



Hamilton

Advisory Committee for Persons with Disabilities Minutes

4:00 p.m.

Tuesday, August 9, 2011

Room 192/193 City Hall

71 Main Street West

Present: A. Mallett (Chair), T. Nolan (Vice-Chair)
T. Wallis, K. Nolan, R. Semkow, M. Smithson,
R. Thompson, B. Lane, P. Kilburn, R. Hirji-Khalfan,
T. Murphy

Absent with Regrets: Councillor B. Morelli – City Business
D. Maraj - Illness
P. Cameron – Medical
D. Sanche – Illness
R. Cameron

Also Present: J. Lee, M. Carter, M. Duwai-Sowa Customer Service,
Access and Equity
Andy Grozelle, Legislative Assistant, Clerks Office

FOR THE INFORMATION OF COMMITTEE:

The meeting was called to order at 4:02 p.m. by Chair Mallett

(a) CHANGES TO THE AGENDA (Item 1)

The Clerk advised that there were no changes to the agenda.

(K.Nolan/ R. Hirji-Khalfan)

That the agenda be approved as presented.

CARRIED

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) **MINUTES (Item 3)**

(i) **July 12, 2011**

(K.Nolan/T. Wallis)

That the Minutes of July 12, 2011 be approved as presented.

CARRIED

(d) **PRESENTATIONS (Item 4)**

(i) **Workshop Advisory Committee for Persons with Disabilities and Sub-Committees (Item 4.1)**

Jane Lee addressed the Committee with the aid of a Power Point Presentation. Highlights included but were not limited to the following:

- Discussed AODA and it's role in addressing and enforcing accessibility standards
- Discussed the definitions of Barrier and Disabilities as they apply to the AODA
- Discussed how there isn't always representation of all groups in the Advisory Groups and Sub-Committees so they have to keep all these groups in mind
- Discussed the AODA Customer Service Regulation, Built Environment and Customer Service Standard
- Indicated that the City of Hamilton is considered a large public sector employer in the AODA
- Discussed the City of Hamilton's Organizational Commitment

- Discussed the Policy Integrated Accessibility Standard – General Provisions
 - General Policy Development by Jan. 1, 2013; policies governing how we will implement the standards
 - Accessibility Plan developed for 5 years with annual status updates
 - Provide training on regulations to all employees, all people involved in policy development, anyone who provides goods & services on behalf of the organization by January 1, 2014
 - Training must include training on the Ontario Human Rights Code

- Discussed the Information & Communications Standard

- Purpose is to ensure that information & communications are created, provided and received in ways that are accessible for people with disabilities
- Information “includes data, facts & knowledge in any format, including text, audio, digital or images”
- Accessible formats “include but are not limited to, large print, recorded audio & electronic formats
- Communication supports “include captioning, alternative and augmentative communications supports, plain language, sign language”
- Jan. 1, 2012 emergency plans, procedures & public safety information must be accessible thru alternate formats or communications supports, on request
- Jan. 1, 2014 feedback processes must be accessible thru alternate formats or communications supports, on request
- Jan. 1, 2015 accessible formats and communications supports will be available for all information & communications, on request
- Applies to citizen-facing websites and staff-facing intranet websites/software
- Applies to all existing web content and applications plus any new content published after January 1, 2012
- The City is required to meet the following “W3C” WCAG 2.0 guidelines:
 - Level A by January 1, 2014
 - Level AA by January 1, 2021
- Indicated that Web accessibility applies to both internal and external websites, this applies to all web content and applications however not necessarily items on placed on the web prior to the date of January 1, 2012.
- Discussed how staff are looking into the possibility of achieving or approaching the full AA standard as part of the 2014 deadline rather than the 2021 deadline as that is the end goal of the implementation and could save later work.
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- Discussed the Employment Standards,
 - Purpose is to remove and prevent barriers across all stages of the employment life cycle for persons with disabilities
 - By Jan. 1 2012 Workplace Emergency Response information shall be provided to employees with disabilities on an individualized basis or as soon as practicable after the employer becomes aware of the need for accommodation
 - By January 1, 2014

