

MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

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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.

Integrated Accessibility Standards 191/11

Integrated Accessibility Standards Regulation Requirement (Section 3, 4, 80.46, 41, 42, 43)

Establish, implement, maintain Multi-Year Accessibility Plan

Compliance Requirements:

Section 3

Establishment of Accessibility Policies

- 3(1)** The City of Hamilton will develop, implement and maintain policies to achieve accessibility as outlined in the Integrated Accessibility Standards Regulation.
- 3(2)** The City of Hamilton will develop a statement of commitment to meet the accessibility needs of persons with disabilities.

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- 3(3)** The City of Hamilton will prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

Compliance Timeline: January 1, 2013

Section 4 Accessibility Plans

The City of Hamilton will:

- 4(1)** Establish, implement, maintain a 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

Customer Service Standards

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- Establish and communicate accessibility policies, practices and procedures

Compliance Requirements:

Section 80.46

Establishment of Policies

80.46 (1) The City of Hamilton will implement and maintain policies governing the provision of its goods, services or facilities to persons with disabilities.

80.46 (2) The City of Hamilton will use reasonable efforts to ensure that the policies are consistent with the following principles:

1. Provide goods, services and facilities in a manner that respects the dignity and independence of persons with disabilities.
2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.
3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.
4. Communicate in a manner that takes into account the person's disability.

80.46 (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.

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- 80.46 (4)** The City of Hamilton will prepare one or more documents describing the policies established under this section and, provide a copy of any such document(s) upon request.
- 80.46 (5)** The City of Hamilton will notify the public that the documents required by subsection (4) are available upon request.
- 80.46 (6)** The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises, by posting it on the website, if any, or by such other method as is reasonable in the circumstances.

Compliance Timeline: January 1, 2013

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

All documents describing policies, practices and procedures are available to the public upon request.

Section 41

Accessibility Plans, Conventional Transportation Services

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41(1) Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

Compliance Timeline: January 1, 2013

41(2) Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.

Section 42

Accessibility Plans, Specialized Transportation Services

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

Section 43

Accessibility Plans, Conventional and Specialized Transportation Services

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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, 2013

7.2 STRATEGIC GOAL TWO

Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

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 Requirements:

**Section 22
Recruitment, general**

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- 22.** The City of Hamilton will notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

Compliance Timeline: January 1, 2014

Section 23

Recruitment, Assessment or Selection process

- 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

Section 24

Notice to Successful Applicants

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

Compliance Timeline: January 1, 2014

Section 25

Informing Employees of Supports

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- 25(1)** The City of Hamilton will inform its employees of its policies used to support its employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.
- 25(2)** The information required under this section will be provided to new employees as soon as practicable after they begin their employment.
- 25(3)** The City of Hamilton will provide updated information to its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

Compliance Timeline: January 1, 2014

Section 26

Accessible Formats and Communication Supports

- 26(1)** When an employee with a disability requests it, the City of Hamilton will consult with the employee to provide or arrange for the provision of accessible formats and communication supports for,
 - (a) information that is needed in order to perform the employee's job; and
 - (b) information that is generally available to employees in the workplace.
- 26 (2)** The City of Hamilton will consult with the employee making the request in determining the suitability of an accessible format or communication support.

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Compliance Timeline: January 1, 2014

Section 27

Workplace Emergency Response Information

- 27(1)** The City of Hamilton will provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.
- 27(2)** If an employee who receives individualized workplace emergency response information requires assistance and with the employee's consent, the City shall provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.
- 27(3)** The information required under this section will be provided as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.
- 27(4)** Every employer shall review the individualized workplace emergency response information,
- (a) when the employee moves to a different location in the organization;
 - (b) when the employee's overall accommodations needs or plans are reviewed; and
 - (c) when the employer reviews its general emergency response policies.

Compliance Timeline: January 1, 2012

Section 28

Documented Individual Accommodation Plans

- 28(1)** The City will develop a process for the development of documented individual accommodation plans for employees with disabilities.
- 28(2)** The process for the development of documented individual accommodation plans shall include the following elements:
1. The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.
 2. The means by which the employee is assessed on an individual basis.
 3. The manner in which the employer can request an evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and, if so, how accommodation can be achieved.
 4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a bargaining agent, or other representative from the workplace, where the employee is not represented by a bargaining agent, in the development of the accommodation plan.
 5. The steps taken to protect the privacy of the employee's personal information.
 6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.
 7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.
 8. The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability.

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28(3) The individual accommodation plans shall,

- a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;
- b) if required, include individualized workplace emergency response information, as described in section 27; and
- c) identify any other accommodation that is to be provided.

Compliance Timeline: January 1, 2014

Section 29

Return to Work Process

29(1) The City of Hamilton will:

- a) develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and
- b) shall document the process.

29(2) The return to work process shall,

- 1) outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and
- 2) use documented individual accommodation plans, as described in section 28, as part of the process.

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Compliance Timeline: January 1, 2014

- 29(3)** The return to work process referenced in this section does not replace or override any other return to work process created by or under any other statute.

