



Hamilton

City of Hamilton
Multi-Year Accessibility Plan: Overview

October 13, 2020

Strategic Goal One

Persons with disabilities receive equitable, inclusive and accessible customer service that meets their and needs when accessing and utilizing City's services, programs, resources opportunities



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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.



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Strategic Goal Two continued

Requirements include:

- Recruitment
- Recruitment, Assessment and Selection
- Notification to Successful Applicants
- Informing Employees of Supports
- Accessible Formats and Communication Supports
- Workplace Emergency Response Information
- Documented Individual Accommodation Plans



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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.



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Strategic Goal Three

continued

- 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



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Strategic Goal Four

Persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and Accessible Transit System (ATS).



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Strategic Goal Four continued

- 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



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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.



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Strategic Goal Five continued

- Requirements for recreational trails and beach access routes
- Outdoor public use eating spaces
- Outdoor play spaces
- Exterior paths of travel (stairs, ramps, rest areas)
- Accessible Parking
- On-street parking
- Service Counters
- Fixed Queuing Guides



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Strategic Goal Five continued

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions
- Establish feedback process for receiving and responding to feedback
- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities



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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.



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Strategic Goal Six continued

- Provide training, information and awareness to staff on serving persons with disabilities.
- Develop policies, practices and procedures for procuring or acquiring goods, services or facilities



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IT STARTS WITH YOU!



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Questions?

