

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
Customer Service, Access & Equity Division

TO: Chair and Members Audit, Finance & Administration Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: December 10, 2012	
SUBJECT/REPORT NO: 2013-2017 Multi-Year Accessibility Plan – Accessibility for Ontarians with Disabilities Act (FCS12102) (City Wide)	
SUBMITTED BY: Roberto Rossini General Manager Finance & Corporate Services Department	PREPARED BY: Jane Lee (905) 546-2424 ext. 2654 Maxine Carter (905) 546-2424 ext. 6419
SIGNATURE:	

RECOMMENDATION

- (a) That the 2013–2017 Multi-Year Accessibility Plan (the “Multi-Year Accessibility Plan”) for the City of Hamilton attached as Appendix “A” to Report FCS12102 be approved and made available to the public;
- (b) That the Advisory Committee for Persons with Disabilities (ACPD) be thanked for their advice and contribution towards the completion of the Accessibility Plan.

EXECUTIVE SUMMARY

The Accessibility for Ontarians with Disabilities Act, 2005 and its regulations requires municipalities to prepare a multi-year accessibility plan, make it public and to consult with the Accessibility Advisory Committee (AAC) regarding preparation of the plan. The plan, which is attached as Appendix A to Report FCS12102, for approval, has been reviewed by members of the Advisory Committee for Persons with Disabilities and the staff Equity and Diversity Strategic Implementation Team, who have contributed to the

plan and report. The comments of the AAC members and departmental staff have been taken into consideration in the finalization of the plan.

The requirement for the multi-year accessibility plan can be found in the Integrated Accessibility Standard (O.Reg 191/11) which includes a requirement to:

- “(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.”

In addition, the regulation requires annual status reports on accomplishments achieved and progress made in terms of meeting the objectives of the plan and the requirements of the regulation. The 2013 - 2017 Multi-Year Accessibility Plan, attached as Appendix A to report FCS12102, will address the requirements to complete a multi-year plan by January 1, 2013, and follows, very closely, the requirements and timelines set out in the regulation for implementation.

The Multi-Year Accessibility Plan has been organized in areas reflecting strategic goals that address the outcomes which should be achieved through the implementation of the regulations.

The six (6) strategic goals for achieving accessibility are as follows:

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.

Strategic Goal Two: Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

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.

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

Strategic Goal Five: City facilities 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.

Alternatives for Consideration – see page 10.

FINANCIAL / STAFFING / LEGAL IMPLICATIONS

Financial:

In terms of financial implications, there are no identified implications specifically related to the approval of the 2013-2017 Multi-Year Accessibility Plan. However, implementation of specific initiatives which require additional financial resources will have to be budgeted for or accommodated in Departmental Operating or Capital budgets. For initiatives that require funding, the budgets will be brought forward for Council's consideration during the 2013 -2017 budget process. As many of the initiatives still require consultation about the specific nature of barriers and potential solutions, costs cannot always be identified at the time of preparation of the plan.

The 2013-2017 Multi-Year Accessibility Plan will include costs if known or applicable to particular initiatives when and if available at the time of planning and/or implementation in the yearly updates to the plan.

Cost estimates for achieving specific requirements of the various regulations known to date are as follows:

Built Environment Standard (Regulation not yet approved):

It is estimated that completion of accessibility audits for the recreation facilities and creation of a strategic plan to ensure that proper planning is in place will cost in the range of \$100,000 to \$200,000. Cost impacts to maintain accessibility features may also cause future pressures.

Additionally, there may be a need to provide additional training such that staff are fulfilling all of their requirements, both for enhanced understanding for any staff who are involved in capital projects and for maintenance staff, as the standard includes requirements for preventative and emergency maintenance of accessibility features. Costs are estimated at \$20,000 for the additional training corporately.

Costs for implementing the Accessible Pedestrian Signals (based on the standard already approved by Council) were provided in Report PW08077a (March 2012). A plan is in place to equip 15 new and reconstructed Accessible Pedestrian Signals annually with a budget impact of \$150,000 per year.

Transportation Standard:

The identified cost implications for the implementation of the Transportation Standard as it relates to Accessible Transportation Services - including the impacts on both HSR and DARTS (requirements for policy development, training and reporting requirements, lost revenue for support persons, fare parity, service hours, Accessible bookings, Eligibility criteria and process) are in excess of \$5 million and have previously been reported to Council. Similarly, a requirement for consulting assistance to establish the plan for the implementation of accessible taxi licensing has been identified, and is estimated in the range of \$100,000.

Employment Standard:

In order to implement the Employment Standards, some consulting assistance is anticipated to provide an assessment of the barriers in our employment processes and to develop processes and tools to eliminate those barriers. The estimate for this review is \$120,000 and is part of the 2013 capital budget submission, with \$80,000 being available in an AODA account to fund the bulk of this review.

Information and Communications:

The cost estimate for the implementation of the Information and Communications Standards are less well defined. Improvements to the website are being undertaken as part of the Web Redevelopment project, which has a total cost estimate of \$2.4 million. As part of Phase 1, staff have been directed to review the business case for re-developing the website. The business case will include an estimate of costs that would be incurred and effort required in updating our existing website to achieve compliance with the AODA requirements.

Financial impacts for non-compliance should also be considered. The Ministry of Community and Social Services have set out a compliance framework in the Integrated Accessibility Standard and compliance activities are underway at the Province. The compliance program, at the present time, includes fines for non-compliance for regulations under the AODA ranging from a \$500 penalty for a minor contravention with a minor contravention history up to a maximum daily penalty of \$100,000.

Staffing:

There are no identified staffing implications related to the approval of the 2013 - 2017 Multi-Year Accessibility Plan. Many of the initiatives outlined in the plan will be undertaken by staff, therefore, utilizing staff resources. The staff Equity and Diversity Strategic Implementation Team contributes to preparation of the plan, and will assist in monitoring their departmental activities related to accessibility by providing updates on a regular basis.

Compliance with the AODA regulations, however, is becoming more time-consuming as regulations are added under the legislation. The City of Hamilton has

recently been advised that the Accessibility Directorate is undertaking a File Review of several sections of the Integrated and Customer Service Standards as a compliance step. Internal compliance checking becomes more important as we move forward. Compliance with the Built Environment standards, as well as, the City's Barrier Free Guidelines will add to that workload. Staff are reviewing options for minor re-organization in the Access and Equity section of the Customer Service, Access and Equity Division to ensure the necessary skills are in place to fulfil this function and meet the demands of the work involved. Additional staff support to the Access and Equity Section (0.5 FTE) is being considered in the 2013 budget submission.

Legal:

The proposed standard represents progress towards achieving fully accessible service for people with disabilities in Ontario, as required by the Accessibility for Ontarians with Disabilities Act, and consistent with the City's obligations under the Ontario Human Rights Code.

The legal implications of the Accessibility Plan are such that the completion of the Multi-Year Annual Accessibility Plan by January 1st, 2013, making the plan available on the City's website and offering the plan in alternative formats will address the municipality's legal obligations under the Integrated Accessibility Standard of the Accessibility for Ontarians with Disabilities Act.

HISTORICAL BACKGROUND

On May 10, 2005, the Provincial Government passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). 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, buildings, structures and premises for persons with disabilities. The AODA standards apply to private and public sector organizations all across Ontario.

Under the AODA, four (4) accessibility standards have already been approved by the Province. The Customer Service Standard (O.Reg 429/07) had an implementation date of January 1, 2010. The City of Hamilton has implemented many changes to comply with the Customer Service Standard, and continues to work on additional accessibility initiatives to more fully implement the spirit and intent of the regulation. The Integrated Accessibility Standard (O.Reg. 191/11) was approved effective July 1, 2011, and sets out the requirements for three (3) additional standards, being Information and Communications, Employment, and Transportation. The remaining standard, the Built Environment Standard, is still under review by the Ministry of Community and Social Services.

