

Multi Year Accessibility Plan Status Report 2023

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 Committee for Persons with Disabilities (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 advise 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 2023

In 2023, the ACPD and its working groups engaged in the following initiatives:

- Organized the 2nd Annual “Ability First” Accessibility Fair on September 29, 2023 with 30 exhibitors and seven activity stations including the Steel City Wheelers - Wheelchair Square Dancing, HSR and DARTS Vehicles on site, Mobility Device “Chair Wash,” Haptic Book Station.
- Engaged in a site visit at CityHousing Hamilton 500 McNab to review the location with respect to accessibility.
- Invited a representative of Canadian Housing Evidence Collaborative, McMaster University to Attend a Meeting of the Housing Issues Working Group to Discuss their Report “Toward a Sustainable Housing System in Hamilton: Framing the Issues.”
- Invited Planning and Economic Development Staff to Attend a Meeting of the Advisory Committee for Persons with Disabilities’, Strategic Planning Working Group
- Invited Planning and Economic Development Staff to Attend a Meeting of the Advisory Committee for Persons with Disabilities for an Update Respecting the E-Scooter Pilot Program
- Invited the Project Manager Age-Friendly City to Attend a Meeting of the Advisory Committee for Persons with Disabilities’ Outreach Working Group to Discuss Organizing Public Events
- Members of the Advisory Committee for Persons with Disabilities participated in the Spinal Cord Injury BBQ and Information Fair on September 6, 2023 on behalf of the ACPD.
- Engaged in a site visit with City of Hamilton LRT staff to review the Light Rail Transit (LRT) System in Waterloo and provide feedback to LRT staff and Metrolinx about accessibility barriers experienced.
- ACPD and the Built Environment Working Group (BEWG) reviewed and made recommendations on the Inch Park project.
- ACPD and BEWG reviewed Victoria Park and the Hamilton Amateur Athletic Association Grounds (HAAA) grounds review.

- Joined Public Health's extreme heat working group and contributed to the 2024 extreme heat emergency plan.
- Created an [accessible website for the Accessibility Committee for Persons with Disabilities](https://hamiltonacpd.ca/) (ACPD) (<https://hamiltonacpd.ca/>)
- Recommended upgrades to City staff regarding sidewalk bypasses.
- Engage in the Haptic Book Project with an author and 3D printing community from Czechia (Czech Republic).
- ACPD working groups shifted to the Microsoft Teams platform to provide them with more support and control over their team meeting.
- ACPD working groups prepared a detailed Outstanding Business List for all working group initiatives that were underway to assist with a smoother changeover.
- Prepared a report and delegated to Council regarding Inclusion, Diversity, Equity and Accessibility (IDEA).

Committee Members Delegation and Representation

- Designated committee members delegated to the Hamilton Municipal Heritage Committee, regarding an update on the status of Accessibility and the City's Heritage facilities
- Designated members delegated at the Governance Sub-committee meeting of March 27, 2023 and the Audit, Finance and Administration Committee of April 6, 2023 on behalf of the Advisory Committee for Persons with Disabilities respecting the Restructuring of the Board of Health;
- ACPD participated in and supported the 2023 Seniors Kickoff Event
- ACPD members delegated to the CityHousing Hamilton Board of Directors respecting the "Advisory Committee for Persons with Disabilities Housing Working Group's Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the Accessibility for Ontarians with Disabilities Act (AODA)"

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

- Michelle Martin, Manager Accessible Transportation Services provided the Committee with an overview of the Accessible Transportation Services (ATS) Performance Report for Q2, 2022
- Michelle Martin, Manager, Accessible Transportation Services provided the Committee with an overview of the Accessible Transportation Services Performance Review Q3 2022

- Michelle Martin, Manager of Accessible Transportation Services, provided a presentation respecting the Accessible Transportation Services Performance Review – Q4 2022.
- Michelle Martin, Manager Accessible Transportation Services provided the Committee with a verbal update respecting the Hamilton Street Railway (HSR) 2022 Annual Event.
- Michelle Martin, Manager Accessible Transportation Services provided the Committee with a verbal update respecting the procedures for booking DARTS trips to vote in the Municipal Election
- City Clerk, Andrea Holland, provided an accessibility update respecting the 2022 Municipal Election.
- Jodi Koch, Director Talent and Diversity, and Jessica Bowen, Manager, Diversity and Inclusion, provided an update respecting the Equity, Diversity and Inclusion Strategic Plan branding to include Accessibility.
- Peter Sniulis, Manager Roadway Maintenance, provided an update on the City's Roadway Maintenance 2022 Snow Clearing
- Jessica Bowen, Manager, Diversity and Inclusion, presented respecting the Multi-Year Accessibility Plan Status Report and the accomplishments of the Advisory Committee for Persons with Disabilities in 2022.
- Elaine Logie, Program Coordinator, Shannon McCracken, Co-Chair, and Kelly Sward, Committee Member, Hamilton Disability Employment Network, provided the Committee with a presentation respecting serving persons with disabilities in finding employment.
- Aine Leadbetter, Manager, Elections and Print/Mail, provided a presentation respecting the City of Hamilton Election 2022, Post-Election Accessibility Report.
- Jocelyn Strutt, Senior Project Manager Community Engagement, provided a verbal presentation respecting the Accessibility Award Program.
- Michelle Martin, Manager of Accessible Transportation Services, provided the Committee with a presentation respecting the Accessible Transportation Services Performance Review – Q1, 2023.
- Nancy Purser, Manager Transit Support Services, provided the Committee with a presentation respecting the HSR Fare Assist Program.
- Sarah Wayland, Senior Project Manager, Immigration Partnership, provided the Committee with a presentation respecting the Hamilton for All 2023 Campaign
- Jessica Bowen, Senior Project Manager, Accessibility, provided the Committee with a presentation respecting Investigation of Light Rail Transit (LRT) Systems in Neighbouring Municipalities by Members of the Advisory Committee for Persons with Disabilities
- Cristina Geissler, Business Development and BIA Officer, provided the Committee with a presentation respecting the Temporary Outdoor Patio Program and Accessibility Upgrades to Pedestrian By-pass Structure 2023

- Dr. Lovaye Kajiura provided the Committee with a presentation respecting the McMaster IMPACT Initiative
- Michelle Martin, Manager of Accessible Transportation Services, provided the Committee with a presentation respecting the Accessible Transportation Services Performance Review for Q2, 2023
- Michelle Martin, Manager of Accessible Transportation Services, provided a presentation respecting the Accessible Transit Services Customer Survey
- Carmen Bian, Senior Policy Analyst, Healthy and Safe Communities, provided a presentation respecting the City Enrichment Fund, Community Services Program, 2024 Community Reviewer Recruitment
- Meagan Miotto, Manager Service Delivery, Licensing and By-law Services discussed the Snow Clearing By-law with the Committee.

