessibility as they are in plain language and clear, large print font. A large print laminated sheet is kept in emergency supply boxes so that staff can share information with customers who may not have heard the alarm. In the case of an evacuation staff approach customers to assist.

14.1. All new internet websites and web content conforming with WCAG 2.0 Level A.**Compliance Timeline: Q4 2016****Status: Compliance in Progress**

The City's website has been revised and the compliance parameters review with respect to WCAG 2.0 Level A, as such a proactive strategy, involving both internal and external content development is being developed to align with the applicable regulations.

Hamilton Public Library [Compliant]: The Library's website and web content are designed to be compliant with WCAG 2.0 Level A. The Library subscribes to a web governance software application that allows for regularized monitoring of the website and web content to ensure ongoing compliance and to identify any unintended errors so that they can be addressed and corrected. Documents posted on the website are posted in an accessible pdf format. HPL does not generally post word documents. HPL has a tool as part of their web governance application that verifies the accessibility of the pdfs posted.

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, 2021.

Compliance Timeline: Pending

Status: Compliance in Progress

The City is developing a comprehensive and systematic plan to facilitate the migration of the site to Level AA compliance.

Hamilton Public Library

Status: Compliant In 2015, Hamilton Public Library launched an entirely redesigned new website. Accessibility and WCAG compliance were key deliverables for the project. In addition to building the site in a manner that facilitates WCAG compliance; additional features such as the option for users to change contrast were implemented as part of the design.

7.4 Strategic Goal Four: Transportation

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.

Compliance Timeline: January 1, 2012

Status: Compliant

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.

Compliance Timeline: January 1, 2011

Status: Compliant

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.

Compliance Timeline: January 1, 2012

Status: Compliant

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.

Compliance Timeline:

Status: Compliant

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 (HSR) - 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 (DARTS) – 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 – an attending health care professional would indicate on the application form that a support person is required).

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

Compliance Timeline: January 1, 2013

Status: Compliant

Transit has a feedback process in place for managing, evaluating and taking action on customer feedback. 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.

Transit has an existing customer contacts system in place for both conventional (HSR) and specialized (DARTS and Taxi Scrip) transit. Customer contacts include the following: complaints, commendations, requests and suggestions. The number of contacts received varies from year to year. Members of the public including passengers have been 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.

Compliance Timeline: January 1, 2013

Status: Compliant

Transit staff prepare annual Performance Reports for specialized transit service (Accessible Transportation Services) which provide 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.

- 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.

Compliance Timeline: January 1, 2012

Status: Compliant

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.

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; and
- allow a person with a disability to travel with a medical aid.

Compliance Timeline: January 1, 2012

Status: Compliant

HSR is fully accessible utilizing low floor buses with accessibility features (ramps and "kneeling feature") and ensures that adequate time is provided to persons with disabilities to safely board, be secured and de-board buses. 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.

Compliance Timeline:

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.

Compliance Timeline: Multiple

Status: Compliant

The same fee is charged for both conventional and specialized transportation. Refer to City of Hamilton website (HSR & ATS webpages) for information on fare parity as follows:

<http://www.hamilton.ca/hsr-bus-schedules-fares/fares/cash-tickets-and-passes>

<http://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/darts-fares-tickets-and-passes>

- 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.

Compliance Timeline: Multiple

Status: Compliant

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.

- 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

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 de-board 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

Conventional transit (HSR) operators are trained to follow procedures to ensure the accommodation of persons with disabilities while boarding or de-boarding 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.

Status: Compliant

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.

Compliance Timeline: Multiple

Status: Compliant

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

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, expectant mothers 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

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.

Status: Compliant Refer to 49.1

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

Status: Compliant

There is signage on board all HSR buses which clearly indicates both Priority and Courtesy seating for persons with disabilities and other persons who require assistance.

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.

Status: Compliant

Conventional transit (HSR) has a policy and procedure in effect wherein alternate accessible arrangements to transfer persons with disabilities to their route destination can be achieved and this information is communicated to persons with disabilities through various methods (i.e. printed bulletins, City (HSR) website).

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

Status: Compliant

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.

Compliance Timeline: Multiple

Status: Compliant

Conventional transit (HSR) vehicles are equipped with features which provide electronic pre-boarding announcements, to be implemented on January 1, 2017, and operators provide pre-boarding verbal announcements, upon request.

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

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

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

Compliance Timeline: Multiple

Status: Compliant

Conventional transit (HSR) vehicles have technology in place that provides both verbal (audio) and visual (L.E.D. Display Signage) 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.

