

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

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2007 ACCESSIBILITY PLAN**

TABLE OF CONTENTS	Page Number
Introduction & Key Definitions	3
Advisory Committees & Key Contacts	6
Municipal Highlights	9
Overview of the Accessibility Plan	14
ACCESSIBILITY INITIATIVES, CONSULTATIONS, PLANNED ACTIVITIES:	
Advisory Committee for Persons with Disabilities	16
Access and Equity Staff Support Committee	45
Mayor's Office	46
Corporate Services	47
Human Resources	57
Community Services	59
Planning and Economic Development	81
Public Health Services	84
Public Works	103

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
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. The purpose of the Act is 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 ODA was passed to improve access to services, programs and opportunities for persons with disabilities, and it requires the input of persons with disabilities to identify, remove and prevent barriers to their participation. In order to assist with the understanding of the annual accessibility plan for the City of Hamilton the following information is provided as background.

In addition to the ODA, the Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005. It 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, people who represent person with disabilities, representatives of the Ontario government, and representatives from organizations, industries and various sectors to whom the standards will apply are currently participating in the development of the accessibility standards.

The Ontarians with Disabilities Act, 2001 will continue in force until repealed in whole or in part as standards are developed in the future. The Accessibility Standards currently being developed will detail the measures, policies, practices and other steps needed to identify, remove and prevent barriers for persons with disabilities. On July 25, 2007 the Accessibility Standards for Customer Service Regulations was approved and will come into force on January 1, 2008. As the rest of the standards are in the process of being developed under the Accessibility for Ontarians with Disabilities Act, the 2007 Accessibility Plan does not comment on specific plans for implementing accessibility standards, but does note the need to develop implementation plans in 2007 and beyond for implementation in future years.

Key Definitions

There are two key definitions in the ODA and the AODA which are important to keep in mind when reviewing 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

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

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")

Duties of Municipalities

The Ontarians with Disabilities Act details the duties of municipalities which include the following:

- establish an accessibility advisory committee
- prepare an annual accessibility plan
- seek advice from the accessibility advisory committee on the plan
- make the accessibility plan available to the public
- seek advice from the accessibility advisory committee on the accessibility of any building, structures or premises that the Council buys, leases, constructs, has provided to them, or renovates significantly
- have regard to the accessibility for persons with disabilities to the goods or services the City purchases, whether the goods and services are purchased for the use of itself, its employees or members of the public

Accessibility Advisory Committee

Each municipality with a population of over 10,000 people must establish an accessibility advisory committee, with a majority of the members to be persons with disabilities. The Council of the City of Hamilton has established the required advisory committee, the Advisory Committee for Persons with Disabilities. The Terms of Reference of the committee are attached for information.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

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

- advise Council about the annual accessibility plan, including its preparation, implementation and effectiveness
- 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 initiatives, and in providing oversight and input to the staff preparing the Annual Accessibility Plan.

Accessibility Plan

The Ontarians with Disabilities Act sets out the requirements for the annual accessibility plan. The accessibility plan must address the identification, removal and prevention of barriers to people with disabilities in the City's by-laws, policies, programs, practices and services. The ODA notes that the annual plan must include the following components:

- report on the steps taken to identify, remove and prevent barriers to people with disabilities
- detail how the City assesses its proposals for by-laws, policies, programs, practices, and services
- a list of the programs, policies, practices and services that will be reviewed in the following year to identify barriers
- detail how the City will identify, remove and prevent barriers in the coming year
- anything else covered in the regulations

The City continues to move forward in implementing its obligations under the Ontarians with Disabilities Act however a number of issues continue. There is an ongoing need for increased awareness amongst the staff at the City of the municipality's obligations under the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act. Although departmental staff who are members of the Staff Access and Equity Support Committee or who have consulted with the Advisory Committee for Persons with Disabilities about operational or policy details are becoming more familiar with both the detail and the intent of the Act, there is still a lot of internal education and awareness to take place. The internal education and awareness workshops are underway and these sessions can help in creating a broader awareness and understanding of the legislation and municipal obligations.

The number of issues required to be dealt with by the Advisory Committee continues to grow and the resulting volume of work they have to contend with continues to be a challenge. The Committee has established several sub-committees to help with their process, structured to match the standards development committees set out by the province. Resource support to the committee and its various sub-committees is an ongoing challenge, and difficulties are often experienced in

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

follow-up and feedback which does not always happen in a timely manner. Staff is not able to fully support the work of the committee and its sub-committees with the current resources however Council has approved going forward one additional staff to provide support to the committee.

In addition to current initiatives still underway, activities planned for 2007- 2008 are the focus of the plan in the coming year, including initiatives required to address the mandatory requirements of the Accessibility for Ontarians with Disabilities Act. With the release of the first standard, the Customer Service Standards, the Advisory Committee will be involved in the planning and the implementation of those standards and subsequent standards as they are released by the province. The Advisory Committee for Persons with Disabilities has recognized the need, to have their planned initiatives reflect the timing and priorities set by the Provincial standards development process.

Some of the initiatives outlined in the 2007 Accessibility Plan have not been completed, although many are underway. Any items included in the 2006 plan which are not yet completed will continue in the 2007 Accessibility Plan.

2) IDENTIFICATION OF PARTICIPANTS

The participants identified below were instrumental in the completion of the 2007 Accessibility Plan, and the City of Hamilton offers its thanks for their dedication and commitment to helping the City make improvements to the quality of life for persons with disabilities. Two groups were instrumental in ensuring ongoing identification of initiatives and solutions, and for their support of initiatives, the Advisory Committee for Persons with Disabilities and the Staff Access and Equity Support Committee.

- **Advisory Committee for Persons with Disabilities**

Current Members:	Tim Nolan, Chair
	Sandi Bell
	Darlene Burkett
	Patty Cameron
	Janice Ferguson
	Anthony Haynes
	Brian Lane
	Aznive Mallett
	Meg Metson
	Kim Nolan
	Maria Ann Pennacchiatti
	Robert Semkow
	Carol Sheppard
	Mary Smithson
	Marlene Thomas
	Kimberly Walker

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Gay Walton

Staff Access and Equity Support Committee

The Staff Access and Equity Support Committee is made up of at least one staff member representing each department. 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 annual Accessibility Plan.

Current Members:

- Nenzi Cocca/Lynn Rutherford , Human Resources
 - Lyne Gagne-Renwick, Community Services
 - Tim Tuck/Victoria Miecznikowski, City Manager's Office
 - Teresa Bendo, Public Health Services
 - Vanessa Grupe, Planning and Economic Development
 - Coralee Secore, Community Services
 - Rodger Metcalfe, Community Services
 - James Rickert, ITS Corporate Services
 - Dio Ortiz, Planning and Economic Development
 - Linda Foley, Hamilton Public Library
 - Cynthia Graham/Lawrence Stasiuk, Public Works
 - Linda Tattrie, Public Works
 - Owen Quinn, Transit, Public Works
- Other Participants
 - Maxine Carter, Access and Equity Coordinator, Customer Service Access and Equity, Corporate Services
 - Jane Lee, Director, Customer Service, Access and Equity, Corporate Services

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
3) KEY CONTACTS

Chair
Advisory Committee for Persons with Disabilities
c/o Corporate Services – Customer Service, Access & Equity Division
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Hamilton, ON L

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City of Hamilton
71 Main Street West
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Director, Customer Service, Access and Equity
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Hamilton, ON L8P 4Y5
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FAX: 905-546-2652
EMAIL: jlee@hamilton.ca

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

4) MUNICIPAL HIGHLIGHTS / OVERVIEW

The City of Hamilton lies within an area of 1,117.21 square kilometers 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 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. Fred Eisenberger is Hamilton's 60th Mayor and has been elected for the period 2006 - 2010. 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
- Human Resources
- Planning & Economic Development
- Public Health
- Public Works

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 person 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, to look at some information for Ontario. This information will help us in the planning processes to be more inclusive and reflective of the community we serve.

Demographic Profiles of Persons with Disabilities in Ontario and Hamilton

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. Hamilton is basically an urban metropolitan centre, 467,596 or 92.7% of Hamiltonians live in the urban area and 36,963 or 7.3% in the rural areas.

According to Census 2006 - Sex and Age Report released on July 17, 2007 by Statistics Canada; Hamilton's 65 years and over population has reached 75,395 people and represents 14.9% of the total population of this municipality while the population 14 years of age and under has reached 89,890 and represents 17.8%. In comparing these results with Census 2001, the population 14 years of age and under has experienced a negative population change (-4.8%) whereas the population 65 years of age and over, the highest population change (7.3%) and the adult population

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

(15-64) a moderate one (4.2%). The age group (40-64) close to retirement represents 35% of the total population. In a few years, Hamilton will start to incorporate more retirees into its population structure. This situation could increase the demands in some sectors, including health care, affordable housing and decent pensions.

In addition, there are more women (51.31%) than men (48.69%) in Hamilton. The most noticeable group is the group age 65 and over (57%) followed by age group 40 to 64 (51%) though, there are less women age 14 and under (48.66%) than men (51.34%). In contrast, Hamilton's fertility rate (1.2%) is lower than the national rate (1.5%). Although, Hamilton still has a young generation of residents, the older generation continues to grow increasingly.

In 2000, there were 92,920 persons with disabilities in Hamilton. This number represented almost 20% of the total population in that period (490,268 Hamiltonians). The prevalence of disability rate in Hamilton was much higher than the provincial level (14%) and the national one (12%). However, the real number of persons with disabilities could be even higher and increasing rapidly. In 2001, PALS report demonstrated that Canada had a disability rate of 12.4%, and Ontario 13.5%.

There were 42,595 or 46% males with disabilities and 50,325 or 54% females with disabilities in Hamilton in 2000.

There were 26,815 or 53% females with disabilities in the age group 15 to 64; and 21,540 or 58% in the group age 65 and over.

By age group there were 4,865 or 5% persons with disabilities aged 0 to 14; 50,985 or 55% aged 15 to 64; and 37,060 or 40% aged 65 and over. There is a significant presence of adults and seniors with disabilities in Hamilton, with women being moderately higher than males.

Also, 88,045 persons with disabilities 15 and over reported some type of legal marital status. From this number, 17% indicated to be single; 52% legally married and not separated; 4% separated but still legally married; 10% to be divorced and 17% widowed.

When indicating their mother tongue, from a total of 92,915; 65,625 or 71% indicated English; 1,610 or 2% French and 24,660 or 27% non official languages in which the five main ones were: Italian (6,195), Polish (1,955), German (1,740), Portuguese (1,560), and Croatian (1,440).

There were 87,815 persons with disabilities in the labour force ages 15 years and over in private households by presence of children and labour force activity; 26,110 were employed and 2,465 were unemployed. In addition, when analyzing the total labour force by industry and considering the 1997 North American Industry Classification System, the main four industries where persons with disabilities worked in 2000 were manufacturing (6,060), health care & social service sector (3,340), retail trade (3,090) and education (1,830).

In 2000, there were more males (15,465) with disabilities aged 15 years and over in the labour force than females (13,180).

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

Females with disabilities average income was \$10,000 less than males. The average income for females was \$18,562 while for males \$28,655. Moreover, the median income for females is \$14,345 and for males \$22,714.

88,045 persons with disabilities reported to have some level of schooling. From this number; 18,895 indicated less than grade 9; 34,965 between grades 9 to 13; 3,720 trade certification; 10,940 university diploma and 19,530 other non university education.

** 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)

Citizenship and Immigration Canada. 2007. *Facts and Figures 2006: Immigration overview – Permanent and Temporary Residents*. C&I Catalogue no. C&I – 8/2006E. Ottawa, 2007. <http://cic.gc.ca/english/resources/statistics/facts2006/index.asp> (accessed July 18, 2007).

Demographic profile of persons with disabilities in Hamilton. Statistics Canada. n.d. 2001 *Target Group Profile for Disability for selected Census Sub Divisions, Census Divisions and Census tracks* (database). Statistics Canada, Custom Product. Beyond 20/20.

5) MISSION, VISION, VALUES AND GOALS OF THE CITY OF HAMILTON

Hamilton City Council has developed a very important document that provides a vision for the future of Hamilton and defines the mission of our local government. The recognition of the need for offering our residents opportunity and the recognition of the diversity in our community is consistent with the preamble of the Ontarians with Disabilities Act which notes that “The people of Ontario support the right of persons of all ages with disabilities to enjoy equal opportunity and to participate fully in the life of the province.”

Our Vision

The City of Hamilton’s vision is the shaping force for all of its policies, actions, behaviours and services.

It states:

The City of Hamilton is a safe, healthy, sustainable community and a great place in which to work, live and play, that offers residents and businesses growth and opportunity.

It is a city of diverse communities, led by Council, which together with staff, spends wisely and governs in an open and accessible manner.

Our Mission

The mission of Council and staff is to work together to create and implement strategies necessary to turn the vision into reality.

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

In addition to the Vision and the Mission, a core set of values also exists to guide behaviour and actions concerning the management of the city.

Our Values

The vision, mission and goals of the City of Hamilton will be guided by 10 core values.

- **Fiscal Accountability:** to increase the efficiency of our city government through fiscal responsibility and prudence
- **Leadership:** in our thinking and in our actions; encouraging individual and team initiatives that exceed expectations, and advocating what we believe in
- **Innovation:** to think broadly and long-term; to balance both city-wide and neighbourhood responsibilities; to do more with limited resources
- **Integrity:** to demonstrate honesty and sincerity in all of our dealings, upholding only the highest ethical principles; to provide open and transparent communications to create informed opinion
- **Respect:** for the needs of all residents, for all viewpoints, and for the diversity of our community
- **Compassion:** sensitivity to, and meeting the requirements of all residents with special needs and interests, and those less fortunate
- **Commitment:** to fulfilling the vision and goals of the city
- **Teamwork:** working in full cooperation and a spirit of collegiality with staff, Council, residents, businesses and external partners
- **Sustainability:** to contribute to a balanced community, economy and environment; to minimize the footprint of our activities and to do no harm
- **Excellence:** in our service delivery, through a quality workforce; and to show pride in our efforts and the community in which we live and work

Several of these values directly relate to the stated purpose of the ODA and the AODA and the municipal obligations included in these Acts.

For residents and staff of the City of Hamilton, the Mission, Vision, Values and Goals represent a promise for the future and provide clear direction about where our city is going. The goals also contain a set of specific priorities that will be the focus in the coming years.

The following goals and strategic priorities are those that relate most directly to the needs of persons with disabilities. The complete text of the Strategic Plan is available on the City's website at www.hamilton.ca. These priorities indicate Council's commitment to the community.

Our Goals

Our strategic plan shows how we want to build a city that works. We want Hamilton to be:

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

1. Great City in Which to Live

To ensure that Hamilton remains a great city, Council commits to providing quality services that residents can rely on and to support the community's quality of life.

a) Providing Quality Community Services

Council will work to provide quality community services, honouring community identity and varying needs and circumstances.

b) Supporting People in Need, with Care

Council will seek to work with other levels of government and the community to ensure that people in need are supported and cared for.

f) VISION 2020 – A Sustainable City

Council is committed to VISION 2020 and will partner with ACTION 2020 in the implementation of its strategies.

2. A Healthy, Safe and Green City of Hamilton

To ensure the quality of life of Hamilton residents, Council commits to work with our government partners to improve our natural environment, the safety of our community, and the health of our residents.

f) Public Safety for the Community, with the Community

Council will work for and with the community to improve the safety of all residents.

i) Municipal Housing Program

Develop and implement a municipal affordable housing program.

3. A City Where People Come First

To harness the energy of the citizens of the new City of Hamilton and to fulfill our obligation to be open and accessible, Council commits to communicate clearly and effectively with the public; provide full information about services, their costs and how well they meet clear performance targets.

c) Benchmarks & Performance Measurement

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

Council will work with staff to develop a list of key performance indicators to track the progress of the City of Hamilton against objective benchmarks.

d) New Opportunities for Public Input & Volunteerism

Council will pursue new and innovative opportunities to enable more people to share their views and contributions to the city, Council and its services.

4. A City that Spends Wisely and Invests Strategically

To get the best value for taxpayer dollars, and to ensure that we have the financial resources available to invest in our economic development and other community priorities, Council commits to increase the efficiency of our city government.

b) Best Practices – Best Value

Council will pursue best practices to lower the cost of government and ensure best value in service delivery. It is recognized that best value is not just a calculation of dollars: it also includes accountability, service quality, accessibility and other community priorities which must be taken into account as per Council policy.

5. A City of Choice for High Performing Public Servants

Council commits to value Hamilton civic employees and to work with the management team to create the conditions where all employees can excel in their service to the community.

DEPARTMENT/DIVISIONAL PLANS: OVERVIEW OF ACCESSIBILITY PLAN

In this section, the Accessibility initiatives are listed for each department, then by divisions and where applicable by sections. There is also a section detailing the work of the Advisory Committee for Persons with Disabilities.

The information in each divisional section details the consultation activities which have taken place over the previous year, a status report on the initiatives of the 2006 Accessibility Plan and an outline of the new initiatives proposed for the 2007 plan.

CONSULTATION ACTIVITIES

Consultation activities during late 2006 and early 2007 with respect to issues and barriers experienced by persons with disabilities primarily took place with the Advisory Committee for Persons with Disabilities (Advisory Committee/ACPD). Most consultation activities were at the request of the Advisory Committee and at the request of staff. Consultation activities occurred over

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

the past year for different reasons, including the review of proposed renovation plans for City facilities, proposed changes to programs, input on policy directions, and development of standards or guidelines.

The consultation activities undertaken over the last year by the Advisory Committee for Persons with Disabilities and by City staff are outlined in the Advisory Committee and departmental sections of the plan.

UPDATE ON 2006 ACCESSIBILITY PLAN INITIATIVES

Over the past 12 months, the Advisory Committee for Persons with Disabilities has assisted the City in identifying barriers, advising on priorities for the accessibility plan for the next year and assisting with recommendations for the elimination of barriers. The Advisory Committee were instrumental in identifying barriers, and have provided assistance to many departments in arriving at solutions and changes to operational processes, and policy documents. In addition, they have monitored the progress made by the City in addressing the initiatives identified in the 2006 Accessibility Plan.

The status update of each of the initiatives in the City of Hamilton 2006 Accessibility Plan is detailed in the Advisory Committee and Departmental sections of the plan. Many of the planned initiatives were not completed in one year, many subject to budget approvals and subsequently had to be carried forward to the new Accessibility Plan for 2007.

ACTIVITIES PLANNED FOR 2007- 2008

The Ontarians with Disabilities Act requires the municipal accessibility plan to address the identification, removal and prevention of barriers to persons with disabilities in by-laws, policies, practices, programs and services. This part of the plan identifies the initiatives planned by departments for the next year, as well as addresses the items deemed to be a priority by the Advisory Committee for Persons with Disabilities. Any activities requiring budget funding beyond normal operating budgets will require budget approval, and may be subject to delay should funding not be available in the 2008 budget. In addition, Council approval is required for some decisions.

The activities planned for the next year are listed by Department and Division, or the Advisory Committee for Persons with Disabilities.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

THE FOLLOWING ARE THE ACTIVITIES OF THE ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES FOR THE PERIOD JULY 2006 TO JUNE 2007.

ADVISORY COMMITTEE FOR PERSONS WITH DISABILITIES (ACPD)

Mandate: The Advisory Committee for Persons with Disabilities recommends policies, procedures and guidelines that address the needs and concerns of persons with disabilities.

STATUS OF CURRENT INITIATIVES

The following are matters raised in earlier plans that were continued in the 2006 Accessibility Plan.

1. Activity or Initiative

The size of the bus stop markers and investigation of the Braille system Hamilton Street Railway division was investigating the possibility of reducing the size of the bus stop markers. ACPD recommended that Transit consult with CNIB standards regarding optimal type & size of font and to investigate the possibility for a Braille overlay for information such as route and telephone numbers.

