

## Multi Year Accessibility Plan Status Report 2017-2020

### Introduction

#### Statement of Commitment to People with Disabilities

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

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

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

#### Advisory Committee for Persons with Disabilities

The City of Hamilton's Advisory for Persons with Disability (ACPD) is the Accessibility Advisory Committee that has been appointed by Council to oversee the implementation of the AODA, 2005 and its associated standards. ACPD and its established working groups provide advised to City Council on the identification, prevention, and elimination of barriers faced by people with disabilities in order to increase accessibility in the goods, services and facilities provided by the City. ACPD and its working groups engage as a liaison with external bodies to remove barriers to participation in public life and to advance the achievement of social, cultural and economic well-being of people with disabilities.

#### ACPD Highlights and Achievements

From 2017 – 2020, the Committee was engaged on several projects:

**ACPD and its working groups were engaged as liaisons on the following topics:**

- Urban Braille and the implementation of a new AODA design requirement.
- ATS-DARTS Policy Review
- Accessibility and Heritage Buildings
- Accessibility related signage at City Hall
- Reviewed and provided recommendations to HSR staff on the design of new bus shelters
- Design and implementation of traffic signals
- Accessible Transportation Services Proposed Amendment to DARTS Bag Limit Policy
- PRESTO for DARTS Clients
- HSR Proposal for Public Consultation about HSR and Accessible Transportation Accessibility, Adapted to COVID Precautions
- Parking Master Plan
- DARTS Eligibility Audit

**ACPD and its working groups received presentations on the following topics:**

- StopGap initiative
- CityLAB
- Service Canada, respecting the Canada Pension Plan Disability (CPP-D) Benefit Toolkit
- City of Hamilton Emergency Management and Preparedness
- Rick Hansen Foundation Accessibility Certification Ratings
- Implications of the *Accessibility for Ontario with Disabilities Act* Legislation
- Snow and Ice Removal by-law
- Municipal Election and accessibility
- Urban Braille/Curbing at Intersections
- LRT Project Team Update
- HSRnow Trip Planning Tools
- Regulation of E-scooters in Hamilton
- Sidewalk Snow Clearing Survey
- Impact of the Ontario Disability Support Program's (ODSP) Definition of Disability and Hamilton Health Teams to Persons with Disabilities
- Reviewed several new capital projects such as the Ancaster Arts Centre, Hamilton Police Services: Investigation Services Division, and the Greensville Elementary School Community Center and Library.
- Accessible Taxis in Hamilton

- Each year, the BEWG reviewed the locations of accessible pedestrian signal and provided feedback to city staff about alternate locations for consideration.
- Working Group members revisited several City owned facilities to Tour of 690 Stonechurch Building, Tim Horton's field, Macnab Bus Terminal, Waterdown Library and Seniors Center.
- The Housing Working Group collaborated extensively with the assistance and support of Social Housing staff, to develop a [Guide to Finding Housing in Hamilton for People with Disabilities](#).
- Development of an educational video on Accessible Pedestrian Signals, which can be found at the following address:  
<https://www.youtube.com/watch?v=T779lpj4sCQ>
- Committee members supported the Canadian Institute for the Blind's (CNIB) Event: Dining in the Dark
- Pilot of two additional working groups: Disability and Environmental Justice Working Group and Community Safety Working Group.
- Recommended to City Council that the City of Hamilton make all future and retrofitted housing accessible; and, expands its Housing Unit Modification Guide to incorporate universal design in order to address the accessibility needs of those not yet represented.
- Recommended to City Council to ban the use of electric and rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.
- Recommended to City Council that HSR and ATS staff work directly to review and amend the full slate of existing policies, and compose a full slate of new policies in compliance with AODA requirements;
- Hosted a Roundtable Discussion with several key stakeholders in the community to maintain a dialogue about how the City of Hamilton can assist persons with disabilities when they are stranded or in an emergency situation.
- Recommended that CityHousing Hamilton implemented a smoke-free living policy for our buildings was approved for implementation effective.
- Recommended the extension of HSR bus transfer time

## Overview of the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005

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

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

Ontario’s first accessibility standard, the Accessibility Standards for Customer Service, became law on January 1, 2008 and the Integrated Accessibility Standards (Information and Communication, Transportation and Employment) was enacted on June 3, 2011 while the Accessibility Standard for the Built Environment came into effect on January 1, 2013. These standards set out requirements that organizations, businesses and municipalities are legally required to comply with. On July 1, 2016, the Accessibility Customer Service Standards, Integrated Accessibility Standards and Built-Environment Standards were amended and became one entity and renamed the Integrated Accessibility Standards.

Large public sector organizations are required to produce annual status reports that highlight the progress made in advancing their Multi-Year Accessibility Plan strategies and in meeting the requirements of the Integrated Accessibility Standards Regulations. The City of Hamilton has provided compliance reports to the Province since 2010 and has been compliant in all areas. In addition, the City of Hamilton has been implementing the Barrier-Free Design Guidelines which is a made-in-Hamilton design guidelines that is over and above the requirements stipulated in the Ontario Building Code and the Built Environment Standards, for the most part.

# City of Hamilton

## Vision, Mission, Culture and Priorities (2016-2025)

Vision: To be the best place to raise a child and age successfully.

Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

Culture:

### Collective Ownership

We cooperate and collaborate; we support teamwork and breaking down silos. We build relationships across departments and divisions to achieve our objectives and bring the ideas of others forward. Each and all of us understand that what we do affects the work of others and the results we achieve. We are one City with one vision and one mission, serving our citizens and stakeholders.