Pursuant to the terms of the Integrated Accessibility Standard, the City of Hamilton is required to complete a Multi-Year Accessibility Plan by January 1, 2013, which will outline the City's strategy to prevent and remove barriers and to meet the requirements of the Regulation. The Multi-Year Plan must be reviewed and updated every five years, so the plan being recommended covers the initial five year period. Reporting on the status of implementation of strategies in the five-year plan is required annually.

The requirement for the Multi-year plan can be found in the Integrated Accessibility Standard (O.Reg 191/11) which includes a requirement to:

- “(a) establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- (b) post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and
- (c) review and update the accessibility plan at least once every five years.”

In addition, the regulation requires annual status reports on the accomplishments achieved and progress made in terms of meeting the objectives of the plan and the requirements of the regulation.

In accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, the attached 2013 - 2017 Accessibility Plan (Appendix A to FCS12102) for the City of Hamilton is presented for Council's approval.

ANALYSIS/RATIONALE:

The City of Hamilton has many community members with disabilities. More specifically, the City of Hamilton's proportion of residents with disabilities (20%) exceeds that of Ontario at 19% and that of Canada at 17.6%. In addition, the City has a number of employees who identify as having disabilities. According to the City of Hamilton's Workforce Census, "Include Me", 5.3% of staff identified themselves as a person with a disability as compared to 4.8% of persons employed in Ontario.

Pursuant to the terms of the Integrated Accessibility Standard, the City of Hamilton is required to complete a Multi-Year Accessibility Plan by January 1, 2013, which will outline the City's strategy to prevent and remove barriers and to meet the requirements of the Regulation. The Multi-Year Plan must be reviewed and updated every five years, so the plan being recommended covers the initial five year period. Reporting on the status of implementation of strategies in the five-year plan is required annually.

The Multi-Year Plan sets out the requirements of the Integrated Accessibility Standards and other requirements to achieve accessible outcomes, organized in terms of the 6

strategic goals for accessibility developed with the assistance of the Equity and Diversity Strategic Implementation Team. The Plan addresses requirements and the timeframes set out in the regulations for achieving the requirements in the areas of Customer Service, Employment, Information and Communications, Transportation, the Built Environment and Training and staff awareness and understanding. These are the key areas covered by the regulations, and are included in the plan with the deadlines for implementation. It is recognized that much of the work must be done in advance of this schedule in order to meet the implementation deadlines.

POLICY IMPLICATIONS

The Accessibility Plan has been prepared to address the City's obligations under provincial legislation to produce a multi-year accessibility plan, and to comply with the accessibility regulations passed by the Province. In addition, there are several City policy documents which speak to the City's current commitment to address the needs of persons with disabilities, including the Equity and Inclusion Policy, Statement of Commitment to meet the Needs of the Underserved Communities and several policies approved to implement the Customer Service Standard for Persons with Disabilities.

The City's Barrier Free Design Guidelines for buildings address physical barriers of persons with disabilities, as do the Urban Braille guidelines. There are also many City policies which address matters for employees with disabilities, such as, the Corporate Health Policy, Work Accommodation Policy and the Harassment & Discrimination Prevention Policy. The Technology Entitlement Policy also addresses the possible needs of employees with disabilities.

RELEVANT CONSULTATION

During preparation of the plan, there was consultation with City departments through the Equity and Diversity Strategic Implementation Team and with other members of departmental staff. Input was provided by all City Departments. The Equity and Diversity Strategic Implementation Team has embraced the spirit of the legislation and the desire to eliminate barriers for persons with disabilities.

One of the most valuable resources has been the input and advice from the Advisory Committee for Persons with Disabilities, who have provided valuable insight, suggestions and advice to staff regarding the barriers faced by persons with disabilities and how to remove those barriers to facilitate the full participation of persons with disabilities in the life of the community. They also provided input into the development of the multi-year accessibility plan by advising on what they thought was most important with respect to the implementation of each of the three standards addressed by the Integrated Accessibility Standard and by noting anything they felt would be required for

implementation. Input and advice from the advisory committee occurs during the year, addressing issues of importance, in many operational areas, and is not related solely to the preparation and monitoring of the implementation of the accessibility plan; although it is increasingly focused on providing input and advice with respect to how the City implements the accessibility regulations developed by the Province. The committee is very committed to assisting the City with respect to identifying and eliminating barriers faced by community members with disabilities. The committee has set up sub-committees to address input and implementation of matters related to the provincial standards focus areas. Sub-committees of the Advisory Committee have been formed to reflect the AODA standards. They are as follows:

- Built Environment Sub-committee
- Transportation Sub-committee
- Integrated Standards Sub-committee

The advisory committee (ACPD) and its sub-committees require a significant time commitment from the volunteer citizen members, as well as, the staff who provide support.

Input from the Advisory Committee for Persons with Disabilities as it relates to the development of the 2013 – 2017 Multi-Year Accessibility Plan was provided with respect to each of the Standards contained in the Integrated Accessibility Standard and will prove to be invaluable as we move forward with implementation. The feedback of the Advisory Committee for Persons with Disabilities is as follows:

A. Information & Communications Standard Feedback

1. Website

- difficult to navigate the website
- beneficial to have someone on the phone to help navigate the website, an issue for seniors as well as people with disabilities
- can't see the information
- if instructed to go to this box & fill it in, can't find the box, or settle on it to complete it
- need to have assistance with navigation
- if you are using adaptive technology, it is sometimes hard to navigate; language/technology behind the scenes is very important
- the technology may not exist that can allow for 100% accessibility, there needs to be alternatives available to meet people's needs
- don't use acronyms
- single, clear font
- web pages need to be simpler; not too busy
- plain text link for a Text Only version of all material

2. Phones

- if you're using the phone, instruct you to further push additional buttons, problems if the script is spoken too quickly
- automated messages need to be spoken clearly & loudly enough
- should always have a zero out to a real live person

B. Employment Standard

- consider similar process for appointment of persons & citizens (volunteers) – appointments to boards, commissions, committees
- implementation of the standard has to consider not just the formal policies, but the informal workings of the organization & practices
- Return to Work practices also need to consider and address the informal process and practices
- There needs to be a check & balance, someone an employee can turn to who can be an advocate for employees with disabilities
- Review all recruitment processes for formal and informal practices to identify and remove barriers in processes and practices
- Consider that people with disabilities don't have regular qualifications – they have faced barriers, may not have exact qualifications, maybe their path is different, but they have experiences, intelligence, character given the barriers they have faced
- There are huge barriers in recruitment for persons with disabilities
- e.g. "valid drivers license" is a barrier; if the job requires transportation, and the person can get to where they have to go, then a drivers license should not be a requirement (for some positions)
- can't find the job postings on the website; applications not easy to fill out on the website, particularly for people with visual disabilities
- look at advertising/posting positions encouraging people with disabilities to apply
- look at how you post, where you post, how you recruit; have to take the postings to where people will see them
- Job postings in the newspaper, print is often too small, don't use acronyms
- Job postings displayed on a board at the City – consider height of display board (in a chair or scooter) – can't read all of the wording
- Share policy of accommodation; ensure that any information given to supervisors regarding disabilities or accommodation is retained in confidence

C. Transportation

- McNab Street Terminal – last bus that enters depot is first one out, furthest south on the platform; insufficient time to cross the gap
- strollers block the aisle and block the walkway, cannot access designated seating area; public needs education

- will credit be given for purchasing tickets and passes prior to the change in fare payment options
- height of information on HSR poles; strain to read what's there – particularly a problem on Main Street just west of McNab, where the service stops at 7 pm when McMaster is not in the highest use – this is a surprise to people – the sign is very high
- should be a direction/approval to have service as far as possible in the City

D. Built Environment

- City – Barrier Free Guidelines; concern that the City does not always use it
- Should have the attitude - aim for perfection in terms of achieving “barrier free”
- The City should come up with incentives to encourage the private sector to abide by the City's Barrier Free Guidelines – some way to try to encourage private sector to come up with greatest barrier free design guidelines
- Need for wider sidewalks; somewhat dependent on space available in the road right of way

ALTERNATIVES FOR CONSIDERATION

Alternatives to the specific initiatives will be addressed, if possible, when they are considered for implementation as set out in the plan.