Actions to Date

Bus Stop Working Group invited HSR/ATS to discuss the bus stop design configuration. ACPD suggested that the working group prepare a plan of action for bus stop design and configuration and put together a potential list of issues for passengers with disabilities (bus stop design, bus shelter, bus stop installation).

Status

ACPD developing discussions on forwarding Bus Stop design and configuration to Built Environment following recommendation of the Accessibility Directorate Ontario

2. Activity or Initiative

Disabled Persons Parking Regulations and Enforcement.

Amendments to the Traffic By-law proposed with respect to persons with disabilities – to address abuse of use of parking permits, on-street parking.

Actions to Date

That a small working group be constituted to investigate the problems with disabled parking permits including the issue of on-street meter parking and that a representative of the Business Improvement Association be invited to a future meeting for consultation.

Staff from Parking will be invited to the ACPD meeting when this item is on the agenda.

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

Status

ACPD was provided with an analysis of the updated Highway Traffic Act Accessible Parking Permit Regulations in June 2006.

Committee will be reviewing and comparing the City's new parking bylaw and the Provincial guidelines on parking for consistency.

3. Activity or Initiative.

The ACPD to tour selected facilities to be retrofitted one year in advance for the Capital Planning Program which includes new parks, open spaces, trails, bridges, roads, sidewalks, sewers, underground infrastructure and major retrofits of buildings and new buildings.

Actions to Date

The committee requested from Public Works Department (Capital program):

1. that they be given the opportunity to tour any facilities that are being retrofitted a year in advance, with the capital planning staff and consultants, if any, together with staff of the operating department.
2. A committee consisting of persons with disabilities and/or those who provide service for persons with disabilities was formed to provide advice and guide the development of the City's Barrier-Free Design Guidelines.

Link to the BFDG:

<http://www.myhamilton.ca/NR/rdonlyres/15AED13D-45C0-4706-9B86-4780BA371789/0/CityofHamiltonBarrierFreeDesignGuidelines.pdf>

Status

A draft plan is being prepared by Capital Planning. ACPD plans to invite Capital Planning Staff to future meeting for an update.

The update of the Barrier Free Design Guidelines (BFDG) has been completed and approved by Council June 2006. The public launch was held May 2007

4.. Activity or Initiative

Urban Braille be standard for all new site plans and all retrofitted /revised streetscapes for the City of Hamilton

Actions to Date

A report was prepared and presented to the Planning and Economic Development Committee recommending that Urban Braille be standard for all new site plans and all retrofitted/revised streetscapes in the City of Hamilton.

Status

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

Council received the report and the item was referred to staff. Staff report is still to be submitted.

5. Activity or Initiative

Saltfleet Arena Renovation Plans and the report on Public Use Study

Actions to Date

Culture and Recreation Division of Public Health and Community Services Department discussed with ACPD the Saltfleet Arena Renovation Plans. The Arena is only being partially upgraded with respect to accessibility. The Committee requested that Saltfleet Arena be made fully accessibility, including accommodation for persons with visual and hearing impairments as soon as possible. In an information report from the Public Health and Community Services Department dated November 7,2005, the following information was provided in response to the ACPD request:

In 2006, the Public Health and Community Services Department, in partnership with the Public Works Department, will undertake a Public Use Study which will examine, amongst other things, the standards for accessibility to facilities as outlined under the ODA. This Public Use Study will identify the associated requirements for City owned facilities including Saltfleet Arena. These needs will be prioritized and included in the Renovation and Replacement Strategy to be presented to Council in the latter part of 2007.

Status

The Public Use Study is currently underway. The report expected to be completed in fall 2007.

ACPD plans to put the item of recreation and sport for persons with disabilities as a priority in 2007.

6. Activity or Initiative

DARTS Policy Review

Actions to Date

After conducting the status update on DARTS Policy Review with Transit Fare Administration and Accessible Transportation System (ATS), Public Works staff, the ACPD recommended additional review yet to take place.

Status

This review still to be completed.

7. Activity or Initiative

Review of complaint process and the forms to be used for complaints to DARTS about scheduling

Actions to Date

Initial review of all operating policies complete and recommendations submitted to ACPD. The committee will continue to review and monitor the complaints process for 2007.

Status

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Transportation Sub-committee and ACPD have been monitoring ATS reports on complaints in quarterly Performance reports.

8. Activity or Initiative

DARTS and ATS Review Process:

Actions to Date

A review of DARTS & ATS being conducted and stakeholders have been invited make presentations. Members of ACPD attended.

ATS surveyed individuals who use DARTS and Taxi Scrip September 2006, the results were presented in February 2007.

ACPD provided advice to Council for consideration when buying new vehicles (Accessible buses, DARTS vehicles).

Discussion included: preference to be given to a Canadian manufacturer, promote the education on users, see and experience both low and high floor buses, weight requirements, statistics on safety and security.

ACPD sent letter January 07- to City Council regarding Extend DARTS transportation on New Year's Eve and DARTS users get same treatment on special holidays regarding free service as offered to general public

Status

This report went to Public Works Committee June 21, 2007.

9. Activity or Initiative

Update on Status of Eligibility Policy Revision and Change to Criteria.

Actions to Date

Supplementary motion provided to Council encouraging the implementation of the eligibility criteria changes and the soft landing program.

Council approved the recommendations with amendments to the Soft Landing Program and Eligibility Criteria.

Link to the minutes of the report ATS Master Plan – Eligibility and Registration Policy Revision for Accessible Transportation Services (PW03128b)

<http://www.myhamilton.ca/NR/rdonlyres/D675EC76-C694-4A92-BCD6-15878439A1AC/0/May2807008Minutes.pdf>

Status

The report was approved with amendments – specifically item (b) (i), (ii), (iv)

10. Activity or Initiative

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Review of Hamilton Entertainment and Convention Facilities Inc.(HECFI) practices related to wheelchair seating, ticket orders for wheelchair seating areas, accessibility of facility including elevators and services etc.

Actions to Date

HECFI representatives to be invited to a future meeting to update the committee on the actions to date regarding accessibility.

Status

To be scheduled at a future meeting.

11. Activity or Initiative

Update on the City's Human Resources Strategy.

Actions to date

The committee specifically identified:

- the need to have a definition of accessibility and
- that HR include and address the supports needed for employees with disabilities
- the tactics must also have a focus on persons with disabilities that a policy be developed that actively encourages staff, Council and the public to identify and remove barriers for persons with disabilities.

Status

ACPD has requested an update on how these items are being implemented.
Human Resources Manager to be invited to a future meeting.

12. Activity or Initiative

Accessibility audit of the Hamilton Public Library Ancaster Branch and Ancaster Municipal Service Centre. This facility was renovated using the Barrier Free Design Guidelines 2006.

Actions to Date

ACPD was advised that the Ancaster Municipal Service Centre and the Public Library renovations were complete and operational and that it would be ready for touring.

Status

Committee to tour the facility in October 2007 and provide comments concerning accessibility.

13. Activity or Initiative

Addressing the issue of how Barrier Free Design guidelines are being implemented for renovations and construction of City facilities including South Mountain Complex and Culture and Recreation facilities and their partnerships.

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Access and Equity updated ACPD on the progress of the concerns sent to architects and project managers of South Mountain Complex (to house a public library and a YMCA) that are to be fully accessible utilizing the Barrier Free Design Guidelines.

ACPD has requested a list of recreation centres and parks that have been renovated and/or constructed utilizing the Barrier Free Design Guidelines 2006.

Status

ACPD will follow up on the South Mountain Complex.

Committee still planning to participate in the facilities audit tours being organized by Culture and Recreation Staff.

Culture and Recreation Department will be invited to future meetings.

14. Activity or Initiative

Operation of Integrated Accessible Taxi Service (City Wide). Pilot Project

Actions to Date

ACPD recommended that Council endorse a pilot project for the operation of an accessible taxi service for a period of 12 months.

Status

Report forwarded to Council and funding approved.

15. Activity or Initiative

Concern about the conditions of rooming and boarding houses particularly around whether or not there are standards, regulations or policies in boarding houses, particularly about heating, cooling, fire code and other safety standards including storing of food and presence of vermin

Actions to Date

Presentations made by: Building & Licensing Division, Planning & Economic Development related to rooming and boarding houses.

Issues included

- how the City implements policy and their accountability,
- waiting list information,
- types of housing in the City, and
- the availability and provision of accessible social housing.

Summary of presentation:

Protection is provided under Landlords and Tenants Act while Building & Licensing enforces the building code and bylaws and that, under the Property Standards Act, there are minimum standards that must be met. Rooming houses are included in this.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Work is done on a complaint basis. Complainants' identification is kept confidential. Protection also provided under Landlords and Tenants Act. When a complaint is received, steps are taken including request for access to property, a letter to owner, consultation with health department, enforcement, if necessary. Licenses not renewed if there are any outstanding issues.

Status

Committee did not have an opportunity to address during 2006 plan but will be reviewed by the committee for action in 2007 plan.

16. Activity or Initiative

Lack of Social Housing for persons with disabilities

Actions to Date

A presentation was made to the ACPD by Social Housing staff. There is a need for additional housing for persons with low-income and that there is a 5 year waiting list for subsidized housing.

People with physical disabilities have not always been accommodated due to structural and attitudinal barriers in social housing.

Areas of priority include heating, cooling, fire code and other safety standards. The enforcement timelines will be reviewed.

ACPD to focus on Accessible Housing as a follow up to the Disability Action Network Group presentation and Supporting Communities Partnership Initiative Project

Status

Built Environment Sub-committee to take the lead in the 2007 planned activities.

17. Activity or Initiative

Education and awareness about attitudinal barriers.

Actions to Date

It was noted that there is a need to make the public aware of the ACPD and to educate the community about the AODA and the Advisory Committee (ACPD).

Status

This activity to be considered by Customer Service subcommittee for the 2008 plan.

18. Activity or Initiative

Committee consultation with Hamilton Police Chief concerning the Policy on Police Checks and its relationship to Person to Hospital policy.

Review of policies of police as it relates to police checks for volunteer and employment opportunities; particularly related to invisible disabilities;

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

That Hamilton Police Services (HPS) reviewed their policy regarding release of information and how the information is released, in consultation with the ACPD, and report back to the ACPD on this matter.

Hamilton Police Chief Mullan discussed with ACPD regarding Police Checks Policy and Police Records Keeping Procedures and of issuance of Police Checks in relation to person with disabilities. Chief Mullan explained differences between records and reports. He also suggested that:

- the supervisor of Records Department be invited to attend a meeting and discuss what can or cannot be removed from the report and the criteria,
 - more educational opportunities for staff of agencies and organizations in understanding mental health disabilities
 - appoint a HPS representative to sit on ACPD.
 - that training is provided at Police College (one week every year),
 - Police Services holds monthly lunch and learn sessions and racial profiling training once a year
 - 5 policies in place regarding contact with persons with disabilities
- Person to Hospital – Contact Release Policy states that
- when a person is taken to hospital the report will label "Person to Hospital" and not "mental illness issues"
 - if the reporting officer lists the subject as accused, suspect or other then the involvement code is reclassified as "patient"
 - if only one report is on file where the subject caused deliberate harm to self, the report is disclosed only if happened within the previous 12 months
 - if the subject only verbally threatened harm to self but did not follow through with a physical attempt,
 - HPS will not release this information if there is only one report on file. If more reports are found within the last 5 years, HPS may use discretion.

Disclosures of reports (Person to Hospital) are individually reviewed by the Screening clerk and or Records Supervisor and disclosure is assessed based on the circumstances of the event as well as the criteria established above

ACPD requested that:

- a) Council for the City of Hamilton that a person with a disability be appointed to the HPS board, and
- b) HPS that a representative from the organization participate at ACPD meetings as a resource person.

Status

A report back from Police Services still outstanding and unresolved concerning the content of the Police Checks Reports. Police representative to follow-up.

ACPD will follow up with respect to:

- Educational & Training component for Hamilton Police officers concerning the issue of disabilities and accessibility and the treatment of persons with disabilities particularly for those with mental health concerns;

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

- educating the ACPD on provincial legislation and guidelines of the Police Services Act and how it is implemented and monitored locally
- Hamilton Police Services process for collecting data on complaints and contact for persons with disabilities.

19. Activity or Initiative

Development of customer service guidelines and operational requirements.

Actions to Date

Discussion on areas of challenges faced by persons with disabilities related to customer service. Attitude of staff in serving customers, economic feasibility, need to have attendants to help persons with disabilities on the bus at certain hours, printed information produced by the City needs to be complete, use simple language and clear; physical setting for customer service counters needs to be friendly.

ACPD agreed to: identify the barriers focusing on counter services, telephone service, service in the field (waste collection, ambulance and firefighting, snow ploughing, etc); service on the bus and electronic service. Also to add to the terms of reference, in the section on types of service delivery "on the bus" and "in the field".

ACPD reviewed, discussed and provided feedback to the Province draft Customer Service Standards released on October 06.

Status

This will be dependent on provincial standards. Preparatory review of requirements commenced by Customer Service Subcommittee however the committee is now awaiting Provincial Standards.

20. Activity or Initiative

Review of accommodation in all meeting rooms for persons with hearing disabilities needs to be addressed at a future meeting.

ACPD to provide feedback to staff regarding accessibility of the building including drop-off site, signage and elevators.

Actions to Date

Initial accessibility issues were addressed and changes made to the meeting space for ACPD members.

New microphone system acquired for Room 110 and will be transported to the new site.

While City Hall is being renovated, ACPD and a number of other advisory committees will be meeting in Room 207 at the Convention Centre.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Status

Further review required as City Hall closes and Committees including ACPD will be meeting at a new location.

Must consider appropriate and accessible DARTS drop-off, clear and consistent signage, accessibility to the building and meeting room facilities.

21. Activity or Initiative

Audible pedestrian signals

Actions to Date

There is a national committee in place that is responsible for developing Canadian Standards for signs and traffic signals. A city of Hamilton staff member is participating on this committee. It will take until late 2007 to develop an approved policy.

Audible signals have been installed at 5 locations in the city.

Public Works is still investigating an appropriate method of crossing for visually impaired pedestrians that will be compatible with the existing two stage crossing at Main St and Emerson - west side.

The staff of Traffic Engineering & Maintenance, Public Works will draft a report to Council on Crosswalk signals

Status

A report from ACPD August 9, 2006 to the Committee of the Whole recommending:

- That effective immediately, audible signals be installed with all new traffic signal installation
- That priority be given to intersections at schools, hospitals, community centres and agencies dealing with persons with disabilities;
- That a plan be developed so that by 2025 all traffic signals are converted with audible signals in accordance with the Accessibility for Ontarians with Disabilities Act standards.

The report was referred to Public Works staff for a response.

ACPD was given an updated on Pedestrian Signals by Traffic Engineering and Operations Staff. A report to be tabled to Council October 2007.

22. Activity or Initiative

Access to services/ programs for low income and persons with disabilities.

Actions to Date

No action to date.

Status

This activity was referred to the Customer Service Standards Subcommittee of the ACPD.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

23. Activity or Initiative

Recreational needs of persons with disabilities

Actions to Date

No actions taken to date.

Status

To be reviewed by Built Environment Sub-committee. To be a focus in the 2008 plan.

24. Activity or Initiative

Policy on Call Returns; Service Area and Transfer Points; No Show and Cancellations Policy

Actions to Date

Transportation Subcommittee discussed the need to produce a report with information on: passengers by age, type of disability, trips by common location, type of service and volume by hours and days time. ATS to be consulted regarding data required and report to be included for further discussion.

ACPD advised of meeting with HSR Planning staff regarding issues concerning baby buggies, strollers and persons using mobility devices on buses. Suggested to consider HSR News Bulletin as a way to promote education within general public. Ensure accessibility of bulletin for visually impaired passengers.

ACPD advised the organization of meetings between HSR/ATS staff to discuss themes such as bus stop design, configuration and implementation and search for accessibility planning initiatives. Transportation Subcommittee distributed the Initial Proposed Transportation Accessibility Standard – March 07

Transportation Subcommittee reviewed the policy on Board Trip Time and provided input to ACPD regarding features on low and high floor busses –standard weight capacity, safety features, security, etc.

ATS and Transportation Subcommittee reviewed and discussed the policy on Call Returns. ACPD was informed that the purpose of this policy is to provide an appropriate mechanism for dealing with the management of call returns by passengers in a consistent, understandable and fair way. This policy will apply to all DARTS passengers and specifically outlines the type of trips that are acceptable for call returns: doctor/specialist appointments; medical/lab test; dialysis –existing subscriptions only; and court appearances. Transportation Subcommittee recommended policy can be implemented and become effective since June 06.

ACPD reviewed draft Policy on Service Area and Transfer Points. The purpose of the policy is to define the approved service area and external transfer points that are served by ATS and DARTS. Approved Service Area refers to the geographical area which is served by ATS & DARTS, inclusive of all points within the City Of Hamilton and defined external transfer points. ATS and DARTS staff will advise passengers or caregivers if the requested destination is not within the Approved Service Area at the moment of the booking. Transportation Subcommittee recommended Policy to be implemented and effective since June 06.

CITY OF HAMILTON 2007 ACCESSIBILITY PLAN

ACPD provided input on the No Shows and Cancellations policy. Participants comments included: concerns about clients with cognitive disabilities, maintenance of the credibility of the committee, review cases on individual basis, should any one reach a 30 day suspension, medical appointments must still be honored.

Status

Services Type Policy cover items such as Subscription Trips presented to ACPD in 2006 and still under review.

On Board Time Policy presented to ACPD in March 2007 and approved

Call Return Policy was approved and implemented in August 2006

Service Area and New Transfer Points presented to ACPD in May 2007 but no approval as of yet.

No Shows and Cancellations Policy was approved and implemented in Summer 2005

Extended Hours of Service for DARTS was approved in Spring 2007 where the service enhancement budget was approved by Council however the program has not yet been implemented.

Attendants and Companions Policy presented to ACPD in June 2007 and currently under review.

25. Activity or Initiative

Taxi Scrip follow-up is to be further addressed by Transportation sub-committee and the Gas Tax Steering Committee

Actions to Date

Taxi Scrip is still on the table at Gas Tax Steering Committee. Present discussion has included the cost of after hours accessibility taxi service

Status

ACPD endorsed the recommendation of the Provincial Gas Tax Steering Committee to use gas tax funds to permit a taxi scrip enhancement to increase monthly allocation of taxi scrip to 3 books per person until Dec. 2008. The cost of one book will be \$24 or 60% of the cost and the city will provide a 40% subsidy per book.

26. Activity or Initiative

ATS Customer Service Initiatives

Actions to Date

Communication tools to reach out to passengers and give greater access to information that affects them:

1) Newsletter. ATS will have a semi-annual newsletter to provide information/news. Passengers and caregiver will be encouraged to participate in its content.

2) Interactive Voice Response (IVR) being developed so that client can have access to current bookings and will have the ability to modify trip bookings via the telephone.

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

3) Trapeze website being developed to create access for customers to view and modify trip bookings on line.

Status

IVR and Trapeze website to be completed and implemented fall 2007/

27. Activity or Initiative

Use of Segways

Actions to Date

ACPD requested City staff to investigate the use of segways as mobility devices and to develop policy and or by law.

A report was sent by the ACPD to the Audit and Administration Committee and to the Conservation Authority June 2007

Status

ACPD was advised of Segway Pilot Project by the Ministry of Communication Safety and Correctional Services. As of November 08, 2006 segways can be used on public roads, sidewalks and paths by police officers, Canada post letter carriers and any person aged 14 and older with mobility impairment. The pilot project will run for a period of 5 years. Segway operators are not required to hold a driver's license or permit. The Segway vehicle is not required to be registered or plated.

28. Activity or Initiative

Roundabouts. The committee feels that the development of roundabouts in the city may present us with a variety of safety factors and would like to have signals installed to assist pedestrians with visual and hearing disabilities.

Actions to Date

ACPD is planning to tour the roundabout at the intersection of Wilson Street West and Meadowbrook Drive in Ancaster to gain some incite into potential problems.