The following motions were made by ACPD:

- To have two committee members attend the National Conference on Ending Homelessness, November 2 – 4, 2022.
- To issue a letter of Support for Hamilton Alliance for Tiny Shelters (HATS) Initiative.
- That Council approve:
 - a) That staff be directed to review, in collaboration with the Advisory Committee for Persons with Disabilities, City of Hamilton Snow Clearing By-Law 03-296, so that it may be revised to meet the needs of all persons with disabilities in preparation for the 2023/24 winter season; and,
 - b) That staff report back to the Public Works Committee with recommendations for revisions to the City of Hamilton Snow Clearing By-Law 03-296 by the early fall of 2023
- That the Committee Against Racism and the Hamilton Anti-Racism Resource Centre be requested to consider a member of the Advisory Committee for Persons with Disabilities as one of the six community representatives for appointment to the Hamilton Police Services Board Selection Committee for the recruitment of one citizen appointment to the Hamilton Police Services Board for the 2022-2026 term of Council
- That an annual Accessibility Event organized by the Advisory Committee for Persons with Disabilities, be approved.
- That Members of the Advisory Committee for Persons with Disabilities be approved to:
 - a) travel to neighbouring municipalities to review and identify accessibility barriers of Light Rail Transit (LRT) Systems in neighbouring municipalities like Kitchener and make recommendations with regard to barrier removal and prevention in compliance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code; and

- b) That the transportation costs be funded from the Advisory Committee for Persons with Disabilities 2023 approved budget for conferences and related travel expenses, to an upset limit of \$1,000
- That the Advisory Committee for Persons with Disabilities “Ability First” Accessibility Fair, be held on Thursday, September 28, 2023 on the Forecourt of City Hall
- ACPD recommended that staff be directed to report back to the Governance Review Sub-Committee on implementing the following requirements within all reports to Committee or Council:
 - a) the inclusion of a new category, identified as ‘IDEA (Inclusion, Diversity, Equity and Accessibility);
 - b) the requirement for staff to conduct and report on the two-way consultation and recommendations from the consultation regarding IDEA (Inclusion, Diversity, Equity and Accessibility) with the respective Advisory Committee(s), under ‘RELEVANT CONSULTATION’; and
 - c) a provision within the report, which states that in the event consultation and the inclusion of IDEA (Inclusion, Diversity, Equity and Accessibility) do not reflect the two-way consultation and recommendations within the report, the report be considered as an incomplete report and referred back to staff for completion.
- ACPD recommended that staff be directed to investigate:
 - a) options for off-road transportation systems for people with disabilities to be able to engage areas of the City where accessibility is not feasible (e.g. trails, beaches etc.); and
 - b) That the Advisory Committee for Persons with Disabilities requests that staff be directed to consult with other public agencies within the City with respect to their properties for the potential purchase of off-road transportation systems for people with disabilities, for example the Hamilton Conservation Authority, Marydale Park and the Royal Botanical Gardens
- That an invitation be extended to staff from Planning and Economic Development Department to attend a future meeting of the Advisory Committee for Persons with Disabilities to discuss options for off-road transportation systems for people with disabilities.
- That designated committee members present to CityHousing Hamilton’s Board of Directors the report entitled: “ACPD Housing Working Group’s Recommendations to Improve Accessible Housing in CityHousing Hamilton Buildings for Simplified Customer Service, Better Quality of Life and More Stable Housing in Accordance With the AODA.”

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 are 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 (Sections 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:

[Accessibility Guidelines & Policies | City of Hamilton](#)

The City of Hamilton has developed a [Statement of Commitment](#) to meet the accessibility needs of persons with disabilities. The aforementioned statement is posted on the [City of Hamilton website](#):

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

Customer Service Standards Regulation Requirements

(Sections 80.46 80.47,80.48, 80.50)

80.46. Establishment of policies

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

The Recreation Division has updated or provided clarification to the following policies:

1. Behaviour Management and Inclusion procedures for staff responding to mental health crisis or concerns.
2. Updated the Behaviour Management Caregiver Acknowledgement with new procedures (day camps only).
3. Considerations for Swimming Admission for those living with External Fixator Device, Catheters, Feeding Tubes, Oxygen Tanks or Casts.
 - Added into the Aquatics Policy and Procedure manual for reference and future training.

4. External Support Worker Guidelines
 - Provided clarification on support person roles and responsibilities in camp programs (i.e. swimming with the child or youth).
 - Individuals with external support workers were provided with the new form
5. Gender Equity and Adapted Drop-In Programming Guidelines
 - Program requirements were clarified for gender based and adapted programs.

In addition to the Recreation Division procedure manual, staff are expected to know related legislation and corporate policies related to their position. Section E of the Recreation divisional manual contains a listing of relevant legislation, corporate policies, human resources policies, and occupational health and safety policies and guidelines. Detailed policies for recreation include, but are not limited to:

- AODA and Customer Service Training
- Commitment to safe spaces/Gender Equity
- Inclusion of Persons with Disabilities
- Support Persons in Facilities and Programs
- Services Animals in Facilities and Programs
- Steps for Responding to Concerns w/ Safe Participation in Program (For Older Adult Programming)

Each staff is trained to the divisional manual/legislation and corporate policies related to their position and signs a Policy & Procedure Staff Acknowledgement Form.

The Ontario Works (OW) Division adheres to a Service Standards policy which outlines the provision of service to Ontario Works participants that complies with AODA. The OW Division has 3 established business processes for all staff that relate to Accessible Services including:

- Bell Call Relay
- Assistive Devices & Services
- Language Services

Hamilton Water has a procedure entitled AODA Assistive Devices which is reviewed every 3 years. This is an internal procedure regarding the availability of assistive devices for public events.

Human Resources

In Q4 2022, the City of Hamilton engaged in a rebranding activity to incorporate Accessibility as a core component of our Equity, Diversity and Inclusion (EDI) Framework. This rebranding was done with endorsement from the ACPD. The City has since shifted their focus from EDI to Inclusion, Diversity, Equity and Accessibility (IDEA).

To continue highlighting the importance of Accessibility at the City, and in response to data analysis conducted on our Employment Equity Data, Human Resources temporarily reassigned our Manager, Diversity and Inclusion to an interim Senior Project Manager, Accessibility position. This targeted focus allowed us to identify additional opportunities to support our efforts to attract, recruit and retain people with disabilities as well as take steps to review ways to improve our overall compliance program.

These opportunities include providing a dedicated resource to support workplace accommodations, engagement with local agencies and educational institutions and AODA accessibility and compliance issue identification.