Compliance Timeline: January 1, 2014

Section 30 Performance Management

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

Compliance Timeline: January 1, 2014

Section 31 Career Development and Advancement

- 31.** When providing career development and advancement to employees, the City will take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Compliance Timeline: January 1, 2014

Section 32

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Redeployment

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

Compliance Timeline: January 1, 2014

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7.3 STRATEGIC GOAL THREE

Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

WHAT WILL BE DONE?

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:

Section 6 Self-Service Kiosks

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6(1) Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Compliance Timeline: January 1, 2013

Section 11 Feedback

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

Section 12 Accessible Formats and Communication Supports

12(1) The City of Hamilton will provide accessible formats and communication supports for persons with disabilities:

- by taking into account the person's accessibility needs and in a timely manner; and
- at a cost that is no more than the regular cost charged to other persons

12(2) Consult with the person making the request in determining the suitability of an accessible format.

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12(3) Notify the public about the availability of accessible formats and communication supports.

Compliance Timeline: January 1, 2015

Section 13

Emergency Procedure, plan or public safety information

13 (1) The City will provide emergency procedures, plans or public safety information that it makes available to the public in an accessible format or with appropriate communication supports as soon as practicable upon request.

Compliance Timeline: January 1, 2012

Section 14

Accessible website and web content

14(1) All new internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 at Level A by January 1, 2014.

14(2) All internet websites and web content must conform with World Wide Web Consortium Web Content Accessibility Guidelines WCAG 2.0 Level AA by January 1, 2021.

- Success criteria 1.2.4 Captions (live)
- Success criteria 1.2.5 Audio Description (Pre-recorded)

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- Web content published on a website after January 1, 2012.

Compliance Timeline: January 1, 2014 and January 1, 2021

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?

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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:

Section 34

Availability of Information on Accessibility Equipment

- 34 (1)** All conventional transportation service providers and specialized transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.
- 34 (2)** Conventional transportation service providers and specialized transportation service providers shall, upon request, provide the information described in subsection (1) in an accessible format.

Compliance Timeline:

Section 35

Non-functioning accessibility equipment

35(1) If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.

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

Section 37

Emergency Preparedness and Response Policies

37(1) Conventional transportation service providers and specialized transportation service providers,)

- a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and
- b) shall make those policies available to the public.

37(2) Make those policies available to the public in an accessible format, upon request

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Compliance Timeline: January 1, 2012

Section 38 Fares, Support Person

38(1) No conventional transportation service provider and no specialized transportation service provider shall charge a fare to a support person who is accompanying a person with a disability where the 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 transportation service provider described in subsection (1) their need for a support person to accompany them on the conventional or specialized transportation service and to ensure that the appropriate designation for a support person is in place.

Compliance Timeline: January 1, 2014

Section 44 General Responsibilities

44(1) Conventional transportation service providers shall:

- a. deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;

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- b. ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- c. assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and
- d. allow a person with a disability to travel with a medical aid.

(2) Conventional transportation service providers shall, upon request, make information on the matters referred to in subsection (1) available in an accessible format.

Compliance Timeline: January 1, 2012

Section 46

Fares

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

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- 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

Section 47 Transit Stops

- 47(1)** Conventional transportation service providers, in respect of transportation vehicles to which this section applies, shall ensure that persons with disabilities are able to board or deboard 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.
- 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.
- 47(3)** Conventional transportation service providers shall 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.

Compliance Timeline: January 1, 2012

Section 48 Storage of Mobility Aids and Mobility Assistive Device

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- 48(1)** Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles within reach of the person with the disability who uses the aid or device.
- 48(2)** If safe storage of mobility aids and mobility assistive devices is not possible within the passenger compartment and the vehicle is equipped with a baggage compartment, a conventional transportation service provider shall ensure that mobility aids and mobility assistive devices are stored in the baggage compartment of the vehicle on which the person with the disability is travelling.
- 48(3)** Every conventional transportation service provider shall ensure that operators of its transportation vehicles secure and return mobility aids and mobility assistive devices in a manner that does not affect the safety of other passengers and does not cause damage to the aid or device, where the mobility aid or mobility assistive device is stored in the baggage compartment of the vehicle.
- 48(4)** No conventional transportation service provider shall charge a fee for the storage of a mobility aid or a mobility assistive device.

Compliance Timeline: Multiple

Section 49: Courtesy Seating

- 49(1)** Every conventional transportation service provider shall ensure that there is clearly marked priority seating for persons with disabilities on its transportation vehicles and that the priority seating meets the standards set out in this section.
- 49(2)** The priority seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.

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- 49(3)** The priority seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the priority seating if its use is required by a person with a disability
- 49(4)** Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of priority seating.

Compliance Deadline:

Section 50 Service Disruptions

- 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.

Compliance Timeline: July 1, 2013

Section 51

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Pre-boarding Announcements

- 51(1)** Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.
- 51(2)** Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that these announcements satisfy the requirements set out in section 58.