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.

Compliance Timeline: January 1, 2013

Status: Compliant

All conventional transit (HSR) vehicles (buses) are equipped with grab bars, handholds, handrails or stanchions, as required.

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.

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.
- 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.

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.

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transportation vehicles 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.

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transportation vehicles (HSR buses) 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.

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transportation vehicles (HSR buses) are equipped with lifting devices or 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.

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transportation vehicles (HSR buses) are equipped with steps that are slip resistant and produce minimal glare.

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.

Compliance Timeline: January 1, 2013

Status: Compliant

Conventional transportation vehicles (HSR buses) are equipped with ramps or 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.

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.

Compliance Timeline: January 1, 2017

Status: Compliant

A new eligibility policy and registration process for specialized transit service was implemented on November 1, 2012. 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.

Compliance Timeline: January 1, 2014

Status: Compliant

A new eligibility policy and registration process for specialized transit service was implemented on November 1, 2012. 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.

Compliance Timeline: January 1, 2014

Status: Compliant

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.

Compliance Timeline: January 1, 2013

Status: Compliant

Fare parity was implemented in 2013 wherein the same fare structure and same fare payment options were made available for conventional transportation services and specialized transportation services. This complies with the requirements of Section 66.

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.

Compliance Timeline: January 1, 2013

Status: Compliant

Specialized transit (DARTS Transportation) 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.

Compliance Timeline: July 1, 2011

Status: Compliant

Specialized transit (DARTS Transportation) offers origin to destination services within the entire service area (City of Hamilton). This 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 will "hand-off" the passenger to the caregiver or program staff at their 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.

Compliance Timeline: January 1, 2013

Status: Compliant

Specialized transit (DARTS Transportation) has a designated transfer point in the City of Burlington (Joseph Brant Hospital) and provides connections with Burlington's specialized transit provider (Handi-van). DARTS also provides transportation for their passengers to and from other locations in Burlington, such as the Burlington and Aldershot GO stations. All of these locations in Burlington are accessible (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.

Compliance Timeline: January 1, 2013

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.

Compliance Timeline: January 1, 2014

Status: Compliant

Specialized transit (DARTS) provides 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.

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.

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 dependents to travel with a person with a disability who is the parent or guardian of the dependent, if appropriate child restraint securement systems and equipment are, if required, available.

Compliance Timeline: January 1, 2012**Status: Compliant**

Persons with disabilities are allowed to travel with their companions on specialized transportation (DARTS).

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

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 Sub-committee 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 undertaken 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.

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

Compliance Timeline: January 1, 2013

Status: Responsibility of the City's Municipal Law Enforcement (Licensing) Section

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.

Compliance Timeline: January 1, 2013

Status: Responsibility of the City's Municipal Law Enforcement (Licensing) Section

7.5 Strategic Goal Five: Built-Environment, Facilities, Procurement, Accessing Programs and Feedback

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.

WHAT WILL BE DONE?

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

Regulation Requirements (section 80):

- Design of Open Spaces standards 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

Status: Compliance in progress

Implementation and Compliance strategy by department/section/division:

Construction, retrofits, renovations and upgrades were undertaken in various departments in consultation with Access & Equity office, the Advisory Committee for persons with disabilities, Capital planning team, Facilities Management and members of the public. A Barrier-Free Design Guideline checklist is completed for most projects and saved onto the City's internal S drive such that Access & Equity can access the information on all construction projects at any time.

Over the past year, the following facility construction projects including accessibility projects were undertaken:

Public Works (Facilities Management and Capital Projects Division)

Central Library Elevator Upgrades – Modernization of mechanics of elevator which has met the requirements of TSSA

Recreation Fire Plans - Created and posted new fire plans for the arena fire portfolio on the new fire plan template which includes notes related to emergency evacuation for those with disabilities and special needs

Customer Service Counter and Adjudication area - Upgraded the existing counter to improve accessibility and added an accessible adjudication area

Sam Manson Multi-purpose facility - Included accessibility upgrades to the facility.