Specific actions taken include:

- Participation in the Hamilton Disability Employment Network (HDEN) to share information on our IDEA Framework and possible partnerships with local agencies supporting job seekers with disabilities. HDEN has over 10 service providers dedicated to education and advocacy around supported employment resources for jobseekers with disabilities and businesses seeking to hire inclusively.
- Creation of an “Accessible Word Documents” resource to support staff in developing accessible documents
- Sourced accessible document training to be delivered in Q1 2024 for Word, PDF, and PowerPoint documents which will have a positive impact on document content compliance.
- Hosted various agencies to discuss recruitment considerations with the Talent Services staff for people with disabilities. Sessions were provided by the Canadian National Institute for the Blind and Ready, Willing and Able.
- Development of a micro-credential course in collaboration with Mohawk College’s Future Ready Premium Partner program which highlights the City’s commitment to IDEA in the workplace
- Supported experiential work placements for students with disabilities from Mohawk College and Project Search
- Partnered with Recreation staff and the Treat Accessibly Initiative to distribute accessible trick or treat lawn signs through City of Hamilton Recreation Centres
- Development of a job opportunity brochure to highlight career paths at the City of Hamilton
- Development of a Service Animal brochure to support individuals accessing City space
- Preliminary discussion with FedCap Canada to explore our involvement in a pilot program under development designed to match job seekers with employers

- Sharing of available job opportunities with Canadian National Institute for the Blind, Canadian Hearing Society and FedCap Canada to identify possible candidates for City positions.

In 2023, our Senior Leadership Team supported the creation of a cross-departmental Accessibility Committee to support our ongoing compliance efforts with the Accessibility for Ontarians with Disabilities Act (AODA). This Committee will provide support to strengthen the corporate compliance program through establishing short-term and long-term goals and key performance indicators.

The City will also be moving forward with an organizational AODA gap analysis to be conducted to further identify opportunities to strengthen our compliance program. A consultant will be engaged through a competitive Request for Proposal process in 2024.

80.47. Use of Service Animals and Support Persons

Staff continue to utilise 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.

Hamilton Street Railway has policies in place to guide the use of service animals and support persons. These policies can be found at the following:

- Animals on board - [Using HSR | City of Hamilton](#)
- Support person ID Cards - [Fares | City of Hamilton](#)
- Support persons on DARTS - [DARTS | City of Hamilton](#)
- Travel on DARTS, including with service animals - [DARTS Orientation \(dartstransit.com\)](#)

ATS manages any concerns that are brought to their attention. Over the past 12 months, ATS had 11 accessibility related complaints in the areas of fares, service animals and the use of the Support Person ID card.

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 regarding 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: [Inclement Weather Policy](#)

Persons with disabilities usually use specific facilities or services and if there is a temporary disruption in those facilities or services, it is important for us to communicate that to the users.

80.50 and 11. Feedback

80.50 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, etcetera. Managers are required to resolve any accessibility issues in an expeditious manner and can also consult with the Diversity and Inclusion Office to ensure compliance with the AODA.

Several departments have additional methods for collecting feedback including the following:

- Communications has a formal feedback process in place. The public can make feedback inquiries via email:
 - Concerns respecting the website by email at webrequest@hamilton.ca;
 - general inquiries to the City of Hamilton by email at askCITY@hamilton.ca; or
 - through departmental contacts
- City Housing Hamilton has an established feedback process. It is located on CHH website at <https://www.hamilton.ca/people-programs/cityhousing-hamilton>
- The Recreation Division provides a centralized and confidential email for the public to provide feedback at Accessiblerec@hamilton.ca. The inclusion team monitors and responds to all inquiries received. Member of the public can also provide feedback in-person at any Recreation customer service counter.
- Any inquiries/feedback/complaints that are received through the Contact Centre are directed to the applicable division for review and response.
- Public Health Services has a feedback process through publichealth@hamilton.ca

- Environmental Services receives public requests in various formats, phone, email, social media. Staff respond in the format in which the original request came in unless there is a request for an alternate format or support in which we would accommodate.
- The Building Division receives feedback through email at building@hamilton.ca, through Divisional leadership, or call 905-546-2424 ext. 2720 or ext. 7777, or phone call to a leader. In person meetings are also available upon request.

Hamilton Street Railway (HSR)

In 2022, HSR received 3341 contacts from service users. Of those contacts, there were 60 records of feedback related to accessibility. Each of the accessibility related contacts were addressed directly with customers and escalated to management where other follow up was required including addressing with Operators.

- Within ATS, there were 1812 instances of feedback provided. Of that number, all complaint were 1379 were either addressed directly with customers, processed through our vendor (DARTS) for investigation and response or escalated to management for response.

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.

Accessible Transit Services (ATS) staff have provided documentation in alternate formats when requests are made. This has included adjusting documents to ensure they are "braille friendly" print version of reports to ACPD with tables formatted as text for ease of printing to braille. ATS is working to provide an online version of the ATS application form that is more accessible – the large-font, fillable PDF is available online; City of Hamilton Digital Communications worked with ATS to make the document WCAG compliant.

- The print version of the ATS User Guide has been made more accessible by the removal of tables, left justification of text, and increased font size.

4. Accessibility Plans

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. The multi-year plan can be found at the following address: [Multi-Year Accessibility Plan | City of Hamilton](#)

Public Works led or had oversight of the following completed facility construction projects that include accessibility upgrades:

- a. City of Hamilton Office Space Ontario Works Central Office, 3rd Floor – Installation of door opener on washrooms and for floor access from elevator.
- b. CoH Office Space, 100 King - New accessible washrooms and service counters
- c. Riverdale Child Care Centre - New fully accessible facility – Scope includes accessible parking, walkways, washrooms.
- d. Lister Annex New Build - Accessible retail entrance and washrooms throughout building.
- e. CoH Office Space, 100 King - New accessible washrooms and service counters.
- f. Gage Park Tropical Green House New fully accessible facility – Scope includes accessible Ramp system through Greenhouse, universal washroom.
- g. Valley Park Library
- h. Confederation Sports Park, new & renovated Field houses and maintenance building- Accessible parking, entrance, automatic door hardware, new universal washrooms.
- i. Parkdale Pool - New fully accessible facility - Scope includes outdoor pool, change facility
- j. Carlisle Library – renovation including Accessible access throughout the building, automatic door hardware, new upgraded accessible washroom.
- k. Glanbrook Arena Elevator – Scope includes construction of a new elevator to provide & improve accessible access to the 2nd floor.
- l. First Ontario Centre – adding 2nd elevator that is larger to meet current accessible requirements.
- m. William Connell Fieldhouse (Phase 2) has completed and has accessible parking spaces
- n. Parkdale Pool and Arena Upgrades: New outdoor pool with accessible ramp and accessible parking space.
- o. Confederation Sports Park: New fieldhouse and gatehouse with universal washrooms with showers

The following outlines Facility construction projects that are “in-progress” that include accessibility upgrades with an estimated completion in 2024/25:

- a. Hamilton Transit Maintenance & Storage Facility:

The new transit facility has been designed in compliance with all applicable AODA requirements, including accessible parking and access from the parking structure through the building, elevators, ramps, etc. as well as accessible washroom and change facilities and a universal washroom in the administrative office space.