Section 52

On-Board Announcements

- 52(1)** Every conventional transportation service provider shall 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
- 52(2)** Every conventional transportation service provider shall ensure that all destination points or available route stops,
- (a) are announced through electronic means; and
 - (b) are legibly and visually displayed through electronic means.
- 52(3)** Visual displays of destination points or stop information shall satisfy the regulation requirements

Resources:

Compliance Timeline: Multiple

Section 53

Grab Bars, Handholds, Handrails, Stanchions

- 53(1)** Every conventional transportation service provider shall ensure that all of its transportation vehicles to which this section applies that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate at,
- (a) locations where passengers are required to pay fares;
 - (b) each mobility aid securement position;
 - (c) each priority seating area intended for use by persons with disabilities; and
 - (d) each side of any entrance or exit used by persons with disabilities.
- 53(2)** With respect to all transportation vehicles to which this section applies, every conventional transportation service provider shall ensure that grab bars, handholds, handrails or stanchions located at an entrance or exit used by a person with a disability are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed.
- 53(3)** Every conventional transportation service provider shall ensure that all vehicles to which this section applies meet the following standards:
- 1. The location of grab bars, handholds, handrails or stanchions must be distributed, as appropriate to the vehicle's design, throughout the vehicle to support independent and safe boarding, on-board circulation, seating and standing assistance and debarking for persons with disabilities.

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2. Grab bars, handholds, handrails or stanchions must not interfere with the turning and maneuvering space required for mobility aids to reach the allocated space from the entrance.
3. Grab bars, handholds, handrails or stanchions must be high colour-contrasted with their background to assist with visual recognition.
4. Every grab bar, handhold, handrail or stanchion must,
 - i. be sturdy, rounded and free of any sharp or abrasive element,
 - ii. have an exterior diameter that permits easy grasping by the full range of passengers and sufficient clearance from the surface to which it is attached,
 - iii. be designed to prevent catching or snagging of clothes or personal items, and
 - iv. have a slip resistant surface.
5. Where grab bars, handholds, handrails or stanchions return to a wall or floor, they must do so in a smooth curve.
6. Brackets, clamps, screw heads or other fasteners used on grab bars, handholds, handrails or stanchions must be rounded or flush with the surface and free from burrs or rough edges.

Compliance Timeline: January 1, 2013

Section 54 Floors and Carpeted Surfaces

- 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.

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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

Section 55

Allocated Mobility Aid Spaces

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.

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- 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

Section 56

Stop Request and Emergency Response Controls

- 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.

Compliance Timeline: January 1, 2013

Section 57

Lighting Features

- 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.

Compliance Timeline: January 1, 2013

Section 58

Signage

- 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,

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- (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

Section 59

Lifting Devices, Ramps or Portable Bridge Plates

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,

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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.

Compliance Timeline: January 1, 2013

Section 60 Steps

- 60(1)** Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:
- 1. 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.
 - 2. The steps have surfaces that are slip resistant and that produce minimal glare.

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3. The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

Compliance Timeline: January 1, 2013

Section 61 Indicators and Alarms

- 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

Section 63: Categories of Eligibility

- 63(1) Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,

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- (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 person 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

Section 64 **Eligibility Application Process**

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

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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.

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Compliance Timeline: January 1, 2014

Section 65

Emergency or Compassionate Grounds

- 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

Section 66

Fare Parity

- 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.

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- 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

Section 67 Visitors

- 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)** 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.

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Compliance Timeline: January 1, 2013

Section 68

Origin to Destination Services

- 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.
- 68(3)** For the purposes of this section, origin to destination services refers to the overall package of transportation services that allows a specialized transportation service provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.

Compliance Timeline: July 1, 2011

Section 69

Coordinate Services

- 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.

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- 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

Section 70

Hours of Service

- 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: Multiple

Section 71

Booking

- 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

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(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

Section 72

Trip Restrictions

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

Section 73

Service Delays

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.

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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

Section 74 Companions and Children

74(1) Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.

74(2) Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

Compliance Timeline: January 1, 2012

Duties of Municipalities and Taxicabs

Section 78 Duties of Municipalities

78(1) The City of Hamilton must consult with Advisory Committee for Persons with Disabilities, 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.

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- 78(2)** The City of Hamilton shall 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

Section 79 Duties of Municipalities – Accessible Taxicabs

- 79(1)** The City of Hamilton must consult with the Advisory Committee for Persons with Disabilities, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.
- 79(2)** The City of Hamilton will 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

Section 80 Duties of Municipalities

- 80(1)** When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,

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- 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

STRATEGIC GOAL FIVE

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

Compliance requirements

Section 80.8

Consultation, recreational trails

80.8 (1) The City of Hamilton will consult on the following before they construct new or redevelop existing recreational trails:

1. The slope of the trail.
2. The need for, and location of, ramps on the trail.
3. The need for, location and design of,
 - i. rest areas,
 - ii. passing areas,
 - iii. viewing areas,
 - iv. amenities on the trail, and
 - v. any other pertinent feature.

80.8 (2) The City of Hamilton will consult on the matters referred to in subsection (1) in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for People with Disabilities.