Spring Valley Change Room Expansion – Scope includes new accessible change rooms and washrooms

Green Acres Pool Replacement - Replaced existing pool with new accessible pool and accessible washroom and change room facility

Chedoke Multi-Use Bocce Club - Renovation included building enclosure, new universal restroom, indoor ramp and accessible meeting room

Lynden Library – Reviewing entrance ramp location and accessible parking design

City Hall Front Entrance Lighting – Investigating enhancements to lighting at front entrance of City Hall

Ancaster Seniors Achievement Centre Parking Lot – Redesign and repainting parking lot with additional accessible parking spaces, improving signage and traffic flow

Rosedale Tennis Court Access – create access path from parking to hard top court, repair path from clay court to concrete patio, creating and improving accessible access to tennis courts

Accessibility upgrades, door operators: Chedoke Twin Pad Arena, Lawfield Arena, Millgrove Community Centre, Beach Blvd Washrooms

Huntington Recreation – improved and created additional accessible parking

Installation of Water Chair Lifts at the following pools:

- Dalewood Recreation Centre
- Westmount
- Water chair lifts are sent to indoor facilities during the winter

**In-progress facility construction projects that include accessibility upgrades include
Waterdown Memorial Hall Elevator and Accessibility Upgrades**

City Hall Doors - Improving accessibility to all public meeting rooms including Council Chambers by inserting automatic door openers.

Waterdown Library and Flamborough Seniors Centre - New fully accessible facility which will house the library, Seniors Centre, Municipal Service Centre, Flamborough Archives, and Police Office

Stoney Creek Town Hall Ramp – Reconstruction of accessibility ramp and review accessible parking

Greenville Town Hall Envelope Repair and Accessibility Upgrades – Scope will include a new lift and accessible washroom upgrades

Public Works Transit related projects include:

- As of November 30, 2015, there were 78 signalized intersections equipped with APS operation (12 with the old Novax system, with the rest being the new Polara system)
- After November 30, 2015, there were 33 more intersections were equipped with APS (7 locations done as a retrofit, 13 completed with new signals and 13 upgraded as part of a road construction project)

Public Works (Recycling & Waste Disposal Division):

- New and replacement Interpretive signs have been redesigned to be AODA compliant, playground surfacing being replaced (diluent to wood fiber) and play structures being upgraded to be AODA compliant.
- 4 new interpretive panels and 1 replacement panel
- 5 replacement surfaces for playgrounds and 2 playground structure replacements
- 1 replacement AODA swings
- 1 Dog park surfacing made AODA compliant
- 1 new asphalt pathway added to a park where previously there was no path
- 3 curb cuts in parking lots to make sidewalks accessible
- Forestry Building Upgrades

Community & Emergency Services

- Lodges: Outdoor Pavilion at Wentworth Lodge and the Lobby at Macassa Lodge
- Housing – Two affordable housing projects received funding support (37% and 22% accessible units)
- Recreation;
- Dalewood Community Centre- Birge Outdoor Pool redevelop/new pool
- Mahoney Park Fieldhouse retrofits
- Montgomery Park Fieldhouse retrofits
- New Freelton Park Building & Ice Rink
- Woodland Washrooms renovated
- Beverly Grightmire Arena Renovation - Proposed renovation to arena
- Waterdown Memorial Hall - Phase 1 Community Hall-renovation & addition to accommodate accessibility upgrades.
- ASAC - Accessible Parking
- Spring Valley Arena - Change Room Expansion
- Winona School - demolition and building improvements Renovate for Recreation Center

Human Resources

Installation of low profile automatic push door opener at a cost of \$1800.00 to access door to Human Resources Office on 9th floor, Standard Life Building.

Landscape Architectural Services:

- Accessible play area installed at Crown Point East Park
- Perth Park constructed complete with accessible walkways and sun shelter. No formal play area planned for this park.
- Centennial Park renovation completed with more accessible walkways and accessible access to existing interpretive panels in the park.
- Marimat Gardens Park, Carter Park, Chappel East Park, McLaren Park, Village Green Lawn Bowling were all constructed as per the Built Environment Standards and Hamilton's Barrier Free Design Guidelines.

- de Lottinville Neighbourhood Park completed with accessible asphalt walkway, a lookout, a playground (play structure with transfer platform, a swing set and spring toys) and an embankment slide (with transfer platform), and designed per the Hamilton's Barrier Free Design Guidelines. Accessible rubber ramps were installed between the asphalt walkway and playgrounds.
- Johnson Tew Community Park is being construction including 2Km of accessible walkway with a bench rest station approx. every 100M, a sun shelter, a playground (play structure with transfer platform, a swing set and spring toys), two lookouts (one at ground level and one raised with handrail, an amphitheatre style seatwall as an outdoor classroom. Designed per the Hamilton's Barrier Free Design Guidelines. Accessible rubber ramps were installed between the asphalt walkway and playgrounds.
- Buchanan Park is being constructed including accessible asphalt walkway, a > 1:20 asphalt ramp with railing to access a sun shelter, a spray pad and park benches. Designed per the Hamilton's Barrier Free Design Guidelines. Accessible asphalt rolled curb to finish the existing playground edges.