CORPORATE STRATEGIC PLAN

Focus Areas: 1. Skilled, Innovative and Respectful Organization, 2. Financial Sustainability, 3. Intergovernmental Relationships, 4. Growing Our Economy, 5. Social Development, 6. Environmental Stewardship, 7. Healthy Community

The completion of an Annual Accessibility Plan and the noted initiatives will contribute to the following aspects of the Corporate Strategic Plan:

Skilled, Innovative & Respectful Organization

- ◆ A culture of excellence
- ◆ More innovation, greater teamwork, better client focus
- ◆ An enabling work environment - respectful culture, well-being and safety, effective communication

Growing Our Economy

- ◆ Competitive business environment

- ◆ An improved customer service
- ◆ A visitor and convention destination

Social Development

- ◆ Residents in need have access to adequate support services
- ◆ People participate in all aspects of community life without barriers or stigma

Healthy Community

- ◆ Plan and manage the built environment
- ◆ An engaged Citizenry
- ◆ Adequate access to food, water, shelter and income, safety, work, recreation and support for all (Human Services)

APPENDICES / SCHEDULES

Appendix A to Report FCS12102: 2013 – 2017 Multi-Year Accessibility Plan for the City of Hamilton

CITY OF HAMILTON MULTI-YEAR ACCESSIBILITY PLAN
STRATEGIC DIRECTION 2013 – 2017

TABLE OF CONTENTS

1.	INTRODUCTION.....	2
2.	Demographic Profile of Persons with Disabilities in Ontario and Hamilton.....	4
3.	City Of Hamilton Policy Statement of Commitment to Accessibility and Persons with Disabilities.....	6
4.	Vision, Mission, Values, Strategic Themes and Focus Areas of the City of Hamilton.....	7
5.	Identification of Participants.....	9
5.1	Advisory Committee for Persons with Disabilities.....	9
5.2	Staff Access and Equity Committee.....	10
5.3.	Equity and Diversity Strategic Implementation Team.....	12
6.	Multi-Year Plan Overview.....	13
7.	Multi-Year Plan Strategic Goals 2013-2017.....	16
7.1	Strategic Goal One	16
7.2	Strategic Goal Two	22
7.3	Strategic Goal Three.....	28
7.4	Strategic Goal Four.....	33
7.5	Strategic Goal Five.....	57
7.6	Strategic Goal Six.....	65
8.	Appendices.....	72
8.1.	Appendix I: Municipal Highlights / Overview.....	72
8.2.	Appendix II: Key Definitions.....	73

1. Introduction

The Ontarians with Disabilities Act, 2001, (also referred to as the 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.

In addition to the ODA, 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. Persons with disabilities made up at least 50% of the membership of the standards development committees.

Ontario’s first accessibility standard, Accessibility Standards for Customer Service, became law on January 1, 2008, and the Integrated Accessibility Standards (Information and Communication, Transportation & Employment) was enacted in June 3, 2011. These standard sets out requirements that organizations, businesses and municipalities are legally required to comply with. The Accessibility Standard for the Built Environment, which only apply to new construction and extensive renovation is currently being developed, and will help remove barriers in buildings and outdoor spaces for people with disabilities. In order to implement the AODA integrated accessibility standards, sub-committees of Advisory Committee for Persons with Disabilities (ACPD), Built Environment Standards (BESC), Employment Standards and the Transportation Standards (TSC) have initiated their work to monitor the implementation of the AODA standards and provide advice to staff.

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 accordance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, 2005 and standards for Customer Service, Transportation, Employment, the Built Environment, Information and Communications. The AODA provides for enforcement of the Customer Service Standard and Integrated Accessibility Standards through inspections, compliance orders and administrative penalties. The City of Hamilton provided its first compliance report prior to March 31, 2010 and was compliant in all areas. Moving forward, the City of Hamilton will continue to proactively implement its obligations under the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service and Integrated Accessibility Standards, while pending approval of the Built-Environment Standard.

2. Demographic Profile of Persons with Disabilities in Ontario and Hamilton

As we move forward in addressing the barriers of persons with disabilities in Hamilton, it is important to have an understanding of the numbers of persons with disabilities in Hamilton and how they participate or do not participate in the life of the community and, where information is not available for Hamilton specifically, to look at information available for Ontario. This information will help us in the planning processes for programs, services and opportunity to be more inclusive and reflective of the community we serve.

According to Census 2006 - Sex and Age Report¹ released on July 17, 2007 by Statistics Canada; Hamilton's 65 years and over population has reached 104,435 people and represents 15% of the total population of this municipality while the population 14 years of age and under has reached 123,990 and represents 18% of the total population. In comparing these results with Census 2001, the population 14 years of age and under has experienced a negative population change (-2.7%) whereas the population 65 years of age and over, has the highest population change (10.5%) and the adult population (15-64) a moderate one (5.5%). The age group (40-64) close to retirement represents 35% of the total population. In just a few years, Hamilton will have a significant percentage of the population at retirement age. This situation could increase the demands in some sectors, including health care, affordable housing, decent pensions and labour shortages. In addition, Hamilton's fertility rate (1.2%) is lower than the national rate (1.59%)². As Hamilton's older generation continues to grow increasingly large it is becoming a pressing need to attract new immigrants to the city in order to maintain the population levels.

In 2006, there were 138,245³ persons with disabilities in Hamilton. This number represented 20% of the total population in that period (692,910 Hamiltonians⁴). The prevalence of disability rate in Hamilton is

¹ Statistics Canada. 2007. *2006 Census – Sex and Age*. Statistics Canada Catalogue no. 97-551-XWE 2006002. Ottawa. July 17. <http://www12.statcan.ca/english/census06/data/highlights/agesex/Index.cfm> (accessed July 20, 2007)

² Statistics Canada, Births and Total Fertility Rates by Province and Territory. <http://www.statcan.gc.ca/tables-tableaux/sum-som/I01/cst01/hlth85b-eng.htm>.

³ Hamilton is represented by Census Metropolitan Area (CMA) which includes Burlington and Grimsby; Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁴ Hamilton's population is represented by CMA.

higher than the provincial (19%) and the national rate (17.6%).⁵ This high rate of persons with disabilities could be attributed to the high poverty rate (18.1%) in Hamilton in which there is a correlation between the level of functioning and income.⁶ More specifically, persons with disabilities, 15 years and over, earned an annual average of \$9,960 less than persons without disabilities.⁷

With regard to the labour force, it was noted that the unemployment rate for people with activity limitations was 8.2 % in 2006 compared to Hamilton's overall unemployment rate of 6.5%. Similarly, the national rate closely mirrored that of Ontario; in 2006 persons with disabilities had an unemployment rate of 8% compared to Ontario's overall unemployment rate of 6.4%.⁸ There is a connection between unemployment and type of disability. In Canada, of all the types of activity limitations in 2006, persons with hearing limitations had the highest employment rate at 57.8% whereas persons with developmental limitations had the lowest employment rate at 27.8%.⁹ On a national level, in 2006, the employment rate for persons with disabilities was 1,250,720 compared to that of 14,069,780 for persons without disabilities. In terms of employment distribution between the sexes, there is an almost equal employment rate between female and male individuals with disabilities, 50.7% and 49.3% respectively. Conversely, for persons without disabilities, females have a slightly lower employment rate at 47.1% compared to that of 52.9% for males.¹⁰

⁵ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁶ Statistics Canada, PALS 2006.

⁷ Statistics Canada, Census 2006. Custom Product. Beyond 20/20.

⁸ Statistics Canada, PALS 2006.

⁹ "Employment Rates by Disability Type, Canada, 2001 and 2006," Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/c-g/5201150-eng.htm>

¹⁰ "Total Employment for People with and without Disabilities, by Sex and Age Group, Canada, 2001 and 2006," Statistics Canada, 2008, <http://www.statcan.gc.ca/pub/89-628-x/2008007/t/5201157-eng.htm>

3. City of Hamilton Policy Statement of Commitment to Accessibility and Persons 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 Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for: Customer Service (already approved); Transportation; Employment; the Built Environment; Information and Communications.