Compliance Timeline: January 1, 2016

Section 80.9

Technical Requirements for Recreational Trails

Technical requirements for trails, general

- 80.9(1)** The City of Hamilton shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
1. A minimum clear width of 1,000 mm.
 2. A clear height that provides a minimum head room clearance of 2,100 mm above the trail.
 3. The surface must be firm and stable.
 4. Where a recreational trail has openings in its surface,
 - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
 - ii. any elongated openings must be orientated approximately perpendicular to the direction of travel.
 5. Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements:
 - i. The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge.
 - ii. The top of the edge protection must be at least 50 mm above the trail surface.
 - iii. The edge protection must be designed so as not to impede the drainage of the trail surface.

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6. Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided.
7. The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.
8. A recreational trail must have at each trail head signage that provides the following information:
 - i. The length of the trail.
 - ii. The type of surface of which the trail is constructed.
 - iii. The average and the minimum trail width.
 - iv. The average and maximum running slope and cross slope.
 - v. The location of amenities, where provided.

80.9(2) The recreational trail signage [referred to in paragraph 8 of subsection (1)] must have text that,

- (a) has high tonal contrast with its background in order to assist with visual recognition; and
- (b) includes characters that use a sans serif font.

80.9(3) Where other media, such as park websites or brochures, are used to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1).

Technical Requirements for Beach Access Routes

Technical requirements for beach access routes, general

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- 80.10** The City of Hamilton shall ensure that beach access routes that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:
1. A minimum clear width of 1,000 mm.
 2. A clear height that provides a minimum head room clearance of 2,100 mm above the beach access route.
 3. The surface must be firm and stable.
 4. Where the surface area of a beach access route is constructed, that is where the surface area is not natural, the surface area must meet the following requirements:
 - i. The maximum cross slope of the beach access route must be no more than 1:50.
 - ii. The surface area must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
 - iii. The surface area must have a maximum running slope of 1:10 at changes in level between 14 mm and 200 mm.
 - iv. The surface area must have a ramp that meets the requirements of section 80.13 where there are changes in level greater than 200 mm.
 - v. Any openings in the surface of the beach access route must not allow passage of an object with a diameter of more than 20 mm.
 - vi. Any elongated openings in the beach access route must be oriented approximately perpendicular to the direction of travel.
 5. The maximum cross slope of a beach access route where the surface is not constructed must be the minimum slope required for drainage.
 6. The maximum running slope of a beach access route is 1:10.
 7. The entrance to a beach access route must have a minimum clear opening of 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.

Compliance Timeline: January 1, 2016

Technical Requirements Common to Recreational Trails and Beach Access Routes

Section 80.11

Common technical requirements, general

80.11 The City of Hamilton will ensure that where it constructs or redevelops recreational trails and beach access routes that it intends to maintain, the recreational trails and beach access routes meet the technical requirements set out in this Part in respect of boardwalks and ramps.

Compliance Timeline: January 1, 2016

Section 80.12

Boardwalks

80.12 Where a recreational trail or beach access route is equipped with a boardwalk, the boardwalk must meet the following requirements:

1. A minimum clear width of 1,000 mm.
2. A clear height that provides a minimum headroom clearance of 2,100 mm above the boardwalk.
3. The surface must be firm and stable.
4. The boardwalk must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
5. The boardwalk must have edge protection that is at least 50 mm in height.
6. If a boardwalk has running slopes that are steeper than 1:20, the running slopes must meet the requirements for ramps set out in section 80.13.

Compliance Timeline: January 1, 2016

Section 80.13
Ramps

- 80.13** Where a recreational trail or beach access route is equipped with a ramp, the ramp must meet the following requirements:
1. The ramp must have a minimum clear width of 900 mm.
 2. The ramp must have a clear height that provides a minimum headroom clearance of 2,100 mm above the ramp.
 3. The surface of the ramp must be firm and stable.
 4. The ramp must have a maximum running slope of no more than 1:10.
 5. The ramp must be provided with landings that meet the following requirements:
 - i. Landings must be provided,
 - A. at the top and bottom of the ramp,
 - B. where there is an abrupt change in the direction of the ramp, and
 - C. at horizontal intervals not greater than nine metres apart.
 - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.
 - iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
 - iv. Landings must have a cross slope that is not steeper than 1:50.
 6. The ramp must not have any openings in the surface that allow the passage of an object that has a diameter of more than 20 mm.
 7. The ramp must be equipped with handrails on both sides of the ramp and the handrails must,

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- i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
 - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted if they are installed in addition to the required handrail,
 - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
 - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp, and
 - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached.
- 8. Where a ramp is more than 2,200 mm in width,
 - i. one or more intermediate handrails which are continuous between landings must be provided and located so that there is no more than 1,650 mm between handrails, and
 - ii. the handrails must meet the requirements set out in paragraph 7.
- 9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
 - i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
 - ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.
- 10. The ramp must have edge protection that is provided,
 - i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
 - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

Compliance Timeline: January 1, 2016

Section 80.17

Outdoor public use eating areas, general requirements

80.17 The City of Hamilton will ensure that where they construct or redevelop outdoor public use eating areas that they intend to maintain, the outdoor public use eating areas meet the following requirements:

1. A minimum of 20 per cent of the tables that are provided must be accessible to persons using mobility aids by having knee and toe clearance underneath the table and in no case shall there be fewer than one table in an outdoor public use eating area that meets this requirement.
2. The ground surface leading to and under tables that are accessible to persons using mobility aids must be level, firm and stable.
3. Tables that are accessible to persons using mobility aids must have clear ground space around them that allows for a forward approach to the tables.

