



2017

**ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES
ACT (AODA), 2005**

**2016 CUSTOMER SERVICE STANDARD (CSS) HANDBOOK
ACKNOWLEDGEMENT FORM TOTALS: BY DEPARTMENT**

**CUMULATIVE SUMMARIES (ACCESSIBLE VERSION):
JANUARY 2010 – DECEMBER 31, 2016**

HUMAN RIGHTS, ACCESS & EQUITY OFFICE

Purpose of the Report

In 2010, the Accessibility for Ontarians with Disabilities Act(AODA) 2005 Accessibility Standards for Customer Service (ASCS) Handbook was implemented in which every employee is required to review and submit a signed Statement of Acknowledgement to the Access and Equity Office. This requirement is stipulated in section 13.1 of the [Training Policy](#) (found in the ASCS Handbook) which is pursuant to the ASCS Policies and Procedures.

This report highlights the departmental completion totals of the AODA ASCS Acknowledgement Handbook form. The following departmental summaries of the AODA ASCS Acknowledgement Handbook form completion totals are tallied from January 2010 to December 31, 2016.

Staff and manager totals have been calculated separately. The percentage of completions is calculated against the total number of staff and the total number of managers per department.

Note: This report only reflects the completions of staff and management currently employed at the City of Hamilton and does not include the completions of former staff and management, including retirees.

Background

Accessibility for Ontarians with Disabilities Act (AODA), 2005

Recognizing the history of discrimination against persons with disabilities in Ontario, the purpose of this Act is to benefit all Ontarians by,

(a) Developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, buildings, employment, structures and premises on or before January 1, 2025;

(b) Providing for the involvement of persons with disabilities, Provincial Government, industries, various sectors of the economy in the development of the accessibility standards.

The ASCS came into effect in 2008 and states what municipalities, businesses, and other organizations in Ontario must do to make the provision of their goods and services more accessible to persons with disabilities.

Department Totals: AODA Accessibility Standards for Customer Service Handbook Completion Summaries (January 2010 – December 31, 2016)

City of Hamilton – Total Organization

Staff Totals

Total Staff: 7,755
Total Staff Completions: 2,909
Percentage of Staff Completions: 37.5%

Manager Totals

Total Departmental Managers: 958
Total Manager Completions: 645
Percentage of Manager Completions: 67.3%

City of Hamilton Totals

Total Staff and Managers: 8,713
Total Staff and Manager Completions: 3,554
Total Percentage of Staff and Manager Completions: 40.8%

City Council & Administration

Staff Totals

Total Departmental Staff: 39
Total Staff Completions: 10
Percentage of Staff Completions: 25.6%

Manager Totals

Total Departmental Managers: 17
Total Manager Completions: 3
Percentage of Manager Completions: 17.6%

City Council Totals

Total Staff and Managers: 56
Total Staff and Manager Completions: 13
Total Percentage of Staff and Manager Completions: 23.2%

City Housing Hamilton

Staff Totals

Total Departmental Staff: 170
Total Staff Completions: 24
Percentage of Staff Completions: 14.1%

Manager Totals

Total Departmental Managers: 24
Total Manager Completions: 3
Percentage of Manager Completions: 12.5%

City Housing Hamilton Totals

Total Staff and Managers: 194
Total Staff and Manager Completions: 27
Total Percentage of Staff and Manager Completions: 13.9%

City Manager's Office

Staff Totals

Total Departmental Staff: 201
Total Staff Completions: 125
Percentage of Staff Completions: 62.2%

Manager Totals

Total Departmental Managers: 27
Total Manager Completions: 13
Percentage of Manager Completions: 48.1%

City Manager's Office Totals

Total Staff and Managers: 228
Total Staff and Manager Completions: 138
Total Percentage of Staff and Manager Completions: 60.5%

Community and Emergency Services

Staff Totals

Total Departmental Staff: 3,394
Total Staff Completions: 1,123
Percentage of Staff Completions: 33.1%

Manager Totals

Total Departmental Managers: 285
Total Manager Completions: 194
Percentage of Manager Completions: 68.1%

Community and Emergency Services Totals

Total Staff and Managers: 3,679
Total Staff and Manager Completions: 1,317
Total Percentage of Staff and Manager Completions: 35.8%

Corporate Services

Staff Totals

Total Departmental Staff: 322
Total Staff Completions: 221
Percentage of Staff Completions: 68.6%

Manager Totals

Total Departmental Managers: 70
Total Manager Completions: 56
Percentage of Manager Completions: 80%

Corporate Services Totals

Total Staff and Managers: 392
Total Staff and Manager Completions: 277
Total Percentage of Staff and Manager Completions: 70.7%

Library

Staff Totals

Total Departmental Staff: 432
Total Staff Completions: 5
Percentage of Staff Completions: 1.2%

Manager Totals

Total Departmental Managers: 28
Total Manager Completions: 1
Percentage of Manager Completions: 3.6%

Planning and Economic Development Totals

Total Staff and Managers: 460
Total Staff and Manager Completions: 6
Total Percentage of Staff and Manager Completions: 1.3%

Planning and Economic Development

Staff Totals

Total Departmental Staff: 732
Total Staff Completions: 312
Percentage of Staff Completions: 42.6%

Manager Totals

Total Departmental Managers: 108
Total Manager Completions: 75
Percentage of Manager Completions: 69.4%

Planning and Economic Development Totals

Total Staff and Managers: 840
Total Staff and Manager Completions: 387
Total Percentage of Staff and Manager Completions: 46.1%

Public Health

Staff Totals

Total Departmental Staff: 428
Total Staff Completions: 259
Percentage of Staff Completions: 60.5%

Manager Totals

Total Departmental Managers: 53
Total Manager Completions: 28
Percentage of Manager Completions: 52.8%

Public Health Totals

Total Staff and Managers: 481
Total Staff and Manager Completions: 287
Total Percentage of Staff and Manager Completions: 59.7%

Public Works

Staff Totals

Total Departmental Staff: 2,032
Total Staff Completions: 822
Percentage of Staff Completions: 40.5%

Manager Totals

Total Departmental Managers: 346
Total Manager Completions: 267
Percentage of Manager Completions: 77.2%

Public Works Totals

Total Staff and Managers: 2,378
Total Staff and Manager Completions: 1,089
Total Percentage of Staff and Manager Completions: 45.8%

Temporary Worker Pool

Staff Totals

Total Departmental Staff: 5
Total Staff Completions: 3
Percentage of Staff Completions: 60%

Manager Totals

Total Departmental Managers: 0
Total Manager Completions: 0
Percentage of Manager Completions: 0

Temporary Worker Pool Totals

Total Staff: 5
Total Staff Completions: 3
Total Percentage of Staff Completions: 60%