- b. Sir Wilfrid Laurier Recreation Centre Gymnasium Addition:
The new gymnasium addition project will include additional accessible parking spaces and access ramps, as well as a new universal washroom
- c. Stoney Creek Municipal Service Centre Foodbank Walkway:
The walkway will provide a direct accessible entrance/ exit to the foodbank
- d. Central Library 6th Floor Information Technology Space, Lunchroom Renovation:
included AODA height counters and accessible sink.
- e. Brightside Park:
New outdoor washrooms including a universal washroom.
- f. Mount Hope Library:
Interior renovations include a new universal washroom, circulation space within the library (design stage)

Heritage Resource Management

Accessible services are listed on the civic museum website and at front reception desks.

- Museum tours are transcribed on paper and tablet to accompany tours for visitors with audible disabilities as well as voice amplifiers.
- Video tours with audio and subtitle descriptions for those with physical disabilities that can not navigate the upper or lower levels of our historic homes.
- Specialized tours and times are available for visitors with sensory sensitivities.

Tourism and Events

- The Tourism Hamilton Visitor Experience Centre was fully renovated between September 2022 and May 2023. This included installing an automatic door opener, adding a wireless keyboard and mouse to the wall-mounted touchscreen setup for those unable to reach the screen directly, and ensuring all new modular walls and furniture allowed for easy maneuverability with mobility devices.
- Accessible Viewing Area at CP Holiday Train 2022 event – area at the front of the crowd is fenced off and reserved for those with accessible needs only. This will be done again in 2023.
- Shuttles that service Canada Day event are accessible.
- Cable mats used at events are AODA compliant where necessary.
- Consultation with DARTS for access into major event road closures.

Recreation Division

- Updated the detailed and accurate accessibility amenities on the website for public access.
- Recreation continues to enhance their adapted and inclusive programming to provide programs and services to meet the resident needs. More information about available programming can be found on the [recreation website](#):
- Providing public and community access to Snoezelen-nook and sensory spaces at Westmount Recreation Centre
- Provides programming for Social Drop-in Programs at Westmount Recreation Centre
- Standardized the process for volunteer placements if individuals are volunteering with one-to-one support
- Partnered with Autism Ontario to host opportunities for families with children on the autism spectrum to join a monthly family swim and gym at Huntington Recreation Centre.
- Partnered Treat Accessibly ® to promote creating accessible trick or treat opportunities for Hamilton residents. The lawn signs associated with this program were available at 10 recreation centres across the City.
- Increased the programming hours for adapted swim to better meet the needs of Hamilton residents

Hamilton Paramedic Services:

- Developed and administered a wellness survey to Paramedics.
- Added a full-time position of Employee Wellness and Program Development Superintendent
- Addition of peer support resources

Lodges

- Re-printed our resident bill of rights onto larger 11"x17" paper and now includes larger font.
- Included Accessibility as an option in our "How are we Doing" forms.

Public Health Services

The Communicable Disease Control (CDC) Division, as a part of the COVID19 response work, implemented the COVID19 homebound vaccination program which was an initiative to support homebound patients in the community.

Communications & Strategic Initiatives

Put forward a business cases for 5 full-time employees to support digital accessibility compliance in the 2024 budget process.

41. Accessibility Plans, Conventional Transportation Services

Hamilton Street Railway (HSR) 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).

The 2023 Annual Accessibility Event took place on December 5, 2023, with ACPD participation.

- The [HSR Customer Research panel](#) continues and feedback specific to customers who identify as having a disability can be extracted.
- Broad consultation held for [Redesigned Network](#) occurred from April – September 2023: <https://engage.hamilton.ca/hsrredesignednetwork>
- Broad consultation held for [Fare Assist pilot](#), including through the engage Hamilton platform.

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.

For Specialized Transportation Service, Clients are able to book trips 7 days in advance. Clients who are not able to book their preferred time can exercise the option to be added to a waitlist. Late in 2022 and year to date June 2023, there has been some decrease in performance due to some factors beyond the immediate control of the contractor (DARTS):

- increased employee absences including Operators, and in Reservations, Maintenance and Dispatch; and,
- roughly 30% of DARTS vehicles out of service awaiting parts for repair, due in part to supply chain issues.

The content below provides an overview of the accommodated list trips, call return trips, and on-time performance for 2022 and 2023 YTD Q2:

Wait List Priority Accommodation:

- 99% of passengers on the priority waitlist were accommodated (prioritized for medical, school, work trips on the basis of information that is volunteered by the passenger at time of reservation).

On-Time Performance (95% within 30 minutes): 99% of trips were delivered within 30 minutes of the negotiated time

Call Return Performance:

- In 2022, 97% of call return passengers (passengers who booked their return trip on a “call return” basis where they call to be picked up following an appointment) were picked up within 45 minutes of calling
- In 2022, 90% of call return passengers (passengers who booked their return trip on a “call return” basis) were picked up within 60 minutes of calling
- In 2022, 100% of call return passengers (passengers who booked their return trip on a “call return” basis) were picked up within 60 minutes of calling

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) – the 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, assessment, selection 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.”

Individualized accommodations are provided on a case-by-case basis and in response to the needs of each candidate. The types of accommodations ranged from modifications to skill testing, interview delivery method, length of testing, a quiet testing environment to providing print documents in a larger font.

23. Recruitment, Assessment or Selection Process

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

Human Resources reviewed and updated the Recruitment and Selection Policy to embed Inclusion, Diversity, Equity and Accessibility. This resulted in an enhanced Recruitment and Selection Policy and the creation of a separate procedure.

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 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 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 Work 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. The City of Hamilton has established an Inclusion, Diversity, Equity and Accessibility framework and applies that framework to 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 a Learning Management System (LMS) and enabling content for all employees to ensure equitable access to learning and development to support career advancement.

The LMS system was designed with adherence to the Web Content Accessibility Guidelines (WCAG). Some of the accessible features of the LMS system include:

- A browser-based system, which allows users to change the default zoom or default and minimum font sizes on a page, making the text more visible and clearer to the reader
- Default font setting chosen due to its enhanced legibility across a wide range of languages
- Two standard 'High Contrast' themes
- Colour Vision Adjustment which provides the user with a choice of 3 different colour schemes for them to visualise in charts, graphs, and colour coding
- Enhanced Screen Reader Support
- Enhanced Keyboard Navigation setting

Within the eLearning authoring tool there are the following accessibility features:

- Accessible text: Learners can switch between high-fidelity SVG text and accessible HTML text. When accessible text is enabled, learners can use custom stylesheets or browser extensions to change how text displays. For example, they might swap fonts, enlarge the font size, or increase the line spacing.
- Keyboard shortcuts: This switch appears when learners view the course on a laptop or desktop computer. Keyboard shortcuts are enabled by default, but learners can turn them off if they conflict with shortcuts in browser extensions or other apps.
- Closed captioning is provided for all audio within eLearning courses and videos.

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. In addition, all vendors are required to complete the AODA, 2005 Customer Service Training.