Public Health Services

- The new PHS office and dental clinic space at 110 King Street West is AODA compliant.

Hamilton Public Library

- Lynden branch sidewalk entrance was improved
- Lynden branch patio space newly constructed
- New fully accessible Waterdown Library was opened
- Central Library first floor meeting rooms were renovated to meet barrier free guidelines and BC
- Central Library first floor layout was changed to ease congestion in the DVD area
- Central Library second floor service desk replaced and layout changed – new desk meets standards
- City of Hamilton Access & Equity staff visited Lynden Branch to advise on solutions to sidewalk issue

- Waterdown plans reviewed through City of Hamilton Access & Equity and Building Department
- Central Library first floor plans were reviewed through City of Hamilton Access & Equity and Building Department

Barrier-Free Design Guidelines

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

Implementation and Compliance strategy by department/section/division:

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

Status: In the development of plans for construction, renovations, retrofits and upgrades, staff consult with the Advisory Committee for Persons with Disabilities and/or the Access & Equity Office, as required.

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

Status: Compliant.

Staff continue to adhere to the City's Service Animal policy which ensures that guide dogs and other service animals are permitted on City premises and not separated from the person with disability, unless the animal is excluded by law. Ongoing training is provided to staff through the assistive devices training and Customer Service Standard Handbook, on how to interact with service animals.

Hamilton Public Library: A policy and procedure has been established as part of the Accessibility for Customers with a Disability Policy <http://www.hpl.ca/articles/accessibility-customers-disability?page=1>

4.2. Ensure the animal is not separated from the persons with disability, as well as while on ambulances**Compliance Timeline: January 1, 2010****Status: Compliant**

Staff continue to adhere to the City's Service Animal Policy which stipulates that persons with disabilities are not separated from their service animals, as well as while on ambulances, unless in exceptional circumstances where the service animal may be prohibited by law. In the event that the service animal is prohibited by law, staff may respectfully ask if an animal is a service animal and will not ask the nature of the person's disability or purpose of the animal. Staff will explain, in a respectful manner, that the service animal must be removed from the public area due to the Municipal Bylaw and make alternate arrangements or provide the service outside the public area.

Hamilton Public Library: Staff routinely interact with customers with service animals. Service animals are welcomed in all library facilities. Staff is trained in the appropriate way to serve customers with service animals.

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**Compliance Timeline: January 1, 2010****Status: Compliant**

In compliance with the City's Service Animal policy, guide dogs and service animals are allowed on City premises, ambulances and both conventional and specialized transit vehicles. In the event that a service animal is excluded from the premises by law, staff 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.

Hamilton Public Library: Service animals are permitted in all library spaces.

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**Compliance Timeline: January 1, 2010****Status: Compliant**

Staff continue to adhere to the Support Persons for Persons with Disability policy which ensures that a person with a disability is accompanied by a support person and are both permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises. The policy is available in various formats including the City's website and printed publications. In cases where a sign language interpreter is requested, the request has been accommodated. Training is ongoing for front line staff and supervisors on how to accommodate a person with a disability accompanied by a support person.

There have been occasions during the Spring Tide and Mum Shows organized by the Public Works department, where guests with disabilities are accompanied by a support person and the policy is that the support person will be granted free admission. Horticulture staff are all trained in the procedure to grant free admission to support person to these respective shows. Public Health Services' staff also have frequent interactions with persons with disabilities accompanied by a support person at community clinics, mobile services, home visiting programs and within school environments. Staff working within the school systems have established good relationships with Educational Assistants who support students. Staff will always verbally confirm that a client wishes the interaction to take place in the presence of the support person before proceeding to collect any personal health information.

Hamilton Public Library: Staff routinely interact with customers who are accompanied by a support worker. All staff (over 600 in the past 2 years) are trained to appropriately serve these customers. In no situation, are persons ever prevented from having access to their support person.

- 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.

Compliance Timeline: January 1, 2010**Status: Compliant**

The support person policies and procedures are in compliance with the requirement of the regulation and ensure that support persons are permitted on City premises, if it is necessary for the health or safety of the person with disability or the health or safety of others on the premises. For example, in Paramedic Services, support persons are allowed to accompany persons with disabilities in the patient compartment area of the ambulance. Paramedic Services staff are trained on how to interact with support persons.