- Inform the public & employees that accommodations are available for the recruitment process
- Make arrangements for accommodations for applicants
- The policy on accommodation for employees with disabilities is to be included in offers of employment
- Notify employees of policies used to support employees with disabilities including job accommodations that are available
- Notify employees that information & communications can be provided in alternate formats for information related to the employees job functions or made generally available in the workplace
- Written process to be in place for development of individual accommodation plans for employees with disabilities
- Written individual accommodation plans in place for employees with disabilities
- Return to Work process for people with disabilities includes accommodation for them returning to work
- Accessibility needs for employees must also consider accessibility needs of employees for performance management, career development, advancement & re-deployment
- Staff Indicated the majority of these requirements are already done as the City of Hamilton accommodates all employees; Adding however that there isn't always that accompanying written documentation of the plan which will be required in the future.
- Discussed the Transportation Standard
 - Make information available about accessibility features
 - Accommodate individuals if accessibility equipment not working
 - Training provided to staff and volunteers by January 2014
 - No fares for Support persons implemented January 2014
 - Annual public meeting for feedback January 2013
 - 5 year accessibility plan to address items specific to transit
 - Details of types of equipment, vehicle requirements and service provisions
 - Courtesy seating for people with disabilities by January 2012
 - Electronic pre-boarding announcements by January 2017
 - On-board announcements

- Regulations about the fittings of the vehicle; for example carpet, grab bars, lighting, signage, steps, ramps
- Eligibility process by January 2014
- Eligibility criteria by January 2017
- Fare parity by January 2013
- Fare Payment options by January 2013
- Service hours by January 2013
- Accessible bookings by January 2014
- Self-service kiosks in general provisions will require review due to Presto card
- Consultation with respect to accessible design criteria for bus stops & shelters by January, 2013
- Determine proportion of accessible taxicabs by January 2013
- Identify progress made towards meeting the need for on demand accessible taxis
- Prohibit licensed taxis from charging a higher fee or charging to storage of devices by July 2011
- Indicated that staff make a joint 5 year plan with transit in conjunction with their AODA 5 year report
- Provided background on the issue of accessible taxis
- Indicated that there are currently are no accessible taxis

- Staff discussed the three draft terms of references for the Sub-committees provided for the consideration of Committee members
- Recommended that ACPD form three Sub-committees continuing with the Built Environment Sub-committee and the Transportation Sub-Committee and instituting a third Sub-committee on the Integrated Standard.
- Provided different options for consideration around the new Integrated Standard Sub-committee indicated that they could deal with employment issues one meeting and information & communications standards the next if that was the desire.
- Went through the draft Terms of Reference for each proposed Sub-committee and what scope of work they will all individually do
- Indicated that they would likely be looking at the Sub-Committees meeting monthly because of the amount of work required

Committee members asked several questions highlights included but were not limited to the following

- M. Smithson asked about the Presto program
- Staff indicated that it was currently in the trial phase however more details would become available in the future and some accessibility issues have already been brought to the attention of staff through ACPD

- T. Nolan indicated that the content of the Sub-committee's Terms of References was fine however he would like to see all of them include information on membership, terms of appointment, staff resources nor and about reporting back to ACPD

- K. Nolan indicated that there is a possible need for more definition and detail on the new Integrated Standard Sub-committee as there is a lot of scope
- Discussed the feedback process and how it will come back to the Sub-committee
- Staff indicated that they are a little reluctant to add more definition at this point and would leave it for further discussion at the actual Sub-committees

- B. Lane indicated that in sub-section (2) of the Sub-committees terms of reference he would like to see the word 'seeking' deleted and replaced with the word 'with' to read as follows:
'2. To provide advice to City staff with input with respect to matters related to ...'
- The amendment was agreed to by Committee at large
- B. Lane discussed that the committee is a key voice for the general public and to provide advocacy and education and participation through education
- Staff referred to the Terms of Reference for the overall ACPD and how they differ from what was suggested by the B. Lane
- T. Nolan discussed various different approaches taken by other Accessibility Committees and they often take a broader approach on consultations and education within the community
- K. Nolan indicated that she felt that the Sub-committees should be looking to take on the role of advocating within the community
- T. Nolan indicated that you would have to be careful to keep items coming through ACPD to the Sub-committees and we would not want to have the Sub-committees to approaching private enterprises on their own
- T. Nolan requested that in the Built Environment Standards Terms of Reference they could add 'The City of Hamilton' as the Province hasn't announced it's standards yet
- Committee members at large agreed to this change

- T. Murphy indicated that a lot of disabled don't have a voice and that this committee should be that voice not just to the City of Hamilton but for private companies and enterprises
 - P. Kilburn questioned what the City's involvement would be with the private sector
 - Chair Mallett indicated she did not see the role the committee would play in advising and advocating with the private sector
 - T. Murphy indicated that there is a lot of frustration with the private sector and it would be role of the group to advocate, educate and promote accessibility issues for these outside organizations
 - T. Nolan suggested that they include a general statement that in all the Sub-Committees refer terms of reference that indicates that they are all fall under ACPD's larger terms of reference
 - Staff suggested making the required changes and bringing them back to the next meeting for discussion and possible final approval
 - Committee members were in agreement with this approach and asked that the Overall discussion of ACPD's Terms of Reference be added to a future agenda.
- Staff asked if there were any members who would like to self identify themselves for interest in a specific Committee