6. Self-service kiosks:

There is a self-service kiosk for Assessment Roll searches that has been implemented on the 1st floor of City Hall near the customer service counter. The kiosk is AODA compliant.

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 in alternate formats including Braille, large print and other forms of communication supports such as magnifiers and closed captioning for meetings, upon request.

The Office of the City Clerk fulfills request for Braille documents and large print on ongoing basis as requested. There is a Braille printer on-site at City Hall and braille documents can be produced when a request is made.

The Council and Committee meetings that are held in the Council Chamber are livestreamed with closed captioning through an encoder that is dedicated to that room. The Office of the City Clerk continues to implement closed captioning for the livestreamed meetings in a second location within Room 264.

For Committee members who are participating in an online WebEx Committee meeting, closed captioning services can be enabled individually at this time. Staff Liaisons who City committees have been provided with information to guide Committee members in turning the 'cc' option on, if required; and,

Hamilton Street Railway has improved the accessibility of the Accessible Transportation Services (ATS) user guide by switching to size 14 font and removing columns and tables. ATS application form is now a fillable PDF online and is with Corporate Digital Communications to ensure WCAG compliance.

All departments at the City continue to support accessibility needs of residents, customers and staff by supporting the provision of assistive devices and/or additional supports as needed. Examples of supports provided include:

- Assistive listening devices
- Sit/stand desk
- Foot stool
- Ergo chair
- Request for staff to provide a verbal description of artwork images prior to a jury meeting
- Request for one to one individualised communication (guidance/support/communication) to support neurodivergent community members to enhance participation in public art processes
- Request from an artist for installation of a mobility mat to allow for members of the public with disabilities to access the project area
- Provision of auditory information for visitors with vision loss
- Provision of print information for visitor with hearing loss
- Provision of information about local attractions for individuals with disabilities regarding the level of accessibility of various sites such as waterfalls and nature trails.

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 are communicated to staff directly affected by the changes.

The City's Emergency Plan is updated annually and was most recently adopted by City Council on January 19, 2022. [The Emergency Plan](#) can be found on the City's website.

City staff who are noted as having a role in the City's Emergency Plan are provided with annual training in accordance with the Emergency Management and Civil Protection Act.

The Hamilton Fire Department (HFD) constantly evaluates changes in risk regarding public safety awareness, education and response.

Following Council direction HFD updated our emergency plan in 2023 to include a Vulnerable Sector Liaison under our Emergency Social Services Branch. This [updated plan](#) was posted on the City website.

Public Health Services, Healthy Family School Program leadership engages annually with Health & Safety leads internal to the City of Hamilton and with external partners (i.e. Boards of Education) regarding Emergency Lock down procedures and any updates to related policies and procedures.

Public Health Services Dental Team clarified and updated the Dental Clinic Evacuation Procedure in June 2022 to reflect the process to follow for persons requiring assistance during an emergency situation (e.g. fire). This process is applicable to clients of our Dental Clinic, those accompanying clients to the Clinic as well as any staff member who is unable to use the stairs. The process was reviewed with all Dental staff.

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 and specify which format will be most suitable for your accessibility needs. Hard copies are also available to be mailed to a postal address” - [Request for Tax Certificate | City of Hamilton](#)

The City of Hamilton is responsible for a number of websites. Compliance with these websites is ongoing and is highlighted below:

- The Office of the City Auditor utilises WhistleBlower Security a third-party independent operator of the City of Hamilton’s Fraud and Waste Hotline IntegrityCounts - [IntegrityCounts](#). The website does not meet the WCAG 2.0 AA requirements and WhistleBlower Security is working to become fully compliant with website requirements.
- The Communication and Strategic Initiatives team supports the corporate Hamilton.ca website. EngagementHQ conducts regular accessibility checks to ensure its compliance with WCAG 2.1 AA web accessibility standards. Checks are completed by an independent accessibility consultant. The new corporate Hamilton.ca website is assessed at a 90% overall accessibility compliance rating (up from 67% on our previous website). The site continues to be monitored and fixes prioritized to maintain and/or improve this score.

The position of Manager, Web Strategy & User Experience was implemented in 2021. The Manager is responsible for the development of web-related policy and procedures, including privacy and accessibility, and achieving corporate-wide compliance. The Manager is also the primary point of contact for third-party vendors who are hired and assist with the development and maintenance of the City's website. This role also works closely with Corporate IT to provide guidance, recommendations and review of all third-party contributions made to the site (additional services, applications, portals etc.) to ensure compliance with requirements.

- The Government & Community Relations Division utilises <https://cityofhamilton.smapply.io/>. The SurveyMonkey App platform enables its customers to create an experience for applicants that is compliant with Section 508 and WCAG 2.0 accessibility standards. However, the accessibility of materials uploaded to the platform fall outside the scope of the software's compliance.
- The Digital & Innovation Office supports [CityLAB Hamilton](#). Overall compliance for this website is unknown. However, the site has implemented an Accessibility widget (by UserWay.org) that customizes accessibility features for each individual user on the site based on their unique accessibility needs.
- The Culture and Tourism division operates [Hamilton Civic Museums | City of Hamilton](#). The website meets WCAG 2.0 AA compliance requirements. In addition, Culture and Tourism staff consulted with the Advisory Committee for Persons with Disabilities to engage in ongoing accessibility review of the website.
- Hamilton Paramedic Services utilises both Twitter and Instagram. Both platforms contain several features to make the apps accessible.

Public Health Services supports several websites including:

- Online Immunization Reporting System. This site is maintained by the Ministry of Health. [City of Hamilton Public Health Services | Immunization Connect | Home \(ehealthontario.ca\)](#)
- Vaccine Appointment Booking Application - [COVID-19 Vaccine | City of Hamilton](#)
- PBI dashboard - COVID19 Status of Cases and Vaccine Distribution: [COVID-19 Data | City of Hamilton](#). Dashboards were created to respond to the COVID19 pandemic and high priority demands on public reporting. Now that there are plans to enhance the dashboards with additional public health data, the E&E program plans to work towards testing and compliance in 2023.
- CleanAirHamilton operates the following website - [Clean Air Hamilton – Dedicated to improving air quality in Hamilton's community](#)

- Youth Prevention website - [Unfiltered Facts | Youth engaged in public health in Hamilton](#)
- Children's Services & Neighbourhood Development - [KeyON](#) is in compliance with WCAG 2.0 Level A and Level AA requirements.

Hamilton Street Railway

- Content posted to City website www.hamilton.ca/HSR is WCAG 2.0 Level A and Level AA compliant, with the exception of PDF documents for route timetables
- HSR Now Trip Planner: <https://hsrnow.hamilton.ca/> and mobile app are compliant). The app was developed by vendor according to AODA compliance standards. An independent heuristic review and usability audit conducted; identified improvement opportunities currently being investigated for implementation
- HSR myRide on-demand mobile app (www.hamilton.ca/HSRmyRide) (WCAG 2.0 Level A and Level AA compliant). The app was developed by vendor according to AODA compliance standards

Both HSR and Accessible Transit Services (ATS) support social media feeds for their service through Twitter, Facebook and Instagram.