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;
- ensures 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.

4. City of Hamilton Vision, Mission, Values and Strategic Priorities

Vision:

To be the best place in Canada to raise a child, promote innovation, engage citizens and provide diverse economic opportunities.

Mission:

We provide quality public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

Values:

Accountability
Cost Consciousness
Equity
Excellence
Honesty
Innovation
Leadership
Respect
Teamwork

Strategic Priorities:

Strategic Priority #1

A Prosperous & Healthy Community

We enhance our image, economy and well-being by demonstrating that Hamilton is a great place to live, work, play and learn.

Strategic Priority #2

Valued & Sustainable Services

We deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Priority #3

Leadership & Governance

We work together to ensure we are a government that is respectful towards each other and that the community has confidence and trust in.

5. Identification of Participants

The participants identified below are instrumental in the completion of the Multi-year Accessibility Plan, and the City of Hamilton staff, management and Council offers its thanks and heartfelt gratitude for the committee's dedication and commitment to helping make improvements by providing advice regarding the removal of barriers and ensuring that new barriers are not put in place and hence improve the quality of life for persons with disabilities.

The groups that were instrumental in the collection of information and the preparation of the multi-year accessibility plan are the Advisory Committee for Persons with Disabilities, the Staff Access and Equity Support Committee and the Equity and Diversity Strategic Implementation Team.

5.1. Advisory Committee for Persons with Disabilities

The City of Hamilton's advisory committee, the Advisory Committee for Persons with Disabilities provides significant input and monitors the implementation of the Multi-year Accessibility Plan.

In addition to the responsibilities noted above, the advisory committee has additional specific roles noted in the ODA, as follows:

- to advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- to review site plan & drawings under section 41 of the Planning Act, as selected by the Committee

The Advisory Committee for Persons with Disabilities, and its sub-committees, has been invaluable in providing advice to the Council and staff of the City of Hamilton, in identifying barriers experienced by persons with disabilities, in establishing priorities for ongoing review and developing new initiatives and in providing oversight and input to the staff preparing the Multi-year Accessibility Plan.

Advisory Committee for Persons with Disability (Term 2010-2014)

Current Members: Aznive Mallett, Chair

Tim Nolan, Vice Chair
Paula Kilburn
Tim Murphy
Robert Thompson
Roger-Wayne Cameron
Kim Nolan
Mary Smithson
Terry Wallis
Raihanna Hirji-Khalfan
Brian Lane
Denise Maraj
Debbie Sanche
Patti Cameron
Robert Semkow

5.2. Staff Access and Equity Committee

The Staff Access and Equity Committee is made up of at least one staff member representing each department. Some of the responsibilities of this committee include gathering information concerning accessibility initiatives in their respective departments that are currently in place, those that are planned for the future, reviewing and identifying how and when the issues identified in the audit and through consultations will be addressed and assisting with the preparation of the Multi-year Accessibility Plan.

Current Members:

- Maxine Carter, Access and Equity Coordinator, Customer Service Access and Equity, Corporate Services
- Jane Lee, Director, Customer Service Access and Equity, Corporate Services
- May-Marie Duwai-Sowa, Access and Equity Specialist, Access and Equity Office
- Jaffar Hayat, Access and Equity Policy Advisor, Access and Equity Office
- Carolyn Bish, Administrative Assistant, Customer Service Access and Equity, Corporate Services

- Annie Strojin, Human Rights Specialist, Human Resources, City Manager's Office
- Sheila DuVerney, Community Services
- John Verbeek, Fire Prevention Officer- Public Information, EMS, Fire
- Teresa Bendo, Director, Planning & Continuous Improvement Public Health Services,
- Joanne Kohut, Manager, Planning & Continuous Improvement, Public Health Services,
- Erika Liao, Accommodations Planning & Design Technician, Facility Services, Public Works
- Owen Quinn, Coordinator of Accessible Transit, Transit, Public Works
- Doug Waugh, Manager, Operations and Logistical Support, EMS
- Meghan Stewart, Landscape Architect, Environment and Sustainable Infrastructure, Public Works
- Andrea McDonald, Senior Planner, Community Planning and Design, Planning and Economic Development

Key Contacts:

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5.3 Equity and Diversity Strategic Implementation Team

The Equity and Diversity Strategic Implementation Team consists of at least one Director from each department, the Access & Equity Coordinator and the Director of Customer Services, Access & Equity. The committee provides strategic input to the implementation of corporate-wide initiatives with respect to equity, access, inclusion and diversity, ensuring that the principles are included in the City of Hamilton's future decisions, policies, programs and other activities.

Current Members:

- Mary Agro, Manager, Organizational Development, Human Resources, City Manager's Office
- Denise Crawford, Human Rights Specialist, Human Resources, City Manager's Office
- Carolyn Bish, Administrative Assistant to Director of Customer Service, Access & Equity, Corporate Services
- Maxine Carter, Access & Equity Coordinator, Corporate Services
- Jane Lee, Director of Customer Service, Access & Equity, Corporate Services
- Rob Rossini, General Manager, Finance & Corporate Services
- Colin McMullan, Manager, Community Services
- Joe Xamin, Manager, Operational Strategies, Planning & Economic Development
- Angela Storey, Manager, Business and Support Services, Public Works
- Susan Jacob, Manager, Design, Public Works

6. MULTI-YEAR PLAN OVERVIEW

Establishing, implementing and maintaining a multi-year accessibility plan is a key requirement under the AODA Integrated Accessibility Standards. Progress and updates on accessibility initiatives and activities will be reported and reflected in the multi-year accessibility plan. The multi-year plan will be updated at least once every five years and shall be made available to members of the public in an accessible format, upon request.

The multi-year plan contains the following sections:

- Strategic Goals
- Compliance Activities
- Resources, Cost and Budget Amount
- Compliance Timelines
- Status Updates

Strategic Goals

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. Each strategic goal addresses a key aspect of how we plan to design, deliver and implement 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.

The strategic goals are as follows:

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.

Strategic Goal Two: Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

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.

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

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.

Strategic Goal Six: Through training and experimental 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.

Compliance Activities

This section outlines compliance activities detailing the initiatives, consultations and actions staff will undertake to ensure each strategic goal is achieved. The compliance activities are outlined with sections numbered to correspond with the Regulation requirements.

Resources, Costing and Budget Amount

This section outlines the departmental resources, anticipated cost and budget amount allocated towards achieving each goal.

Compliance Timelines

This section states the anticipated implementation timeframe for each initiative or activity. Compliance timelines have been established to foster accountability, efficiency and ensure that the strategic goals are achieved within a considerable timeframe.

Status Update

A status update is also provided for each initiative or activity, outlining what has been achieved and any plans for future initiatives.

7. MULTI-YEAR PLAN STRATEGIC GOALS 2013-2017

7.1. 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.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 3):

- Establish and communicate accessibility policies, practices and procedures

Compliance Activities:

- 3.1.** Establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures governing the provision of goods and services to persons with disabilities have been established.

- 3.2.** Use reasonable efforts to ensure that all its goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

- 3.2.2. Where applicable shall integrate the provision of goods and services for persons with disabilities and others, unless an alternate measure is necessary.
- 3.2.3. Ensure that services are provided in an equitable manner so that one method of service does not create an advantage or disadvantage over another method of service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures have been developed to ensure that staff, management, third party contractors and volunteers use reasonable efforts to ensure that goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

- 3.3. Ensure that where applicable, all policies deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from its goods and services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. The City has developed an Assistive Devices Policy which deals with the use of assistive devices by person with disabilities to obtain, use or benefit from goods and services.

- 3.4.** Utilize alternative methods of communication, when communicating with a person with a disability, taking into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Currently utilize alternative methods of communication including in-person, telephone, fax, in-home, text and email, with the aid of various audio, visual and other technology-based assistive devices to communicate with persons with disabilities.