Status

Public Works plans to install future roundabouts in Binbrook and Dundas. Committee still waiting to get a report on specific locations. Public Works is currently conducting research and feasibility studies for different areas of the city. Committee has not received the report.

29. Activity or Initiative

Transportation Subcommittee

Actions to Date

The Transportation Subcommittee meets regularly and reports back to ACPD on a monthly basis.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

A summary of the meetings:

On going discussion on policies such as Subscription Trip Policy, Call Return, Bus Stop Design, Hours of Service, Service Area, No Show & Cancellation, use of strollers and buggies.

Review and provide feedback and comments on Provincial Standards Customer Service and Transportation to ACPD and forward feedback to Province

Updated ACPD concerning surveys and services with respect to satisfaction of services by users

Status

ACPD would like the Transportation Subcommittee to continue with its current roles and responsibilities.

Matters that are incomplete however will be carried forward for the 2007 – 2008 initiatives are:

- Nature of Service
- Trip time's policy
- Passenger contact at trip origin policy
- Pick-up window policy
- Drop-off window policy
- Passenger service suspension policy

2006 -2007 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation

Transportation subcommittee ATS-Public Works

What were you consulting about?

Reviewed of policy on Call Return. This policy will apply to all DARTS passengers and specifically outlines the type of trips that are acceptable for call returns: doctor, specialist appointments; medical/lab test; dialysis –existing subscriptions only; and court appearances.

Barriers Identified:

Not appropriate mechanism to deal with the management of call returns by passengers

Actions to be taken

Policy was implemented and became effective since June 06.

2. Department or Committee involved in Consultation

Transportation subcommittee ATS-Public Works

What were you consulting about?

Reviewed of draft Policy on Service Area and Transfer Points. The purpose of the policy is to define the approved service area and external transfer points that are served by ATS and DARTS.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Approved Service Area refers to the geographical area which is served by ATS & DARTS, inclusive of all points within the City Of Hamilton and defined external transfer points

Barriers Identified:

Not clear definition of approved service area and external transfer points between passengers

Actions to be taken

Policy was implemented and became effective since June 06.

3. Department or Committee involved in Consultation

Transportation subcommittee ATS-Public Works

What were you consulting about?

The need to produce a report with information on: passengers by age, type of disability, trips by common location, type of service and volume by hours and days time

Barriers Identified:

Lack of quantitative information on demographics of passengers and their needs.

Actions to be taken

ATS to consult regarding data require and report to be included for further discussion in next meeting

4. Department or Committee involved in Consultation

Hart Solomon,
Traffic Engineering and Operations

What were you consulting about?

Updated the committee on the Transportation Association of Canada (TAC) meetings concerning a national standard for Audible Traffic Signals. Also, advised that IBI Group of Toronto was retained as the consultant of the project for Audible Traffic Signal in the City Of Hamilton.

Actions to be taken

When the project is 75% the TAC committee would consult with ACPD for input. IBI Group of Toronto was retained as the consultant of the project

5. Department or Committee involved in Consultation

Paul Thompson, Transit Fare

What were you consulting about?

Discussed and provided input on the No Shows and Cancellations policy

Barriers Identified:

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Concerns about clients with cognitive disabilities, maintenance of the credibility of the committee

Actions to be taken

Review cases on individual basis. Should any one reach a 30 day suspension, medical appointments must still be honored.

6. Department or Committee involved in Consultation

Maxine Carter,
Access & Equity

What were you consulting about?

Reported to the ACPD on the progress of Ancaster Municipal Service Centre/Library that is under renovation and the City's Barrier Free Design Guidelines to be utilized where possible.

Actions to be taken

Active and permanent communication with Culture and Recreation Department staff for follow ups
Report to ACPD on regular basis

7. Department or Committee involved in Consultation

Maxine Carter,
Access & Equity

What were you consulting about?

Updated ACPD on the progress of the concerns sent to architects and project managers of South Mountain Complex (to house a public library and a YMCA) that are to be fully accessible and utilized Barrier Free Design Guidelines.

Actions to be taken

Active and permanent communication with Culture and Recreation Department staff
Report to ACPD on regular basis and give updates

8. Department or Committee involved in Consultation

Member of committee,
Don Hull, Transit

What were you consulting about?

Advised that Taxi Scrip is still being discussed at the Gas Tax Steering Committee
ACPD requested that the cost of after hours accessibility taxi service be included on the agenda.

9. Department or Committee involved in Consultation

Staff support to the committee

What were you consulting about?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

ACPD requested a report on the number of full service gas stations in Hamilton area. ACPD suggested that this activity be delegated to Gas Tax Committee.

10. Department or Committee involved in Consultation

Transportation sub-committee

What were you consulting about?

Staff reported back to the ACPD on the results of the survey regarding Subscriptions trips for DARTS.

Subscription Trips Policy is currently under review.

Sub-committee formed to review Bus Stop Design utilizing the Barrier Free Design Guidelines.

11. Department or Committee involved in Consultation

Committee Members & Access and Equity

What were you consulting about?

Discussion concerning content of the upcoming meeting with Hamilton Police Service Chief Brian Mullan regarding the Policy on Police checks for volunteers and employment opportunities related to persons with invisible disabilities

Barriers Identified:

Stigmas and stereotypes of community members and agencies when serving persons with disabilities, especially invisible ones.

Actions to be taken

Establish a close communication and promote joint efforts between ACPD and HPS to ensure persons with disabilities are equally and respectfully treated

12. Department or Committee involved in Consultation

Chief Mullan, Hamilton Police Service

What were you consulting about?

Discussed with ACPD the Police Checks Policy and Police Records Keeping Procedures and of issuance of Police Checks in relation to person with disabilities.

HPS provides training at Police College (one week every year), lunch and learns held once per month and

racial profile training once a year; and 5 policies in place regarding contact with persons with disabilities

Barriers Identified:

Lack of information on HPS processes. Institutional stereotypes existing in the HPS

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
Actions to be taken**

Invitation to supervisor of Records Department to attend an ACPD meeting and discuss what can or cannot be removed from the report and the criteria can be arranged.

Education of agencies and society in understanding mental health disabilities

Work to facilitate that an ACPD representative can be appointed to the HPS board and that a HPS representative can be appointed to ACPD

ACPD requested to Council for the City of Hamilton that a person with a disability be appointed to the HPS board

13. Department or Committee involved in Consultation

Maxine Carter, Access & Equity

What were you consulting about?

Send a letter to several gas stations and inquire how they handle full service for persons with disabilities and provide the outcome to Customer Services subcommittee

14. Department or Committee involved in Consultation

Sarah Burtenshaw and Ron Stewart, COAST

What were you consulting about?

Presentation of the services provided by Crisis Outreach and Support Team (COAST). COAST is a 24-hour crisis line to provide assessment, support and referrals to individuals experiencing mental health crisis.

15. Department or Committee involved in Consultation

Maxine Carter Access and Equity Office, Corporate Services Department

What were you consulting about?

Committee was asked to give input on the review of the mandate and terms of reference of ACPD for the next term of Council. Committee members suggested that the subcommittees are part of the commitment and members are expected to participate; modify wording from "consumer" to "person with disabilities"; and that 50% of members are to be persons with disabilities.

16. Department or Committee involved in Consultation

Member of Committee, Customer Service Subcommittee

What were you consulting about?

Discussion on areas of challenges faced by persons with disabilities related to customer service. Attitude of staff in serving customers, economic feasibility, need to have attendants to help persons with disabilities on the bus at certain hours, printed information produced by the City needs to be

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

complete, use simple language and clear; physical setting for customer service counters needs to be friendly

Barriers Identified:

Lack of education and sensitivity of staff and agencies when providing service to persons with disabilities

Information existing regarding public services is still limited or not available for persons living with a disability. For example: bus schedules on large print formats for visible impair persons.

Actions to be taken

Promote educational workshops on disability issues to agencies and staff of the agencies when relating to the customer

Committee members agreed to: identify the barriers focusing on counter services, telephone service, service in the field (waste collection, ambulance and firefighting, snow ploughing, etc); service on the bus and electronic service. Also, to add to the terms of reference, in the section on types of service delivery "on the bus and in the field"

17. Department or Committee involved in Consultation

Linda Lopinski and Lesley Cunningham, Hamilton Wentworth District School Board

What were you consulting about?

Hamilton Wentworth District School Board representatives attended ACPD meeting to gather feedback on Character Education that includes a list of character attributes to be introduced to students during 2007 school year

18. Department or Committee involved in Consultation

Jane Lee, Corporate Services Department

What were you consulting about?

ACPD gave feedback on the Province of Ontario initial proposed Customer Service Standards.

Barriers Identified:

Deadline to submit feedback

Actions to be taken

Communicate the ACPD feedback by written to Customer Service Standards

19. Department or Committee involved in Consultation

Public release, Noreen Alleyne, Assistant Deputy Minister – Policing Services Division

What were you consulting about?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Advised of Segway Pilot Project – Ministry of Communication Safety and Correctional Services. As of November 08, 2006 segways can be used on public roads, sidewalks and paths by police officers, Canada post letter carriers and any person aged 14 and older with mobility impairment. The pilot project will run for a period of 5 years. Segway operators are not required to hold a driver's license or permit. The Segway vehicle is not required to be registered or plated.

20. Department or Committee involved in Consultation

Hart Solomon,
Traffic Engineering and Operations

What were you consulting about?

An overview of the consultation process and overview of the draft document prepared by the Canadian Committee for Development of Standards for Signs and Traffic Signals.

21. Department or Committee involved in Consultation

Member of Committee

What were you consulting about?

ACPD has expressed concern of how the Barrier Free Design Guidelines is being applied for City owned, leased and in partnership such as the South Mountain Complex including site plan designs.

Barriers Identified:

City buildings not complying with BFDG

22. Department or Committee involved in Consultation

Staff Support to the Committee, Committee Member

What were you consulting about?

ACPD Chair met with Clerks to discuss increase of support to the committee.

ACPD approved letter to Selection Committee for Citizen Appointments that a position be made available to a person with disability for: Boards, Commissions and Advisory Committees such as Hamilton Police Service, Hamilton Entertainment and Convention Facilities, City Housing Hamilton Corporation and Hamilton Conservation Authority.

Barriers Identified:

Limited support from Clerks to committee.

ACPD not represented in agencies that provide service to public.

Actions to be taken

Administrative support to increase beginning at the new term for incoming committee in 2007. Representation on committees by persons with disabilities, follow up on items coming from the committee, resources, council attendance, form a mini workshop on how to fill out the application and the interview process, should be an audit on the number of persons with disabilities on committees.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

23. Department or Committee involved in Consultation

Maxine Carter,
Access and Equity

What were you consulting about?

ACPD will be sending a letter requesting a delegation and presentation on the work of ACPD be added to Committee of the Whole agenda.

24. Department or Committee involved in Consultation

Paul Thompson

What were you consulting about?

Staff advised that DARTS contract with the City expires in June 2008.

Barriers Identified:

Limitation of time and availability of members of working group to meet with staff of Public Works Department

Actions to be taken

ACPD to conduct a community consultation to discuss strengths and weaknesses of DARTS service.

Staff to issue a Request for Proposal (RFP) for the provision of accessible transportation services in summer 2008.

Appoint a working group to follow up with ATS, Public Works Department to help in the preparation of RFP.

25. Department or Committee involved in Consultation

ACPD

What were you consulting about?

Discussion regarding free New Year's Eve Transportation Service to users of DARTS to be in line with the HSR bus service to the rest of the community where the same service is offered at no cost including the same extended time period.

Barriers Identified:

Free transportation service not offered to persons with disabilities on holidays as offered to community.

The present DARTS service expresses difference in treatment to persons with disabilities

Actions to be taken

Sent report to Council requesting the same benefits to DARTS users on New Year's Eve as extended to other users of HSR.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

26. Department or Committee involved in Consultation

Michael Shea, Hamilton Police Service

What were you consulting about?

Advised HPS received letter of Chief Commissioner Barbara Hall regarding Impact of Police Records Searches on Person with Disabilities in relation to Human Rights Code and Commission's policy and guidelines on Disability and the Duty to Accommodate.

27. Department or Committee involved in Consultation

Matthew Carpenter (IBI Group)

Don Hull; Charles Fitzsimmons; Transit division of Public Works

What were you consulting about?

Received input from ACPD after the presentation of the results of the Specialized Transit Fleet Survey conducted with 75 DARTS clients concerning benefits and drawbacks of high and low floor DARTS vehicles, including other transit properties and operational & maintenance staff.

28. Department or Committee involved in Consultation

Kevin Berry, John Kirkpatrick: Culture and Recreation

Greg Sather; McCallum Sather Architects

What were you consulting about?

Requested input on the Rosedale Arena additions and renovations. ACPD was informed that the renovation consists of 4 additional change rooms and renovation of 4 smaller rooms into 2 large ones

Barriers Identified:

Not enough change rooms. Current change rooms are not accessible as the rooms are not large enough to allow access for wheel accessibility

Actions to be taken

Discussion on Barrier Free Design Guidelines (BFDG) being used.

ACPD to be given a video of existing facility for viewing and comments.

Providing a list of changes to be made and more detail on the family change room.

Concerns were sent to members of Built Environment Subcommittee for review and feedback

29. Department or Committee involved in Consultation

ACPD

What were you consulting about?

Access & Equity staff met with Culture & Recreation staff and the architects to ensure that the Barrier Free Design Guidelines (BFDG) are being met and that committee concerns are being addressed, any deficiencies to the BFDG is reported back to the ACPD.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Barriers Identified:

Committee would like to view the facility prior to work being done. Suggested a video pan of the arena.

Actions to be taken

ACPD be given the opportunity to review larger copies of site plans in advance of a meeting.

30. Department or Committee involved in Consultation

ACPD

What were you consulting about?

Concern about the lack of annual increase to persons on Ontario Disability Support Program (ODSP) and the cost of living.

Actions to be taken

ACPD requested a document by David Christopherson MP produced in 1980 concerning the same issue and Access and Equity staff to bring newsletters of the Committee on Hamilton Roundtable for Poverty Reduction

ACPD to send a letter to the Ministry of Community and Social Services requesting annual increases to the "comfort" allowance and to express concern about the lack of regular increases for persons with disabilities.

31. Department or Committee involved in Consultation

ACPD

What were you consulting about?

Committee planning to focus on accessible housing as a follow up to the Disability Action Network Group presentation and Supporting Communities Partnership Initiative Project

32. Department or Committee involved in Consultation

Michael Shea, HPS

What were you consulting about?

Review of Person to Hospital – contact Release Policy.

Disclosures of reports (Person to Hospital) are individually reviewed by the Screening clerk and or Records Supervisor and disclosure is assessed based on the circumstances of the event as well as the criteria established above.

Barriers Identified:

Stigmatization of persons with mental disabilities when dealing with HPS

HPS policy and procedure still to do some work to effectively approach the needs and situations when dealing with persons with mental disabilities

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to be taken

Review of policy and procedures at HPS related to persons with disabilities

Received the feedback of ACPD when developing, implementing or revising a policy and procedure

33. Department or Committee involved in Consultation

Paul Thompson, Transit Fare Administration & ATS

What were you consulting about?

ATS Performance Report - December 2006 was distributed for committee information and in accordance with Ontario Human Rights Commission. The report provides a summary of key statistical data and performance indicators, definitions of statistical data and performance indicators and a detailed summary by month of customer contacts for the quarterly reporting period. Also, the report includes those wheelchair/walker/scooter trips recorded on HSR ALF buses under the voluntary fare payment program for PMD users.

Barriers Identified:

Nothing to report at this point.

Actions to be taken

ACPD to promote and participate in a survey that will lead to a better understanding of the problems faced by persons with disabilities

34. Department or Committee involved in Consultation

ACPD

What were you consulting about?

ACPD to appear before Committee of the Whole March 13, 2007 to make a presentation that will include: resource needs of the committees, Council members attendance at meetings, development of a mini workshop on how to fill out the advisory committee application forms and the interview process, should be an audit of the number of persons with disabilities on committees, check if present tracking sheet for applicants include persons with disabilities, follow ups on items from committees.

The committee also discussed educational workshops on the AODA legislation and individuals who need to use segways.

35. Department or Committee involved in Consultation

Owen Quinn, ATS

What were you consulting about?

Discussed the need to meet with HSR Planning staff regarding issues concerning strollers and persons using mobility devices on buses

Newsletters of ATS-DARTS may contain information to educate passengers about baby buggies/strollers and persons using the mobility devices.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Barriers Identified:

Persons with mobility devices may be waiting longer times due to busses accommodating strollers and space not sufficient for mobility devices at the same time.

Actions to be taken

To distribute ATS – DARTS newsletter to ACPD
Discussion to continue concerning accommodation for both devices.

36. Department or Committee involved in Consultation

Access and Equity

What were you consulting about?

Committee gave input on a preliminary list of positive and negative features of high and low floor buses (standard weight capacity, safety features, security, etc) that will be provided to ATS.

Barriers Identified

Information on features still not finalized

Actions to be taken

Send the list of features to Public Works, ATS who are in charge of buying accessible busses.

37. Department or Committee involved in Consultation

Owen Quinn, ATS, Public Works

What were you consulting about?

Provide input on the policy On Board Trip Time. Policy defines the maximum On Board Time for DARTS passengers and to ensure the requirements in order no to exceed the standard time frame.

Barriers Identified:

Some aspects of policy are not clear to passengers of DARTS

Actions to be taken

ACPD to provide feedback

38. Department or Committee involved in Consultation

Ken d'Andrade, Mark Inrig; Planning and Economic Development Department.

What were you consulting about?

Presentation on site plans and site plans applications process regarding Strip Malls.

Barriers Identified:

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Not all familiar with information on sidewalks, curbs cuts, hash marks, signage to restrict parking, how many wheelchair parking spots are placed beside each curb, use of Urban Braille Design when renovating or building of Strip Malls, etc

Actions to be taken

ACPD to receive information in advance in order to review it.

39. Department or Committee involved in Consultation

ACPD

What were you consulting about?

Some committee members are involved in planning of the Community Transportation Consultation being held on March 14, 2007

Updated on municipal bylaws regarding the use of Segways

Actions to be taken

Segway Pilot project from the Ministry of Communication Safety and Correctional Services was provided to ACPD

Segways are presently considered a motor vehicle by municipal bylaws

Segways to be used only by police officers, Canada post letter carriers and person aged 14 and older with mobility impairment. Pilot project will run until 2011

ACPD to request Council to modify the Parks Bylaws and the Traffic Bylaws to include the change that persons with disabilities can now use Segways as mobility devices in public spaces including parks and trails.

40. Department or Committee involved in Consultation

Owen Quinn, Charles Fitzsimmons, ATS Public Works

What were you consulting about?

Presented report on Demographic Profile. The report shows a significant age distribution to older passengers, demand for service by hour per day and by age group, summary of all trips from April 06 to March 07.

Barriers Identified:

Difficulty to commit users to complete surveys

Actions to be taken

ACPD to receive results of survey on Type of Disability when completed. It is currently underway.

41. Department or Committee involved in Consultation

Owen Quinn, Charles Fitzsimmons, ATS Public Works

What were you consulting about?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Community consultation was held on March 14 and the meeting was divided into 2 groups, first group were DARTS users and second Transit users. Summary report was divided into categories: DARTS, Taxi Scrip and HSR Alf Bus.

Barriers Identified:

Numerous barriers identified and will be presented in a report.

Actions to be taken

Committee to disseminate information re: community consultation representatives.
Next community transportation consultation will be on May 08.

42. Department or Committee involved in Consultation

Transportation Sub-committee, ATS, Public Works

What were you consulting about?