Information regarding Accessible Transit Services (ATS) can be found at the following: [Accessible Transit | City of Hamilton](#)

Annual Accessibility Information Event Platform (2022 archive): [Annual Transit Accessibility Public Event | Engage Hamilton](#)

15. Educational and training resources and materials, etc.

All Corporate educational and training resources and materials that are used across the organization are provided in an accessible format when a request is made.

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 training.

Within the Recreation Division, all staff (including trainers) are trained in AODA, and Inclusion Training. Recreation has a staff person (Program Lead – Inclusion) that supports the development of inclusive training/ delivery and instruction and will provide resources to support specific learning needs when required.

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.

The Annual Accessibility information event now includes an in-person panel that is livestreamed including closed captioning and ASL.

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. The types of malfunctioning accessibility equipment include ramps, annunciators, LED sign, etcetera. If this occurs, the bus is pulled from service and repaired within the same day, and an alternate bus is provided.

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.

Any noted defects are reported during circle checks, on-road operations (Bad Order Cards) and monitored through routine scheduled maintenance.

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.

The average timeframe for repairs is between 30 minutes to 2 hours.

In 2023, the Accessible Toyota Sienna vehicles were down for an excessive period of time due to winch system malfunctions and unavailability of parts for repair. Trips for these vehicles were reallocated to Promaster vehicle schedules, resulting in increased missed and late trips.

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

In 2023, HSR established a “Speak Out” campaign which aims to encourage transit customers to step forward and report harassment and hate concerns directly to Hamilton Police by either calling 911 for an active event or the non-emergency reporting number. The ads features a QR code that links to the non-emergency police reporting form and are placed throughout the community such as transit shelters, onboard buses, on HSR’s digital channels (i.e.: website and social media) and through customer service channels.

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).

The [current fare policy](https://www.hamilton.ca/home-neighbourhood/hsr/fares/fares-photo-ids) can be found on the City of Hamilton website:
<https://www.hamilton.ca/home-neighbourhood/hsr/fares/fares-photo-ids>

39. Transition, existing contracts

Conventional: Twenty (20) 60-ft New Flyer buses and ninety-three (39) 40-ft Nova buses were purchased.

Specialized: New vehicles were purchased over the last 12 months and the existing contract was honoured as stipulated in the requirement.

All vehicles are leased and accessible vehicles are compliant.

40. Transition, existing vehicles

There were no conventional vehicles retrofitted in 2023.

One Promaster vehicle (specialized) was retrofitted to kneel. Kneeling function is now applied to all vehicles of this model prior to delivery.

All current vehicles comply with AODA requirements.

44. General Responsibilities

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

2023 saw updated style of interior seating on newer buses. There were no changes to Personal Mobility Devices locations, and there was a minor layout change for button and grab bars. Interior LED signs are now white instead of yellow (manufacturer discontinued previous version).

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: [Fares & Photo IDs | City of Hamilton](#)

The temporary promotional fare program for CNIB card holders and persons with Personal Mobility Devices will be suspended in 2024, while [Fare Assist program](#) is

piloted. The Fare assist program will be available to both conventional and specialized customers.

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.

If electronic pre-boarding announcements do not work, the Operator will make 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.

There has been a minor location move to grab bar in Personal Mobility Device locations due to new composite seats.

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.

In 2023 there was a minor position change to stop request "touch tape" due to new composite seating, the location remains in compliance.

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.

The new Nova buses have update interior destination signs that are white and have more (pixels) so they are clearer. The interior signs are now white LED. This is an ongoing change throughout the fleet with new bus purchases.

59. Lifting Devices, Ramps or Portable Bridge Plates

Conventional transportation vehicles (HSR buses) are equipped with lifting devices or ramps. Ramp colour scheme has been updated with new bus deliveries.

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. Accessibility, rail cars

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.

In 2023, a draft of updated appeals process was reviewed with the ACPD Transportation working group in January and March 2023, awaiting legal review to

finalize. Any requests for an appeal that have come in the last year were resolved with additional medical documentation provided, without the need for a panel review.

Transit contracted with new third-party provider, Bayshore Healthcare, for in-person functional assessments with an Occupational Therapist as needed to support eligibility determination process. The site is accessible, and customers are provided free trips to assessment on DARTS.

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.

Both conventional and specialized transportation accept PRESTO and cash fares. Legacy media (paper ticket and passes) for the general public has been removed. Specialized customers now have a two-hour transfer window when paying with PRESTO.

As outlined in section 46, above, fare parity remains the same; however, fare assist pilot aim is to make fare more equitable for persons with mobility devices and CNIB cards on DARTS as compared to Conventional transit with removal of the promotional voluntary pay program on the HSR and replacement with income-based discounts on entire system.

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.

Visitors travel on ATS using the same fare system as HSR (Conventional transit), according to fare parity, including the ability to transfer at no cost to ATS (DARTS) from Burlington specialized transit.

In 2023, 2,440 applications were received. 156 applications were approved for visitors.

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). The various technology includes the use of Twitter, Telephone system updates, “Where is My Ride?” updates, next bus updates.

In order to reduce service delays, telephone system upgrades and driver tablet upgrades and Maintenance system upgrades have occurred.

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

38 AODA compliant stop pads were constructed in 2023.

66.2% of bus stops will be AODA compliant at the end of 2023.

*The overall percentage is done from previous year for these reasons

1. Inventory management system has been refined and updated over the last 2 years
2. Data now includes virtual stops associated with on demand service
3. New stops were added due to route extensions
4. Route reconfigurations may have eliminated some stops

Forecasted stop infrastructure improvements resulting from road reconstruction projects include:

1. 10 locations (2025)
2. 65 locations (2026)
3. 7 locations (2027)
4. 4 locations (2028)
5. 1 location (2029)

There are 103 non-AODA complaint bus stops to be retired due to route re-configuration related to new network design.

79. Duties of municipalities, accessible taxicab

By-law staff meets with the Advisory Committee for Persons with Disabilities regarding accessible taxicab service on an as requested basis.

80. Duties of municipalities, taxicabs

The City of Hamilton currently has 432 taxicabs licensed to operate in the City of Hamilton, 412 taxicabs are standard and 40 are accessible.

As per the City of Hamilton Licensing By-law, 07-170, Schedule 25:

- All vehicles have to be in compliance with application and renewal requirements (insurance, driver's abstract, safety inspections, signed declaration and/or police clearance, etc), as well as under-go a licensing compliance inspection prior to issuance.
- City of Hamilton issued Taxi Plates are required to be affixed to the left rear trunk, include the plate number, and an expiry date/year sticker. The corresponding taxi plate number is to be displayed in contrasting colour on both side doors.
- Vehicles are subject to Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the Highway Traffic Act, including:

- (1) Every accessible vehicle used for the transportation of persons in wheelchairs shall display the international symbol of access in a clearly visible position on the rear of the vehicle and on the front of the vehicle in a position other than on the windshield
- If the vehicle is over 3 years old, inspections of the vehicle are scheduled every 6 months, and all vehicles can be subject spot-audits, planned audits or complaint-based inspections. If the vehicle is under 3 years old, inspections of the vehicle are scheduled annually, but are still subject to the additional inspection scenarios as outlined above.

