



# Hamilton

## City of Hamilton Multi-Year Accessibility Plan: Overview

February 9, 2021

# 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 opportunities



Hamilton

# Actions Taken

- Developed accessibility policies.
- Developed accessibility related training programs.
- Established a system for ensuring completion of accessibility training is tracked and recorded.



# Moving Forward

- Continue to identify accessibility barriers.
- Review of current accessibility policies and practices.
- Resource development to ensure service provision is accessible.
- Ongoing evaluation of the City's programs and services.
- Development of an Equity, Diversity and Inclusion Framework.



Hamilton

# Strategic Goal Two

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.



Hamilton

# Actions Taken

- Established employment policies and procedures to accommodate and support candidates throughout the recruitment process.
- Developed a comprehensive Performance Accountability and Development plan process for all employees.
- Developed an Employment Accommodation Policy



# Moving Forward

- Ongoing implementation of the Employment Equity Survey
- Ongoing analysis of demographic data
- Continued application of EDI principles into our talent recruitment.



Hamilton

# Strategic Goal Three

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



Hamilton

# Actions Taken

- Establishment of a corporate procurement policy.
- Accessibility considerations are outlined in the purchasing document.
- Established feedback process and resident and visitor feedback complaint policy.
- Made available, emergency procedures, plans and public safety information.



# Moving Forward

- Review existing compliance requirements under the Information and Communications Standard.
- Ensure compliance with websites and web content.
- Development of a Digital Accessibility Policy



# Strategic Goal Four

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



Hamilton

# Actions Taken

- Transit services continue to be compliant in all areas within its stipulated timeframes
- The City's HSR fleet is fully accessible with features including low floors, bus stop announcements, ramps and kneeling features



# Moving Forward

- Annual review and update to ensure ongoing compliance.
- Continued consultation and engagement with ACPD and working group to improve transit services.
- Annual public consultations will continue to be held to discuss progress toward the goal of full accessibility.
- Annual review of Accessible Transportation Services to ensure sufficient service capacity available in the future which can reduce wait times for specialized transit service.



Hamilton

# Strategic Goal Five

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



Hamilton

# Actions Taken

- Installation of accessible pedestrian signals at various intersections across the City;
- Pilot of a Mobi Mat® system at Hamilton Beach to provide beach access;
- Installation of a wheelchair swing at Gage Park;



# Actions Taken

- Installation of accessible play structures.
- Adherence to the AODA Design of Public Spaces (DOPS) Standard as well as the City's Barrier-Free Design Guidelines.
- Adoption of the Dynamic Symbol of Access.
- Accessibility upgrades at several locations.



# Moving Forward

- Annual review to ensure compliance with DOPS.
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements.
- There are several projects that are scheduled with accessible elements outlined in the plan.



# 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.



Hamilton

# Actions Taken

- Establishment and delivery of training AODA, 2005 Integrated Accessibility Standards Training including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer Service Standard and Human Rights Training



Hamilton

# Moving Forward

- Provide ongoing education opportunities to ensure employees are aware of best practices for accessible customer service.
- Continue to provide accessibility training to all new employees.
- Ensure refresher training is provided to all employees and volunteers.



Hamilton

# Questions?



Hamilton