Policy review and update regarding:

- Call return
- Service Area and Transfer Points
- No Show and cancellation
- Bus stop Design
- Baby buggies and strollers in buses
- On Board Trip time
- Subscription trip
- Use of segways on public areas
- Purchasing new busses - Transit and DARTS

Barriers Identified:

ATS conducted surveys; reports of surveys depended on processing times and surveys returns
Not many users can have access to on line surveys and ACPD's priority focused on confidentiality and accessibility of visually impaired users

Some policy discussions required knowledge and/or review of AODA legislation, not all members are familiar

ACPD discussions focused on: standard weight capacity, safety features of high and low floor, security and the use of Segways

Actions to be taken

Some policies have been reviewed, update and are being implemented; while some are still being discussed such as Bus Stop Design

Evaluate the impact of policies on users

ACPD requested that Council modify Parks Bylaws and Traffic Bylaws

ACPD to provide feedback to Council, following a number of steps to ensure recommendations are being considered

43. Department or Committee involved in Consultation

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
Hamilton Police Service (HPS)

What were you consulting about?

Policy on Police Checks and Police Record Keeping Procedures

Barriers Identified:

ACPD not aware of HPS policy and procedures. HPS did presentation to ACPD and discussions and outcomes were developed.

Actions to be taken

Committee recommended an appointment of ACPD representative to HPS Board and HPS representative to ACPD as a resource to committee
HPS currently uses the phrase "person to hospital" when a person with a mental disability is taken to the hospital. The term of "mental illness issues" is no longer to be used by HPS. when completing reports of police checks and following disclosures of reports on individual assessments based on the circumstances of the event and the number of events

44. Department or Committee involved in Consultation

Access and Equity Office, Corporate Services Department

What were you consulting about?

Barrier Free Design Guidelines must be used in the design phase when building and renovating city properties

Access and Equity reviewed the design drawings for the following to ensure adherence to the Guidelines:

- Ancaster Municipal Service Centre/Library
- South Mountain Complex
- Rosedale Arena

Barriers Identified:

ACPD has requested that staff provide information prior to consultation and ample time to make changes before the plans are finalized.

BFDG can only be enforced in City owned or leased properties and be suggested to private companies and residential.

Actions to be taken

Staff to provide more education to private and residential developers regarding BFDG.

45. Department or Committee involved in Consultation

ACPD

What were you consulting about?

ACPD Chair made a presentation to Committee of the Whole April 10, 2007 where he gave an overview of the advisory committee's mission, roles and responsibilities, the ODA and AODA

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

legislation, their relationship to Council, Council representation on the committee and recommendations for Council consideration. The chair also outlined the committee's concerns around financial assistance for ODSP users, lack of accessible Housing, and the New Year's Eve Transportation Service to users of DARTS.

Barriers Identified:

ODSP users' income not reflecting the increase of cost of living, lack of accessible housing and unequal treatment for DARTS users on certain holidays.

Actions to be taken

ACPD sending letter to the Ministry of Community and Social Services requesting annual and regular increases to ODSP users

ACPD to follow up with Disability Action Network Group and Supporting Communities Partnership Initiative Project – accessible housing.

ACPD requesting Council to provide similar treatment to DARTS users on New Year's Eve (free transportation and extended schedule).

46. Department or Committee involved in Consultation

ACPD , Customer Service Sub-Committee

What were you consulting about?

Attitude of staff when serving persons with disabilities

Accessibility at Gas stations

Barriers Identified:

Staff training on ODA, AODA, customer services, human rights, discrimination, Economic feasibility

Actions to be taken

ACPD producing a list that identifies barriers regarding counter services, telephone, electronic and bus services, etc.

Send a survey to Gas Stations and learn what is their protocol for handling full service for persons with disabilities

NEW ACTIVITIES PLANNED FOR 2007-2008 (these are the priorities given by members at the July 2007 meeting)

The Advisory Committee for Persons with Disabilities has identified a list of initiatives that they would like to address over the coming year.

Priorities for the 2007 – 2008 year will be considered from the following:

- Housing including rooming and boarding houses

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

- Education, awareness and attitudinal barriers
- Customer Service Standards Implementation Plan
- Customer Service Complaints Process in relation to Customer Service Standards
- Equitable Access to services, programs and opportunities for persons who have low income and persons with disabilities
- Recreational needs of persons with disabilities including parks and trails
- Accessibility of Hamilton Conservation Authority including Grand River, Halton and Niagara Region and the Royal Botanical Gardens
- DARTS Eligibility Implementation Plan
- Statistical data on current recruiting, hiring and retention of persons with disabilities in the City of Hamilton
- Follow up on letter to Clerks concerning representation of persons with disabilities on boards, commissions and agencies

Items and Issues to be reviewed with the Built Environment Sub-Committee of ACPD identified to include the following:

- Conditions of social housing
- Availability of Housing including review of the waiting list policies
- Definition of Standards of Accessibility
- Policies governing social housing
- Facilities for Independent Living
- Rooming and Boarding Houses

ACCESS & EQUITY STAFF COMMITTEE

Mandate:

- support the Access & Equity Co-ordinator in areas of responsibility (e.g. strategies, policies & procedures, identification and elimination of systemic barriers) as they interface with each department
- co-operate in identification of needs, emerging issues and trends and barriers to access & equity
- assist in service, policy and program review
- facilitate access to appropriate departmental staff to develop and implement strategies
- assist community groups to liaison with appropriate departmental staff
- provide input and updates on issues, barriers and initiatives from the departments' point of view
- plan strategies to implement change

In order to meet the ongoing requirements of the Ontarians with Disabilities Act and the new Accessibility for Ontarians with Disabilities the staff support committee will undertake the following more specific roles:

- participate in sensitivity training

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

- acquire feedback from appropriate departmental staff with respect to the information required to complete the accessibility plan on an annual basis
- obtain information with respect to identification of needs, emerging issues and trends, the steps that have been taken to identify, and eliminate barriers in order to achieve accessibility for persons with disabilities, the progress achieved on the initiatives planned for the year, and any new initiatives scheduled for the coming year
- share information with departmental directors or managers with respect to progress, directions, deadlines and decisions that need to be made with respect to future initiatives
- participate in the review of the final report and development of the annual accessibility plan.

STATUS OF 2006 – 2007 INITIATIVES

Activity or Initiative

Accessibility Awareness initiative for all staff about the obligations of the municipality under the ODA, 2001 and the new legislation AODA, 2005

Actions to Date

Member of the Staff Access and Equity Committee were given an in-service on how to use the Accessibility Awareness Information Kits which included a video, a PowerPoint, activities, and other resource material.

Each member is responsible for presenting the material to their department managers and supervisors usually at a Departmental Management Team meeting and for a subsequent plan of how to roll this information out to the rest of their staff.

Status

A number of presentations have been completed. Clerks, Customer Contact Centre staff, Emergency Services, Public Works.

The Staff Committee will continue to conduct the presentations and will report back at a later meeting on the progress of the initiative

MAYORS OFFICE

STATUS OF 2006 - 2007 INITIATIVES

Activity or Initiative

Participating in the Mentoring and Employment Experience Program for persons with disabilities.

Actions to Date

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Two individuals are currently being mentored in the office of the Mayor to gain valuable work experience.

Status

Continuing with the program.

DEPARTMENT: CORPORATE SERVICES

Mandate:

- to provide for efficient delivery of administrative services
- to support Council and the operating departments in the delivery of programs
- to advise on and develop fiscal strategies for Council

DIVISION: CITY CLERK

Mandate:

- to provide effective, efficient and timely support and regulatory programmes to Council, Citizens, Staff and External Groups, in order to ensure compliance with Legislative requirements and procedures

Status of Activities 2006 – 2007

1. Activity or Initiative

Continue to look at opportunities to improve accessibility to voting locations

Actions to date

- All voting locations assessed or reassessed for accessibility
- Touch screen voting equipment for blind and visually impaired electors to be used for all regular advance polls in 2006
- Continued use of homeless strategy brochure and distribution of election process information to service providers

Status

To be established as standard election procedure for 2006 and future years.

Clerks were to meet with ACPD to provide demonstration of touch screen voting equipment however the meeting did not take place.

Actions completed for 2006 election.

2. Activity or Initiative

Continue to apply improvements in ballot print, font size and colour to enhance the opportunities for voters with disabilities to vote with little or no assistance

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to Date

Larger ballots with larger font
Different shading to make candidates stand-out more
Voting ovals more pronounced
Magnifying screens available at each poll
Will examine colour options for candidates
Will examine Numbering options for candidates
Continued use of magnifying screens at each poll

Status

To be established as ongoing initiative for 2006 and future elections
Actions completed for 2006

3. Activity or Initiative

Sensitivity training of elections staff

Actions to Date

Training for all election workers using video/CD made specifically for Hamilton Municipal Elections; incorporating various situations that workers will need to apply procedures to accommodate voters with disabilities

Completed a "post-mortem" on election by providing each election worker with a questionnaire wherein they could evaluate election workers and voting location and follow through on comments received.

Status

To be established as ongoing initiative for 2006 and future elections. Actions completed for 2006.

4. Activity or Initiative

Explore Literacy issues and alternatives for increasing access of opportunities to vote

Actions to Date

2006 election communications strategy to raise awareness of voting process among eligible voters with low literacy skills and ethnic populations – posters, newspaper ads, bus ads, PSA to ethnic media data bases, SISO for translation and distribution.

Status

Campaign completed for 2006

5. Activity or Initiative

Consult, develop and implement fair and equitable advertising recruiting practices for volunteer committee appointments

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Tracking Form was reviewed and updated and the Policy Respecting Citizen Appointments to Committees, Board, Commissions and Agencies was updated and approved by council October 5, 2006.

In collaboration with Access and Equity, Clerks developed an outreach strategy that utilized the non-traditional advertising media not only daily newspaper, but non-profit agencies; e-mail networks; including other types of networks and community newsletters in order to promote the volunteer committee recruitment process to hard to reach populations.

Postings are on City web site and application form is downloadable.

Status

Link to report approved October 5, 2006: <http://www.myhamilton.ca/NR/rdonlyres/8E34B1C8-CDD0-4DB2-84B1-58860CECECC5/0/Oct11SelectionReport06001.pdf>

Selection for citizen appointments to advisory committees is currently under review and decisions will be rolled out to staff liaisons for implementation in next term of Council

6. Activity or Initiative

Sign Interpreters for City Council Meetings

Actions to Date

Explored in conjunction with Customer Service to provide sign interpreters during meetings of City Council

Status

Pending availability of interpreters from Canadian Hearing Association this item is still being reviewed for the 2007 period.

7. Activity or Initiative

Implement new section on the Council reporting document for Ontarians with Disability Act, Accessibility Plan progress and issues

Actions to Date

Document formatter is currently being revised

Status

Revisions to formatter progressing to CMT and to Council for approval
Anticipate new report format for next term of Council (Dec.'06)

ACTIVITIES PLANNED FOR 2006 – 2007

1. Planned Activity or Initiative

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Magnification sheets will be made available at the Clerk's Front Counter to assist persons who are visually impaired with reading forms/documents.

How or where did you identify a barrier?

The magnification sheets are currently used during the election process for voters who are visually impaired. The need was identified during a previous consultation. The service is being extended to the counter service.

Why are you undertaking this activity or consultation?

In accordance with the ODA/AODA legislation to make information accessible.

Division/Department Responsible

City Clerks

2. Planned Activity or Initiative

Establish the principle of pre-election year consultation.

How or where did you identify a barrier?

ODA, 2001 and the Elections Act.

Why are you undertaking this activity or consultation?

To increase access of persons with disabilities and seniors to municipal elections voting locations.

Division/Department Responsible

City Clerks, Manager of Elections

DIVISION: CUSTOMER SERVICE ACCESS & EQUITY

Mandate:

For the benefit of all residents, the Customer Service, Access & Equity Division provides integrated customer service initiatives through voice, e-mail and in-person service delivery at the Customer Contact Centre and the Municipal Service Centres. The Access and Equity office develops and implements internal and external initiatives that forge relationships and partnerships to identify needs, barriers and strategies, in order to ensure inclusive access to City services, programs and opportunities, with an emphasis on anti-racism requirements.

SECTION: ACCESS AND EQUITY OFFICE

The Access and Equity Coordinator continues to be the coordinator of the yearly Accessibility Plan. The Coordinator assists departments with understanding, interpreting & implementation of the 2006 Accessibility Plan and the municipal responsibility under the Ontarians with Disabilities Act, 2005.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
STATUS OF INITIATIVES 2006 – 2007**

1. Activity or Initiative

The City of Hamilton will continue to support and seek advice from the Advisory Committee for Persons with Disabilities

Actions to date

Monthly meetings of advisory committee

Status

Ongoing.

2. Activity or Initiative

Development and piloting of a customer service training module for employees to raise level of awareness about behavioural and attitudinal barriers with respect to persons with disabilities

Actions to Date

Staff awareness video and information session materials explaining the ODA and AODA are still being rolled out across the organization by the Staff Access and Equity Committee representatives to their respective departments.

Awareness module presented to Clerks Division staff, Customer Service, Access & Equity Division staff and Purchasing Division.

Fall sessions to be scheduled for Councillors and remaining departments.

Status

Initial awareness module complete.

Upon release of the Provincial Standards Development of Customer Service Standards for Persons with Disabilities the development of an RFP for training as required by 2007 Customer Service Provincial Standards (subject to budget approval).

3. Activity or Initiative

Development of an electronic complaints process that will track and monitor resident complaints including accessibility complaints.

Actions to Date

Electronic complaints format designed and is being tested.

Work flow process review underway to identify tracking needs of users and process, in conjunction with Staff Access & Equity committee.

Status

Additional development work underway for a public complaints process in conjunction with ACPD, in compliance with the 2007 Provincial Standards for Customer Service.

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
ACTIVITIES PLANNED FOR 2006 – 2007

1. Why are you undertaking this activity/Type of Barrier

The completion of the yearly accessibility Plan can be a very large undertaking that has been very challenging for the staff to complete.

To facilitate appropriate 2008 budget submissions

Activity or Initiative for Removal/Prevention

Undertaking a review of corporate resource requirements for the effective and efficient development and completion of the yearly Accessibility Plan in conjunction with Staff Access and Equity Support Committee.

Origin of Barrier Identification

Discussion at the Corporate Management Team.

2. Why are you undertaking this activity/Type of Barrier

Provincial Requirement

Activity or Initiative for Removal/Prevention

Develop implementation plan for AODA Customer Service Standards. Community consultation will be undertaken to further define the standards and develop a plan to move ahead.

Origin of Barrier Identification

Customer Service, Access & Equity in conjunction with ACPD and Staff Access & Equity Support Committee.

SECTION: MUNICIPAL SERVICE CENTRES

STATUS OF INITIATIVES`2006 - 2007

Activity or Initiative

Participating in the Mentoring and Employment Experience program where participants are placed in the service centres to gain employment experience.

Actions to Date

Three young adults with disabilities were mentored through the STRIVE program at the Municipal Service Centres.

Status

Ongoing.

DIVISION: BUDGETS AND FINANCE

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Inventory of Public Print materials

Why are you undertaking this activity or consultation?

Compliance with the ODA/AODA requirements

Division & Department Responsible

Budgets and Clerks

2. Planned Activity or Initiative

Assessment of public print materials to make accessible to the persons with visual disabilities

Why are you undertaking this activity or consultation?

Compliance with the ODA/AODA requirements

Division & Department Responsible

Budgets and Clerks

DIVISION: FINANCIAL SERVICES

Mandate: To provide financial reporting and record keeping, payroll and pensions services, procurement and payment of goods and services to both internal and external customers.

STATUS OF INITIATIVES FOR 2006 – 2007

1. Activity or Initiative

Incorporated policy statement into Purchasing policies to address ODA\AODA requirements for purchasing of services.

Actions to Date

Staff submitted the new purchasing policy statement that reflects the intent of the ODA\AODA to council for approval.

Additional wording regarding the ODA & AODA requirements and Hamilton's Barrier Free Design Guidelines have been added to the front end of Requests For Proposals, Tender documents and the Purchasing website.

Status

Policy document and report was approved by Council June 2007.

2. Activity or Initiative

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Development of a checklist and a process to ensure compliance of AODA requirements for purchasing goods and services.

Actions to Date

Conducted a review of best practices around accessible purchasing guidelines. Process outlined for drafting of guidelines, including plan for consultation with buyers, Ontario Public Buyers Association, and Advisory Committee for Persons with Disabilities.

Status

Development of a checklist and a process for compliance for purchasing accessible goods and services will continue in 2007.

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Purchasing will plan and conduct 3 full day awareness building workshops on the inclusion of the municipality's obligations under the ODA/AODA to ensure that goods and services are accessible and included in all Requests For Proposals and Tenders for potential proponents

How or where did you identify a barrier?

Compliance with the ODA/AODA requirements

Why are you undertaking this activity or consultation?

Compliance with the ODA/AODA requirements.

Division & Department Responsible

Purchasing

DIVISION: INFORMATION TECHNOLOGY

Mandate: To take a leadership role in delivering comprehensive IT Services, to meet the City's vision and corporate goals in an efficient and cost-effective way for the benefit of the City organization and the community.

STATUS OF INITIATIVE FOR 2006 - 2007

1. Activity or Initiative

Ensure that there is a voice-activated option for persons with low vision or visual disabilities who cannot dial in letters in a directory for automated attendant

Actions to date

Voice-activated option for the City's auto Attendant. This was recommended to Council in 2004 – capital cost \$106,000 annual maintenance is \$19,000. The recommendation was rejected.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Status

On hold. Live answer option continues.

2. Activity or Initiative

Investigate and implement options for persons with speech disabilities to utilize automated attendant

Actions to date

Maintain directory dialling option.

If the auto-attendant became voice-enabled, it would still respond to keypad entry.

Status

Complete.

3. Activity or Initiative

Plan to maintain live answer option to assist persons with disabilities

Actions to date

Option maintained

Status

The auto-attendant forwards to the Customer Contact Centre if the caller stays on the line. This service accommodates rotary phone users and persons with motor disabilities.

4. Activity or Initiative

Web Site Accessibility and portal to include capability to sign up for specific newsletters, lists will automatically be maintained.

Actions to date

Some applications have been created whereby visitors to the site can sign up for specific newsletters (e.g. from the mayor's office).

Status

This application was developed 'in house' not by the vendor of the portal, even though the portal came with some newsletter capabilities (which are not being utilized by the City at this point as they are part of collaboration spaces).

5. Activity or Initiative

Review of city web page to meet standard Checkpoints Accessibility Guidelines

Actions to date

Site is not yet W3C compliant.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

An accessibility assessment was completed June – September 2006 and some key issues were identified and sent to the vendor to address. The bulk of the problem is that there is inadequate quality control over how web authors post on the web.

Content Management Guidelines for accessibility were approved in late 2006 and training for web authors followed in 2007.

Status

The web author guide was updated; stressing that accessibility is a standard and adding diagrams and additional instructions to the sections on filling in the accessibility fields. This point is stressed at Web Author meetings and is covered during training sessions.

6. Activity or Initiative

Permanent place on eNet to educate staff about the ODA requirements and what we are doing to address them

Actions to date

No action has taken place to address this item to date.

Status

Development of a plan to begin in 2007 planned initiatives in collaboration with Access and Equity.

7. Activity or Initiative

On line order forms for large print versions of documents

Actions to date

Will be built on the City of Hamilton site.

Status

This option is incomplete. Will be reviewed in 2007-8.

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Assign a Senior Project Manager to:

- liaise with and ensure senior corporate management support;
- consult with website content owners on obligations and requirements;
- develop a framework for conducting systematic reviews of accessibility features and protocols
- to develop a centralized and coordinated approach to addressing information and technology accessibility with dedicated resources to lead divisional efforts and co-ordinate enterprise-wide initiatives to support the goals in the following:

- i Training, education and awareness

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

- ii Determining the most appropriate web and online service accessibility protocols to adopt.
- iii Development of universal design standards & guidelines
- IV Conduct systematic reviews of sites and technology,
Policy & process resulting in consequences for not adhering to guidelines

How or where did you identify a barrier?

The City's web site pages and community pages are not in full compliance with web standards of W3C and as a result the www.myhamilton.ca community portal as a whole, of which the City of Hamilton web site is currently a part, is not fully accessible.

Why are you undertaking this activity or consultation?

Information technology – inaccessible web pages.