### Steadfast Integrity

We build trust and demonstrate integrity in our work. We are direct and truthful individuals, accountable for doing what is right. We can be trusted to perform in an accountable and respectful manner.

### Courageous Change

We embrace innovation, creativity and risk taking. We support, discuss and proceed with innovative ideas and actions to continuously improve our service delivery. We make evidence-based recommendations.

### Sensational Service

We are passionate about customer service and service delivery excellence. We take a citizen-centred approach to providing exceptional service in a timely and responsive manner. We communicate in an open and transparent manner, especially when mistakes occur. We take pride in our work as public servants, serving our community. Performance measurement is a cornerstone to our service delivery.

### Engaged Empowered Employees

We invest in our employees, support and empower them to improve performance and be accountable for results. We communicate clear purpose and direction,

build relationships through ongoing communication, regularly invite input and feedback, and treat employees equitably. We create a work environment where there is continual development, respect and recognition. Our employees are trusted, inspired to do their best work, and would not hesitate to recommend the City of Hamilton as a great place to work.

## Priorities

- Community Engagement & Participation Hamilton has an open, transparent and accessible approach to City government that engages with and empower all citizens to be involved in their community.
- Economic Prosperity & Growth Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.
- Healthy & Safe Communities Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.
- Clean & Green Hamilton is environmentally sustainable with a healthy balance of natural and urban spaces.
- Built Environment & Infrastructure Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.
- Culture & Diversity Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.
- Our People & Performance Hamiltonians have a high level of trust and confidence in their City government.

## Multi-year Accessibility Plan

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

## Strategic Goals

Strategic Goal One: The City of Hamilton is committed to ensuring that 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.

Strategic Goal Two: The City of Hamilton is committed to ensuring that persons with disabilities who are potential employees will be accommodated and

supported throughout the recruitment, assessment, selection and hiring process and when they are seeking advancement opportunities as employees.

Strategic Goal Three: The City of Hamilton is committed to ensuring that information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

Strategic Goal Four: The City of Hamilton is committed to ensuring that persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and the Accessible Transit System (ATS) including DARTS.

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

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

The City's compliance activities under each of these strategic goals are outlined below.

## **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 Regulation Requirements (Section 3, 4, 41, 42, 43)

### **3. Establishment of accessibility policies**

The City of Hamilton continues to implement current accessibility policies, practices and procedures. The City has developed several accessibility related policies including the following:

- Assistive Devices Policy
- Communication Policy
- Disruption Notice Policy
- Service Animals Policy
- Support Persons for Persons with Disabilities Policy

- Resident and Visitor Feedback Complaint Policy
- Training Policy, and;
- Clear, Accessible and Large Print Guidelines.

The above noted policies can be found at the following website:

<https://www.hamilton.ca/government-information/accessibility-services/accessibility-standards>

The City of Hamilton has developed a statement of commitment to meet the accessibility needs of persons with disabilities.

The above noted statement can be found at the following website:

<https://www.hamilton.ca/government-information/accessibility-services/accessibility-standards>

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

Customer Service Standards Regulation Requirements (section 80.46 80.47,80.48, 80.50)

#### **80.46. Establishment of policies**

There were no changes or modifications to the City of Hamilton accessibility policies, practices and procedures.

#### **80.47. Use of service animals and support persons**

Staff continue to implement the “Service Animals Policy” and the “Support Persons for Persons with Disabilities” policies across departments.

The City of Hamilton welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities and City premises. Persons with disabilities are permitted to enter any City facility with their service animals and are permitted to keep their animal with them, unless the animal is excluded by law from the premise. In addition, the City is committed to ensuring equitable access to all goods, services, programs and opportunities for persons with disabilities, who are accompanied by support persons.

#### **80.48. Notice of Temporary Disruptions**

The City has an established “Disruption Notice Policy” and departments adhere to the outlined procedures when dealing with temporary disruptions. Signage is posted in large print to notify the public and employees and additional communication is made available via email, web content or telephone. Accommodation is also made to meet and provide

services to individuals with disabilities in an accessible area, or at alternate service locations.

Human Resources has an Inclement Weather Policy which provides more clarity with regard to roles and responsibilities when there are disruptions to service based on weather events. The link to the policy can be found at the following website address:

<http://www2.hamilton.ca/NR/rdonlyres/6C606C3C-A833-4B70-85BF-DF3ED03FD19B/0/InclementWeatherPolicyFinal.pdf>

#### **80.50. Feedback**

The Resident and Feedback Complaints Policy documents are available to the public at City service counters and on the City's website, in alternate formats upon request.

Persons with disabilities can provide their feedback in various forms including telephone, writing, texting, e-mail, CD. Managers are required to resolve any accessibility issues in an expeditious manner, but can also consult with the Diversity and Inclusion Office to ensure compliance with the AODA.

#### **80.51. Format of documents**

Staff continue to implement the City's Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities. Staff utilize a variety of accessible formats and communication supports to ensure adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available (upon request) in multiple, alternate formats including Braille, large print, magnifiers, closed captioning for meetings upon request. An Accessibility Clause is also included in promotional materials, flyers, event notices and public information session announcements. To ensure accessible public promotional material development, AODA guidelines are considered and included as part of the design.

### **4. Accessibility Plans**

The City of Hamilton's Multi-year Plan was presented to the Advisory Committee for Persons with Disabilities at their October 2020 meeting and is scheduled for review at the February 2021 meeting. The Diversity and Inclusion Office continues to monitor departmental implementation of the AODA, 2005 and regulation requirements across the organization, as well as provide accessibility training, information and support to staff. The accessibility plan is available on the City's website and provided to the public in multiple, alternate formats, upon request.