Hamilton Public Library: Staff routinely interacts with customers who are accompanied by a support worker. All staff (over 600 in the past 2 years) are trained to appropriately serve these customers. In no situations are persons ever prevented from having access to their support person.

- 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

Compliance Timeline: January 1, 2010**Status: Compliant**

Staff continue to adhere to the Support Persons for Persons with Disability Policy which makes provision to notify support persons in advance of amount payable for admission to City premises. There are no fees associated with accessing corporate or recreation buildings. There may be exceptions to delivery of program whereby the support person is participating in an activity for their own leisure (such as golfing) while with a person with disability. In which case, they will be charged a fee at a reduced rate. Many of the services offered by Public Health Services do not carry associated fees for participants. For prenatal classes, all clients are encouraged to bring support person(s) with no additional fees applied.

Hamilton Public Library: A policy and procedure has been established as part of the Accessibility for Customers with a Disability Policy <http://www.hpl.ca/articles/accessibility-customers-disability?page=1>

- 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

Compliance Timeline: January 1, 2010

Status: Compliant

The Service Animal Policy outlining accessibility policies, practices and procedures is made available to staff and the public in alternate formats, upon request.

Hamilton Public Library: A policy and procedure has been established as part of the Accessibility for Customers with a Disability Policy <http://www.hpl.ca/articles/accessibility-customers-disability?page=1>

- 5.1.** If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider and if there is a temporary disruption in those facilities or services in whole or in part, the provider shall give notice of the disruption to the public.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to adhere to the Temporary Disruption Notice policy established to notify the public about temporary disruptions in facilities or services and implementation is ongoing. Implementation of the policy varies across departments and includes a notice to the public generally via email, newspaper/media release, updating the City's website, posting signage in conspicuous locations, the City's call centre and social media. Below highlights implementation of the temporary disruption policy across departments:

Transit: communicates a temporary disruption of service through its 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.

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.

Operations: The public is notified of a service disruption through our website and media release and two other transfer station locations if one is down.

Landscape and Architectural Services: Based on the availability of time and circumstance of the disruption, 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. 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. The signs are posted on the front doors of the facility and in proximity to the area of the disruption.

Community and Emergency Services: The department utilizes multiple channels including website, posted notices on entry doors, social media and face-to-face communications.

Recreation: 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. Due to the closures, sometimes Recreation provides vouchers for swim/gym admission to accommodate for the inconvenience caused by the closures. Staff will also provide alternative options for programs and services at alternative locations/times. 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 advise patrons the duration of the service disruption.

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.

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: Any service disruption is communicated as soon as possible and is facilitated by the Communications Officer through various methods of communication including media releases, radio, local TV announcements, signage posted in conspicuous places. The preferred method of communication (e.g. phone, email) if registered for a PHS service, call centre, City of Hamilton website, social media, PHS Advisory, voicemail messages on phone line that public may call and notification to staff to inform public who call the Public Health Services office. If significant, would fax all community physicians. Public who arrive on-site/on scene would be offered an alternate site host and may share information with other clients as they arrive later in the day. For the anticipated closure of the dental clinic, appointments are booked for when the clinic is to reopen. Extra staff is placed on the dental bus and clients are referred to dental bus services in case of emergency. Policies and procedures for case management are followed which addresses who calls and informs clients of service interruptions.

Human Resources: Service disruption notices are handled corporately through City Manager's Office/Communications and are mostly communicated through media and the City's website.

City Hall: Service disruption is posted in conspicuous locations and all entry door and elevators, notifying the public when the disruption will be addressed.

Hamilton Public Library: There were 11 service disruptions recorded in 2015 and all related to mechanical failures, (e.g. elevators, door operators), so no advance notice was possible. Service alerts were posted to the website, signage posted in the affected locations. Alerts state the problem, the expected duration, provide contact information and redirect customers to alternate service. Customers were directed to alternate nearby accessible library facilities. Once the service disruption is resolved, service alerts are removed on the website and in the branch.

- 5.2.** 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, that are available.

Compliance Timeline: January 1, 2010

Status: Compliant

In the event of a service disruption, the notice is posted in conspicuous locations and provided to the public in alternative formats, upon request via email, newspaper/media release, updating the City's website, posting signage in conspicuous locations, the City's call centre and social media.

Hamilton Public Library: Service alerts were posted to the web site, signage posted in the affected locations. Alerts state the problem, the expected duration, provide contact information and redirect customers to alternate service. Customers were directed to alternate nearby accessible library facilities. Once the service disruption is resolved, service alerts are removed on the website and in the branch.