Division & Department Responsible

ITS

2. Planned Activity or Initiative

Revise and update web accessibility goals for the City of Hamilton web site specifically, to ensure there are measurable improvements in each target area.

How or where did you identify a barrier?

An accessibility review was conducted between June - September 2006 and deficiencies identified.

Why are you undertaking this activity or consultation?

To be in compliance with ODA/AODA requirements.

Division & Department Responsible

ITS

3. Planned Activity or Initiative

Accessibility work sessions and instructions for web authors to provide better understanding of how assistive technology devices are used and how the authoring can impact their functionality

How or where did you identify a barrier?

Staff carried out accessibility usability testing with persons with disabilities using various assistive devices.

Why are you undertaking this activity or consultation?

Inaccessible web pages when using assistive devices

Division & Department Responsible

ITS

DIVISION: HUMAN RESOURCES

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Mandate:

- To provide human resource management programs and services to enable the City to meet its goals, consistent with Council and regulatory requirements.

DIVISION: EMPLOYMENT & CLIENT SERVICES

Mandate: employment & client services

STATUS OF INITIATIVES FOR 2006 2007

1. Activity or Initiative

City of Hamilton HR Strategy approved by Council November 2004 including reference to respectful, supportive, accessible workplaces.

Actions to Date

HR Strategy Committee established by CMT with department representation to develop workplan to implement tactics outlined in HR Strategy

Status

Updates are now annual to Council.

ACTIVITIES PLANNED FOR 2006 – 2007

Type of Barrier

Employment.

Recognized need to provide opportunities to international graduates, internationally trained individuals, and persons with disabilities in the community.

Activity or Initiative

"Career Edge" launched in City of Hamilton, providing internships for recent graduates of international training programs, and people with disabilities. Proposal going to CMT, host agreement to be signed by City of Hamilton, agreeing to host international graduates, support "Career Edge" and provide paid internships.

Currently planning to hire interns based on 2007 Budget approval for expense.

Origin of Barrier Identification

HR Strategy Committee

DIVISION: ORGANIZATIONAL DEVELOPMENT & CLIENT SERVICES

ACTIVITIES PLANNED FOR 2006 - 2007

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Type of Barrier

Demystifying mental disabilities. In various areas that HR provides support to managers, supervisors and employees who have a mental health issue, or deal with employees who have a mental health issue.

Activity or Initiative

Provided training to Human Resources practitioners dealing with mental health issues in the workplace, and providing support to front-line managers/supervisors in dealing with employees with mental health issues. Training provided by "Mental Health Works", an initiative of the Canadian Mental Health Association. First session completed in December 2005. Follow up session scheduled for June 2006 and 2007.

Origin of Barrier Identification

Staff identified need.

DEPARTMENT: COMMUNITY SERVICES

Mandate:

- To provide health, housing, cultural, recreational and social services that promote well being and create opportunities to enhance the quality of life in our community.

DIVISIONS: BENEFIT ELIGIBILITY DIVISION AND EMPLOYMENT AND INCOME SUPPORT DIVISION

ONTARIO WORKS PROGRAM

STATUS OF INITIATIVES FOR 2006 - 2007

1. Activity or Initiative

Program meetings with Ontario Works (OW) and Ontario Disability Support Program (ODSP) Program staff

Actions to Date

These meetings provide opportunities to identify and address issues related to disabilities and access barriers for individuals and families who are applying for or receiving social assistance. They also provide an opportunity for consultations on policy, direction and accessibility.

Status

This work group meets on an ongoing basis to address issues concerning accessibility for both the Ontario Works and Ontario Disability Supports Programs.

2. Activity or Initiative

Ontario Works/ODSP Operational Advisory Committee

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to Date

This committee meets every two months to discuss issues and concerns regarding both social assistance programs. The committee is comprised of OW recipients, welfare advocates and municipal and provincial staff. The group has addressed a number of issues including the clarification of policies, improvements in customer service and accessibility to information and locations.

Status

Meets bi-monthly. Goals for 2007 will focus on improving communication and customer service.

Benefit and Eligibility Division & Employment & Income Support Division

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Ontario Works Hiring Practices Project

How or where did you identify a barrier?

In the course of conducting interviews to fill positions within the department, barriers for disabled applicants were identified. This continues to be an ongoing area of concern within the divisions.

Why are you undertaking this activity or consultation?

A report concerning hiring practices for the Ontario Works Program was completed in March 2006 in partnership with the Human Resources department. A number of recommendations were put forth to improve the recruitment and hiring of persons with disabilities and newcomer communities.

Review and implementation of new recruitment policies and more effective screening, interviewing and hiring practices will continue into 2007 as there continue to be a disparity in the number of persons with disabilities and newcomer employees within the Ontario Works program.

2. Planned Activity or Initiative

Serving people with hearing and visual impairments through providing interpreter services for participants upon request.

Why are you undertaking this activity or consultation?

Business requirement to ensure that provision of services are available for clients with hearing or visual impairments.

3. Planned Activity or Initiative

Mental Health Disorders

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

How or where did you identify a barrier?

Staff of the ODSP Pending team have identified that many applicants/participants who should be in receipt of ODSP are unable to pursue this source of income due to mental disabilities and/or transience.

The number of successful applications to ODSP is steadily increasing since implementation of the program.

Why are you undertaking this activity or consultation?

As part of the application for ODSP benefits, it may be necessary for an applicant with a mental health disability to undergo a psychological assessment and have forms completed with as much detail and supporting documentation as possible. This will avoid a lengthy appeal process.

Effective 2006, Ontario Works participants are able to access psychological assessments through Hamilton's three Legal Aid Clinics. Individuals are provided with a choice regarding the service provider. Costs will be paid by the Ontario Works program.

4. Planned Activity or Initiative

Reducing work related injuries and assisting staff re-entering the workplace

How or where did you identify a barrier?

With the recognition of our aging work force, management staffs in the OW program recognize the need to address individual requests for work accommodation to ensure the wellness of staff and the appropriateness of the work environment.

Why are you undertaking this activity or consultation?

Ergonomic issues are prevalent in an office environment such as the Ontario Works program. A project to address ergonomic issues is presently underway throughout the department. Ontario Works management works with Return to Work Services in Human Resources to provide appropriate furniture, equipment and work accommodations to avoid work related injuries and support speedy return to work.

5. Planned Activity or Initiative

Accessibility to Ontario Works offices

How or where did you identify a barrier?

Applicants may request a home visit when applying for Ontario Works Assistance. Case Managers are being trained to safely conduct home visits. This is usually more convenient for Ontario Works participants, especially those who have disabilities, health issues or small children at home. It also allows the case manager to more accurately assess needs and barriers of participants and offer supports and benefits to address them.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Why are you undertaking this activity or consultation?

The number of Ontario Works Case Managers who conduct home visits is continuing to increase into 2007. The goal is near 100% participation of Ontario Works Case Managers by the end of 2007 except for those employees who have work accommodations.

6. Planned Activity or Initiative

Assisting applicants for Ontario Works who are unable to make the application independently

How or where did you identify a barrier?

Ontario Works Legislation.

Why are you undertaking this activity or consultation?

A new OW Directive was introduced in 2006 to which will assist applicants in receiving benefits under the OW Act, even though they may not be able to proceed with the application on their own.

"A responsible person may assist in completing or signing an application for assistance on behalf of an applicant or their spouse if the applicant or spouse is unable to complete or sign the application by reason of disability.

Where the applicant has a trustee, the trustee must sign the Application for Assistance and other required forms.

In both these cases, the applicant must still meet with intake staff in person."

7. Planned Activity or Initiative

Serving Ontario Works applicants and participants who display mental health and/or behavioural issues that are barriers to service

How or where did you identify a barrier?

Clients who require additional attention, service or a different process.

Why are you undertaking this activity or consultation?

Some Ontario Works applicants and participants can be very challenging to serve as they may have mental health concerns including violent, irrational and/or demanding behaviours that require superior case management skills. An additional senior case manager has been added to the central Ontario Works office for a total of two. Their caseloads are lower than average as they spend greater time assisting their caseload and "drop-in clients" who require sensitive and timely interventions. They also serve as a support to other case managers.

8. Planned Activity or Initiative

The Special Supports Program provides a variety of supports for people on social assistance or with a low income who live independently in the community. Items and services provided include wheelchairs, scooters, walkers, braces, dental/dentures, prosthesis, hearing aids, day programs, optical and transportation.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

How or where did you identify a barrier?

Referrals are taken over the phone, by fax and/or in person in an accessible location. The devices are reviewed to ensure that they are meeting the needs of the intended population. The program is ongoing.

Why are you undertaking this activity or consultation?

In 2007, Special Supports is revising the application process. An application must be completed by the applicant either in person or by mail.

In 2007, the program will consult with the City's Access and Equity Officer to review the possibility of providing the eligibility forms in Braille.

Face to face interviews are only required for funerals and they are completed in an accessible location.

SOCIAL DEVELOPMENT & EARLY CHILDHOOD SERVICES DIVISION

STATUS OF INITIATIVES FOR 2006 - 2007

1. Activity or Initiative

Review of funding for support and services for children with disabilities

Actions to Date

Early learning and Child Care funds were increased in 2006 and resulted in additional resources being directed to Community Living Hamilton to reduce the wait times for children identified with disabilities.

Status

Waitlist reduced and service levels increased by 4 FTE for Resource Teacher and facilitator support in child care classrooms to assist with children identified with disabilities. Service levels were maintained into 2007.

2. Activity or Initiative

2007/08 Integrated Community Plan for Best Start, Child Care and Ontario Early Years completed

Actions to Date

Numerous group consultations and key informant interviews completed to address accessibility issues for children and families.

Status

Physical barriers at Early Learning Centres and child care centres have been decreased.

3. Activity or Initiative

Expanded programs and services at Ontario Early Years Centres under the Best Start Initiative

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to Date

Expanded childcare services with increased specialized services such as Preschool Speech and Language, Public Health nurses and other specialized services.

Status

There has been a decrease in the waiting lists for specialized services and an increase in access to services for children not formally diagnosed with learning disabilities.

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Disbursement of funds through National Child Benefit entitlement program to all eligible families. Communications strategy includes making information, forms and process accessible to the visually impaired.

How or where did you identify a barrier?

Through discussion with service providers.

Why are you undertaking this activity or consultation?

To increase program uptake.

2. Planned Activity or Initiative

Transit Affordability Pass

How or where did you identify a barrier?

Inventory of subsidized services (policy review)

Why are you undertaking this activity or consultation?

A forthcoming report will review the potential of an affordable pass that may give consideration to persons with disabilities.

Presentation of the options to address the potential impact of HSR fare increases for persons who are living on low incomes and persons with disabilities.

3. Planned Activity or Initiative

Completed the 2007/08 Community Plan for Best Start, Child Care and Ontario Early Years – with focus of service integration that will create individualized child supports

How or where did you identify a barrier?

Through numerous consultations that took place to address accessibility and issues for children and families

Why are you undertaking this activity or consultation?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

To highlight the importance of investment in early years, to promote service system integration and to promote that parents are children's first teachers. Services will be integrated for families with children who have disabilities through a single point of access in the community Ontario Early Years Centres.

4. Planned Activity or Initiative

Development of the Social Inclusion Policy

How or where did you identify a barrier?

Social Vision

Why are you undertaking this activity or consultation?

Participation in developing the Social Inclusion Policy that will assist the City to promote inclusion by encouraging citizen participation – regardless of ability - in the City's social, economic, cultural and recreational life.

DIVISION: STRATEGIC SERVICES

STATUS OF INITIATIVES 2006 - 2007

1. Activity or Initiative

Ongoing programmatic market research is done to gather information about audiences' needs and ensure that the program and departmental strategies are accessible to the intended audience

Actions to Date

In-depth interviews and focus groups were held in accessible locations.

Session format modified to ensure people with visual, hearing, physical or cognitive disabilities can fully participate in the research.

Status

This is an ongoing activity that spans all project areas that Strategic Services provides service to. Examples include concept testing at Housing and Ontario Works locations to ensure maximum accessibility to those with disabilities.

2. Activity or Initiative

Strategic Services Local Systems Support Staff provide technology support and adaptations for staff with physical disabilities and/or temporary work accommodations.

Actions to Date

Dragon-Naturally Speaking voice activation software is being used for staff.

Specialized keyboards and/or mouse are provided in some work accommodations situations

Status

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Computers and programs are updated on an ongoing basis to ensure that the program is helpful and useful.

Currently we have 3 installations of Dragon Naturally, 2 specialized keyboards, and two specialized desks to accommodate specific needs.

Alternate designed computer mouse devices are provided as requested.

3. Activity or Initiative

Departmental online content is made as accessible as possible within the constraints of corporate technology, templates and standards.

Actions to Date

The department ensures that content is accessible online within the constraints of the City's website technology, templates and standards.

Status

Ongoing use of international W3C Standards for Accessibility of Websites for existing and new web pages to respond to client's needs within constraints of corporate templates

4. Activity or Initiative

Departmental policies and procedures being developed to ensure public communications and information is accessible to all residents of Hamilton.

Actions to Date

Currently being implemented.

Status

A Community Services Web Presence Policy and Procedure was approved in 2006 which included provisions to ensure equal access to online information and services.

5. Activity or Initiative

Regular feedback from residents around barriers to the website and customer satisfaction survey. Feedback is used to understand access and equity issues to programs and services and to make appropriate modifications.

An Audience analysis will be done regularly through qualitative and quantitative research as well as primary and secondary research to examine the barriers such as physical, linguistic, cultural, economic, etc.

Actions to Date

Currently being implemented.

Status

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

This is an ongoing activity as part of Strategic Services management of the customer experience online.

6. Activity or Initiative

Participate in Accessibility & Inclusion Learning Workshops provided by Corporate Services.

Actions to Date

Director attended 3 workshops in 2006

Status

To gain an understanding of the range of disabilities that needs to be considered in the provision of services as well as employee recruitment.

7. Activity or Initiative

Communities in Action Fund grant proposal

Actions to Date

Departmental Priority.

Status

A grant was awarded to the department by the Ministry of Health Promotion to engage cultural groups, youth and persons with disabilities to lead the development of audience specific activities at City-run recreation facilities.

8. Activity or Initiative

Communicating the changes to the claw back of the National Child Benefit (NCB) to families receiving Ontario Works or Ontario Disability Support payments.

Actions to Date

Policy changes directed by Hamilton City Council led to a payback of a portion of the provincially clawed back NCB payments. Consultations with the Canadian National Institute for the Blind were done to ensure those with visual disabilities would be able to understand the process and benefit from the changes.

Status

Project currently being implemented.

9. Activity or Initiative

Communications Support to Best Start

Actions to Date

Program Requirement

Status

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

Supporting the Best Start Network in communicating the program to key audiences – health care providers, teachers, parents and service providers. Best Start will help ensure that families and children with disabilities be linked with the services required.

10. Activity or Initiative

Communications Support to Snow Angels Program

Actions to Date

Council Directive

Status

In partnership with the City's contracted service provider, Volunteer Hamilton, provided communications support to recruit volunteers to remove the snow for seniors living on low income and persons who have disabilities in order to comply with the City's snow removal municipal by-law.

Link to the program:

<http://www.myhamilton.ca/myhamilton/cityandgovernment/newsandpublications/newsreleases/2006/news/january/06-01-24tt.htm>

http://www.volunteerhamilton.on.ca/svc_snowangels.php

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Departmental Strategic Plan

How or where did you identify a barrier?

Environmental scan – ensuring that the goal of serving diverse audiences and creating a diverse workforce are reflected in the plan.

Why are you undertaking this activity or consultation?

In order to meet the criteria of a Top 100 Employer, Community Services will develop a strategy to provide meaningful employment to persons with disabilities.

2. Planned Activity or Initiative

Ongoing programmatic market research is done to gather information about the audience's needs and ensure that the program and departmental strategies are accessible to the intended audience

How or where did you identify a barrier?

In-depth interviews and focus groups are held in accessible locations.

Session format modified to ensure people with visual, hearing, physical or cognitive disabilities can fully participate in the research.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Why are you undertaking this activity or consultation?

This is an ongoing activity that spans all project areas that Strategic Services provides service to. Examples: Continued input from the OW/ODSP Operations Advisory Committee, e.g. concept testing of information at accessible locations in the community to ensure maximum accessibility to those with disabilities.

3. Planned Activity or Initiative

Strategic Services Local Systems Support Staff provide technology support and adaptations for staff with physical disabilities and/or temporary work accommodations.

How or where did you identify a barrier?

Dragon-Naturally Speaking voice activation software is being used for staff.

Specialized keyboards and/or mouse are provided in some work accommodations situations

Why are you undertaking this activity or consultation?

Computers and programs are updated on an ongoing basis to ensure that the program is helpful and useful.

Currently we have 3 installations of Dragon Naturally, 2 specialized keyboards, and two specialized desks to accommodate specific needs.

Alternate designed computer mouse devices are provided as requested.

4. Planned Activity or Initiative

Ergonomics Program Needs Assessment and Implementation

How or where did you identify a barrier?

Expert needs assessment and review of ways to reduce musculoskeletal disorders and injuries in the workplace

Why are you undertaking this activity or consultation?

An ergonomics program is a proactive means to reduce musculoskeletal injuries in the workplace. The program will also assist in accommodating the needs of persons with disabilities in our workforce.

5. Planned Activity or Initiative

Departmental online content is made as accessible as possible within the constraints of corporate technology, templates and standards.

How or where did you identify a barrier?

The department ensures that content is accessible online within the constraints of the City's website technology, templates and standards.

Why are you undertaking this activity or consultation?

Ongoing use of international W3C Standards for Accessibility of Websites for existing and new web pages to respond to client's needs within constraints of corporate templates

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

DIVISION: HOUSING

STATUS OF INITIATIVES FOR 2006 - 2007

1. Activity or Initiative

Centralized Waiting List

Actions to Date

Coordinated Access Advisory Committee (CAAC) consisting of providers, tenants, advocates, legal clinics applicants

Status

This is a consultative group that meets on a quarterly basis

2. Activity or Initiative

The Housing Division is in the process of producing a Directory of Modified Units for persons with disabilities. Modified Units are housing units that are modified to meet the needs of persons with disabilities.

Actions to Date

Social housing providers will be contacted and all modified units are being assessed for accessibility by the Disability Action Network Group that receives funding under the Supporting Communities Partnership Initiative

The building selection form will be updated and modified to include a code that will describe the unit modifications. Additional data has been collected and this also will be added to the Building Selection Form.

Status

An additional year of funding was recommended so that this project can be completed. This will be implemented in 2007

The additional data will also be added during 2007.

3. Activity or Initiative

Social Housing Administration to consider policies & process as it relates to persons with disabilities.

Actions to Date

Member of Ontario Service Manager Housing Network- Service Level Standard Workgroup
One of the areas this group is reviewing is the Technical Standards with respect to Modified Units

Status

On-going, this group meets on a regular basis. The meetings are monthly and every other meeting is by conference call.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

4. Activity or Initiative

The Housing Division will continue to participate on the following committees: The Disability Action Network Group (DANG), The Community Consultation Committee on Social Housing (CCCOSH) and The Coordinated Access Advisory Committee (CAAC).

Actions to Date

This need was identified early in the operation review process, the requirements for the centralized waiting list and the subsequent Request for Proposals. This resulted in the formation and start up of Access to Housing (ATH) in January 2005. The ATH staff operates the Centralized-waiting list.

Status

This is ongoing and the ATH operation is monitored on a daily basis by the Housing Branch.

5. Activity or Initiative

Conduct a pilot course/workshop on accessibility issues to provide staff with more awareness and understanding of accessibility issues

Actions to Date

This is to be a subject of a division meeting presentation

Status

This will be a part of employee orientation in 2007.

6. Activity or Initiative

Where an individual residing in a Residential Care Facility has greater care requirements, access to other more appropriate living arrangements are made through referrals to community agencies for appropriate placement in a long-term care facility through the establishment of a plan for a client with disabilities as required under Schedule 20 of the By-Law.

Actions to Date

Two Public Health nurses complete assessments.