Compliance Timeline: January 1, 2016

Section 80.19

Outdoor play spaces, consultation requirements

MULTI-YEAR PLAN STRATEGIC GOALS 2020-2025

80.19 When constructing new or redeveloping existing outdoor play spaces the City of Hamilton will consult on the needs of children and caregivers with various disabilities and shall do so in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for Persons with Disabilities

Compliance Timeline: January 1, 2016

Section 80.20

Outdoor play spaces, accessibility in design

80.20 When constructing new or redeveloping existing play spaces that they intend to maintain, The City of Hamilton will:

obligated organizations, other than small organizations, shall,

- a) incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design of outdoor play spaces; and
- b) ensure that outdoor play spaces have a ground surface that is firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to provide children and caregivers with various disabilities the ability to move through, in and around the outdoor play space.

Compliance Timeline: January 1, 2016

Section 80.23

Exterior paths of travel, technical requirements

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80.23 When constructing new or redeveloping existing exterior paths of travel it intends to maintain, The City of Hamilton shall ensure that new and redeveloped exterior paths of travel meet the following requirements:

1. The exterior path must have a minimum clear width of 1,500 mm, but this clear width can be reduced to 1,200 mm to serve as a turning space where the exterior path connects with a curb ramp.
2. Where the head room clearance is less than 2,100 mm over a portion of the exterior path, a rail or other barrier with a leading edge that is cane detectable must be provided around the object that is obstructing the head room clearance.
3. The surface must be firm and stable.
4. The surface must be slip resistant.
5. Where an exterior path has openings in its surface,
 - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
 - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
6. The maximum running slope of the exterior path must be no more than 1:20, but where the exterior path is a sidewalk, it can have a slope of greater than 1:20, but it cannot be steeper than the slope of the adjacent roadway.
7. The maximum cross slope of the exterior path must be no more than 1:20, where the surface is asphalt, concrete or some other hard surface, or no more than 1:10 in all other cases.
8. The exterior path must meet the following requirements:
 - i. It must have a 1:2 bevel at changes in level between 6 mm and 13 mm.
 - ii. It must have a maximum running slope of 1:8 or a curb ramp that meets the requirement of section 80.26 at changes in level of greater than 13 mm and less than 75 mm.

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- iii. It must have a maximum running slope of 1:10 or a curb ramp that meets the requirement of section 80.26 at changes in level of 75 mm or greater and 200 mm or less.
- iv. It must have a ramp that meets the requirements of section 80.24 at changes in level of greater than 200 mm.
- 9. The entrance to the exterior path of travel must provide a minimum clear opening of 850 mm, whether the entrance includes a gate, bollard or other entrance design.

Compliance Timeline: January 1, 2016

Section 80.24

Exterior paths of travel, ramps

80.24(1) Where an exterior path of travel is equipped with a ramp, the ramp must meet the following requirements:

- 1. The ramp must have a minimum clear width of 900 mm.
- 2. The surface of the ramp must be firm and stable.
- 3. The surface of the ramp must be slip resistant.
- 4. The ramp must have a maximum running slope of no more than 1:15.
- 5. The ramp must be provided with landings that meet the following requirements:
 - i. Landings must be provided,
 - A. at the top and bottom of the ramp,
 - B. where there is an abrupt change in direction of the ramp, and
 - C. at horizontal intervals not greater than nine metres apart.
 - ii. Landings must be a minimum of 1,670 mm by 1,670 mm at the top and bottom of the ramp and where there is an abrupt change in direction of the ramp.

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- iii. Landings must be a minimum of 1,670 mm in length and at least the same width of the ramp for an in-line ramp.
- iv. Landings must have a cross slope that is not steeper than 1:50.
- 6. Where a ramp has openings in its surface,
 - i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and
 - ii. any elongated openings must be oriented approximately perpendicular to the direction of travel.
- 7. A ramp must be equipped with handrails on both sides of the ramp and the handrails must,
 - i. be continuously graspable along their entire length and have circular cross-section with an outside diameter not less than 30 mm and not more than 40 mm, or any non-circular shape with a graspable portion that has a perimeter not less than 100 mm and not more than 155 mm and whose largest cross-sectional dimension is not more than 57 mm,
 - ii. be not less than 865 mm and not more than 965 mm high, measured vertically from the surface of the ramp, except that handrails not meeting these requirements are permitted provided they are installed in addition to the required handrail,
 - iii. terminate in a manner that will not obstruct pedestrian travel or create a hazard,
 - iv. extend horizontally not less than 300 mm beyond the top and bottom of the ramp,
 - v. be provided with a clearance of not less than 50 mm between the handrail and any wall to which it is attached, and
 - vi. be designed and constructed such that handrails and their supports will withstand the loading values obtained from the non-concurrent application of a concentrated load not less than 0.9 kN applied at any point and in any direction for all handrails

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and a uniform load not less than 0.7 kN/metre applied in any direction to the handrail.