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 as outlined in the City of Hamilton Licensing By-law 07-170, Schedule 25, Appendix 1.

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

These requirements are outlined in The City of Hamilton Licensing Bylaw 07-170. Licensing Officers complete Semi-Annual and Annual Inspections as well as Roadside Enforcement Checks to monitor compliance.

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.

In 2023, Environmental Services continued their ongoing engagement with the ACPD working group for Built Environment to discuss how accessibility features can be improved in parks and open spaces across the city. Virtual meetings continue to be held and attended by city staff to first document what features are typically constructed, and then discussions will proceed to determine if details and standards should be updated to improve the accessibility of those features.

80.9. Technical Requirements for Trails, General

All public pathways within parks when reconstructed were widened to 3m and when play structures/courts and other park amenities are replaced paved pathways are added to reach the assets. Parks and Landscape Architectural Services did not build any new trails in 2023.

Trails are constructed with accessibility requirements following the Design of Public Spaces Standard of the AODA, as well as the City's Barrier-Free Design Guidelines.

80.10. Technical Requirements for Beach Access Routes, General

The City will be added two Mobi Mats® to the existing beach mats to allow for greater accessibility along the beach on Lake Ontario across from Kinsmen Park. Parks staff, in consultation with stakeholders, will determine the specific location. These mats were added at the request of several residents who were using the existing mat entrance.

80.12. Boardwalks

The City of Hamilton did not construct new or redevelop a recreational trail or beach access routes over the past 12 months.

80.13. Ramps

There were no new ramps constructed or redeveloped over the past 12 months.

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

The replacement of play structures follows the City standards for accessibility.

For replacements of play structures, projects follow the City standards for accessibility. Outdoor play spaces are inspected for compliance with CSA regulations.

80.19. Outdoor play spaces, consultation requirements

LAS conducts consultations with the public for all projects.

80.20. Outdoor Play Spaces, Accessibility in Design

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

- a. Confederation Beach Park Phase 2 and 3 (Jennie Florence Parker Sports Complex).

The playground includes a combination of ground play elements, rubberized safety surfacing, transfer platforms, ramps, accessible swing seats, disc/saucer swing, circulation route and seating that contribute to the accessibility of the space.

- b. Redhill Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, accessible swing seats, paved pathway to play structure.

- c. Mapleside Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms

- d. Father Sean O'Sullivan Park

The playground includes a combination of ground play elements, engineered fibre play surface, rubberized paths through engineered fibre surface to play

structure and ground play elements, transfer platforms, accessible swing seats, rubberized path through engineered fibre to accessible swing.

e. Lynden Lions Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, existing accessible swing seats

f. Rockcliffe Gardens Park

The playground includes a combination of ground play elements, engineered fibre play surface, proposed rubberized paths through engineered fibre surface to play structure to be installed, transfer platforms, existing accessible swing seats, rubberized path through engineered fibre to accessible swing.

g. Cherry Heights Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, existing accessible swing seats.

h. GL Armstrong School

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, accessible swing seats, paved pathway to play structure.

i. Henry and Beatrice Warden Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, new accessible swing seats, paved pathway to play structure.

j. Heritage Green Park

Addition of a fully accessible wheelchair swing, safety surface and ramp to swing.

k. Freelton Community Park

The playground includes a combination of ground play elements, engineered fibre play surface, transfer platforms, new accessible swing seats, paved pathway to play structure.

City staff develop all playground and play spaces by the following legislated accessibility standards at a minimum. Further accessibility enhancements are provided where feasible.

- CAN/CSA Standards Z 614– Children’s Playspaces and Equipment (latest edition)
- CAN/CSA Annex H of the Z614 - Children’s Playspaces and Equipment Accessible to Persons with Disabilities.

- Accessibility for Ontarians with Disabilities Act, 2005 and Ontarians with Disabilities Act, 2001
- Environmental Services - Survey on Play Your Way survey, there is an opportunity for a survey responder to include requests related to accessible play improvements that they would like to see added.
- Community meetings have been held for Ward 6 Hampton Heights and Ward 5 Father Sean O'Sullivan Parks, where outdoor play spaces are discussed.

All new play areas include opportunities for:

- Sensory elements and play opportunities
- Ground elements that are easily accessible.
- Engineered wood fibre and/or rubberized surfacing providing accessible routes to elements.
- Ramps and transfer platforms for access throughout.

Exterior Paths of Travel

80.21 Exterior paths of travel, application

Where exterior paths of travel are proposed as part of redevelopment requiring Building Permit (i.e. for the purposes of exiting a new building), a thorough review of the Ontario Building Code requirements are undertaken by the Building Division, in addition to any requirements as submitted to meet or exceed Ontario Building Code, such as AODA Design of Public Spaces Standards

Landscape Architectural Services incorporates AODA Design of Public Spaces Standards into the design of all of exterior paths of travel where environmentally possible. However, since exterior paths of travel are defined as “sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience,” it is not typical for LAS to build these types of paths as our scope of work pertains to the construction/reconstruction of parks and trails. On rare occasions the scope of a project contains a building such as a sports clubhouse/fieldhouse, washroom facility or a sidewalk within the ROW, in which case, we would provide feedback in the area of exterior paths of travel.

Engineering Services - All the contracts below are the proposed projects which include constructed with Urban Braille for 2023 tender/delivery as per RD-124 standards approved by the ACPD committee, established in 2018.

- C15-28-23 (HW) - Marion Avenue Watermain Replacement Road Rehabilitation - 150 m2

Total amount of Urban Braille features proposed for the 2023 construction year is 150 m2.

Heritage:

- 1 new pathway was designed for Griffin House, ensure an accessible approach to the house.
- 1 new pathway is being designed for Veever's House to increase accessibility of the house, deck and part of the grounds.

80.22. Exterior paths of travel, general obligation

Where exterior paths of travel are proposed as part of redevelopment requiring Building Permit (i.e. for the purposes of exiting a new building), a thorough review of the Ontario Building Code requirements are undertaken by the Building Division, in addition to any requirements as submitted to meet or exceed Ontario Building Code, such as AODA Design of Public Spaces Standards

The following exterior paths of travel were constructed or retrofitted:

- Echovalley Drive at Stockbridge Gardens

Sidewalk sections that did not meet Minimum Maintenance Standards across the City were replaced to match existing widths, and to OPSS and City 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.

As per safety assessment completed by CIMA+ all pedestrian crossings identified for improvement at railway crossings have been made AODA compliant.