Removal of accessibility barriers for persons with disabilities moving from absolute homelessness to long term housing in Residential Care Facilities through the use of medical assessments and opinions prior to admission, as required by Schedule 20

Status

Effective February 1, 2006, this program has become the responsibility of Public Health Services. Dr. J. Emili provided Council with updated plans in June 2006.

7. Activity or Initiative

A review of Schedule 20 will be conducted to measure all facets of the Schedule to ensure compliance with the Ontarians with Disabilities Act. Consultations with key stakeholders, including

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Tenant Associations, community agencies & discharge planners, and will establish a steering committee including consumer representatives to oversee the review.

Actions to Date

Public Health Services has requested an extension in the review of Schedule 20 to September 2007.

Effective February 1, 2006, this program has become the responsibility of Public Health Services.

Status

Public Health Services has requested an extension in the review of Schedule 20 to September 2007.

8. Activity or Initiative

Staffs review the needs of each tenant in Residential Care Facilities on a monthly basis. This activity focuses staff's attention on dealing with increased need of tenants to identify barriers to participation. It provides an opportunity to identify and find remedial solutions of identified issues for persons with disabilities and for the elderly

Actions to Date

Discussion on possible or identified barriers occurs during monthly team meetings and solutions are explored.

Status

This is an ongoing activity.

9. Activity or Initiative

Staff is educated on policies and procedures that present barriers or otherwise fail to support those with disabilities.

Actions to Date

Staff reviews current policies and procedures and updates as necessary.

Status

This is an ongoing activity.

10. Activity or Initiative

Residents and family members can provide first hand information on staff's ability to support residents needs.

Actions to Date

Based on information provided, an assessment is conducted by registered health professionals and appropriate referrals are made to address and resolve issues for persons with disabilities.

Status

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

This is an ongoing activity.

11. Activity or Initiative

Increasing accessibility to Residential Care Facilities

Actions to Date

Requests for lists of Hamilton residential care facilities prompted the development of electronic resources to address this need.

Care Facilities (residential, long-term, hostels) have been added to Map.Hamilton.

Hostels were also added to the Care Facilities listings on an internal GIS system

Status

Further development on features of each home and accessibility issues is ongoing to ensure this information is current and accessible to the public.

INITIATIVES PLANNED FOR 2007- 2008

1. Planned Activity or Initiative

Centralized Waiting List will identify persons with disabilities and their specific needs around accommodations.

How or where did you identify a barrier?

Coordinated Access Advisory Committee (CAAC) consisting of providers, tenants, advocates, legal clinics applicants, as well as individuals with disabilities

Why are you undertaking this activity or consultation?

This is a consultative group that meets on a quarterly basis

2. Planned Activity or Initiative

Administering of Centralized Waiting List

How or where did you identify a barrier?

Community Consultation Committee on Social Housing (CCCOSH) report has been tabled with Council and has been referred back to Housing Division for recommendations. A consultant has been hired to review the method of delivering a centralized waiting list. One aspect of this is that the facilities that operate the waiting list must be accessible

In July 2007 an RFP will be issued for the administration of the Centralized Waiting List to take effect January 1, 2008.

Why are you undertaking this activity or consultation?

Recommendations were tabled, and the consultant recommended that a third party operate the Centralized Waiting List. As a result, an RFP was issued, and Fengate Property Management won

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

the contract to operate the waiting list and Access To Housing (ATH) came into effect January 1, 2005, and the facilities they operate from are accessible

3. Planned Activity or Initiative

Conduct a pilot course/workshop on accessibility issues to provide staff with more awareness and understanding of accessibility issues

How or where did you identify a barrier?

This is to be a subject of a division meeting presentation

Why are you undertaking this activity or consultation?

This will be a part of employee orientation in 2007.

4. Planned Activity or Initiative

Strategic Plan to Address Homelessness in the Community

How or where did you identify a barrier?

Community-driven strategy which included consultation with individuals who have disabilities

Why are you undertaking this activity or consultation?

Approved by Council in 2007, the Strategic Plan has as its aspiration that everyone has a home. There are 36 strategies to support that aspiration. While poverty is the root of homelessness, its effects are worsened by physical and sexual violence, social isolation, addiction, physical disability, mental health issues, immigration status, gender and age. Since homelessness affects many different types of people, unique solutions are required for each group – e.g. The Community Services Department will collaborate with the Local Health Integration Network (LHIN), healthcare providers and agencies to increase coordination of, and access to, healthcare for those with disabilities that could cause them to lose their housing or limit their ability to move along the housing continuum.

5. Planned Activity or Initiative

Hostels to Homes 18 month Pilot Project

How or where did you identify a barrier?

In May 2007 an Integrated mobile case management team was created as collaboration between the community and city resources to increase access and sustainability of affordable housing for vulnerable adults with multiple barriers including those with disabilities.

Why are you undertaking this activity or consultation?

As of July 2007, 13 participants have been housed with the expectation that 80 participants will be housing by June 2008.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
DIVISION: CULTURE & RECREATION**

STATUS OF ACTIVITIES FOR 2006 - 2007

1. Activity or Initiative

Continuous Improvement Committee to develop systems to identify barriers for persons with disabilities and to remove them

Actions to Date

To establish a cross-functional division team to commence the process of identifying, reviewing and developing the processes to remove the barriers to participation

Status

In progress, Chair has been established. Seeking representatives from each district. Working on completing the Terms of Reference for the Committee.

2. Activity or Initiative

Renovate spectator viewing area of arena.

Actions to Date

To date completed an accessible viewing area at Olympic Arena.

Status

Accessible viewing platform *completed* fall 2006.

3. Activity or Initiative

To develop a barrier-free sports park with accessible baseball fields for the Challenger Baseball Association along with a fully accessible play area and shelter

Actions to Date

This initiative is targeted for Inch Park
Design to begin in 2008, construction in 2009, as per 2007 Capital Budget submission by Open Space Design & Parks Planning.

Status

Temporary access has been constructed for the 2007 baseball season to enable play. Plan in place to see permanent work completed for the 2008 and 2009 season. It will be Hamilton's first accessible baseball field and home to our Challenger Baseball Association.

4. Activity or Initiative

Municipal golf courses are investigating the leasing or purchasing of a single rider golf cart to serve golfers with disabilities

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Meeting with potential suppliers to consider a new single rider carts

Consulted with mobility impaired individuals who are interested in playing golf but are unable to do so.

Status

Investigated and identified the Solo Rider Cart as the best accessible single rider cart. Currently preparing the required report for Council consideration and approval to purchase two Solo Rider single rider carts.

5. Activity or Initiative

Schedule sensitivity and awareness training sessions for all full and part time staff to inform, educate and increase awareness around persons with disabilities, cultural sensitivity and a supportive work place

Actions to Date

Training sessions scheduled in mid-September 2006.

Status

Project pending the Corporate Training Program. Culture and Recreation staff participated in the "Pilot Session".

6. Activity or Initiative

Learn to Swim Program "Splashability" for children with special needs to educate the participants with swim to survive skills for self rescue.

Actions to Date

This program has been developed by our staff with interest expressed by the Life Saving Society to be expanded across the province.

The first pilot was initiated in spring 2006 and a second in fall of 2006. These two pilot projects have been in conjunction with Chedoke McMaster Children's Services, Bloor MacMillian Facility. The expected public launch will be in spring of 2007.

Status

The two pilot programs were received positively... The "Splashability" program is now available in three recreation centres for children with special needs ages 3 – 18 years. The program is based on the City's swim lesson program and the Lifesaving Society's Canadian Swim to Survive Standard. This unique, made-in-Hamilton program is serving as a role model for other municipalities.

INITIATIVES PLANNED FOR 2007 - 2008

1. Planned Activity or Initiative

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

In collaboration with Corporate Facilities and Capital Planning and Implementation Divisions of Public Works, establish a capital program to address barrier-free projects for recreation facilities.

How or where did you identify a barrier?

Culture and Recreation Master Plan (2002)

Why are you undertaking this activity or consultation?

To ensure that all residents have access to recreation facilities. All new development and re-development of existing infrastructure should be barrier-free.

2. Planned Activity or Initiative

Continuous Improvement Committee to develop systems to identify barriers and ensure all residents has access to recreation programs.

How or where did you identify a barrier?

Culture and Recreation Master Plan (2002)

Feedback from special needs groups who regularly use our recreation facilities

Why are you undertaking this activity or consultation?

The committee will be primarily responsible to address the needs of residents with disabilities. They will identify a variety of approaches to guide the delivery of programs and services in recreation facilities.

3. Planned Activity or Initiative

Identification and plan to remove all physical barriers from all recreation centres

How or where did you identify a barrier?

This initiative was identified through the City's Advisory Committee for Persons with Disabilities along with Recreation staff.

Why are you undertaking this activity or consultation?

Arrange tours through the Continuous Improvement Committee starting in the fall of 2007 with members of the Accessibility Committee to identify barriers plan to include all recreation centres, Ivor Wynne Stadium and seniors centres.

4. Planned Activity or Initiative

Together with the Capital Planning and Implementation divisions of Public Works, identify in our Culture & Recreation Guide, recreation facilities that are barrier-free or partially barrier-free

How or where did you identify a barrier?

Customer feedback responses

Why are you undertaking this activity or consultation?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

To provide better access to our recreation facilities by identifying levels of accessibility for each the facilities through communicating within the Culture & Recreation Guide.

5. Planned Activity or Initiative

Phase one for the barrier-free renovations to the old stable at Whitehern is complete. Phase two is to develop a plan and secure funding to incorporate a virtual tour for persons with disabilities.

How or where did you identify a barrier?

Culture staff

Why are you undertaking this activity or consultation?

To provide an opportunity for persons with disabilities to view this historic home due to the challenge of the historic site layout

6. Planned Activity or Initiative

Public Use Facility Study

How or where did you identify a barrier?

Culture & Recreation Master Plan

Why are you undertaking this activity or consultation?

The City of Hamilton is embarking on a City-wide study of its indoor recreation and community facilities. The study includes arenas, community centres, indoor pools, seniors' and youth centres, community halls and stadiums. Strategic investment is required to ensure that these facilities and the many related programs and services continue to meet the needs of Hamilton residents and organizations. This study will provide recommendations for future indoor recreation facility provision, distribution, use, renovation, replacement and disposition over the next 25 years. Consultations with various interest groups, including those representing persons with disabilities are planned.

7. Planned Activity or Initiative

City of Hamilton Cultural Policy and Plan.

How or where did you identify a barrier?

Vision 2020

Why are you undertaking this activity or consultation?

To develop a framework of broad principles that will guide Council's decision making with respect to the cultural life in Hamilton. The engagement strategy to develop the policy will be accessible and inclusive to all in the community – to ensure all members of the community, regardless of ability, language, income, country of origin, race, religion, etc. actively participate in the process.

SECTION: WENTWORTH LODGE AND MACASSA LODGE

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

1. Planned Activity or Initiative

Individualize residents' plan of care to address their unique needs related to one or more disabilities.

How or where did you identify a barrier?

Interdisciplinary assessment of the individual care plan is completed at least quarterly. Assessment identifies resident preferences strengths, social and personal resources, health status, needs, extent of independent functioning and the type and amount of support required.

Why are you undertaking this activity or consultation?

This activity is ongoing and is required to meet Ministry of Health & Long-Term Care minimum standards.

2. Planned Activity or Initiative

Introduce pictographic version of the Ontario Residents' Bill of Rights.

How or where did you identify a barrier?

We have a number of residents who have communication challenges and who may experience difficulty understanding and interpreting the text versions of the Ontario Residents' Bill of Rights.

Why are you undertaking this activity or consultation?

To comply with our responsibility under legislation to inform residents of their rights when they enter a Long Term Care facility.

3. Planned Activity or Initiative

Continuing assessment of the Lodges physical environment to meet the needs of those with physical and cognitive disabilities.

How or where did you identify a barrier?

The physical environment at both Macassa and Wentworth Lodges has been built to equal or exceed A.O.D.A standards. However, as the needs of those who use our buildings change, we continue to identify barriers and refine our physical environment in order to assist all users of our facilities.

Why are you undertaking this activity or consultation?

To provide exemplary care for our residents. To ensure our homes are physically accessible for not only residents but staff, family, visitors, volunteers, service providers and other community members.

4. Planned Activity or Initiative

To prevent work related injuries and facilitate re-entry into the workplace for those employees affected.

How or where did you identify a barrier?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Requests from individual staff members for work accommodation either as a result of injury or illness or in recognition that the work environment is exacerbating an existing condition.

Why are you undertaking this activity or consultation?

Shortage of skilled workers and an aging work-force requires attention to these issues.

5. Planned Activity or Initiative

To ensure that hiring practices include only *bona fide* occupational requirements and do not arbitrarily exclude persons with disabilities.

How or where did you identify a barrier?

As applicants are reviewed for positions, the management team noted potential barriers to occupational requirements and applicant testing.

Why are you undertaking this activity or consultation?

Shortage of skilled workers.

6. Planned Activity or Initiative

To ensure that volunteer recruitment practices do not arbitrarily exclude applicants with disabilities.

How or where did you identify a barrier?

Our experience with volunteers who have disabilities has highlighted potential barriers.

Why are you undertaking this activity or consultation?

The need to recruit to our volunteer programs a variety of individuals with a range of skills that would benefit our residents.

COMMUNITY SERVICES DEPARTMENT-WIDE

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Physical accommodations for staff

How or where did you identify a barrier?

Ongoing

Why are you undertaking this activity or consultation?

Ongoing review of removal of physical barriers such as having all offices equipped with access card readers and associated door hardware available, which allows easier access for staff in wheelchairs.

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

DEPARTMENT: PLANNING AND ECONOMIC DEVELOPMENT

Mandate:

- To provide policies, programs and services to the public and business community to ensure a prosperous, safe and healthy City.

DIVISION: PLANNING

STATUS OF ACTIVITIES FOR 2006 - 2007

1. Activity or Initiative

Site Plan Guidelines and Barrier Free Design Guidelines

Actions to date

Site plan guidelines adopted by Council in Oct. 2003. Now all site plans are reviewed, and must show locations for parking for persons with disabilities and barrier free ramp.

Status

Complete, approved and being implemented.

2. Activity or Initiative

Outdoor Boulevard Urban Braille Guidelines.

Actions to date

Urban Braille Design Guidelines for Outdoor Boulevard Cafes on Public Property approved in July 2004 by Committee and Council.

Status

Complete and being implemented.

3. Activity or Initiative

Urban Braille System – Evaluation

Actions to date

Evaluation of the existing Urban Braille system installed to date undertaken, including recommendations for new locations.

Consulted with ACPD, CNIB, user groups, contractors, and Public Works staff.

Status

Draft report will be reviewed by staff of Community Planning, Public Works, and Downtown Renewal in July 2007.

Formal presentation to ACPD in early Fall 2007. Final edits will take place in late Fall with presentation to Council by end of 2007.

4. Activity or Initiative

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
Urban Braille System – Extension

Actions to date

Extension of Urban Braille System into private realm (semi-public) in places with high pedestrian traffic, such as hospitals, malls, and schools is being studied. Would involve connecting building entrances, bus stops, drop-off areas, etc.

Status

Review is underway.

5. Activity or Initiative

Streetscape Master Plans

Actions to date

Streetscape Master Plan underway for York Boulevard in downtown Hamilton will likely incorporate some form of Urban Braille.

Status

Study underway.

6. Activity or Initiative

Zoning By-Law Reform

Actions to date

Barrier Free Parking requirements were established for new Residential, Downtown, Commercial developments where more than 10 spaces are required by the Zoning By-Law, effective May 25, 2005.

A housekeeping amendment was forwarded to Council in 2007 to remove the reference to the type of zone (i.e. Commercial, Residential, and Downtown), so the regulation will be applied to any development requiring 10 or more spaces.

Status

Housekeeping amendment was appealed, and an OMB hearing was held in spring 2007. The appeal was denied, and the new regulations are in effect.

DIVISION: DEVELOPMENT ENGINEERING

STATUS OF INITIATIVES FOR 2006 - 2007

1. Activity or Initiative

Engineering Guidelines & sidewalk policies.

Actions to Date

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Policies for sidewalk location were adopted in spring of 2003.
New Policy for sidewalks is being considered.

Status

Implementation underway.
Report in fall 2007 following resolution of accommodating utilities on reduced right-of-ways.

DIVISION: PARKING AND BY-LAW SERVICES

STATUS OF ACTIVITIES FOR 2006 – 2007

1. Activity or Initiative

Disabled Parking Permit Policies review

Actions to date

Disabled Parking Permit Policies were reviewed by Hamilton Municipal Parking System Section with ACPD.

Major review was undertaken of entire on-street parking program privileges. Proposed by-law change to require all users to pay at meters (on-street) was endorsed in principle by ACPD.

Further research revealed that requiring permit holders to pay at meters was not a viable option, since meters are not accessible by all persons with disabilities and any "alternative". Disabled Person Permit program prohibited by HTA.

HABIA and ACPD were advised accordingly.

HABIA raised concerns and staff forwarded concerns to the Ministry of Transportation. On January 16, 2006, the Ministry introduced their "Accessible Parking Permit" program which marginally addressed HABIA concerns.

Status

No action for year ending June 2007. None of the B.I.A.s has requested proactive enforcement respecting the time limit parking regulation that applies to MTO permit holders when parked at parking meters. Rather, they have opted for reactive complaint-driven enforcement in each case.

DIVISION: LONG RANGE PLANNING & DESIGN

STATUS OF INITIATIVES FOR 2006 -2007

Activity or Initiative

Official Plan Review - consideration of accessibility in Official Plan policies

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Program focus has been on broad, urban growth and community infrastructure policies where access and equity objectives are considered.

Detailed policy phase of Official Plan program underway in 2006 – 2007.

Status

The issue of accessibility and a broad policy framework will be dealt with as part of the completion of the new Official Plan by June 2009.

DEPARTMENT: PUBLIC HEALTH SERVICES

Mandate:

- To ensure that all residents have access to public health programs. To reduce educational, social and environmental barriers to accessing mandatory public health programs.

STATUS OF INITIATIVES FOR 2006 - 2007

DIVISION: PLANNING & CONTINUOUS IMPROVEMENT

PROGRAM: STRATEGIC PLANNING & CONTINUOUS IMPROVEMENT – ELECTRONIC COMMUNICATION ANALYSIS

1. Activity or Initiative

Identified accessibility requirements as a criteria for selecting future Content Management System (CMS)

Actions to Date

Submitted accessibility requirement as criteria to W3C

Full criteria for Content Management System (CMS) selection is incomplete

Status

In progress

2. Activity or Initiative

Created new PHS Web Author Guidelines to train all new PHS Web Authors. One of the requirements for approving content is an accessibility check

Actions to Date

Added font resizing capability to the checklist for requirements for content approval

Status

Completed

CONSULTATION ACTIVITIES 2006 - 2007

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

1. Department or Committee involved in Consultation

Community Services Department (CSD)
Public Health Services (PHS)

What were you consulting about?

Accessibility within the current Content Management System (CMS) framework

Who was consulted? (individuals/ groups)

Community Services Electronic Communication Analysts

Barriers Identified

Current Content Management System (CMS) technology only provides minimal accessibility to individuals with disabilities – new/next CMS system must do better

2. Department or Committee involved in Consultation

Planning and Continuous Improvement Division (P & CI)
Applied Research & Evaluation Branch

What were you consulting about?

Accessibility for Ontarians with Disabilities Act (AODA)

Who was consulted? (individuals/ groups)

Equal Access Public Health Nurse (PHN)

Barriers Identified

New staff members' unfamiliarity with the 2005 Accessibility for Ontarians with Disabilities Act (AODA), AODA submissions, and the PHS Accessibility Plan

3. Department or Committee involved in Consultation

PHS

What were you consulting about?

How to make Policies and Procedures (P & P) accessible to persons with disability

Who was consulted? (individuals/ groups)

Director of P & CI Division
Public Health Working Groups responsible for policy development & policy revision.