- 3.5.** Prepare one or more documents describing its policies, practices and procedures and upon request, shall give a copy of the document to any person.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document describing policies, practices and procedures developed and is available to the public upon request.

Integrated Accessibility Standards Regulation Requirement (section 3, 4, 41)

- Establish, implement, maintain multi-year Accessibility Plan

Compliance Activities:

- 3.1. Develop, implement and maintain policies to achieve accessibility.
- 3.2. Develop statement of commitment to meet the accessibility needs of persons with disabilities.
- 3.3. Prepare written documents describing its policies and make them publicly available and in an accessible format upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Statement of commitment, policies, practices and procedures to meet the needs of persons with disabilities to be drafted and reviewed by staff and management.

- 4.1. Establish, implement, maintain multi-year Accessibility Plan
- 4.2. Post the accessibility plan on the website
- 4.3. Provide the plan in an accessible format upon request
- 4.4. Review and update the accessibility plan at least once every five years.
- 4.5. Consult with Advisory Committee for Persons with disabilities.
- 4.6. Provide annual status report on the progress of accessibility plan initiatives.
- 4.7. Post the status report on the website, and provide the report in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Multi-year accessibility plan being drafted and will be submitted to departments for review.

41.1. Conventional transportation services shall identify the process for managing, evaluating and taking action on customer feedback.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

42.1. Specialized transportation service providers shall, in their accessibility plans,

- identify the process for estimating the demand for specialized transportation services; and
- develop steps to reduce wait times for specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

43.1. Conventional transportation service providers and specialized transportation service providers shall, in their accessibility plans, describe procedures for dealing with accessibility equipment failures on their respective types of vehicles.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

7.2 STRATEGIC GOAL TWO

Persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessing, selecting and hiring process and when they are seeking advancement opportunities as employees.

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements (sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):

- Accommodate and support potential employees throughout recruitment, assessing, selection, hiring and advancement process

Resources:

Costing (if known): \$120,000 for Employment Systems review to identify barriers in employment processes for people with disabilities and proposes solutions to address the barriers

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Review expected to commence in First Quarter, 2013

Compliance Activities:

22. Notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment processes.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

23. If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

24. When making an offer of employment, notify successful applicant of the policies for accommodating employees with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

25. Inform employees and new employees of policies to support employees with disabilities, including job accommodations.

25.1. Provide updated information on change in the existing policies or when there is a change in employee's accessibility needs due to disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 26.** Consult with the employee for the provision of accessible formats and communication supports for,
- information needed to perform the employee's job; and
 - Information that is generally available to employees in the workplace.
- 26.2.** Consult with the employee making the request in determining the suitability of an accessible format or communication support.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 27.1.** Provide individualized workplace emergency response information to employees with disability.
- 27.2.** Provide the emergency response information to the designated person to provide assistance to the employee with employee's consent.
- 27.3.** Review the individualized workplace emergency response information,
- when the employee moves to a different location

- accommodations needs or plans are reviewed; and
- when the employer reviews its general emergency response policies

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Individualized Workplace emergency response information, policies and procedures have been finalized and shared with Advisory Committee for Persons with Disabilities, Integrated Accessibility Standard sub-committee and staff. Implementation is underway. Access and Equity staff is working on the process to evaluate the implementation.

28.1. Develop a process for the development of documented individual accommodation plans for employees with disabilities.

The process must entail:

- Employee's participation
- Means by which the employee is assessed on individual basis
- Employer can request an evaluation by outside expert at employer's expense
- Participation of a representative from employee's bargaining agent, where the employee is represented by a bargaining agent
- Steps taken to protect the privacy of the employee's personal information
- The frequency of review/update and the manner of the individual accommodation plan
- Reasons for the denial of individual accommodation will be provided to the employee
- The means of providing the individual accommodation plan in a format that takes into account the employee's accessibility needs due to disability

28.2. The individual accommodation plans shall include:

- any information regarding accessible formats and communication supports

- Individualized workplace emergency response information
- Identify any other accommodation that is to be provided

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 29.1.** Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work; and document the process.

The return to work process shall outline:

- The steps taken to facilitate the return to work of employees who were absent because of their disability
- Documented individual accommodation plans

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status:

- 30.** When using a performance management process, take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans.

Resources:

Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014
Status:

31. When providing career development and advancement to employees, take into account the accessibility needs of employees with disabilities as well as any individual accommodation plans.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

32. When redeploying employees, take into account the accessibility needs of employees with disabilities, as well as their individual accommodation plans.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2014

Status:

7.3 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.

WHAT WILL BE DONE?

Customer Service Standards Regulation Requirements (sections 8, 9):

- Provide accessibility information, service disruption notices on City website, eNet and City premises

Compliance Activities:

- 8.1.** Establish procedure to notify persons to whom goods or services are provided about the availability of all documents by posting the notification of City's website, e-net and other conspicuous locations
- 8.2.** Post all notices and information relating to the Regulation on the City's website, eNet and other conspicuous locations on its premises.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Procedure established and all notices and information relating to the Regulation available on City's website, eNet, conspicuous locations on City premises and available to the public upon request.

9.1. If a provider of goods or services is required by this Regulation to give a copy of a document to a person with a disability, the provider shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Documents containing Regulation information, policies, practices and procedures are available to the public upon request.

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

- Incorporate accessibility features when designing, procuring and acquiring self-service kiosks
- Provide documents, emergency procedures, plans or public safety information in accessible formats and communication supports
- Provide accessible formats and communication supports
- Develop accessible websites and web content

Compliance Activities:

6.1. Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: In progress. Access and Equity Coordinator is having consultations with procurement staff to finalize the criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

- 11.1. Provide accessible formats and communications supports for receiving and responding to the feedback.
- 11.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Compliant. Process in place since January 2010. A corporate communication plan is being developed. All City advertisements provide information on the accessibility accommodations in meetings and services.

- 12.1. Provide accessible formats and communication supports:
 - By taking into account the person's accessibility needs and in a timely manner.
 - At a cost that is no more than the regular cost charged to other persons.
 - Consult with the person making the request in determining the suitability of an accessible format.
- 12.2. Notify the public about the availability of accessible formats and communication supports.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2015

Status:

- 13.1. Provide the emergency procedures, plans or public safety information:
 - In an accessible format or with appropriate communication supports.
- 13.2. Make emergency procedures, plans or public safety information available to the public.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant. Policy and procedures have been finalized and shared with Advisory Committee for Persons with Disabilities, Integrated Accessibility Standards Sub-Committee and staff. Access and Equity Office is working on the process to evaluate the implementation.

- 14.1. All new internet websites and web content conforming with WCAG 2.0 Level A.
- 14.2. All internet websites and web content must conform with WCAG 2.0 Level AA.
 - Success criteria 1.2.4 Captions (live)
 - Success criteria 1.2.5 Audio Description (Pre-recorded)
 - Web content published on a website after January 1, 2012.

Resources:

Costing (if known): Re-development of the City's website is estimated at \$2.4 million, and will include AODA compliance. Only part of the budget estimate relates to AODA compliance. Phase one of the project includes development of a business case which will estimate AODA related costs.

Budget amount / year (2012-2015): Part of \$2.4 million web redevelopment project/ 2012-2014

Compliance Timeline: Multiple

Status:

7.4 STRATEGIC GOAL FOUR

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

WHAT WILL BE DONE?