Confederation Beach Park Phase 2 & 3 includes routes of travel as part of the project where connected to the access doors of the fieldhouse, gatehouse and maintenance facility.

80.24 Exterior paths of travel, ramps

- Project locations that included newly constructed or redeveloped ramps to barrier-free entrances are 1 ramp was designed for Griffin House NHS, to allow the 1st floor of the house to be accessible
- 2 ramps were designed to allow the Children's Museum to be accessible
- 1 ramp is being designed for Veever's House to allow the house, deck and part of the grounds to be accessible

- 1 small lift was installed at Gage House at Battlefield Park to allow the porch and first floor of Gage House to be accessible

80.25. Exterior paths of travel, stairs

Environmental Services - Dundas Driving Park.

- 1 porch with new stairs was designed, for Griffin House NHS, to allow the 1st floor of the house to be accessible
- 2 sets of stairs were designed to allow the Children's Museum to be accessible

80.26. Exterior paths of travel, curb ramps

All the contracts below are the proposed projects which include constructed and retrofitted curb ramps at intersections/corners for 2022 tender/delivery as per RD-124 standards approved by the ACPD committee, established in 2018.

The contract below are the proposed projects which include constructed and retrofitted curb ramps at intersections/corners for 2023 tender/delivery as per RD-124 standards approved by the ACPD committee, established in 2018.

- C15-02-23 (HS) - Dewitt Road, Highway 8 to Barton Street Reconstruction – 10 Units
- C15-03-23 (HSW) - Morden Street - Road and Sidewalk Reconstruction Including Watermain Replacement – 6 Units
- C15-12-23 (HSW) - Fairfield Avenue - Britannia Avenue to Barton Street East, Road and Watermain Reconstruction – 2 Units
- C15-15-23 (H)A - Garrow Drive - Cranbrook Drive to Garth Street, Road Resurfacing – 6 Units
- C15-20-23 (BRHW) - 296 Governors Road Rehabilitation – 6 Units
- C15-24-23 (HSW) - Jones Street, Road Reconstruction, Watermain Replacement, & Storm Sewer Installation – 6 Units
- C15-27-23 (W) – Large Valves Nash / Queenston – 1 unit
- C15-28-23 (HW) - Marion Avenue Watermain Replacement Road Rehabilitation – 30 Units
- C15-30-23(HW) - East Street North Reconstruction – 16 Units
- C15-32-23 (HW) Sherman / Dunsmere - LRT enabling works – 12 units
- C15-34-22(HW) - Mountain Park Avenue Reconstruction – 24 Units
- C15-41-23 (H) - Spartan Ave, Road Resurfacing and Sidewalk Reconstruction – 2 Units
- C15-41-23 (H) - Maple Drive Road Resurfacing and Sidewalk Reconstruction – 6 Units
- C15-59-23 (H) - Scenic Drive - Road Construction – 8 Units

Total number of integrated tactile accessibility features proposed for the 2023 construction year is 135 Units. Integrated tactile accessibility features are installed where sidewalk is being replaced at an existing intersection/controlled crossing or if a new controlled movement is being introduced.

Integrated tactile accessibility features are installed where sidewalk is being replaced at an existing intersection/controlled crossing or if a new controlled movement is being introduced.

80.27. Exterior paths of travel, depressed curbs

Depressed Curbs occur in various capital works project for a number of reason such as driveways, vehicle access to parks, drainage purposes and other reason. Although all locations where is a curb is depressed for the purposes of an exterior paths of travel at a controlled intersection should be accompanied by a curb ramps and Integrated tactile accessibility features as outlined in Section 80.26(1).

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 had signals installed:

- Cannon St @ Wentworth St
- Fennell Ave @ Upper Gage Ave
- Limeridge Rd @ Upper Sherman Ave
- Main St @ # 1950 Main St W
- Main St @ Springer Ave
- Main St @ Victoria Ave
- Parkdale Ave @ Roxborough Ave

80.29. Exterior paths of travel, rest areas

There were no rest areas (exterior paths of travel) constructed or retrofitted over the past 12 months.

Accessible Parking

80.34. Types of accessible parking spaces

The projects outlined below included repaving and reconfiguring of parking lots and accessible parking spaces were provided as per AODA standard requirements.

- C15-34-22(HW) - Mountain Park Avenue
- C15-59-23 (H) - Scenic Drive - Road Construction
- Accessible parking was designed for the Children's Museum
- Accessible parking was added at St. Mark's Church

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 constructed in the past 12 months.

Obtaining Services

80.41 80.41 Service Counters

Enhancements were made at the Visitor Experience Centre (VEC) at 28 James St N. AODA design guidelines were considered when selecting the new desk. The desk can be used comfortably by both staff and visitors of various abilities. There is space on the staff side for a wheelchair or other mobility device. The customer side of the desk is at an accessible height and has enough space around it for those with mobility devices to comfortably approach and interact with staff. Since installation, visitors with wheelchairs and other mobility devices have comfortably used the counter.

80.42. Fixed queuing guides

There were no new fixed queuing guides constructed or redeveloped in the past 12 months.

80.43. Waiting areas

Hamilton Water 330 Wentworth Street North had a new waiting areas constructed in the main lobby which consists of three seats in the open lobby and appropriately spaced for proper Covid-19 protocols.

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.

CityHousing Hamilton operates a dedicated maintenance call centre and work orders are created and issued to maintenance servicers or contractors.

Transportation staff conducts maintenance under O.Reg 239/02 (Minimum Maintenance Standards).

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, 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.

Training completion is recorded and maintained in our Learning Management System. The Recreation Division and Ontario Works both provide specific divisional training to support their accessibility related policies including: Divisions such as Recreation provide additional training including:

- Customer Service – My City Training – For all newly hired receptionist staff.
- Behaviour Management and Inclusion Procedures – All staff working with children received this training, 612 were trained by December 2023 with the new updates
- Inclusion Facilitators – Lifts Transfer and Personal Care – all support facilitators and full-time staff who supervise, 47 staff
- Staff are also trained to know the Ontario Works Service Standards Policy 12-6-1, and the 3 Accessible Services Business Processes (Bell Call Relay, Assistive Devices & Services, Language Services).
- Communications & Strategic Initiatives
- All members of Digital Communications team completed a Creating Accessible Content online course delivered through Conestoga College. Select team members completed additional courses including:
 - [Understanding Accessibility](#)
 - [Implementing a Successful Accessibility Plan](#)

and earned a micro-credential certificate in [Creating Accessible Digital Documents](#)

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 new staff receive customer service training/accessible service as part of the onboarding process. Conventional: Approximately 20 new staff are trained annually on the above. Operator regular refresher training was established in Q1 2023. Specialized: 143 new staff trained 2023 year to date.

81. Compliance

The City has submitted a compliance report as required every second year (i.e. 2013, 2015, 2017, 2019, 2021, 2023).

Conclusion

The City of Hamilton is committed to supporting the goals the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. 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:

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