Barriers Identified

Staff awareness of AODA (e.g., size and type of fonts, visibility)

4. Department or Committee involved in Consultation

PHS

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

What were you consulting about?

Clarity of client information and consent-taking processes

Who was consulted? (individuals/ groups)

Office of the Information and Privacy Commissioner of Ontario
Corporate legal department
Staff providing direct client services

Barriers Identified

Readability of information
Cultural and language barriers
Visual impairment
Hearing impairment

5. Department or Committee involved in Consultation

PHS

What were you consulting about?

Accessibility of Public Health programs and services to clients with communications barriers, including clients with disabilities

Who was consulted? (individuals/ groups)

Staff providing direct client services

Barriers Identified

Cultural and language barriers
Visual impairment
Hearing impairment
Budget to support the purchase of cultural interpretation and ASL translation services for clients as required

6. Department or Committee involved in Consultation

Public Works Facility Services
PHS

What were you consulting about?

Accommodation Projects

Who was consulted? (individuals/ groups)

Divisions within PHS

Barriers Identified

Various:
Corridors/hallways width

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Signage
Ergonomics
Existing infrastructures
Lighting
Existing access to exits (width)
Improper stairways and railways
Existing furniture
Doorways

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Provide P & CI staff in-service on the City's Barrier-Free Design Guidelines to incorporate into their consulting work

How or where did you identify a barrier?

City's Barrier-Free Design Guidelines have been newly revised

Why are you undertaking this activity or consultation?

P & CI staff members provide consultation about providing increased access for PHS

Department & Division Responsible

P & CI

2. Planned Activity or Initiative

Explore the need for ongoing education to new and existing PHS staff regarding AODA

How or where did you identify a barrier?

Feedback from P & CI and other divisions

Why are you undertaking this activity or consultation?

To increase awareness of AODA

Department & Division Responsible

P & CI

3. Planned Activity or Initiative

Explore opportunities to increase accessibility of PHS facilities re: barrier free guidelines

How or where did you identify a barrier?

Introduction of newly revised Barrier-Free Design Guidelines

Why are you undertaking this activity or consultation?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Potential to increase accessibility to PHS facilities

Department & Division Responsible

P & CI

4. Planned Activity or Initiative

Identify resources needed to include sign language (ASL) when conducting public meetings

How or where did you identify a barrier?

Through AODA In-service & the PHS 2007 Accessibility Plan presentation

Why are you undertaking this activity or consultation?

To comply with the AODA

Department & Division Responsible

P & CI

5. Planned Activity or Initiative

Develop a checklist outlining criteria & basic facts related to AODA and persons with disabilities, to be used as a guide when facilitating the development or revision of PHS Policies and Procedures (P&P).

How or where did you identify a barrier?

AODA information outlined in a presentation facilitated by the Equal Access Public Health Nurse.

Why are you undertaking this activity or consultation?

To comply with the AODA and the PHS Accessibility Plan

Department & Division Responsible

PHS, P & CI and other relevant Divisions that implement the policies and procedures.

6. Planned Activity or Initiative

Ensure accessibility is a major requirement for any future Content Management System (CMS) being evaluated for the City Of Hamilton

How or where did you identify a barrier?

Through AODA in-service & the PHS 2007 Accessibility Plan presentation

Why are you undertaking this activity or consultation?

To comply with the AODA and the 2007 PHS Accessibility Plan

Department & Division Responsible

P&CI

Corporate ITS

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

7. Planned Activity or Initiative

Review content for font-resizing before approving for publishing

How or where did you identify a barrier?

Through AODA in-service & the PHS 2007 Accessibility Plan presentation

Why are you undertaking this activity or consultation?

To comply with new PHS Web Author Guidelines

Department & Division Responsible

P&CI Electronic Communications Analyst

8. Planned Activity or Initiative

Update clinic locations to add accessibility information on all locations

How or where did you identify a barrier?

Through AODA in-service & the PHS 2007 Accessibility Plan presentation

Why are you undertaking this activity or consultation?

To comply with the AODA and the PHS Accessibility Plan

Department & Division Responsible

P&CI Electronic Communications Analyst

9. Planned Activity or Initiative

Personal Health Information Protection Act (PHIPA) consultation

How or where did you identify a barrier?

Legislative changes

Internal policy and program review

Why are you undertaking this activity or consultation?

Legislation

Continuous improvement activity

To include AODA

Department & Division Responsible

P & CI Division, Family Health Division, Healthy Living Division, Health Protection Division

10. Planned Activity or Initiative

PHS Strategic Planning

How or where did you identify a barrier?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Throughout the strategic planning process, the issue of client access to public health programs and services has been discussed. Communication barriers related to culture and language, physical disability, hearing and visual impairments will be addressed in the subsequent tactical planning stages.

Why are you undertaking this activity or consultation?

Strategic Planning is a standard business practice and a requirement for Accreditation under the Ontario Council on Community Health Accreditation (OCCHA).

Department & Division Responsible

P & CI Division has responsibility for leading the PHS Strategic Planning process on behalf of City of Hamilton Public Health Services

11. Planned Activity or Initiative

Planning of staff and community events to include audio equipment and other devices for individuals with hearing impairments.

How or where did you identify a barrier?

Lack of audio aids at events made it difficult for some staff with hearing disabilities to participate.

Why are you undertaking this activity or consultation?

Not all venues have access to a functioning audio system

Department & Division Responsible

P & CI

12. Planned Activity or Initiative

Incorporate accessibility considerations in the new "Web Authoring Guidelines"

How or where did you identify a barrier?

Accessibility discussions resulting from P & CI presentation on accessibility, on April 20, 2007

Why are you undertaking this activity or consultation?

To ensure that both the public & City of Hamilton employees are able to benefit equally from PHS web sites.

Department & Division Responsible

PHS, P & CI

13. Planned Activity or Initiative

Ensure all ITS developed and third party software conforms to the accessibility plan

How or where did you identify a barrier?

Accessibility discussions resulting from P & CI presentation on Accessibility, on April 20/07

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Why are you undertaking this activity or consultation?

To ensure that both the public & City of Hamilton employees are able to benefit equally from PHS web sites.

Department & Division Responsible

PHS, ITS, P & CI

14. Planned Activity or Initiative

Ensure that accessibility issues are address across Public Health Services (PHS)

How or where did you identify a barrier?

As per Ministry of Health and Long-Term Care, Equal Access Mandate

Why are you undertaking this activity or consultation?

To ensure that the Equal Access mandate is addressed

Department & Division Responsible

PHS, P & CI,
Equal Access Program

15. Planned Activity or Initiative

Pending management approval, the AODA in-service could be delivered annually to new and current staff members, prior to the collection of AODA information across PHS, and the completion of its Accessibility Plan.

How or where did you identify a barrier?

As per Ministry of Health and Long-Term Care, Equal Access Mandate

Why are you undertaking this activity or consultation?

To ensure that the Equal Access mandate is addressed

Department & Division Responsible

PHS, P & CI
Equal Access Program

16. Planned Activity or Initiative

To ensure that all marketing communications adhere to AODA

How or where did you identify a barrier?

Accessibility discussions resulting from P&CI presentation on Accessibility, on April 20, 2007

Why are you undertaking this activity or consultation?

To adhere to AODA

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Department & Division Responsible

P & CI

Marketing Communications

17. Planned Activity or Initiative

Public Health Services Annual Report to the Community

To ensure that large Font is available on City website

How or where did you identify a barrier?

Accessibility discussions resulting from P&CI presentation on Accessibility, on April 20, 2007

Why are you undertaking this activity or consultation?

To ensure that both the public & City of Hamilton employees are able to benefit equally from PHS web sites.

Department & Division Responsible

P & CI

Marketing Communications

18. Planned Activity or Initiative

Distribution of Community Status Reports

How or where did you identify a barrier?

By implementing a CRM system, to identify existing partners who have a disability and offer appropriate methods of communication

Why are you undertaking this activity or consultation?

To ensure that both the public & City of Hamilton employees are able to benefit equally from PHS web sites.

Department & Division Responsible

P & CI

Marketing Communications

18. Planned Activity or Initiative

Address accessibility issues identified by correcting barriers

How or where did you identify a barrier?

Result of departmental Health & Safety inspection.

Through facilities staff or external consulting staff.

Reference Materials: City of Hamilton Barrier-Free Design Guidelines, Building Code, Fire Code, Occupational Health and Safety Act (OHSA)

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Why are you undertaking this activity or consultation?

The Facility Capital Renewal Project Manager is responsible for the Management of Public Health Services Accommodation Projects.

Department & Division Responsible

PHS: All Divisions.

Public Works, Facility Services.

(Landlord of Leased buildings at times)

PROGRAM: CONTINUOUS IMPROVEMENT

STATUS OF INITIATIVES FOR 2006 – 2007

1. Activity or Initiative

Project to improve organizational compliance with the requirements for knowledgeable consent under the *Personal Health Information Privacy Act, 2004 (PHIPA)*.

Actions to Date

Since the enactment of the legislation in November 2004, a series of actions have taken place, which included consultations with PHS programs and teams to review and amend client information and consent-taking processes to ensure communications barriers are mitigated

Status

In progress and ongoing.

2. Activity or Initiative

Planning staff event called Face to Face with the Medical Officer of Health (MOH) on a biannual basis.

Actions to Date

Ensured that the venues were accessible for staff members with physical limitations including staff with hearing impairments...

Recommendation to purchase a walking audio system

Two events planned in this period.

Status

Purchasing of a portable audio system to improve or increase access to participation for staff with hearing impairments.

3. Activity or Initiative

Writing of PHS Policies and Procedures

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to Date

The need to address accessibility issues in PHS Policy & Procedures will continue to be considered.

Status

Ongoing

4. Activity or Initiative

Develop, update and revise policies and procedures

Actions to Date

Add AODA in the resource section of PHS's Policies & Procedures (P & P) Manual
When policies are due for revision, accessibility issues will be considered

Status

Initiating

5. Activity or Initiative

Draft of the proposed Ontario Public Health Standards (OPHS) Consultation – Feb/March 2007

Actions to Date

Feedback was submitted to explicitly include the AODA (2005) in the Foundational Standard to the province. Feedback from all submissions is currently being considered for the final version.

Status

Completed

PROGRAM: EQUAL ACCESS PROGRAM

STATUS OF INITIATIVES FOR 2006 – 2007

1. Activity or Initiative

The Equal Access Program has a coordinated approach that assist in the reduction of educational and environmental barriers when accessing mandatory public health programs. Barriers include but are not limited to mental and physical abilities, literacy level, language, culture, geography, social factors, education and economic circumstances.

This program promotes equal access best practices in the provision of public health services to Hamilton residents with multiple needs.

Actions to Date

For this reporting period, the Equal Access Program did not receive any requests for support or conduct consultations involving clients with disabilities

Upon request, the Equal Access program will continue to provide consultations, assessments, referrals and other services related to people with disabilities.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Status

Ongoing

2. Activity or Initiative

The Equal Access Program delivered an AODA in-service for PCI new staff members.

Actions to Date

The Equal Access Program provided an AODA in-service for PHS new staff members to facilitate their understanding of the Accessibility for Ontarians with Disabilities Act (AODA) and the PHS Accessibility Plan.

Eighteen staff members attended the AODA in-service.

Pending management approval, the AODA in-service might be delivered annually to new and current staff members, prior to the collection of AODA information across PHS, and the completion of its Accessibility Plan.

Status

Completed

PROGRAM: STRATEGIC PLANNING & CONTINUOUS IMPROVEMENT – MARKETING COMMUNICATIONS

STATUS OF INITIATIVES FOR 2006 - 2007

1. Activity or Initiative

Bus Advertisements – HIV Campaign,
Public Health Services 2006 Annual Report to the Community

Actions to Date

The contents of the poster include low literacy and large font.

Status

Completed May 1/2007, Annual Report completed June 2007

2. Activity or Initiative

Distribution of Community Status Reports

Actions to Date

Implementing Customer relationship management (CRM) system to be able to identify existing partners who have disabilities and get their input on what are appropriate methods of communication

Status

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
Anticipated Fall- Winter 07-08

PROGRAM: FACILITY CAPITAL RENEWAL PROJECT MANAGEMENT

Status of 2006 – 2007 Initiatives

1. Activity or Initiative

Various accommodation projects carried out for all divisions within Public Health Services, to address staffing increases or changes, reorganization and/or restructuring, operation requirements, functional requirements, health and safety, lifecycle furniture replacement.

Actions to Date

Facility Services provides consultation to address these various accommodation issues and concerns.

Facility Services provides project management for various accommodation projects for Public Health Services.

As a result, workstations, office furniture and workspaces were reconfigured to suit, at the following office locations:

- 1 Hughson St. N.
- 4 Hughson St. N.
- 21 Hunter St. N.
- 100 Main St. E.
- 2255 Barton St. E.
- 2 King St, Dundas
- 1447 Upper Ottawa St.

Sexual Health clinics.

Status

This activity is underway.

PROGRAM: APPLIED RESEARCH AND EVALUATION – PROGRAM MANAGEMENT

Status of 2006 – 2007 Initiatives

1. Activity or Initiative

Invitation to the AODA in-service to Applied Research & Evaluation (A R & E) staff

Actions to Date

AR&E staff participated in AODA in-service April 20, 2007

Status

In progress.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

2. Activity or Initiative

Consider accessibility issues within program/project implementation

Actions to Date

Review accessibility issues related to visual and hearing disabilities

Status

The activity is underway.

PROGRAM: APPLIED RESEARCH AND EVALUATION (AR&E) – DATA ANALYSIS

STATUS OF INITIATIVES FOR 2006 – 2007

1. Activity or Initiative

Data provided in accessible formats

Actions to Date

Data requests provided in electronic formats so travelling to office locations is not necessary. Electronic formats are in Adobe or Microsoft (MS) Office, which include features allowing the user to zoom, read text aloud, change font, etc.

Status

This will remain an ongoing initiative to provide data in accessible formats

PROGRAM: APPLIED RESEARCH & EVALUATION – STUDENT PLACEMENT COORDINATION

STATUS OF INITIATIVES 2006 – 2007

1. Activity or Initiative

Provide accommodation to students with disabilities while conducting their clinical placements with PHS

Actions to Date

Include a slide in the Student Orientation presentation around AODA, as it refers to students/preceptors/tutors

Include process/policy link as a support to preceptors/tutors at the beginning of each term

Develop a policy/procedure around accommodation for students with disabilities in the student placement activities

Status

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
In the development stages.

PROGRAM: APPLIED RESEARCH AND EVALUATION – PROGRAM EVALUATION

STATUS OF INITIATIVES FOR 2006 – 2007

1. Activity or Initiative

Proposal to build accessibility into all program reviews and evaluations

Actions to Date

In development stages.

Status

In development stages.

2. Activity or Initiative

Ensure all review recommendations are mindful of the AODA

Actions to Date

Activity is underway

Status

Underway.

PROGRAM: APPLIED RESEARCH AND EVALUATION – EMERGENCY RESPONSE PLANNING

CONSULTATION ACITIVITIES FOR 2006 -2007

1. Department or Committee involved in Consultation

Healthy Living Division – School Program

Healthy Living Division – Substance Abuse, Violence, Injury Prevention (SAVIP) Program

What were you consulting about?

Program Review

Who was consulted?

Program Staff

Barriers Identified (individuals/ groups)

The two program areas identified various criteria to help in the review of their programs.

Accessibility was one of those criteria as follows: The intervention is accessible by the target

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

population with reasonable fairness to access to all segments of society, including marginalized groups.

2. Department or Committee involved in Consultation

P & CI

What were you consulting about?

Web-based dissemination strategy for community health status reporting (Information Technology)

Who was consulted?

Applied Research & Evaluation (AR & E), P & CI Division
Staff members

Barriers Identified (individuals and groups)

Information access;
Community target groups with no internet access;
Persons with visual or learning difficulties within the Hamilton community.

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Ensure locations and presentation formats (verbal and visual) are accessible when setting up meetings or data presentations.

How or where did you identify a barrier?

AODA and PHS Accessibility in-service

Why are you undertaking this activity or consultation?

To comply with the AODA and PHS Accessibility Plan

Department or Division Responsible

P & CI

2. Planned Activity or Initiative

Consult with electronic communications staff when posting items to the web to ensure format is accessible.

How or where did you identify a barrier?

AODA and PHS Accessibility in-service

Why are you undertaking this activity or consultation?

To comply with the AODA and PHS Accessibility Plan

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Department or Division Responsible

P & CI

3. Planned Activity or Initiative

Web-based technology for dissemination of health status reporting period

How or where did you identify a barrier?

Consultations with the AR&E Program Manager

Discussions with other staff in the P&CI Division.

Possible/potential barriers include: no internet access; people with visual impairment, etc.

Why are you undertaking this activity or consultation?

Awareness of bringing forward the issues of enhancing the document related to Community Health Status Reporting in terms of readability, font size, clarity of information, etc.

Department or Division Responsible

P&CI, Corporate IT

DIVISION: FAMILY HEALTH

Programs: Alcohol, Drugs and Gambling Services; Child and Adolescent Services; Child Health;

Healthy Babies Healthy Children's Program; Mental Health Outreach Services; Reproductive Health

1. Activity or Initiative

Services for children with disabilities.

Actions to Date

Support and advocacy for increased funding for services for children with disabilities, including Children's Mental Health Services.

Identification of gaps in service delivery.

Advocacy to reduce barriers to service and waitlist barriers

Status

This is an active program and staff members participate in ongoing activities through consultations, case-management and service co-ordination.

CONSULTATION ACTIVITIES FOR 2006 2007

1. Department or Committee involved in Consultation

Family Health Division

Mental Health Outreach Services

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

What were you consulting about?

Housing for clients with disabilities

Who was consulted? (individuals/ groups)

Various organizations providing subsidized and non-subsidized housing

Barriers Identified

Ongoing challenge to find housing that is wheelchair accessible

Department or Committee involved in Consultation

Healthy Babies Healthy Children's Program, Canadian Hearing Society
Child Health & Reproductive Health Mandatory Program, Child and Adolescent Services
Alcohol, Drugs and Gambling Services

What were you consulting about?

Provision of services for persons with hearing and visual impairments for postpartum telephone and home visits and office consultation visits.

Services/resources for families that have children with disabilities.

Who was consulted? (individuals/ groups)

Canadian Hearing Society
Canadian National Institute for the Blind
Chedoke Child and Family

Barriers Identified

Program not accessible for persons with visual and hearing disabilities.

DIVISION: HEALTH PROTECTION

Programs: Infectious Disease Control; Tuberculosis (TB) Control; Immunization Programs; STD Control; Sexual Health Clinics; Infection Control; Safe Water; Health Hazard Investigation; Food Safety; Residential Care Facilities

CONSULTATION ACTIVITIES 2006 - 2007

1. Department or Committee involved in Consultation

Departmental Accommodations Committee

What were you consulting about?

ODA Accessibility Barriers & Inclusion list

Who was consulted? (individuals/ groups)

Staff members from the clinic sites and clients were consulted.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Staff members from this Division participated in the clinic renovations.

Barriers Identified

Clinics not wheel chair accessible.

2. Department or Committee involved in Consultation

Health Protection programs and Canadian Hearing Society

What were you consulting about?

Provision of services for persons with hearing and visual impairments, for telephone, home visits and clinic programs

Who was consulted? (individuals/ groups)

Canadian Hearing Society, CNIB

Barriers Identified

Staff was not equipped to serve client with hearing disabilities.

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Consultation as needed with the Canadian National Institute for the Blind and Canadian Hearing Society

How or where did you identify a barrier?

In provision of sexual health and immunization programs

Why are you undertaking this activity or consultation?

To identify barriers to service for persons with visual and hearing disabilities.

Department or Division Responsible

Health Protection Division

DIVISION: PLANNING AND CONTINUOUS IMPROVEMENT

ACTIVITIES PLANNED FOR 2006 – 2007

1. Type of Barrier

Access to programs and services.