Integrated Accessibility Standards Regulation Requirements: (sections 34, 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)

- Ensure barrier free access to services, programs and vehicles
- Ensure fare parity for persons with disabilities and no charge of fare to support persons
- Ensure accessible signage, surfaces, lighting and announcements on vehicles
- Develop guidelines for licensing accessible taxicabs

Compliance Activities:

34.1. Provide current information on accessibility equipment and features of vehicles, routes and services in an accessible format.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 35.1.** 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.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2011

Status: Compliant

- 37.1.** Establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities.
- Make those policies available to the public in an accessible format, upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 38.1.** No charge of fare to a support person who is accompanying a person with a disability, where person with a disability has a need for a support person.
- 38.2.** It is the responsibility of a person with a disability to demonstrate to a service provider their need for a support person to accompany them.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Estimated at \$115,000 – implemented in 2010

Compliance Timeline: January 1, 2014

Status: Compliant

44.1. Conventional transportation service providers shall:

- deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;
- ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;
- assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities
- allow a person with a disability to travel with a medical aid.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

45.1. An alternative accessible method of transportation for persons with disabilities who can not use the service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Not applicable- 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.

- 46.1. No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability where the person with a disability uses conventional transportation services, but a conventional transportation service provider may charge a lesser fare for a person with a disability.
- 46.2. Conventional transportation service providers that do not provide specialized transportation services, shall make available alternative fare payment options to persons with disabilities who cannot, because of their disability, use a fare payment option.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: Multiple

Status: Compliant

- 47.1. Ensure that persons with disabilities are able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.
- 47.2. In determining where a safe location may be situated for the purposes of subsection (1), the conventional transportation service provider shall give consideration to the preferences of the person with a disability.

- 47.3.** Ensure that operators of their transportation vehicles promptly report to an appropriate authority where a transit stop is temporarily inaccessible or where a temporary barrier exists.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 48.1.** Charge no fee for the storage of a mobility aid or a mobility assistive device on conventional transportation service.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant

- 49.1.** Clearly mark courtesy seating for persons with disabilities
- 49.2.** The courtesy seating for persons with disabilities shall be located as close as practicable to the entrance door of the vehicle.
- 49.3.** The courtesy seating for persons with disabilities shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.

49.4. A communications strategy shall be designed to inform the public about the purpose of courtesy seating.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

50.1. Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) shall,

- (a) make available alternate accessible arrangements to transfer persons with disabilities to their route destination where alternate arrangements for persons without disabilities are inaccessible;
- (b) ensure information on alternate arrangements is communicated in a manner that takes into account the person's disability.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: July 1, 2013

Status: To be compliant by July 1, 2013

51.1. Ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.

- 51.2.** Ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles and that that these announcements satisfy the regulation requirements.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status:

- 52.1.** Ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles while the vehicle is on route or while the vehicle is being operated.
- 52.2.** Every conventional transportation service provider shall ensure that all destination points or available route stops,
- (a) are announced through electronic means; and
 - (b) are legibly and visually displayed through electronic means.
- 52.3.** Visual displays of destination points or stop information shall satisfy the regulation requirements

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: Multiple

Status: Compliant

53.1. Ensure that all conventional transportation vehicles to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail), that are manufactured on or after January 1, 2013 are equipped with grab bars, handholds, handrails or stanchions that are provided where appropriate.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

54.1. Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail):

(a) have floors that produce a minimal glare and are slip resistant;

(b) any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.

54.4. Where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 55.1.** Ensure that all conventional transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) shall:
- (a) have two or more allocated mobility aid spaces, with each space being a minimum of,
 - (i) 1,220mm by 685mm for vehicles designed to have a seating capacity of 24 passengers or less
 - (ii) 1,220mm by 760mm for vehicles designed to have a seating capacity of more than 24 passengers
 - (b) are equipped, as appropriate, with securement devices.
- 55.2.** Spaces on transportation vehicles that are allocated as mobility aid spaces may be used for other passenger purposes, if not required for use by a person with a disability who uses a mobility aid.
- 55.5.** where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of a type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 55.6.** Subsection (5) does not apply if the installation of mobility aid spaces would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 56.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, street cars, subways, light rail, commuter rail, inter-city rail) are equipped with accessible

stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.

- 56.2.** Accessible stop-requests and emergency response controls must meet the following standards:
1. They must provide auditory and visual indications that the request has been made.
 2. They must be mounted no higher than 1,220mm and no lower than 380mm above the floor.
 3. They must be operable with one hand and must not require tight grasping, pinching or twisting of the wrist.
 4. They must be high colour-contrasted with the equipment to which the control is mounted.
 5. They must provide tactile information on emergency response controls.
- 56.3.** With respect to stop-requests, this section applies to the following:
1. Transit buses.
 2. Motor coaches.
 3. Street cars.
- 56.4.** With respect to emergency response controls, this section applies to the following:
1. Subways.
 2. Light rail.
 3. Commuter rail.
 4. Inter-city rail.
- 56.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above, on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 57.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.
- 57.2.** The light above or beside each passenger access door must,
- (a) when the door is open, illuminate the ground surface for a distance of at least 0.9m perpendicular to the bottom step tread or lift outer edge
 - (b) be shielded to protect the eyes of entering and exiting passengers.
- 57.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles of the type referenced above on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.
- 57.6.** Subsection (5) does not apply if the installation of the lights would impair the structural integrity of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 58.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor

coaches, streetcars, subways, light rail, commuter rail, inter-city rail) display the route or direction of the transportation vehicle or its destination or next major stop.

- 58.2.** For the purposes of subsection (1), the signage displaying the route or direction or destination or next stop may include pictograms or symbols, but the signage must,
- (a) be visible at the boarding point
 - (b) be consistently located
 - (c) have a glare-free surface
 - (d) be positioned to avoid shadow areas and glare.
- 58.3.** Every conventional transportation service provider shall ensure that the signage displaying the route or direction or destination or next stop,
- (a) is consistently shaped, coloured and positioned, when used in the same type of transportation vehicle to give the same type of information
 - (b) has text that:
 - (i) is high colour-contrasted with its background, in order to assist with visual recognition,
 - (ii) has the appearance of solid characters.
- 58.5.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles, to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail), on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 59.1.** Every conventional transportation service provider shall ensure that all of its transportation vehicles manufactured on or after January 1, 2013 to which this section applies (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) are equipped with lifting devices, ramps or portable bridge plates and that each of them has,
- (a) a colour strip that runs its full width marking the bottom edge and that is high colour contrasted with its background to assist with visual recognition;
 - (b) a slip resistant platform surface
 - (c) raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.
- 59.3.** This section does not apply to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that are regulated under Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Passengers) made under the Highway Traffic Act.
- 59.4.** Despite subsection (1), where a conventional transportation service provider enters into a contractual obligation to purchase new or used vehicles (transit buses, motor coaches, streetcars, subways, light rail, commuter rail, inter-city rail) on or after July 1, 2011, the transportation service provider shall ensure the vehicles meet the requirements of this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 60.1.** Every conventional transportation service provider shall ensure that where transportation vehicles are equipped with steps, the steps meet the following requirements:
- The top outer edge of each step is marked by a colour strip that is high colour-contrasted with its background, to assist with visual recognition, that runs the full width of the leading edge of the step, excluding any side edge mouldings, and can be viewed from both directions of travel.
 - The steps have surfaces that are slip resistant and that produce minimal glare.
 - The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 61.1.** Every conventional transportation service provider shall ensure that where its transportation vehicles have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.
- 61.2.** The visual warning lamp indicator and the audible warning alarm must function when the kneeling function, ramp or lifting device is in motion.
- 61.3.** If a ramp or lifting device is being manually operated, no warning lamp indicator or warning alarm is required.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Compliant

- 62.1. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that at least one rail car per train is accessible to persons with disabilities who use mobility aids.
- 62.2. Every conventional transportation service provider whose transportation services include light rail, commuter rail or inter-city rail shall ensure that where washrooms are provided on the rail cars there is at least one mobility aid accessible washroom on the mobility aid accessible rail car.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Not applicable

- 63.1. Every specialized transportation service provider shall have three categories of eligibility to qualify for specialized transportation services,
 - (a) unconditional eligibility
 - (b) temporary eligibility
 - (c) conditional eligibility
- 63.2. For purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having unconditional eligibility.
2. A person with a temporary disability that prevents them from using conventional transportation services shall be categorized as having temporary eligibility.
3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having conditional eligibility.