8. Where the ramp is more than 2,200 mm in width,
 - i. one or more intermediate handrails which are continuous between landings shall be provided and located so that there is no more than 1,650 mm between handrails, and
 - ii. the handrails must meet the requirements set out in paragraph 7.
9. The ramp must have a wall or guard on both sides and where a guard is provided, it must,
 - i. be not less than 1,070 mm measured vertically to the top of the guard from the ramp surface, and
 - ii. be designed so that no member, attachment or opening located between 140 mm and 900 mm above the ramp surface being protected by the guard will facilitate climbing.
10. The ramp must have edge protection that is provided,
 - i. with a curb at least 50 mm high on any side of the ramp where no solid enclosure or solid guard is provided, or
 - ii. with railings or other barriers that extend to within 50 mm of the finished ramp surface.

Compliance Timeline: January 1, 2016

Section 80.25

Exterior paths of travel, stairs

80.25 Where stairs connect to exterior paths of travel, the stairs must meet the following requirements:

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1. The surface of the treads must have a finish that is slip resistant.
2. Stairs must have uniform risers and runs in any one flight.
3. The rise between successive treads must be between 125 mm and 180 mm.
4. The run between successive steps must be between 280 mm and 355 mm.
5. Stairs must have closed risers.
6. The maximum nosing projection on a tread must be no more than 38 mm, with no abrupt undersides.
7. Stairs must have high tonal contrast markings that extend the full tread width of the leading edge of each step.
8. Stairs must be equipped with tactile walking surface indicators that are built in or applied to the walking surface, and the tactile walking surface indicators must,
 - i. have raised tactile profiles,
 - ii. have a high tonal contrast with the adjacent surface,
 - iii. be located at the top of all flights of stairs, and
 - iv. extend the full tread width to a minimum depth of 610 mm commencing one tread depth from the edge of the stair.
9. Handrails must be included on both sides of stairs and must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).
10. A guard must be provided that is not less than 920 mm, measured vertically to the top of the guard from a line drawn through the outside edges of the stair nosings and 1,070 mm around the landings and is required on each side of a stairway where the difference in elevation between ground level and the top of the stair is more than 600 mm but, where there is a wall, a guard is not required on that side.
11. Where stairs are more than 2,200 mm in width,
 - i. one or more intermediate handrails that are continuous between landings must be provided and located so there is no more than 1,650 mm between handrails, and

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- ii. the handrails must satisfy the requirements set out in paragraph 7 of subsection 80.24 (1).

Compliance Timeline: January 1, 2016

Section 80.26

Exterior paths of travel, curb ramps

- 80.26(1)** Where a curb ramp is provided on an exterior path of travel, the curb ramp must align with the direction of travel and meet the following requirements:
1. The curb ramp must have a minimum clear width of 1,200 mm, exclusive of any flared sides.
 2. The running slope of the curb ramp must,
 - i. be a maximum of 1:8, where elevation is less than 75 mm, and
 - ii. be a maximum of 1:10, where elevation is 75 mm or greater and 200 mm or less.
 3. The maximum cross slope of the curb ramp must be no more than 1:50.
 4. The maximum slope on the flared side of the curb ramp must be no more than 1:10.
 5. Where the curb ramp is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
 - i. have raised tactile profiles,
 - ii. have a high tonal contrast with the adjacent surface,
 - iii. are located at the bottom of the curb ramp,
 - iv. are set back between 150 mm and 200 mm from the curb edge,
 - v. extend the full width of the curb ramp, and
 - vi. are a minimum of 610 mm in depth.

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Compliance Timeline: January 1, 2016

Section 80.27

Exterior paths of travel, depressed curbs

- 80.27(1)** Where a depressed curb is provided on an exterior path of travel, the depressed curb must meet the following requirements:
1. The depressed curb must have a maximum running slope of 1:20.
 2. The depressed curb must be aligned with the direction of travel.
 3. Where the depressed curb is provided at a pedestrian crossing, it must have tactile walking surface indicators that,
 - i. have raised tactile profiles,
 - ii. have high tonal contrast with the adjacent surface,
 - iii. are located at the bottom portion of the depressed curb that is flush with the roadway,
 - iv. are set back between 150 mm and 200 mm from the curb edge, and
 - v. are a minimum of 610 mm in depth.

Compliance Timeline: January 1, 2016

Section 80.28

Exterior paths of travel, accessible pedestrian control signals

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- 80.28(1)** Where new traffic control signal systems with pedestrian control signals are being installed or existing pedestrian control signals are being replaced, the pedestrian control signals must meet the requirements for accessible pedestrian control signals set out in subsection (2).
- 80.28(2)** Accessible pedestrian control signals must meet the following requirements:
1. They must have a locator tone that is distinct from a walk indicator tone.
 2. They must be installed within 1,500 mm of the edge of the curb.
 3. They must be mounted at a maximum of 1,100 mm above ground level.
 4. They must have tactile arrows that align with the direction of crossing.
 5. They must include both manual and automatic activation features.
 6. They must include both audible and vibro-tactile walk indicators.
- 80.28(3)** Where two accessible pedestrian control signal assemblies are installed on the same corner, they must be a minimum of 3,000 mm apart.
- 80.28(4)** Where the requirements in subsection (3) cannot be met because of site constraints or existing infrastructure, two accessible pedestrian control signal assemblies can be installed on a single post, and when this occurs, a verbal announcement must clearly state which crossing is active.