(i) Integrated Standard Sub-Committee

K. Nolan, M. Smithson, P. Killburn T. Wallis, R. Hirji-Khalfan,
B. Thompson, D. Sanche

(ii) Transportation Sub-Committee

A. Mallett, T. Murphy, B. Semkow, T. Wallis, T. Nolan, K. Nolan
(one member from the Senior Advisory Committee)

(iii) Built Environment Subcommittee

P. Cameron, B. Lane, T. Wallis, T. Nolan

- Term was decided to be for the remainder of duration of the ACPD term
- T. Nolan asked about the delay for the meeting minutes and reports being presented
- P. Kilburn indicated that she would like to receive electronic copies of all materials prior to the meeting

- There was some discussion about the meeting schedule and what the
- Staff indicated that they would come back to Committee with a further idea about meeting schedules and revised terms of reference
- Staff indicate that they would contact those not in attendance to see if they had any preference for Sub-committees

(T. Murphy/ K. Nolan)

That the staff presentation respecting the Workshop Advisory Committee for Persons with Disabilities and Sub-Committees be received.

CARRIED

(e) DISCUSSION (Item 6)

(i) Update on Taxi Working Group (T. Wallis) (no copy) (Item 6.1)

Terri Wallis provided an update to Committee members. Highlights included but were not limited to the following:

- T. Wallis indicated that there was some very nasty emails in advance of the meeting
- Indicated the taxi brokers and workers are behind the introduction of Accessible Taxis
- Indicated that the only problem they seem to have is that taxi drivers are getting tickets when they go to assist the disabled to use their taxi
- Indicated there is also the problem that they are having issues parking

Committee members asked several questions of clarification. Highlights included but were not limited to the following:

- T. Nolan asked what had occurred to the request for additional members to be included in the Taxi Working Group
- T. Nolan indicated that he would like to have Vince Ormond come to the Committee to provide an update on this matter

(T. Murphy /B. Lane)

That the update respecting the Taxi working group be received.

CARRIED

(T. Nolan/K. Nolan)

That Vince Ormond, Manager, Licensing and Permits, be invited to attend the next meeting of the Advisory Committee for Persons with Disabilities to provide an update to the Committee on Accessible Taxis.

CARRIED

(ii) Hamilton Police Service (Item 6.2)

M. Smithson addressed the Committee. Highlights included but were not limited to the following:

- Indicated that in the past there was a Police representative who regularly attended ACPD meetings
- Discussed that this would be of benefit to continue in the future
- The Committee Clerk indicated that the Police are outside of the regular City structure so that the Committee could only request they appoint a liaison.

(T. Wallis/B. Semkow)

That the update respecting Hamilton Police Services, be received.

CARRIED

(M. Smithson/T. Murphy)

That the Advisory Committee for Persons with Disabilities request that the Hamilton Police Services appoint a Liaison representative for regular attendance at all ACPD meetings.

CARRIED

(f) NEW BUSINESS (Item 7)

(i) Removal of Item 'F' from Outstanding Business List (Staff Report PW11053 attached for information purposes only) (Item 7.1)

Chair Mallett indicated that this item was only attached for information purposes however possibly it could be referred to the Built Environment Sub-committee for them to identify higher priority areas

(T. Nolan /B. Lane)

That Report PW11053, respecting interlocking bricks be sent to the Built Environment Sub-committee for information purposes only.

CARRIED

(ii) Mayors Office Liaison Request (Added Item 7.2)

Tim Nolan introduced the following item. Indicating that in the past term of Council the Mayors Office sent a representative to all ACPD meetings.

(T. Nolan/K. Nolan)

That the Office of the City Mayor appoint a Liaison representative for regular attendance at all ACPD meetings. **CARRIED**

(g) ADJOURNMENT (Item 8)

(T. Murphy/R. Hirji-Khalfan)

The Advisory Committee for Persons with Disabilities adjourned at 5:54 p.m.

CARRIED

Respectfully submitted,

Aznive Mallett, Chair
Advisory Committee for Persons with Disabilities

Andy Grozelle
Legislative Assistant
August 9, 2011