63.3. A specialized transportation service provider may deny requests for specialized transportation services to persons who are categorized as having temporary eligibility or conditional eligibility if the conventional transportation service is accessible to the person and the person has the ability to use it.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$5.7 million (once revised eligibility policy is fully implemented)

Compliance Timeline: January 1, 2017

Status: To be compliant in late 2012, part of assessment process for the revised Eligibility process for Specialized Transit

- 64.1.** If a person has completed an application for eligibility for specialized transportation services and the person's eligibility has not been determined within 14 calendar days after the completed application is received by the specialized transportation service provider, the person shall be considered to have temporary eligibility for specialized transportation services until a decision on his or her eligibility is made.
- 64.2.** A specialized transportation service provider shall not charge a fee to persons with disabilities who apply or who are considered eligible for specialized transportation services.

- 64.3. A specialized transportation service provider may require a reassessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- 64.4. A specialized transportation service provider shall, upon the request of the person requesting specialized transportation services, make available to the requester all of his or her specialized transportation services eligibility application and decision information in accessible formats.
- 64.5. A specialized transportation service provider shall establish an independent appeal process to review decisions respecting eligibility.
- 64.6. A specialized transportation service provider shall make a decision on an appeal with respect to eligibility within 30 calendar days after receiving the complete appeal application, but if a final decision is not made within the 30 days, the applicant shall be granted temporary eligibility until a final decision is made.
- 64.8. A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Part of the \$5.7 million eligibility policy implementation costs

Compliance Timeline: January 1, 2014

Status: To be compliant in 2012; part of the revised Eligibility process for Specialized transit

- 65.1. Specialized transportation service providers shall develop procedures respecting the provision of temporary specialized transportation services earlier than in the 14 calendar days referred to in subsection 64 (1),
 - (a) where the services are required because of an emergency or on compassionate grounds; and
 - (b) where there are no other accessible transportation services to meet the person's needs.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

- 66.1.** Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall not charge more than the highest fare charged for conventional transportation services in the same jurisdiction.
- 66.2.** Every conventional transportation services and specialized transportation services shall ensure that there is fare parity between conventional transportation services and specialized transportation services.
- 66.3.** Every conventional transportation services and specialized transportation services shall ensure that the same fare structure is applied to conventional transportation services and specialized transportation services.
- 66.4.** Every conventional transportation services and specialized transportation services shall ensure that the same fare payment options are available for all transportation services, but alternative options shall be made available to persons with disabilities who cannot because of their disability use a fare payment option.

Resources:

Costing (if known):

Budget amount / year (2012-2015): Estimated at \$450,000/2013

Compliance Timeline: Multiple

Status: To be compliant by January 1, 2013

- 67.1.** Every specialized transportation service provider shall:
- (a) make specialized transportation services available to visitors
 - (b) consider as eligible,
 - (i) visitors who provide confirmation that they are eligible for specialized transportation services in the jurisdiction in which they reside, or
 - (ii) visitors who meet the specialized transportation services eligibility requirements of the specialized transportation service provider.
- 67.2.** Every specialized transportation service provider shall develop criteria to determine who falls into the category of visitor for the purposes of this section.
- 67.3.** Specialized transportation service providers shall meet the requirements of this section by January 1, 2013.
- 67.4.** A specialized transportation service provider shall have policies respecting the collection, use and disclosure of personal information collected for purposes of determining eligibility under this section.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 68.1.** Every specialized transportation service provider shall provide origin to destination services within its service area that takes into account the abilities of its passengers and that accommodates their abilities.
- 68.2.** Origin to destination services may include services on any accessible conventional transportation services.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: July 1, 2011

Status: Compliant

- 69.1. Where specialized transportation services are provided in adjacent municipalities within contiguous urban areas, the specialized transportation service providers shall facilitate connections between their respective services.
- 69.2. Specialized transportation service providers to which subsection (1) applies shall determine the accessible stops and drop off locations in the contiguous urban areas that have specialized transportation services.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2013

Status: Compliant

- 70.1. Where conventional transportation services and specialized transportation services are provided by separate transportation service providers in the same jurisdiction, the specialized transportation service provider shall ensure that it has, at a minimum, the same hours and days of service as any one of the conventional transportation service providers.

70.2. Where a transportation service provider provides both conventional transportation services and specialized transportation services, it shall ensure that the specialized transportation services have, at a minimum, the same hours and days of service as the conventional transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013

Compliance Timeline: Multiple

Status: To be compliant by January 1, 2013

71.1. Every specialized transportation service provider shall, where the specialized transportation services require reservations,
(a) provide same day service to the extent that it is available; and
(b) where same day service is not available, accept booking requests up to three hours before the published end of the service period on the day before the intended day of travel.

71.2. A specialized transportation service provider to whom subsection (1) applies shall provide accessible means to accept reservations.

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$125,000/2013-2014

Compliance Timeline: January 1, 2014

Status: Compliant

72.1. No specialized transportation service provider shall limit the availability of specialized transportation services to persons with disabilities by:

- (a) restricting the number of trips a person with a disability is able to request; or
- (b) implementing any policy or operational practice that unreasonably limits the availability of specialized transportation services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: Compliant

- 73.1.** Every specialized transportation service provider, where the specialized transportation services require reservations, shall provide information on the duration of service delays to affected passengers by a method agreed to by the specialized transportation service provider and passenger.
- 73.2.** For the purposes of this section, a service delay is a delay of 30 minutes or more after.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: To be compliant by January 1, 2013

- 74.1.** Every specialized transportation service provider shall allow companions to travel with persons with disabilities if space is available and will not result in the denial of service to other persons with disabilities.

- 74.2.** Every specialized transportation service provider shall allow dependants to travel with a person with a disability who is the parent or guardian of the dependant if appropriate child restraint securement systems and equipment are, if required, available.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2012

Status: Compliant

- 78.1.** Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.
- 78.2.** Identify planning for accessible bus stops and shelters, including any steps that will be taken to meet the goal of accessible bus stops and shelters, in the accessibility plan
- 78.3.** Upon entering into arrangements with a person respecting the construction of bus stops and shelters in its jurisdiction, ensure that the person participates in the consultation and planning

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Compliant

- 79.1.** Consult with Advisory Committee for Persons with Disabilities, the public and persons with disabilities to determine the proportion of on-demand accessible taxicabs required in the community.

79.2. Identify progress made toward meeting the need for on-demand accessible taxicabs, including any steps that will be taken to meet the need, in the accessibility plan

Resources:

Costing (if known):

Budget amount / year (2012-2015): \$100,000/2013-2014

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

80.1. When licensing taxicabs, ensure that owners and operators of taxicabs are prohibited,
(a) from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip; and

(b) from charging a fee for the storage of mobility aids or mobility assistive devices.

80.2. When licensing taxicabs, ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab.

80.3. When licensing taxicabs, ensure that owners and operators of taxicabs make available vehicle registration and identification information in an accessible format to persons with disabilities who are passengers.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: City's licensing division reviewing this requirement.

7.5 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.

WHAT WILL BE DONE?

Design of Public Spaces Standards (Accessibility Standards for the Built Environment) Regulation Requirements (section 80):

- Design of Open Spaces will be achieved
- Ensure compliance with technical requirements for recreational trails, beach access routes, boardwalks, ramps, landings, nosings, handrails, outdoor play spaces, exterior paths of travel, curb ramps, depressed curbs, pedestrian signals, rest areas, accessible parking spaces, on-street parking spaces, service counters, fixed queuing guides and waiting areas
- Ensure maintenance of accessible elements

Compliance Activities:

To be determined

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2016

Status:

Barrier-Free Design Guidelines

- Achieve intent of the guidelines
- Departmental initiatives, activities and consultations

Customer Service Standard Regulation Requirements (section 4, 5, 7):

- Establish guidelines regarding fees for support persons
- Provide notice of temporary service disruptions
- Establish feedback process for receiving and responding to feedback
- Establish policy, practices and procedures to permit service animals and support persons accompanying persons with disabilities

Compliance Activities:

- 4.1.** Establish policy and procedure permitting guide dogs or other service animals to enter City premises and keep the animal with him or her, unless the animal is excluded by law

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

- 4.2.** Ensure the animal is not separated from the persons with disability, as well as while on ambulances

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals on City premises.