#### **41. Accessibility Plans, Conventional Transportation Services**

Hamilton Street Railway Transit has a feedback process in place for managing, evaluating and taking action on customer feedback. A Customer Feedback form is made available in various public serving locations and alternate formats, upon request.

Transit has an existing customer contacts system in place for both conventional (HSR) and specialized (DARTS and Taxi Scrip) transit. Customer contacts include the following: complaints, commendations, requests and suggestions.

Members of the public including passengers have been informed of the availability of customer feedback for transit which is offered through various communication methods including in-person (i.e. customer service counter – ATS & GO Station), telephone, City website (transit section), e-mail and printed media (i.e. Passenger Service Bulletins such as “Bus News”). Transit staff annually hold at least one public meeting (usually during the fall) involving persons with disabilities to ensure that they have an opportunity to review and provide feedback on the City’s accessibility plan (i.e. compliance with AODA Transportation Standards).

#### **42. Accessibility Plans, Specialized Transportation Services**

Transit staff prepare annual Performance Reports for specialized transit service (Accessible Transportation Services) which provides detailed statistics (i.e. number of trips: accommodated, cancelled, no shows, late), this information assists staff to ensure that there is sufficient service capacity available in the future which can reduce wait times for specialized transit service. Also, Transit staff annually forecast/plan for the appropriate budget requirements in order to accommodate anticipated trip demand for specialized transit.

#### **43. Accessibility Plans, Conventional and Specialized Transportation Services**

Both the City’s conventional transportation service provider and specialized transportation service provider have policies and procedures in effect regarding accessibility equipment failure, as follows:

Conventional (HSR) & Specialized (DARTS) – operator notifies dispatch immediately regarding accessibility equipment failure and as a result, a replacement vehicle is dispatched to replace the vehicle with the equipment failure while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle; the vehicle with the equipment failure is brought back to the transit terminal where a work order is issued to repair the accessibility equipment.

### **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):

#### **22. Recruitment, general**

Human Resources has established policies and procedures to accommodate and support candidates throughout the recruitment process. Employees and the public are notified about the availability of accommodation during the recruitment process. The following language is included on the City of Hamilton website under Jobs at the City:

“Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.” (<https://www.hamilton.ca/jobs-city/current-opportunities/applying-job>)

The information outlined below is included in each job posting:

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

### **23. Recruitment, Assessment or Selection Process**

Applicants are notified about the availability of accommodation when selected to participate in an assessment or selection process.

### **24. Notice to Successful Applicants**

Human Resources’ standard employment offer letter to successful applicants includes the following wording:

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

The standard employment offer letter can be provided in multiple, alternate formats, upon request. Successful applicants are informed by managers of policies for accommodating employees with disabilities during the on-boarding process. This is often done in person as part of department and program specific orientation in conjunction with the City’s accommodation policy and procedure.

## **25. Informing Employees of Supports**

Managers inform employees of supports during the on-boarding process. This is often done in person as part of department and program specific orientation. Staff are reminded of supports on an ongoing basis through one-on-one meetings with managers and department-wide mail.

For current employees, Return to Work Services discusses job accommodation with employees when they have an absence and/or require/request accommodation. Brochures have been developed and are provided to employees regarding Short Term Disability, WSIB absences and on what will happen when an employee has a permanent medical restriction requiring accommodation.

## **26. Accessible Formats and Communication Supports**

Accessible formats and communication supports for employees are facilitated by the City's Return to Work Services and they are involved in all employee requests for accessible formats and communication supports related to performing their job duties. Human Resources division staff consult with employees with disabilities to determine the type and suitability of accessible formats and communication supports when a request has been made. Return to Work Services, will also respond to and/or make inquiries based on information received from the employee, treating practitioners or workplace. When it is identified that accessible formats are required (e.g. double monitors, word recognition software), the accommodation requirements are met, in compliance with the AODA requirements.

## **27. Workplace Emergency Response Information**

Individualized plans are developed for employees with disabilities in accordance with AODA legislative requirements.

Managers complete all relevant forms for employees who have a disability and these are done on a case-by-case basis based on the disability and are tailored to the needs of the employee. Individualized workplace emergency response plan information is available on the City's intranet site for staff to access, as needed. Departments conduct regular fire drills to remind employees of workplace emergency response procedures and the need to complete individualized workplace emergency response forms for all employees with a disability.

## **28. Documented Individual Accommodation Plans**

The City has a Workplace Accommodations Procedure which guides this practice. There have been no updates with respect to the implementation of individual accommodation plans.

## **29. Return to Work Process**

The City has an Employment Accommodation Policy which outlines the steps the employer will take to support the return to work process for employees.

## **30. Performance Management**

The City of Hamilton has a Performance Accountability and Development program.

All information related to Performance Management Accountability and Development is available internally on the City of Hamilton's intranet site.

## **31. Career Development and Advancement**

As part of the Performance Accountability & Development (PAD) program, employees are expected to identify short-term and long-term employee career goals as well as development goals. Completion of goal setting through the use of these new tools is to be completed by all employees. Managers and Supervisors review each PAD and provide support or make modifications, where necessary. Human Resources is committed to applying a broad diversity and inclusion lens in all its processes and practices.

Human Resources has made efforts to ensure access to resources for all City of Hamilton employees. This has included procuring an LMS system and enabling content for all employees, to be funded corporately to ensure equitable access to learning and development to support career advancement.