- 5.3.** Notice may be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

Compliance Timeline: January 1, 2010

Status: Compliant

Notice of temporary service disruptions in facilities or services is posted in conspicuous locations and provided to the public in alternative formats, upon request via email, newspaper/media release, updating the City's website, posting signage in conspicuous locations, the City's call centre and social media.

Hamilton Public Library: Service alerts were posted to the website, signage posted in the affected locations. Alerts state the problem, the expected duration, provide contact information and redirect customers to alternate service. Customers were directed to alternate nearby accessible library facilities. Once the service disruption is resolved, service alerts are removed on the website and in the branch.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to utilize the standard notification form developed and made available to all departments to use and post in conspicuous locations, in the event of a temporary disruption of service or program, which outlines steps to be taken in connection with temporary disruptions.

Hamilton Public Library: Service alerts were posted to the website, signage posted in the affected locations. Alerts state the problem, the expected duration, provide contact information and redirect customers to alternate service. Customers were directed to alternate nearby accessible library facilities. Once the service disruption is resolved, service alerts are removed on the website and in the branch.

- 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 format.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to utilize and make available to the public the Resident and Visitor Feedback and Complaints policy. Accessibility feedback/complaint forms are available at Customer Service counters across departments. Complaints/feedback can be submitted by telephone, e-mail or visit in-person, writing, texting, email, voicemail and CD. Most divisions track and monitor complaints through internal tracking systems. Once received, complaints/feedbacks are forwarded to the appropriate staff for action, resolution and follow up. Reminders are sent annually to frontline staff to ensure they are aware of the appropriate feedback forms provided by the Access & Equity Office.

In some departments, such as Emergency & Community Services, specifically lodges, communication is posted at the entrance to the Homes and included as part of Admission Package given to new residents. Recreation communication to patrons and public is done primarily through the Recreation Guide. Additional information is given upon patron request over the telephone and in person. Paramedic Service information would be supplied if requested. The Paramedic Stations are typically not available to the public as they are locked for security purposes.

Hamilton Public Library: Feedback is facilitated by various means including in-person and also through Customer Satisfaction Survey <http://www.hpl.ca/survey>. This survey is available online in 4 languages or available in print format. Complaint forms are available at service counters and other conspicuous all library locations and service points. Staff also have conversations with customers. Customers who provide contact information are responded to by managers. Thirteen (13) complaints were recorded in 2015.

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

Compliance Timeline: January 1, 2010

Status: Compliant

Accessibility feedback/complaint forms are available at Customer Service counters and on the City's website. Complaints/feedback can be submitted by telephone, e-mail or visit in-person, writing, texting, email, voicemail and CD.

Hamilton Public Library: Feedback is facilitated by various means including in-person to staff, by telephone, email to the library system, email to specific administrators or via online customer satisfaction survey form that is on library's website. Incident reports are tracked and reviewed weekly by library administration. Comment forms are retained by managers and customers are responded to immediately or within two business days.

- 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

Compliance Timeline: January 1, 2010

Status: Compliant

Staff continue to utilize the feedback process and the procedures outline actions, timelines, process chain, contact person(s), when a complaint is received. Complaints/feedback can be submitted by telephone, e-mail or visit (in-person), writing, texting, email, voicemail and CD. Once received, complaints/feedbacks are sent to the appropriate staff for action, resolution and follow up. Reminders are sent annually to front line staff to ensure they are aware of the appropriate feedback forms provided by the Access & Equity office. Human Resources Division does not have a formal complaint process for staff outside of the grievance process. Informally, feedback is sent to the Policy and Planning Specialist through Policy Review Group or via email/phone communications.

Hamilton Public Library: A feedback process has been established and is included in staff training.

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

Status: Compliant.

The Resident Feedback and Complaints Policy documents are available to the public upon request, in multiple alternate formats.

Hamilton Public Library: Documents describing the feedback process are provided to any person, upon request.

7.6 Strategic Goal Six: Training

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.

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.

Compliance Timeline: January 1, 2010**Status: Compliant**

Staff across all departments continue to participate in the City's ongoing assistive devices training, in addition to 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 and Braille Conversion Training. Some departments, such as Public Health Services and Community and Emergency Services, have developed customized training specific to their divisions. Over 331 staff have completed the AODA in-class assistive devices training and approximately 5,000 staff have completed and submitted the AODA Awareness sign-off form.