- 4.3. If a service animal is excluded by law from the premises, utilize alternative methods of service including in-person, telephone, email, postal mail, texting, fax, in-home and over the counter, to provide services to persons with disabilities

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate guide dogs and service animals exclude by law, by utilizing alternative methods of service.

- 4.4. If a person with disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that person is not prevented from having access to the support person while on the premises

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

- 4.5. Allow a person with disability to be accompanied by a support person when on City premises, if the support person is necessary for the health or safety of the person with disability or the health or safety of others on the premises

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to accommodate support persons on City premises.

- 4.6. Establish policy and guidelines to waive fee or notify persons with disabilities in advance, of any amount payable by a support person for admission to City premises

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify support persons in advance of amount payable for admission to City premises.

- 4.7. Prepare one or more documents describing policies, practices and procedures with respect to guide dogs or other service animals and support persons and upon request, give a copy of the document to any person

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

- 5.1. Provide notification to the public of temporary disruption in facilities or services in a timely manner and in alternative formats

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

- 5.2. Notice of the disruption must include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services.

- 5.3. Post disruption notice at a conspicuous location on premises and utilize alternative communication channels including City's website, email, eNet, telephone and text message

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Policies, practices and procedures established to notify the public about temporary disruptions in facilities or services in alternative formats.

- 5.4. Prepare one or more documents outlining steps to be taken in connection with temporary disruptions and upon request, give a copy of the document to any person.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining accessibility policies, practices and procedures developed and available to the public upon request.

- 7.1.** Establish a feedback process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities and make the information readily available to the public in accessible formats

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.2.** Ensure the feedback process allows persons with disabilities to provide their feedback in various forms including telephone, writing, texting, email, CD.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.3.** Establish a feedback process which outlines procedures (actions, timelines, process chain, contact person(s), when a complaint is received

7.3.1. Communicate the feedback process to staff, persons with disabilities and the public

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Feedback process developed and implementation underway.

- 7.4. Prepare one or more documents describing the feedback process and upon request, give a copy of the document to any person.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining feedback policy, procedure and process developed and available to the public upon request.

7.6 STRATEGIC GOAL SIX

Through training and experimental 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.

WHAT WILL BE DONE?

Customer Service Standard Regulation Requirement (section 6):

- Provide training, information and awareness to staff on serving persons with disabilities.

Compliance Activities:

- 6.1.** Ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
 - (i). Every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise.
 - 6.1.1** Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training about the provision of goods and services to persons with disabilities.
 - 6.1.2.** Develop a strategy to ensure that every employee, volunteer, agent, contractor or otherwise, who participates in developing policies, practices and procedures governing the provision of goods and services to members of the public or other third parties on its behalf, receives training about the provision of its goods and services to persons with disabilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training strategy developed and implementation is underway.

- 6.2.** Ensure that a review of the purposes of the Act and the requirements of this Regulation and instructions are incorporated into the training curriculum.
- 6.2.1.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on interacting and communicating with persons with various types of disability.
- 6.2.2.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to interact with people who use an assistive device (such as wheel chairs, lifts), or require the assistance of a guide dog or other service animal or the assistance of a support person.
- 6.2.3.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on how to use equipment and devices available on its premises.
- 6.2.4.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on what to do if a person with a particular type of disability is having difficulty accessing goods or services.

Resources:

Costing (if known):

Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.3.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training within a practicable timeframe, in accordance with the stipulated Regulation implementation timeframe.

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.4.** Ensure that every employee, volunteer, agent, contractor or otherwise, who deals with members of the public or other third parties on its behalf, receives training on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities

Resources:
Costing (if known):
Budget amount / year (2012-2015):
Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

- 6.5.** Prepare one or more documents describing the training policy including a summary of the training content, details, schedule and timeframe

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Document outlining training policy, practices and procedures developed and available to the public, upon request.

- 6.6.** Develop a mechanism for keeping records of the training provided including training dates and attendance

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2010

Status: Compliant. Training implementation is underway.

Integrated Accessibility Standards Regulation Requirements (section 5, 7, 36):

- Develop policies, practices and procedures for procuring or acquiring goods, services or facilities
- Provide training on Regulation and Human Rights Code

Compliance Activities:

5.1. Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

5.2. Provide a written explanation if it is not possible to incorporate accessibility criteria, upon request.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2013

Status: Guidelines for procurement staff have been made available. Access and Equity team is working on a process for appropriate language and communication. Access and Equity Coordinator is consulting with procurement staff to finalize the criteria.

7.1. Provide training on Regulation and the Human Rights Code;

- all employees, and volunteers;
- all persons developing the organization's policies; and

- all other persons who provide goods, services or facilities on behalf of the organization.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.2. Staff training as soon as practicable and be appropriate to the duties of employees.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

7.3. Ensure to keep record of all training including attendance and content

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: In progress. A request for proposal is being developed for a consultant to develop an overarching training strategy. People soft has already been synchronized with the AODA Customer Service Standard online training. A similar process will be used for the Integrated Accessibility Standard training.

36.1. Conduct employee and volunteer accessibility training on:

- the safe use of accessibility equipment and features;
- acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and
- Emergency preparedness and response procedures that provide for the safety of persons with disabilities.

36.2. Keep a record of the training provided under this section, including the date and number of participants.

Resources:

Costing (if known):

Budget amount / year (2012-2015):

Compliance Timeline: January 1, 2014

Status: To be compliant by January 1, 2014

8. APPENDICES

8.1. Appendix I

Municipal Highlights/Overview

The City of Hamilton lies within an area of 1,117.21 square kilometres on the western end of Lake Ontario and currently has a population of 504,559 people. Hamilton is currently the fourth most populated urban center in the Province of Ontario after Toronto, Ottawa-Gatineau and Mississauga; the third one in the Golden Horseshoe Area and the ninth in the national rank. The City of Hamilton is strategically located about one hour from Canada's business and most populated urban centre, Toronto; and one hour from Niagara Falls and the United States Canada border.

The Council for the City of Hamilton is comprised of a Mayor elected at large and 15 ward Councillors, each with a specific area in the City to represent. Bob Bratina is Hamilton's 61st Mayor and has been elected for the period of 2011 - 2014. The administration of the City is guided by a City Manager and a Senior Management Team composed of the department heads of each of the City departments as follows:

- City Managers Office
- Community Services
- Corporate Services
- Emergency Services
- Planning & Economic Development
- Public Health
- Public Works

8.2. Appendix II

Key Definitions

There are some key definitions in the ODA, 2001 and the AODA, 2005 which are important to keep in mind when developing and implementing the City of Hamilton Annual Accessibility Plan.

The Acts define a disability as:

- a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- b) a condition of mental impairment or a developmental disability,
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) a mental disorder, or
- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

In addition, the Act defines a barrier as:

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

Making an organization accessible requires you to have regard for visible and invisible barriers to participation. Some of these barriers are:

Architectural or structural barriers may result from the design of a building such as stairs, doorways, the width of hallways and even room layout.

Information and communications barriers can make it difficult for people to receive or convey information. Things like small print size, low colour contrast between text and background, confusing design of printed materials and the use of language that is not clear or plain can all cause difficulty.

Technology, or lack of it, can prevent people from accessing information. Everyday tools like computers, telephones and other aids can all present barriers.

Systemic barriers can occur through policies and procedures. These are any practices or rules that restrict people with disabilities – for example, denying access to a person with a service animal.

Attitude is perhaps the most difficult barrier to overcome. Some people don’t know how to communicate with those who have visible or non-visible disabilities or they simply discriminate against them because of stereotypes and myths and misconceptions that perpetuate. Some people may feel that they could offend the individual with a disability by offering help or they ignore or avoid people with disabilities altogether.