## **32. Redeployment**

Employees have been permanently accommodated and/or provided with temporary accommodations. Individual accommodation plans have been developed and/or modified in all cases as needed or required. Accessibility needs are taken into consideration and accommodated in employees' new job functions through the return to work process.

## **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.**

Integrated Accessibility Standards Regulation Requirements (sections 5, 6, 11, 12, 13, 14):

### **5. Procuring or acquiring goods, services or facilities**

The City of Hamilton adheres to existing corporate procurement processes to secure goods, services or facilities. Accessibility considerations are outlined in the purchasing document including what vendors need to have in place before undertaking work with the City. Vendors are also required to complete the AODA, 2005 Customer Service Training.

## **6. Self-service kiosks:**

There are currently no self-service kiosks at City of Hamilton facilities except for electronic information screens at City Hall. Procurement staff have developed criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

## **11. Feedback**

The City has a feedback process and corresponding policy in place. The Resident and Visitor Feedback Complaints Policy documents are available to the public at City service counters and on the City's website and is available in alternate formats, upon request. Persons with disabilities can provide their feedback in various formats including telephone, writing, texting, e-mail, CD.

## **12. Accessible formats and communication supports**

Staff continue to implement the City's Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities. Staff utilize a variety of accessible formats and communication supports to ensure adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available, (upon request) in multiple, alternate formats including Braille, large print, magnifiers, closed captioning for meetings, upon request.

## **13. Emergency procedure, plans or public safety information**

All public communication of emergency procedures, plans or public safety information is done in collaboration with Corporate Communications. Public safety communications are sent out during emergencies. All changes to internal emergency plans/procedures were communicated to staff directly affected by the changes.

## **14. Accessible websites and web content**

Online resources are available to staff and the public and can be accessed using appropriate software accommodations. If other formats are requested or if online material does not work or display correctly, accessible print material is made available.

The Procurement and Risk Management Divisions within Corporate Services co-ordinates tax certificates and posts a message on the taxation website which states: "Note: Alternate formats of this document are available, if required. Send requests to [taxsupport@hamilton.ca](mailto:taxsupport@hamilton.ca) and specify which format will be most suitable for your

accessibility needs. Hard copies are also available to be mailed to a postal address (<https://www.hamilton.ca/homeproperty-and-development/property-taxes/request-tax-certificate>).”

Human Resources developed educational and training resources and materials related to Leadership Development to Level AA standards.

#### **16. Training to educators**

All staff including trainers, resource developers and educators within each department are required to complete the AODA, 2005 Customer Service Awareness.

**17. Producers of educational or training material:** Not applicable.

**18. Libraries of educational and training institutions:** Not applicable.

**19. Public libraries:** Not applicable.

### **Strategic Goal Four**

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

Integrated Accessibility Standards Regulation Requirements: (sections 34, 35, 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)

#### **34: Availability of Information on Accessibility Equipment**

Current information on accessibility equipment and features of vehicles, routes and services is available to the public through various methods such as follows: in-person (i.e. operator knowledge), DARTS website, printed material (DARTS policies); accessible formats are available upon request.

Specialized transit (DARTS) has measures in place (i.e. policies, procedures) to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle.

#### **35. Non-functioning accessibility equipment**

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.

HSR has measures in place to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route. If there are passengers on board the vehicle, then they would transfer to the replacement vehicle.

### **37. Emergency Preparedness and Response Policies**

Transit operators are trained in the area of emergency preparedness and response that provide for the safety of persons with disabilities (i.e. safe evacuation of vehicle due to emergency situation). Related policies are available to the public in an accessible format, upon request

### **38. Fares, Support Person**

The City enforces a no-fare policy for support persons when accompanying a person with a disability.

No fare is charged to a support person who is accompanying a person with a disability when traveling on both conventional (HSR) and specialized (DARTS) transit.

Specialized (ATS-DARTS) - If a person with a disability requires a support person when traveling on specialized transit then there is no need for an ID Card as it will be identified at the time of trip booking, based on the passenger's information on file, that they require the assistance of a support person (in order to use specialized transit, a person must be eligible and registered to use this service – an attending health care professional would indicate on the application form that a support person is required).

### **39. Transition, existing contracts**

No vehicles purchased through existing contractual obligations.

### **40. Transition, existing vehicles**

All current vehicles comply with AODA requirements

### **44. General Responsibilities**

The City of Hamilton adheres to the requirements under this section.

#### **45. Alternative accessible method of transportation**

Does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

#### **46. Fares**

The same fee is charged for both conventional and specialized transportation. Refer to City of Hamilton website (HSR & ATS webpages) for information on fare parity as follows: <http://www.hamilton.ca/hsr-bus-schedules-fares/fares/cashtickets-and-passes>  
<http://www.hamilton.ca/hsr-bus-schedules-fares/accessible-transit/darts-faretickets-and-passes>

A temporary promotional transit fare special program was implemented in 2013, this allows passengers who require the use of a wheelchair, walker or scooter the option of paying the applicable fare or riding at no charge when using HSR.

#### **47. Transit Stops**

There is a policy/procedure in place where if the official bus stop is not accessible, then HSR operators will ensure that persons with disabilities can board or deboard (alight) the bus at the closest available safe location along the same transit route. Conventional transit (HSR) operators are trained to follow procedures to ensure the accommodation of persons with disabilities while boarding or deboarding (alighting) the bus at the closest safe location – operators would either use their judgment to determine a safe stop or consult with the passenger regarding their preference in determining a safe location. If a bus stop is temporarily inaccessible or if a temporary barrier exists, the transit (HSR) operator would stop the bus at a safe location either before or after the stop. The operator would also promptly report this to dispatch. If a bus stop is temporarily inaccessible (i.e. due to construction), then a staff member of Transit Supervision or Transit Planning would relocate the stop to a safe location.