Compliance Timeline: January 1, 2016

Section 80.29

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Exterior paths of travel, rest areas

80.29 When constructing new or redeveloping existing exterior paths of travel that they intend to maintain, The City of Hamilton shall consult on the design and placement of rest areas along the exterior path of travel and shall do so in the following manner:

1. Consult with the public and persons with disabilities.
2. Consult with the Advisory Committee for Persons with Disabilities.

Compliance Timeline: January 1, 2016

Accessible Parking

Section 80.34

Types of accessible parking spaces

80.34 Off-street parking facilities must provide the following two types of parking spaces for the use of persons with disabilities:

1. Type A, a wider parking space which has a minimum width of 3,400 mm and signage that identifies the space as “van accessible”.
2. Type B, a standard parking space which has a minimum width of 2,400 mm.

Compliance Timeline: January 1, 2016

Section 80.35

Access aisles

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- 80.35(1)** Access aisles, that is the space between parking spaces that allows persons with disabilities to get in and out of their vehicles, must be provided for all parking spaces for the use of persons with disabilities in off-street parking facilities.
- 80.35(2)** Access aisles may be shared by two parking spaces for the use of persons with disabilities in an off-street parking facility and must meet the following requirements:
1. They must have a minimum width of 1,500 mm.
 2. They must extend the full length of the parking space.
 3. They must be marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface.

Compliance Timeline: January 1, 2016

Section 80.36

Minimum number and type of accessible parking spaces

- 80.36(1)** Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities, in accordance with the following requirements:
1. One parking space for the use of persons with disabilities, which meets the requirements of a Type A parking space, where there are 12 parking spaces or fewer.
 2. Four per cent of the total number of parking spaces for the use of persons with disabilities, where there are between 13 and 100 parking spaces in accordance with the following ratio, rounding up to the nearest whole number:

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- i. Where an even number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, an equal number of parking spaces that meet the requirements of a Type A parking space and a Type B parking space must be provided.
 - ii. Where an odd number of parking spaces for the use of persons with disabilities are provided in accordance with the requirements of this paragraph, the number of parking spaces must be divided equally between parking spaces that meet the requirements of a Type A parking space and a Type B parking space, but the additional parking space, the odd-numbered space, may be a Type B parking space.
3. One parking space for the use of persons with disabilities and an additional three per cent of parking spaces for the use of persons with disabilities, where there are between 101 and 200 parking spaces must be parking spaces for the use of persons with disabilities, calculated in accordance with ratios set out in subparagraphs 2 i and ii, rounding up to the nearest whole number.
4. Two parking spaces for the use of persons with disabilities and an additional two per cent of parking spaces for the use of persons with disabilities, where there are between 201 and 1,000 parking spaces must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.
5. Eleven parking spaces for the use of persons with disabilities and an additional one per cent of parking spaces for the use of persons with disabilities, where more than 1,000 parking spaces are provided must be parking spaces for the use of persons with disabilities in accordance with the ratio in subparagraphs 2 i and ii, rounding up to the nearest whole number.

80.36(2) If the City of Hamilton provides more than one off-street parking facility at a site, it shall calculate the number and type of parking spaces for the use of persons with disabilities

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according to the number and type of parking spaces required for each off-street parking facility.

- 80.36(3)** In determining the location of parking spaces for the use of persons with disabilities that must be provided where there is more than one off-street parking facility at a site, the City of Hamilton may distribute them among the off-street parking facilities in a manner that provides substantially equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience.

Compliance Timeline: January 1, 2016

Section 80.37 Signage

- 80.37** The City of Hamilton will ensure that parking spaces for the use of persons with disabilities as required under section 80.36 are distinctly indicated by erecting an accessible permit parking sign in accordance with section 11 of Regulation 581 of the Revised Regulations of Ontario, 1990 (Accessible Parking for Persons with Disabilities) made under the Highway Traffic Act.

Compliance Timeline: January 1, 2016

Section 80.39 On-street parking spaces

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- 80.39 (1)** When constructing or redeveloping existing on-street parking spaces, the City of Hamilton shall consult on the need, location and design of accessible on-street parking spaces and shall do so in the following manner:
1. Consult with the public and persons with disabilities.
 2. Consult with the Advisory Committee for Persons with Disabilities.

Compliance Timeline: January 1, 2016

Section 80.40 Service counters

- 80.41(1)** When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:
1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters.
 2. Each service counter must accommodate a mobility aid, where a single queuing line serves a single or multiple counters.
 - 3.
- 80.41(2)** The service counter that accommodates mobility aids must meet the following requirements.
1. The countertop height must be such that it is usable by a person seated in a mobility aid.
 2. There must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required.
 3. The floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.

Compliance Timeline: January 1, 2016

Section 80.42
Fixed queuing guides

80.42 When constructing new fixed queuing guides, the following requirements must be met:

1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices.
2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction.
3. The fixed queuing guides must be cane detectable.