Origin of Barrier

Barriers identified by Public Health and Community Services Department staff

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Activity or Initiative

The Equal Access Monitoring Tool

To identified special groups for whom barriers exist. The purpose of the tool is to evaluate how mandatory public health programs and services in the City of Hamilton adhere to the Equal Access mandate, established by the MOHLTC.

The guidelines have identified that persons with physical and mental disabilities experience barriers to accessing PH programs and services. Staff will put measures in place to eliminate the barriers.

DEPARTMENT: PUBLIC WORKS

Mandate:

- to liaise and provide support and expertise to the City Manager, Corporate Management Team, Council, and the Public Works, Infrastructure & Environment Committee
- to serve the residents and businesses of Hamilton by providing leadership and guidance to ensure the City's mission, vision, values and goals are achieved, as they relate to the services provided by Public Works

DIVISION: CAPITAL PLANNING & IMPLEMENTATION

STATUS OF 2006 – 2007 INITIATIVES

1. Activity or Initiative

South Mountain Complex – Barrier Free Design

Actions to Date

Comments received from Access & Equity. Designs revised to reflect requested changes.

Status

Project tendered and under construction in 2007-08.

Scheduled for completion in 2008.

2. Activity or Initiative

Hamilton Trails Master Plan

Actions to Date

CP&I have prepared a comprehensive document which prescribes a multi-use, off road recreational trail system throughout the City of Hamilton. The intent is to create a multi-purpose system that, to the extent possible, caters to the broadest range of users possible. The plan includes "trail accessibility" and "degree of difficulty rating system" and a signage system with pictogram symbology. Barrier-free routes have been identified.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Status

The design and evaluation criteria for implementation of future trails have been approved, by City Council, April 25, 2007.

3. Activity or Initiative

City of Hamilton Barrier-Free Design Guidelines Version 1.1 (Feb. 7, 2006)

Actions to Date

The Barrier-Free Guidelines document was a complete updating and revision of the previous 1994 document. The 2006 Guidelines were published in print form and posted on the City web site for downloading. The guidelines are used in the pre-planning, design, and construction documentation of all City of Hamilton owned, operated, and leased facilities that are deemed open and accessible to the public.

Status

The City of Hamilton Barrier-Free Design Guidelines was approved by City Council on May 24, 2006.

The full document is available on the City's web site at www.hamilton.ca.

Version 1.1 is currently being reviewed and revisions will be recommended as required.

4. Activity or Initiative

Accessible Playground Equipment

Actions to Date

In response to the Barrier-Free Design Guidelines, section 8.3 Outdoor Recreational Facilities, CP&I revised the City of Hamilton play area design standards to require compliance with the Barrier-Free Design Guidelines and the US Guide to ADA Guidelines for Accessible Play Areas. Play structures installed in 2006 & 2007 have met these new accessible guidelines.

Status

Design standards and specifications have been changed. All future play structures will be accessible in accordance with the guidelines.

5. Activity or Initiative

Development Plans for new parkland

Actions to Date

CP&I review private development plans related to parklands and provide comments to ensure access to the parks (path widths and gradients) comply with the Barrier-Free Design Guidelines.

Status

This is an on-going practice.

6. Activity or Initiative

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN
Open Space Development Capital Projects

Actions to Date

The City's Open Space Development capital projects in the design stage were revised to comply with the Barrier Free Design Guidelines.

Status

This is an on-going practice.

DIVISION: FLEET & FACILITIES: Facilities

STATUS OF 2006 – 2007 INITIATIVES

1. Activity or Initiative

Facility Audits of various buildings throughout Corporation to determine accessibility needs and costs associated with addressing those needs.

Actions to Date

The City's new Barrier free guidelines were approved, by Council, May 24th, 2006.

Status

RFQ drafted, to be issued third quarter of 2007. Once closed a strategic master plan will be developed for Capital Budget process.

DIVISION: OPERATIONS & MAINTENANCE

STATUS OF INITIATIVE FOR 2006 -2010

1. Activity or Initiative

Feedback and actions to be taken concerning the review of audible pedestrian signals tones, as signal in east west direction can not be heard by some residents

Actions to Date

1. The Canada APS standard was set by Hamilton staff more than a decade ago. Presently, a member of O and M staff is the chair of a project committee at TAC (Transportation Association of Canada) to completely revise and update the national standard.
2. We confirmed the equipment employed by Hamilton is capable to self-adjust output to +5 db above street noise. The same equipment is used for both the north-south and east-west directions. (A copy of the equipment specifications is attached.)

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

3. Traffic staff has had various discussions with staff, and other people interested in the subject to advise them the proactive actions in Hamilton regarding APS. Traffic staff appear regularly at meetings of the Advisory Committee for Persons with Disabilities (ACPD)
4. The TAC committee identified in #1 has been funded by member jurisdictions nationally and has engaged a consultant. The Project Steering Committee overseeing the project met in Ottawa with the consultant and is quite pleased with the consultant progress to date. A final Canadian standard should be available by April of 2007.

The ACPD has prepared a request to Committee and Council asking for universal application of audible/accessible pedestrian signals at new locations and retrofit at all existing locations by 2025. Staff will discuss this request with the ACPD and, if required, report to Committee on the implications. The Canadian standard will help in this regard.

Status

Staff involvement in developing a Canadian Standard for accessible pedestrian signals has resulted in a new much broader national standard being developed. The City's ACPD provided input to the standards development.

It is expected, the standards will be receiving final approval at the Transportation Association of Canada in the summer of 2007.

2. Activity or Initiative

Service Level Review - Sidewalk Snow Clearing

This initiative is intended to provide the Advisory Committee an opportunity to comment on the appropriateness of existing service level and standards for programs delivered by the Operations & Maintenance Division

Actions to Date

In 2005 Council approved a pilot program initiative aimed at an enhanced sidewalk snow clearing service for citizens who have no means of clearing the sidewalks from snow and ice from the walk immediately abutting their property. Public Health is taking the lead and coordinating the program delivery with the assistance of volunteer groups. Public Health will be reporting back with a progress update and recommendations moving forward. In 2007 Operations & Maintenance will be conducting a full service level review specific to sidewalk snow clearing city wide, including consultation with the ACPD Committee

Status

Annual program implementation.

3. Activity or Initiative

Service Level Review - Sidewalk Inspections

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

This initiative is intended to provide the Advisory Committee an opportunity to comment on the appropriateness of existing service level and standards for programs delivered by the Operations & Maintenance Division

Actions to Date

Current service levels of once annually are considered sufficient in terms of adequately defending personal claims. The current inspections are conducted by means of contracted service and are electronically recorded with GPS. In 2007 Operations & Maintenance will be conducting a full service level review specific to sidewalk inspections city wide, including consultation with the ACPD Committee

Status

Ongoing implementation during each construction season.

DIVISION: WASTE MANAGEMENT

1. Activity or Initiative

Design all new facilities to be barrier free where the public may be encountered

Actions to Date

Central Composting Facility, Mountain Community Recycling Centre and Resource Recovery Centre Scale house were all designed for barrier free access.

Material Recycling Facility is presently under design for facility upgrades. Design consultant has been advised to incorporate barrier free access in facility design.

The City's Barrier Free Guidelines, approved by Council, May 2006 is the standard document used across the Public Works Department and can be found using the following link:

www.hamilton.ca.

Status

Construction of the Central Composting Facility is complete, barrier free access to the building, including an elevator to the second floor and to the washrooms is available.

Construction of the Mountain Community Recycling Centre Reuse Store and the Scale houses at the Central Composting Facility, Mountain and Dundas community Recycling Centres is complete and provide barrier free access.

Designs for the Materials Recycling Facility upgrades and the Kenora Community Recycling Centre Scale house include barrier free design.

DIVISION: RED HILL VALLEY PROJECT

STATUS OF INITIATIVES FOR 2006 - 2007

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

1. Activity of Initiative

Identification of trail access for persons with disabled (i.e., asphalt as opposed to granular trail).

Actions to Date

Draft Landscape Management Plan (2003) calls for the use of the upper portion of Mount Albion Road to remain asphalt for multi-purpose trail usage. Will commence in the fall of 2007 following the completion of the Project.

Status

Project is on track for fall 2007 opening and the upper portion of Mount Albion will be used for pedestrian/trail usage.

2006 2007 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation

Public Works – Traffic Engineering

What were you consulting about?

New Accessible Signals National Standard

Who was consulted? (individuals/ groups)

ACPD locally, many national agencies via consultant on the project

Barriers Identified

Crossing at traffic signals for the visually impaired and visually impaired/hard of hearing

2. Department or Committee involved in Consultation

Public Works – Traffic Engineering

What were you consulting about?

New Accessible Signals National Standard – Hardware and Installation Issues.

Who was consulted? (individuals/ groups)

Traffic Operations and Management Standing Committee of TAC, manufacturers, other users

Barriers Identified

Technical impediments to installation

3. Department or Committee involved in Consultation

Water & Wastewater Customer Service & Community Outreach

What were you consulting about?

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Renovations to W & WW Customer Service Storefront

Who was consulted? (individuals/ groups)

Facilities

Barriers Identified

Wheel chair accessibility for new storefront counter

4. Department or Committee involved in Consultation

Water & Wastewater, Plant Capital & Planning

What were you consulting about?

Construction of New Lab @ 700 Woodward

Who was consulted? (individuals/ groups)

City PM – Pierre Solda,
McCallum-Sather Architects

Barriers Identified

Access to building, washrooms will be based on the City's Barrier Free Guidelines, approved by Council, May 2006 is the standard document uses across the Public Works Department and can be found using the following link:

www.hamilton.ca

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Report to Public Works Committee on Accessible Pedestrian Signals

How or where did you identify a barrier?

Audible signals have been in use for many years – barriers has been known. Effectiveness of current equipment was not as high as it could be

Why are you undertaking this activity or consultation?

Higher level of service associated with a new standard. Demand for universality of application from ACPD.

Department, Division and Program Responsible

Operations and Maintenance, Public Works

2. Planned Activity or Initiative

Sidewalk inspection and repair

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

How or where did you identify a barrier?

Discontinuities in sidewalks make traversing them with a motorized wheel chair difficult – noted through previous comments and complaints

Why are you undertaking this activity or consultation?

To improve movement around the City by those with mobility impairments

Department, Division and Program Responsible

Operations and Maintenance, Public Works

3. Planned Activity or Initiative

Wheelchair ramp additions

How or where did you identify a barrier?

Lack of ramps (curb depressions) at intersections make travel through the City difficult or potentially hazardous for those in manual or motorized wheelchairs – noted through previous comments and complaints

Why are you undertaking this activity or consultation?

To improve movement around the City by those with mobility impairments

Department, Division and Program Responsible

Operations and Maintenance, Public Works

4. Planned Activity or Initiative

Sidewalk snow clearing improvements

How or where did you identify a barrier?

On-going public complaint

Why are you undertaking this activity or consultation?

To improve winter mobility for all citizens, with emphasis on seniors and those with mobility impairments

Department, Division and Program Responsible

Operations and Maintenance, Public Works;
Public Health

DIVISION: TRANSIT

STATUS OF INITIATIVES 2006 - 2007

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

1. Activity or Initiative

Measures to identify barriers will include review of:

- Hours of service
- Service area
- Nature of service
- Service types
- On board time
- Trip times
- Passenger contact at trip origin
- Pick-up window
- Drop-off window
- Call returns
- Trip cancellations
- No-shows
- Passenger service suspensions
- Attendants and companions
- Service cancellation

Actions to Date

- review of identified barriers completed;
- recommendation from ACPD to Council completed;
- individual policy review and agreement underway during 2005/2006

Status

- policy statements completed:
 - call return policy
 - trip cancellation policy
 - no show policy
 - service cancellation policy
- currently under consideration of subcommittee / Committee:
 - service area policy
 - service types policy
 - hours of service
 - on board time policy
- unfinished - to be carried forward to 2007 ODA Accessibility Plan
 - nature of service
 - trip times policy
 - passenger contact at trip origin policy
 - pick-up window policy
 - drop-off window policy
 - passenger service suspension policy
 - attendants and companions policy

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

2. Activity or Initiative

Measures to be taken to identify barriers include:

- monthly consultation with Advisory Committee for Persons with Disabilities;
- employment of Public Information Center(s) and focus groups seeking public input on plan components; and
- consideration of feedback from Customer Service contacts and follow-up.

Measures to be taken to remove and prevent barriers include:

modification of service eligibility and registration based on City Council approvals; and confirmation of, or recommendations to City Council on alteration of, major policies under review.

Actions to Date

- Monthly consultations with ACPD
- Focus group with providers of programs and care for persons with disabilities
- Daily and summary review of customer feedback

Status

- periodic consultations with identified groups –completed
- reviews of feedback - completed
- Public Information Centers deferred until required for specific issues
- report to Council on eligibility and registration implementation – expected consideration of Council Q3 2007

3. Activity or Initiative

Targeted consultation with persons with disabilities through Public Information Center(s), focus groups, and community invitation.

Actions to Date

- Focus group with providers of programs and care for persons with disabilities

Status

- targeted consultations - completed;
- Public Information Centers deferred until required for specific issues

4. Activity or Initiative

Transit Division to work with Transportation Sub-committee of ACPD and ACPD on DARTS policy review & an implementation of DARTS Alternative Service Delivery options and an implementation of decisions of eligibility review.

Actions to Date

- Recommendations to Council from ACPD re. major policies as reviewed;
- DARTS ASD options completed;

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

- Report to Council re. Eligibility & Registration – draft report completed Q2 2006;
- RFI for Alternative Service Delivery options and review of submissions completed;
- Draft RFP for Alternative Service Delivery options currently being prepared

Status

- Ongoing development of policy recommendations with ACPD - partial completion of ACPD policy recommendations.
- report to Council on eligibility and registration implementation – expected consideration of Council Q3 2007

5. Activity or Initiative

Transit Division to address criteria for DARTS to consider the needs of persons with developmental disabilities, ambulatory or seniors.

Actions to Date

- Report to Council re. Eligibility & Registration – draft report completed Q2 2006;

Status

- report to Council on eligibility and registration implementation – expected consideration of Council Q3 2007

6. Activity or Initiative

Investigate and organize additional transportation required for persons with disabilities to attend regular polls on election day

Actions to Date

- policy and procedure implemented to give priority to poll trips during off-peak hours

Status

- Complete.

7. Activity or Initiative

Measures to be remove and prevent barriers will include:

- adoption of modified service eligibility and registration policy; and
- confirmation of recommendations to City Council on alteration of, major policies under review.

Actions to Date

- Report to Council re. Eligibility & Registration – draft report completed Q2 2006;

Status

- report to Council on eligibility and registration implementation – expected consideration of Council Q3 2007
- ongoing development of policy with ACPD - completed.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

8. Activity or Initiative

Components of accessibility plan made available to the public through:

- reports to City Council;
- reports to the Advisory Committee for Persons with Disabilities;
- public information center(s); and
- website publishing.

Actions to Date

- Transit ODA Accessibility Plan forms part of City of Hamilton Accessibility Plan under annual reporting to Council;
- quarterly performance reporting to ACPD;
- web site publishing of passenger bulletins, other communications

Status

- Reports completed.
- Website publishing completed.
- Public Information Centers deferred until required for specific issues

9. Activity or Initiative

Transit Division to work with ACPD and Transportation Sub-committee of on ATS policies & practices

a) Major policies for review include:

- service eligibility & registration
- service delivery model
- hours of service
- service area
- nature of service
- service types
- On board time
- trip times
- passenger contact at trip origin
- pick-up window
- drop-off window
- call returns
- trip cancellations
- no-shows
- passenger service suspensions
- attendants and companions
- service cancellation

b) Confirmation of or recommendations to City Council on alteration of major policies.

**CITY OF HAMILTON
2007 ACCESSIBILITY PLAN**

Actions to Date

- review of identified policies completed;
- recommendation from ACPD to Council completed;
- individual policy review and agreement underway during 2005/2006;
- Council approved the extended hours of service for DARTS on Thursday, Friday and Saturday until 12:30 a.m. (pilot project for six month period)

Status

- policy statements completed:
 - call return policy
 - trip cancellation policy
 - no show policy
 - service cancellation policy
- currently under consideration of subcommittee / Committee:
 - service area policy
 - service types policy
 - hours of service
 - on board time policy
- unfinished - to be carried forward to 2007 ODA Plan
 - nature of service
 - trip times policy
 - passenger contact at trip origin policy
 - pick-up window policy
 - drop-off window policy
 - passenger service suspension policy
 - attendants and companions policy

10. Activity or Initiative

Review fixed route transit allocation of accessible low floor buses.

Actions to Date

- Allocation reviewed and requirements for future deployment identified.

Status

- Complete.

11. Activity or Initiative

The City of Hamilton has a joint accessibility plan with Transit.

Status

- Complete for 2005

12. Activity or Initiative

CITY OF HAMILTON
2007 ACCESSIBILITY PLAN

The City of Hamilton and Accessible Transportation Services are sharing and will continue to share the same Advisory Committee for Persons with Disabilities

Status

- Complete for 2007

13. Activity or Initiative

Review of accessible taxi services as they relate to the overall approach of the City to providing transportation services to persons with disabilities.

Actions to Date

- Issues and opportunities reviewed with ACPD.
- Council approved an accessible taxi initiative (pilot project for six month period).

Status

- To be included in 2007 Work Plan.

14. Activity or Initiative

Development of communications strategy regarding ATS/DARTS policies, procedures and practices.

Actions to Date

- development of take-ones, newsletter, web site postings, policy mail-outs.
- 2006 ATS Customer Survey.

Status

- Ongoing.
- Survey completed.

15. Activity or Initiative

Review of Taxi Scrip policies, procedures and practices.

Actions to Date

- Increase in Monthly Taxi Scrip allotment (3 books per passenger) approved and implemented by Council in July, 2006 (project approved until the end of 2008).

Status

- To be included in 2007 Work Plan.

16. Activity or Initiative

Review of HSR ALF bus services.

Actions to Date

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

- Additional HSR ALF buses added to numerous routes in 2006.
- Review of accessible bus stop design initiated by ACPD Transportation Subcommittee in 2006.

Status

- To be included in 2007 Work Plan.

2006 2007 CONSULTATION ACTIVITIES

1. Department or Committee involved in Consultation

ATS Section, Transit Division, Public Works Department

What were you consulting about?

ATS Community Consultation - Existing Service

Who was consulted? (individuals/ groups)

Passengers & Caregivers

Barriers Identified

Numerous issues identified

2. Department or Committee involved in Consultation

ATS & ACPD Transportation Subcommittee

What were you consulting about?

Service Issues & Policy

Who was consulted? (individuals/ groups)

Members who include both City staff & persons with disabilities

Barriers Identified

Numerous issues identified.

3. Department or Committee involved in Consultation

ATS & HSR Planning,
Transit Division,
Public Works Department

What were you consulting about?

Accessible Bus Stop & Shelter Design

Who was consulted? (individuals/ groups)

ACPD Transportation Subcommittee members – Working Group was formed

Barriers Identified

CITY OF HAMILTON

2007 ACCESSIBILITY PLAN

Barriers and obstacles with numerous existing bus stops

ACTIVITIES PLANNED FOR 2007 – 2008

1. Planned Activity or Initiative

Review of Service Standards for Specialized Transit

How or where did you identify a barrier?

Through review of AODA legislation (Transportation Standards)

Why are you undertaking this activity or consultation?

Comply with AODA Plan

Department or Division Responsible

Transit Division, Public Works Department

2 Planned Activity or Initiative

Increase in Number of Accessible Low Floor (ALF) Routes

How or where did you identify a barrier?

Through review of AODA legislation

Why are you undertaking this activity or consultation?

To comply with AODA Plan

Department or Division Responsible

Transit Division, Public Works Department

3 Planned Activity or Initiative

Review of Accessible Bus Stop & Shelter Design

How or where did you identify a barrier?

Through review of AODA legislation (Built Environment Standards) & passenger concerns

Why are you undertaking this activity or consultation?

Comply with AODA Plan

Department or Division Responsible

Transit Division, Public Works Department