#### **48. Storage of Mobility Aids and Mobility Assistive Device**

No fee is charged on conventional transportation for the storage of a mobility aid or mobility assistive device.

#### **49. Priority Seating**

Conventional transit (HSR) has both Priority and Courtesy seating on board all vehicles. Priority seating is for persons with disabilities, while Courtesy seating is for those persons who require a seat on board the vehicle, such as; seniors, expectant mothers and persons with young children. Signage for Priority and Courtesy seating is posted on board all vehicles. Information regarding Priority and Courtesy seating has been

posted and advertised through the City's Website and through printed publications, such as the HSR "Bus News".

## **50. Service Disruptions**

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

## **51. Pre-boarding Announcements**

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

## **52. On-Board Announcements**

Conventional transit (HSR) vehicles are equipped with features which provide automated verbal on-board announcements and electronic visual display of all destination points or stops while the vehicle is being operated on route. If this system is inoperable, then operators will provide manual verbal announcements of all destination points or stops.

## **53. Grab Bars, Handholds, Handrails, Stanchions**

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

## **54. Floors and carpeted surfaces**

Conventional transit (HSR) vehicles have floors that produce a minimal glare and are slip resistant.

## **55. Allocated Mobility Aid Spaces**

Conventional transit (HSR) vehicles have a minimum of two (2) allocated mobility spaces which include an appropriate securement system (seatbelt in each space)

## **56. Stop Request and Emergency Response Controls**

Conventional transit (HSR) vehicles are designed to include accessible stop request features and emergency response controls.

## **57. Lighting features**

Conventional transportation vehicles are equipped with lights above or beside passenger access doors and are constantly lit when the door is open. 58. Signage

Conventional transportation vehicles (HSR buses) currently display the route or direction of the transportation vehicle or its destination or next major stop.

#### **58. Signage**

Conventional transportation vehicles (HSR buses) currently display the route or direction of the transportation vehicle or its destination or next major stop.

#### **59. Lifting Devices, Ramps or Portable Bridge Plates**

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

#### **60. Steps**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).60(1)

The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle. Conventional transportation vehicles (HSR buses) are equipped with steps that are slip resistant and produce minimal glare.

#### **61. Indicators and Alarms**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).

#### **62. Not applicable**

#### **63. Categories of Eligibility**

A new eligibility policy and registration process for specialized transit service (ATS) was implemented on Nov. 1/12. This policy includes various categories of eligibility, such as: Unconditional, Conditional and Temporary. This policy complies with the requirements of Section 63.

#### **64. Eligibility Application Process**

A new eligibility policy and registration process for specialized transit service was implemented on Nov. 1/12. This includes an application process which complies with the requirements of Section 64.

#### **65. Emergency or Compassionate Grounds**

The eligibility policy and registration process for specialized transit service (ATS) includes procedures respecting the provision of temporary specialized transportation services, where the services are required because of an emergency or on compassionate grounds.

#### **66. Fare parity**

Fare parity was implemented in 2013 wherein the same fare structure and same fare payment options were made available for conventional transportation services and specialized transportation services.

#### **67. Visitors**

Specialized transit (DARTS Transportation) offered through ATS is available to visitors who are eligible for specialized transit in their home jurisdiction or who meet the eligibility requirements for ATS.

#### **68. Origin to Destination Services**

Specialized transit (DARTS Transportation) offers origin to destination services within the entire service area (City of Hamilton) – this takes into account the abilities of all passengers and accommodates their abilities. For example, if a passenger is designated as “Do Not Leave Unattended” then DARTS will transport the passenger independently from their origin to destination, and the driver will “hand-off” the passenger to the caregiver or program staff at their destination.

#### **69. Co-ordinated Services**

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

#### **70. Hours of Service**

Specialized transit (DARTS) offers the same hours and days of service as conventional transit (HSR).

#### **71. Booking**

Specialized transit (DARTS) provides same day service to extent available.

#### **72. Trip restrictions**

Specialized transit (DARTS) does not restrict the number of trips that a person with a disability may request nor is there any policy or operational practice that limits the availability of service.

### **73. Service delays**

DARTS staff utilize various technology which is available in their scheduling and dispatching system (i.e. Mobile Data Terminals (MDT) in vehicles) in order to reduce the impact of service delays (i.e. real-time data is utilized to adjust schedules and re-route vehicles if required).

### **74. Companions and children**

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

### **Duties of municipalities and taxicabs**

#### **78. Duties of municipalities, general**

HSR installed approximately 73 new AODA compliant landing pads in 2019. Due to COVID we do not have any planned for 2020.

#### **79. Duties of municipalities, accessible taxicab**

By-law staff routinely meets with the Advisory Committee for Persons with Disabilities. This activity was delayed in 2020 due to COVID-19 pandemic.

#### **80. Duties of municipalities, taxicabs**

The City of Hamilton currently has 471 taxicabs licensed to operate in the City of Hamilton. All licensed taxicabs are issued taxi plates to be fixed to the rear bumper, with an expiry sticker. Mobile Licensing Officers inspect these vehicles at specific intervals and they are also inspected at random while on the road. If a vehicle is not in compliance with the by-law, the process is for it to be removed from service.

All service users are charged the same rates to access this service except for seniors who receive a discounted rate.

The City offers drivers a financial incentive to operate accessible vehicles and take the associated trips.

Transit has taken additional actions in response to COVID-19, which has had a direct impact on the accessibility of their fleet in 2020.