Compliance Timeline: January 1, 2016

Section 80.43
Waiting areas

80.43(1) When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.

80.43(2) For the purposes of this section, accessible seating is a space in the seating area where an individual using a mobility aid can wait.

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Compliance Timeline: January 1, 2016

Section 44

Maintenance of accessible elements

- 80.44** In addition to the accessibility plan requirements set out in section 4, the City of Hamilton shall ensure that their multi-year accessibility plans include the following:
1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.
 2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order.

Compliance Timeline: January 1, 2016

Barrier-Free Design Guidelines

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

Customer Service Standards Regulation Requirements (section 80.47,80.48, 80.50):

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions
- Establish feedback process for receiving and responding to feedback

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- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

Compliance Activities:

Section 80.47

Use of Service Animal and Support Person

- 80.47(2)** Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with them, unless the animal is excluded by law

Compliance Timeline: January 1, 2010

- 80.47(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

- 80.47(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

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- 80.47(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

- 80.47(6)** Establish a 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

to notify support persons in advance of amount payable for admission to City premises.

- 80.47(8)** 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

Section 80.48 Notice of Temporary Disruptions

- 80.48(1)** Provide notification to the public of temporary disruption in facilities or services in a timely manner and in alternative formats.

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Compliance Timeline: January 1, 2010

80.48(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 are available.

Compliance Timeline: January 1, 2010

80.48(3) Prepare a document setting out the steps that the provide will take in connection with the temporary disruption and will provide that document upon request.

Compliance Timeline: January 1, 2010

80.48(4) The City will notify the public that the document required in subsection (3) is available upon request

Compliance Timeline: January 1, 2010

80.48(5) Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message

Compliance Timeline: January 1, 2010

Section 80.50

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Feedback

- 80.50(1)** The City of Hamilton will establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats

Compliance Timeline: January 1, 2010

- 80.50(2)** Establish a feedback process which outlines procedures (actions, timelines, process chain, contact person(s)), when feedback is received

Compliance Timeline: January 1, 2010

- 80.50(4)** Communicate the feedback process to staff, persons with disabilities and the public

Compliance Timeline: January 1, 2010

- 80.48(5)** Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

Compliance Timeline: January 1, 2010

STRATEGIC GOAL SIX

Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (Section 7 and 80.49):

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

Compliance Activities:

Section 7 Training

- 7(1)** The City of Hamilton will ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to,
- a. all persons who are an employee of, or a volunteer with, the organization;
 - b. all persons who participate in developing the organization's policies; and
 - c. all other persons who provide goods, services or facilities on behalf of the organization.

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- 7(2)** The training on the requirements of the accessibility standards and on the Human Rights Code will be appropriate to the duties of the employees, volunteers and other persons.
- 7(3)** Every person will be trained as soon as practicable.
- 7(4)** The City will provide training when changes are made to any policies outlined in Section 3 on an ongoing basis.
- 7(5)** The City of Hamilton will keep a record of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

Section 80.49 **Training for Staff**

80.49 (1) In addition to the requirements in Section 7, the City of Hamilton will ensure that the following persons receive training about the provision of its goods, services or facilities as the case may be, to persons with disabilities:

1. Every person who is an employee of, or a volunteer with, the provider.
2. Every person who participates in developing the provider's policies.
3. Every other person who provides goods, services or facilities on behalf of the provider.

80.49 (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.

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3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.

80.49 (3) Every person referred to in subsection (1) shall be trained as soon as practicable.

80.49 (4) The City of Hamilton will provide training on an ongoing basis in respect of any changes to the policies described in section 80.46.

80.49 (5) The City of Hamilton will keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided.

80.49 (6) The City of Hamilton will,
(a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and
(b) on request, give a copy of the document to any person.

80.49 (7) The City of Hamilton, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request

80.49 (8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.

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Compliance Timeline: January 1, 2010

Integrated Accessibility Standards Regulation Requirements (Section 5, Section 36):

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

Compliance Activities:

Section 5 Procuring or Acquiring Goods, Services or Facilities

5.1. The City of Hamilton will incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities.

5.2. The City of Hamilton will provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

Compliance Timeline: January 1, 2013

Section 36 Accessibility Training under the Transportation Standard

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36.1. In addition to the training requirements set out in Section 7, conventional transportation service providers and specialized transportation service providers shall 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

Section 80.51

Format of documents

80.51(1) The City of Hamilton shall, upon request, provide or arrange for the provision of the documents in an accessible format or with communication support to a person with a disability:

- (a) in a timely manner that takes into account the person's accessibility needs due to disability; and
- (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.

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80.51(2) The City will consult with the person making the request in determining the suitability of an accessible format or communication support.

8. APPENDICES

8.1. Appendix I

Municipal Highlights/Overview

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

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

- City Managers Office
- Community Services
- Corporate Services

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- Emergency Services
- Planning & Economic Development
- Public Health
- Public Works

8.2. Appendix II

Key Definitions

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

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

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- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

In addition, the Act defines a barrier as:

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

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

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

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

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

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

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