Hamilton Public Library: A 10 unit e-learning training module has been developed and covers the IASR and Human Rights Code. Volunteers receive training on Customer Service Standard (paper) Total of 626 staff and volunteers have been trained. The majority of our staff were trained in 2014, as part of a system wide effort. In 2015 training was done as needed for new hires and others. 396 volunteers were trained in 2015.

- 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.

Compliance Timeline: January 1, 2010**Status: Compliant**

Training is ongoing on the AODA regulation and standards requirements. The training curriculum includes:

- 11.1 The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- 11.2 How best to interact and communicate with people who have a wide range of disabilities.
- 11.3 How to interact respectfully, with people with disabilities, who use assistive devices, or are accompanied by a service animal or a support person.
- 11.4 How to assist persons who have disabilities to access services, programs and opportunities of the City of Hamilton.
- 11.5 How to use equipment or assistive devices, e.g. Bell Relay System, wheelchairs and lifts made available on City of Hamilton premises or how to access internal staff that will assist them to do so.
- 11.6 What to do if a person with a disability appears to be having difficulty accessing the City of Hamilton's goods and services. This will include asking the person whether they need assistance.
- 11.7 The City of Hamilton's policies, practices and procedures relating to the Customer Service Standard.

In addition, the City provides assistive devices training on how to use and troubleshoot devices on an ongoing basis. The City has purchased various types of assistive devices over the past four years including software and hardware for accessible workstations located at City Hall to assist the public to access City services, information and resources, as well as a mobile laptop with installed accessible software for staff to use, when servicing residents, outside of the office locations. Departments supplement their assistive devices inventory on an as needed basis. Assistive devices are provided to departments upon request and tracked through a sign-in/out system. Devices were available and successfully provided through each departments' centralized assistive device booking process. An online and/or in-person procedure for booking assistive devices has been developed in various departments, as well as for device pick-up/drop-off. An online Braille conversion request process is facilitated through the City's print shop, which helps to track the use of these services. All assistive devices are kept in a secure location and accessible by staff to assist persons with disabilities.

Hamilton Public Library: A 10 unit e-learning training module has been developed and covers the IASR and Human Rights Code. Volunteers receive training on Customer Service Standard (paper). A total of 626 staff and volunteers have been trained. The majority of our staff were trained in 2014, as part of a system wide effort. In 2015, training was done as needed for new hires and others. 396 volunteers trained in in 2015.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Staff, management, Council, agents, third parties, consultants and contractors who work on behalf of the City of Hamilton are required to complete AODA awareness and Customer Service Standard training on in accordance with the City's policy requirements.

Hamilton Public Library: A total of 626 staff and volunteers have been trained. The majority of HPL staff was trained in 2014.

- 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.

Compliance Timeline: January 1, 2010

Status: Compliant

Every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf is required to receive training, as stipulated in the City's Training Policy. The Access & Equity Office in collaboration with Managers and Supervisors provides updates to staff, volunteer, contractors and otherwise on an ongoing basis via eNet, memos, email and the City's website. Upon completion of training, departments are required to inform the Access & Equity Office, by submitting their acknowledgment forms as well as reporting training numbers in the Multi-Year Plan reporting. Training numbers are also tracked online via PeopleSoft, an internal training tracking software.

Hamilton Public Library: A total of 626 staff and volunteers have been trained. The majority of HPL staff was trained in 2014.

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

Compliance Timeline: January 1, 2010

Status: Compliant

Training policy and procedures are communicated to staff and are available to the public in accessible, alternate formats, upon request.

Hamilton Public Library: A 10 unit e-learning training module has been developed and covers the IASR and Human Rights Code.

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

Compliance Timeline: January 1, 2010

Status: Compliant

Implementation of the AODA 2005 Customer Service Standard training is ongoing. The training is tracked through an internal tracking system, PeopleSoft, which 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 & Equity Office, is entered in the PeopleSoft system and updated into the employee's training records. In some departments, the training is tracked by a Training and Development Co-ordinator. Over 331 staff have completed the AODA in-class assistive devices training and over 5,000 staff have completed the AODA Accessible Customer Service Standard Handbook of Policies and Procedures and submitted their acknowledgement forms to the Access & Equity Office.

Hamilton Public Library: The e-learning module links to an online form upon completion in which staff must input their name and department. There is also a printable certificate option. Training records are then updated and retained in Human Resources. There has also been an addition of an online form option to minimize printing of a certificate. No change to content in 2015.

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.