Effective April 3, 2020: Capacity is reduced on the fleet (10 people max on a 40 ft bus and 15 people max on a 60 ft articulated bus) Furthermore, capacity for those with a

wheelchair or scooter on either the 40 ft or 60 ft bus is also reduced to a max of 1. All customers (including those with a PMD) must now enter and exit through the rear door only. Those with a PMD who require assistance must be accompanied by a companion in order to operate the rear door ramp for boarding and alighting (operator provides verbal instruction to the companion if the operator is unable to manually operate the ramp from the driver's area)

Effective April 4, 2020: DARTS provides bus-stop to bus-stop service for HSR customers using wheelchairs, scooters and CNIB cardholders in order to allow those traveling with a personal mobility device to travel without a companion if they so wish.

Effective July 1, 2020: Bio shields have been installed throughout the fleet in order to help protect the operators, and therefore front door boarding and exiting is permitted again for all customers.

Effective September 6, 2020: Total capacity is increased on the fleet to the equivalent of 100% seated capacity (meaning a seated/standing combination of 30 customers on a 40 ft bus and 50 customers on a 60 ft articulated bus). The limit of 1 wheelchair or scooter on either bus is removed and the capacity for those with a PMD returns to pre-COVID levels.

## **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.

(Integrated Accessibility Standards Regulation, Sections 80.8, 80.9, 80.10, 80.11, 80.12, 80.13, 80.14, 80.15, 80.16, 80.17, 80.18, 80.19, 80.20, 80.21, 80.22, 80.23, 80.24, 80.25, 80.26, 80.27, 80.28, 80.29, 80.30, 80.31, 80.32, 80.33, 80.34, 80.35, 80.36, 80.37, 80.38, 80.39, 80.40, 80.42, 80.43, 80.44)

### **Recreational trails and beach access routes, general**

#### **80.8. Consultation, recreational trails**

Landscape Architecture Services (LAS) conducts consultations with the public for all projects.

#### **80.9. Technical requirements for trails, general**

The following trails were constructed or redeveloped:

Shaver Estates Trail: A gravel multi-use trail with three boardwalks designed to provide universal access through a natural area. The gravel trail is 3 metres wide, has a running slope not steeper than 1:20 (5%) and a cross slope not steeper than 1:50 (2%).

RTMP 15-12 Mountainbrow Trail: The trail will be a continuous 4m wide segment with asphalt surfacing. Slopes do not exceed 5%. Curb cuts are included at the interface of residential streets to allow for a smooth / seamless transition. The wide, smooth trail with minimal incline allows for all ages and abilities to successfully use the trail.

Stone Church Road Trail: A continuous 3 metre wide asphalt multi-use trail with a running slope not steeper than 1:20 (5%) and a cross slope not steeper than 1:50 (2%).

#### **80.10. Technical requirements for beach access routes, general**

The City constructed new beach access routes by installing a Mobi Mat® system at Hamilton Beach. The mats are at this location on a trial basis to collect feedback from residents and citizens.

#### **80.12. Boardwalks**

The City of Hamilton constructed new or redeveloped a recreational trail or beach access routes at Shaver Estates Trail. The three Shaver Estates Trail boardwalks are 2440 mm [96"] wide, consist of wooden planks laid in the opposite direction of the path of travel with no joints greater than 6 mm [1/4"], no changes in level greater than 6 mm [1/4"] and have a continuous 100mm [4"] raised edge (curb) on both sides.

Where there is a drop of 450 mm [18"] or greater, a 1370 mm [54"] high railing is provided.

Where the slope of the boardwalks exceed 1:20 (5%), steel handrails on both sides of the boardwalk are provided. Handrails are 915 mm [36"] high, have a continuously graspable circular section 33 mm [1.3"] in diameter, and terminate in a manner that does not obstruct pedestrian travel or create a hazard. Please note that slopes in these areas vary between 5-6% maximum.

#### **80.13. Ramps**

There were no new ramps constructed or redeveloped.

#### **80.16. Outdoor Public Use Eating Areas, Application**

There were no outdoor public use eating areas constructed or redeveloped.

#### **80.17. Outdoor public use eating areas, general requirements**

There were no outdoor public use eating areas constructed or redeveloped.

### **Outdoor Play Spaces**

#### **80.18(1). Outdoor play spaces, application**

For replacements of structures we follow the City standards for accessibility. A wheelchair swing was installed at Gage Park as a trial element to see how it functions.

#### **80.19. Outdoor play spaces, consultation requirements**

LAS conducts consultations with the public for all projects. Additionally, LAS submits the workplan annually to Human Resource's Diversity and Inclusion Section for submission to the Advisory Committee for Persons with Disabilities for review and identification of projects of interest.

#### **80.20. Outdoor play spaces, accessibility in design**

The following were replaced:

Rockview Summit Park Playground

Bobby Kerr Park Playground

Captain Cornelius Park Playground

Corktown Park Playground

Churchill Park Playground

Gage Park Wheelchair Swing – this was the addition of a fully wheelchair accessible swing

Alexander Park Playground

Shamrock Park Playground Additions

Bookjans Park

Crown Point Parkette

Ancaster Meadows (Tiffany Hills) Park

Bruce Park (spray pad)

John Rebecca Park (spray pad)

Summit Park

Spencer Creek Estates Park 2020 construction

Waterford Park 2020 construction

Meadowlands Community Park (spray pad) 2020 construction

All of these playgrounds feature a combination of ramps, transfer stations, and ground play elements that contribute to the accessibility. All of the designs and companies that provide the play equipment comply to the AODA standards.

