

Biggs, Carolyn

From: Calder, Brad
Sent: Wednesday, March 16, 2011 10 45 AM
To: Biggs, Carolyn
Subject: RE Council Correspondence - January 12, 2011 - GIC Report 11-002

Hi Carolyn:

With respect to your memorandum dated January 17, 2011, I am pleased to provide the following information as requested;

1) Outline of Implementation Plan on the Accessible Customer Service Standard

HECFI is mirroring the implementation plan as developed by the City of Hamilton. The Accessibility for Ontarians with Disabilities Act, 2005 and Customer Service Standard Handbook has been circulated to all employees for their review. Training sessions as developed by the City of Hamilton will also be undertaken in accordance with the Act. This initiative is being coordinated by Ms. Joan Mills, Manager of Human Resources, HECFI.

2) Renovations and Barrier Free Design

Currently, we do not have any renovation projects planned for the next five years that would require barrier free design. This being said, renovation projects that HECFI have completed or may plan for the future, have and will be undertaken in accordance with the Barrier Free Design Guidelines established by the City of Hamilton.

I trust that this information is satisfactory. Please contact either Joan Mills or myself should you require further information.

Regards,

Brad Calder, P Eng , Director of Operations
 brad.calder@hamilton.ca

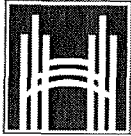
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-----Original Message-----

From: Biggs, Carolyn
Sent: Monday, January 17, 2011 12 00 PM
To: Gillespie, Duncan
Subject: Council Correspondence - January 12, 2011 - GIC Report 11-002

Hello Duncan,

Attached is correspondence from Council for your information and appropriate action.



Hamilton

Corporate Services

Memorandum

Date: January 17, 2011

To: Duncan Gillespie
Chief Executive Officer, HECFI

From: Carolyn Biggs, Co-ordinator
Committee Services/Council/Budgets

Subject: **General Issues Committee Report 11-002, Item 18/
Advisory Committee for Persons with Disabilities Report 10-006**

Hello Duncan,

City Council, at its meeting held on January 12, 2011, approved Item 18 of General Issues Committee Report 11-002, which reads as follows:

- 18. Advisory Committee for Persons with Disabilities Report 10-006
(November 9, 2010) (Item 8.9)**
- (a) Request for HECFI to provide Outline of their Implementation Plan on the Accessible Customer Service Standard**
 - (b) Request for Information on Renovations and Barrier-Free Design from HECFI**

That Hamilton Entertainment and Convention Facilities be requested to provide a response to the General Issues Committee to the following requests of the Advisory Committee for Persons with Disabilities:

- (i) to provide a copy of their implementation plan on the Accessible Customer Service Standard to the Advisory Committee for Persons with Disabilities;
- (ii) to prepare a document outlining how the Barrier-Free Design guidelines which are used, where they are used and to provide a list of all planned renovation projects for the next five years to the Advisory Committee for Persons with Disabilities

I would appreciate it if you could forward the requested information to my attention so that it can be reported back to the General Issues Committee and the ACPD

Thank you for your attention to this request

.cab.