Compliance Timeline: January 1, 2013**Status: Compliance in progress and ongoing**

Departments work with the corporate procurement policies when acquiring goods, services or facilities. 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. 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 is working on determining 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).

Hamilton Public Library: The Library follows the City of Hamilton purchasing process. The Library staff work with the City procurement specialists to ensure accessibility is considered. For example, see the statement in Request for Tender document: "The Ontarians with Disabilities Act 2001 (ODA), the Accessibility for Ontarians with Disabilities Act 2005 (AODA) and its regulations and the City's Barrier Free Design Guidelines 2006 or the most recent version have been taken into account in the development of these specifications".

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

Compliance Timeline: January 1, 2013

Status: Compliance in progress

Guidelines for procurement staff have been made available. Access & Equity Office is working on a process for appropriate language and communication. The Manager, Access & Equity, is consulting with procurement staff to finalize the criteria.

Hamilton Public Library: Efforts are being made to incorporate accessibility into the Library's procurement process. For example, self-checkout units have some accessibility features (customer can increase font on touch screen) but units are not fully accessible e.g. don't have audio option for customer. The new machines all have sound as before with as many vocal prompts as we can add and do have the ability to increase font size. Most buttons are near the bottom of the screen for easier access. The Library is limited by the hardware and software components, but are always asking for improvements, for example, once the customer's library card is scanned the card and PIN number fields are at the top and we've asked for the ability to move it to the middle or bottom to make it easier to reach. Another example is asking for more places in the software to add TTS (Text to Speech) so we can have more sound options.

There are no manufacturers currently producing self-checks with all of the features we would like. HPL does bring this to manufacturer's attention and the response is that they are looking at improvements but there are no units available yet. All staff have been trained through Customer Service/AODA training to assist customers at a kiosk or to check out the customer's materials at a staff service point. If customers have specific questions about the accessibility features of the self-checks or a timeline for improvements, staff will ensure follow up with a manager.

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.

Compliance Timeline: January 1, 2014**Status: Compliant**

The current AODA 2005 Accessible Customer Service Standard Handbook and Sign-off form and in-class assistive devices training both provide an overview of the regulation and reference the Human Rights Code.

Hamilton Public Library: The Library provides Accessible Customer Service Standard training to all the staff. There are a number of e-Learning modules in which one of the modules covers the Human Rights Code. This training has been in place since 2014

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

Compliance Timeline: January 1, 2014**Status: Compliance in progress.**

AODA training is provided to staff and new employees on an ongoing basis, as soon as practicable and compliance is tracked via PeopleSoft, which is an internal software. The sign-off forms are submitted to the Access & Equity Office for record-keeping.

Hamilton Public Library: The Library provides ongoing general AODA e-Learning modules since 2014.

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

Compliance Timeline: January 1, 2014**Status: Compliance in progress.**

PeopleSoft (HR software) has already been synchronized with the AODA Customer Service Standard and other accessibility online training. The training is tracked through an internal tracking system, which updates employees' training records. A manual tracking system is also available and involves forwarding by inter-office mail and emailing a scanned copy of the AODA 2005 Accessible Customer Service Standard Handbook Policies and Procedures Sign-off form, which once received in the Access & Equity Office, is entered into the system which updates the employee's training records.

Hamilton Public Library: There have been 85 staff trained in the past 12 months and 569 staff trained since 2010 with respect to the AODA required training. After completing the on-line training, staff are provided a paper certificate and their training records are kept in a training database.

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.

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

Ongoing AODA and Assistive Devices training ensures that staff and volunteers are updated on the safe use of devices, equipment and features. Training record is tracked within departments and in the PeopleSoft database. This monitoring process includes a database to track assistive device training within departments. Sign-in sheets are collected at the end of training sessions, and sign-up on PeopleSoft. Attendance is also taken at training events such as the Assistive Device Open House through online registration and event sign-in. Annual reports submitted to the Access & Equity Office outline assistive devices utilization and training session attendance.

Hamilton Public Library: The Library's e-learning module links to an online form upon completion in which staff must input their name and department. There is also a printable certificate option. Training records are then updated in Human Resources PeopleSoft system. Volunteer training records are maintained by the Volunteer Coordinator.

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. Fred Eisenberger is Hamilton's 62nd Mayor and has been elected for the period of 2014 - 2018. 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 Manager's Office
- Community & Emergency Services
- Corporate 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, a condition of mental impairment or a developmental disability,
- b) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- c) a mental disorder, or
- d) 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, 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.