#### **Exterior Paths of Travel**

#### **80.21 Exterior paths of travel, application**

Landscape Architectural Services incorporates AODA Design of Public Spaces Standards into the design of all of exterior paths of travel where environmentally possible.

The City reinstated asphalt walkway on West 5th Street, Rymal Road West to Stone Church Road West.

Completed sidewalk connection at CN Railway – Victoria Avenue North, 180m North of Burlington Street

## **80.22. Exterior paths of travel, general obligation**

The following exterior paths of travel were constructed or retrofitted:

Replacement of asphalt:

James Smith Park

Mount Hamilton Cemetery (some roadways)

Shamrock Park North

Felker Park

Glenhollow Pathway

Inch Park – asphalt pathways added for full accessibility to Diamond 1,2 & 3 for

Challenger baseball

HAAA – pathway around Charlton end of track and removed steps (now ramps) at doorways into fieldhouse

Rushdale Park

Templemead Park

Lisgar Park (small patch)

Confederation Beach (multiple areas)

Block 87 Park – note that the path to/from the playground is only gravel

Dundas Driving Park

James Street Stairs

Rosedale Tennis Courts

Heritage Green Dog Park

Winona Park

Portion of Waterfront trail at Cootes Paradise

Glanbrook Sports Complex – paths to fields upgraded

Ancaster Heights Park – stairs removed and gravel path to upper rink area created

Captain Cornelius Park – gravel path to playground added

Father Sean O’Sullivan Park (under construction Aug 2020)

Gilkson Park (to be started September 2020)

Sidewalk sections that did not meet MMS across the City were replaced to match existing widths, and to OPSD standards

## **80.23. Exterior paths of travel, technical requirements**

Exterior paths of travel were constructed across the City at various locations and met all technical requirements.

## **80.24 Exterior paths of travel, ramps**

There were no new ramps (exterior paths of travel) constructed or redeveloped.

**80.25. Exterior paths of travel, stairs**

There were no stairs (exterior paths of travel) constructed or redeveloped.

**80.26. Exterior paths of travel, curb ramps**

The City installed or replaced over 100 ramps in 2020 at numerous locations across the City.

**80.27. Exterior paths of travel, depressed curbs**

There were no depressed curbs (exterior paths of travel) constructed or retrofitted.

**80.28. Exterior paths of travel, accessible pedestrian control signals**

The City of Hamilton has been installing accessible pedestrian signals at various intersections across the City since 2008. Traffic division staff consults with the Advisory Committee for Persons with Disabilities on an ongoing basis to discuss the list of proposed, pending and completed intersections.

The following locations have been fitted with AODA treatments in line with the RD-124 Integrated Accessibility Sidewalk/Urban Braille Guidelines as well as Pedestrian Push Buttons.

Full Signals:

- Upper Paradise St & Richview Dr
- Stone Church Rd W & Courtland Ave
- Hatt St & Creekside Dr
- Green Rd & Highway 8
- Binbrook Rd & Binhaven Blvd/Royal Winter Dr
- Upper James St & Chipman Ave/Blossom Ln
- Gray Rd & Roxborough Ave
- Green Rd & North Service Road
- Queen St S & Main St W
- Queen St S & Hunter St W
- Queen St S & Duke St
- Queen St S & Charlton Ave
- Queen St S & Herkimer St
- Dundas St E & Pamela St/Riverwalk Dr (DEV)
- Dundas St E & Spring Creek Dr/Mallard Trail (DEV)
- Upper Sherman Ave & Rymal Rd (DEV)
- Birch Ave & Barton St (ES)
- Birch Ave & Cannon St (ES)
- Birch Ave & Wilson St (ES)

Pedestrian Signals (MPS/IPS):

- Upper James St & 40m S/O Jameston Ave

- King St E & Wexford Ave S
- Victoria Ave N & Copeland Ave

**Pedestrian Crossovers (PXO):**

- Hollybush Dr & 50m N/O Pentland Rd
- Barton St E & Brunswick St
- Cannon St E & 120m E/O Melrose Ave
- Kitty Murray Ln & Belfort Terrace
- Upper Sherman Ave & 560m S/O Rymal Rd
- Old Ancaster Rd south of Dundana at Rail Trail crossing

**80.29. Exterior paths of travel, rest areas**

There were no rest areas (exterior paths of travel) constructed or retrofitted.

**Accessible Parking**

**80.34. Types of accessible parking spaces**

The following locations had new parking spaces constructed or retrofitted: Bernie Morelli Recreation Centre (Pan Am Precinct), POA Office Renovations, Grighmire Arena, Ancaster Arts, Greensville Library/CC, Hamilton Police Investigative Services Facility. Ongoing existing facility parking lot review for repainting (incorporates audit: quantity, size, access isles & dynamic symbol). City Staff adhere to the AODA Design of Public Spaces Standard as well as the City's Barrier-Free Design Guidelines, the higher level of accessibility is applied.

**80.35. Access aisles**

There were no new access aisles constructed or retrofitted.

**80.36. Minimum number and type of accessible parking spaces**

The City meets the minimum parking spaces and accessible parking spaces requirements at all facilities. Where possible, additional accessible parking spaces are provided. Close, safe and direct distance for location considerations is always the applied approach when determining the accessible parking spaces to the accessible entrance.

**80.37. Signage**

Regulation signs are posted and symbols of accessibility are painted. The City of Hamilton has adopted the Dynamic Symbol of Access, for use in city-owned properties.

**80.39. On-street parking spaces**

There were no new on-street parking spaces built.

**Obtaining Services**

**80.41 Service Counters**

The following locations had service counters or waiting areas constructed or redeveloped:

Bernie Morelli Recreation Centre (Pan Am Precinct), POA Office Renovations, Dundas Library Renovations, Grighmire Arena, Ancaster Arts, Hamilton Police Investigative Services Facility, Norman Pinky Lewis Recreation Centre, Westdale Library, COH office-100 King.

City Staff adhere to the AODA Design of Public Spaces Standard as well as the City's Barrier-Free Design Guidelines, the higher level of accessibility is applied.

#### **80.42. Fixed queuing guides**

A new fixed queuing guides were constructed or redeveloped at the Provincial Offenses Office.

#### **80.43. Waiting areas**

There were no new waiting areas constructed or redeveloped.

#### **80.44. Maintenance of accessible elements**

The City adheres to the same maintenance requirements of accessible elements as any other element in public spaces. In case of emergency or preventative maintenance, elements are repaired expeditiously by the City's building and maintenance section. Departments follow the corporate "Disruption Notice Policy" for dealing with temporary disruptions when accessible elements are not in working order. Signage is posted in a conspicuous location in large print to notify the public and the location of the nearest alternate location of that service. The signs are posted on the front doors of the facility and in proximity to the area of the disruption.

Over the past year, the following facility construction projects including accessibility projects were completed.

Beverly Arena Elevator: Construction of a new elevator to provide and improve accessible access to the 2nd floor.

Carlisle Arena Elevator: Construction of a new elevator to provide and improve accessible access to the 2nd floor.

Rosedale Arena Elevator: Modernization upgrades to existing elevator and accessible access into rink upper seating area.

Binbrook Memorial Hall: Includes accessibility upgrades including new universal washroom and elevator to provide and improve accessible access to all floors.

Bernie Morelli Recreation Centre (Pan Am Precinct): New fully accessible facility scope includes accessible parking, elevators, service counter, hearing loop, universal washrooms, barrier-free washrooms, changerooms, gym, pool, activity rooms.

Beach Boulevard Washrooms: Includes upgrade accessible entrances to Beaches Washroom. Conversion of Beach Boulevard existing Men's and Women's Washrooms into 2 universal washrooms. Upgrade accessible entrance to Lakeland washrooms.

Hamilton Convention Centre Doors: Replacement of exterior doors.

POA Office Renovations: Large building renovation protecting the sensitive heritage fabric of the building and providing AODA upgrades. Scope includes accessible exterior ramps, entrance, security fixed queuing, parking, elevators, service counter, universal washrooms, barrier-free washrooms, courtroom, holding cell.

Hamilton Central Library: Exterior door replacement.

Dundas Library Renovations: AODA upgrades.

Ancaster Aquatic Centre: refurbishment to include AODA upgrades.

Montgomery Park: New Field House including accessible washroom.

Waterdown Rotary Memorial Park Skating Loop: included New skating loop and washroom.

Dalewood Community Centre: Renovation including AODA upgrades and universal washroom.

Griftnire Arena: Large renovation & addition and providing AODA upgrades. Scope includes accessible parking, elevator, service counter, universal washroom, barrier-free washrooms, changeroom, activity room.

Ancaster Arts: New fully accessible facility. Includes accessible parking, walkways, washrooms, elevator, seating, lift in orchestra pit, accessible showers, service counter, assistive listening device.

Greensville Library /CC: New fully accessible facility includes accessible parking, walkways, washrooms, assistive listening devices. Currently in construction.

Hamilton Police Investigative Services Facility: New fully accessible facility. Includes accessible parking, sidewalks with urban braille, walkways, service counter, washrooms, elevator, accessible showers.

Norman Pinky Lewis Recreation Centre: Renovation including AODA upgrades and universal washroom, changeroom, accessible showers, service counter.

## **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.

Integrated Accessibility Standards Regulation Requirements (Sections 7, 36 and 80.49)

### **7. Training and 80.49. Training for Staff**

The current AODA, 2005 Integrated Accessibility Standards Training including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer Service Standard and Human Rights Training pertaining to persons with disabilities are provided to staff and volunteers on an ongoing basis. All new staff receive AODA Integrated Accessibility Standards Training during the orientation process. Staff and volunteers are required to complete refresher training every five years or when there are changes to the AODA policies and procedures.

### **36. Accessibility Training under the Transportation Standard**

Transit staff have completed the required accessibility training; i.e. AODA Customer Service Standard Handbook, AODA Customer Service Awareness Training (e-learning). All staff have received customer service training/accessible service as part of the onboarding process.

### **81. Compliance**

The City has submitted a compliance report as required every second year (i.e. 2013, 2015, 2017, 2019).

## **Conclusion**

The City of Hamilton is committed to supporting the goals the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities. The City will work to identify, prevent and remove barriers throughout City spaces to ensure that our employees, resident and visitors are able to access the City's goods, services and facilities.

The City's Multi-Year Accessibility Plan outlines how the City will maintain compliance with the legislative requirements and continue working towards being barrier-free.

The Multi-Year Accessibility Plan will be monitored by the Diversity and Inclusion Office in Human Resources. Annual status updates will be provided on the Multi-Year Accessibility Plan.

## Contact

For more information, to provide feedback or to request an alternate format of this document please contact:

Diversity and Inclusion Office, Human Resources

Phone: 905 546 2424 ext. 8080

Email: [aoda@hamilton.ca](mailto:aoda@hamilton.ca)

Mail: 120 King Street West, 9<sup>th</sup> Floor, Hamilton, ON L8P 4V2