

# Multi Year Accessibility Plan Status Report 2022

## Introduction

### **Statement of Commitment to People with Disabilities**

The City of Hamilton is committed to ensuring that Council, all levels of corporate management and staff, plan, implement and evaluate strategies and opportunities that sustain and maintain the rights of persons with disabilities and their families to barrier-free programs, services and opportunities. In so doing, the City implements the Accessibility for Ontarians with Disabilities Act, 2005 according to the legislation's standards for:

- Information and Communications;
- Employment;
- Transportation;
- Design of Public Spaces; (Built Environment) and
- Customer Service.

The City of Hamilton is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery
- ensure reasonable efforts are made to provide equitable opportunities to accessing goods and services;
- allows persons with disabilities to benefit from the same services, programs and opportunities in ways that are based on their own needs and self-determination.

### **Advisory Committee for Persons with Disabilities**

The City of Hamilton's Advisory for Persons with Disabilities (ACPD) is the Accessibility Advisory Committee that has been appointed by Council to oversee the

implementation of the AODA, 2005 and its associated standards. ACPD and its established working groups advise City Council on the identification, prevention, and elimination of barriers faced by people with disabilities in order to increase accessibility in the goods, services and facilities provided by the City. ACPD and its working groups engage as a liaison with external bodies to remove barriers to participation in public life and to advance the achievement of social, cultural and economic well-being of people with disabilities.

## ACPD Highlights and Achievements

In 2022, the ACPD and its working groups engaged in the following:

- Creation of the ACPD Committee information pamphlet
- Creation of a Disability Awareness Calendar and addition of the calendar to the City's website
- Committee members held a media event for the 2021 International Day of Persons with Disabilities.
- Creation of an Accessible Open Spaces and Parklands Working Group for the purpose of developing accessible design guidelines for City-owned open spaces and parklands.
- Members of the Outreach Working Group are organizing and hosting an in-person Accessibility Event with a virtual component on October 5, 2022, including presentations, interactive programs and information tables for agencies and services related to ability and accessibility.
- The Committee held a Special Meeting of the Advisory Committee for Persons with Disabilities related to discussion the City's Outdoor Dining District Program with all relevant City staff being invited.
- Committee members drafted a proposal for City Lab Hamilton that yielded a summary of working group issues and related challenges in setting priorities, and obtaining timely information and resources to guide their work, write motions and follow up on motions and goals. The committee met with City Staff to discuss the need for a searchable database that would assist the sub committee with information needs connecting past work with current activities. Such a database would see reports, minutes and motions be indexed and potentially captured in subject searches. Secondly, a feedback mechanism to follow up on motions and how they are acted upon was seen as valuable and something to be addressed.
- ACPD's Housing Working Group identified the need to follow-up on transitional housing – particularly hospital to other accommodation for those with disabilities.

Patients can lose their rental accommodation when hospitalized leaving them vulnerable with little stability in the immediate future.

- Over the 2018-2022 Council term, ACPD has continued to recommend that the City to consider a minimum 15% affordable requirement for all future and refurbished housing builds. A 20% requirement for all new builds to install building infrastructure that would accommodate, as needed, the installation of accessibility features – such as grab bars, electrical switches at wheelchair height, lower cupboards, level flooring, Lights as well audio systems to alert an emergency in the building, use of wheelchairs in units and space for scooters.
- ACPD's Transportation Working Group advised HSR of the need to provide notice of interruptions on bus route to inform riders of stops that are out of service and options for those needing nearby bus services who have disabilities, particularly mobility issues.
- ACPD's Built Environment Working Group advised staff that construction sites should identify alternate accessible routes for those with mobility and sight issues ensuring safe sidewalk use and navigation.
- That curb cuts align with cross walks and be extended to maximum width of intersection when possible.
- ACPD's Strategic Planning Working Group (SPWG) has adopted within its Terms of Reference practices to ensure annual priorities that will alter over the term to encourage diversity, equity and inclusion of issues and concerns across differing population groups with disabilities.
- SWG is partnering with City departments on the production of informational brochures that address city policy and practice related to disability issues, for example, snow removal and potentially concerns with outdoor dining areas.

### Committee Members Delegation and representation

- ACPD Committee members delegated at the Hamilton Municipal Heritage Committee respecting the integration of accessibility in heritage properties.
- ACPD Committee members delegated at a meeting of the Planning Committee to consult respecting accessibility issues related to the Outdoor Dining Districts Program.
- Committee members attended a Housing and Homelessness Advisory Committee meeting(s) on behalf of the Housing Working Group of the ACPD to discuss common interests, concerns and future collaborations.
- Committee members represented the ACPD at the Climate Change Impact Adaptation Plan - Vision, Goals and Objectives Workshop.
- Committee members delegated at a meeting of the Audit, Finance and Administration Committee on behalf of the ACPD to consult respecting accessibility issues related to Accessible Transportation Services and the Eligibility Review Audit.

- Committee members delegated to the Public Works Committee respecting Commercial E-Scooters Operations. The Public Works Committee decided to permit an e-scooter rental program on a pilot basis for 24 months, with quarterly consultation with the Advisory Committee for Persons with Disabilities.

### Transportation Roundtable:

- ACPD organized and hosted a virtual collaborative roundtable meeting in 2021, with key stakeholders and staff experts, to discuss changes and challenges to public transportation in Hamilton during the pandemic and beyond.

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

- Complete, Livable, Better Streets Design Manual - presentation from Trevor Jenkins, Project Manager – Sustainable Mobility and Brian Hollingworth, Director, Transportation Planning and Parking.
- Snow Removal Presentation from Bob Paul, Manager Roadway Maintenance and Stephen Gagne, Senior Project Manager came and announced their plan for the 2022/23 snow removal season.
- Susan Creer, Accessible Hamilton, addressed ACPD respecting accessibility concerns with the Outdoor Dining District Program
- Ryan Loft from the Crisis Response Branch, COAST Unit of the Hamilton Police Service and Katie Royle, Social Worker with COAST provided an overview of the services provided by COAST.
- Sherry Caldwell, Ontario Disability Coalition provided the Committee with a presentation respecting the Ontario Disability Coalition.
- David Lepofsky from the Accessibility for Ontarians with Disabilities Act Alliance provided the committee with an overview of the current activities of the Alliance and the progress being made towards a fully accessible Ontario by 2025.
- Aine Leadbetter, Manager Elections, Print and Mail, Tammy Reeves, Coordinator Elections, and Conor Floor Coordinator Election consulted with the committee regarding respecting the poll locations and planning for accessibility for the 2022 Municipal Election.
- Chief of Police, Frank Bergen provided ACPD the committee with an update respecting topic of interest for the advisory committee related to Police Service
- Tanya Detmar, Senior Project Manager, Planning and Infrastructure, Transit Division provided a presentation to the Built Environment Working Group respecting bus stop and shelter review.

- Michelle Martin, Manager, Accessible Transportation Services, Hamilton Street Railway, updated the Committee respecting current mask mandates on Hamilton Public Transit.
- Rich Padulo, Founder of Treat Accessibly, addressed the Committee respecting the Treat Accessibly Campaign.
- Alison Carlyle, Project Manager - Sustainable Mobility, provided a presentation respecting the Ontario Cargo E-Bike Pilot Program.
- Andrea McDonald, Senior Project Works Manager, Public Works, provided a presentation respecting the location of a Wheelchair Swing in William Connell Park.
- Michelle Martin, Manager of Accessible Transportation Services provided a presentation respecting the Accessible Transportation Services Performance Report 2019-21 and Q1 2022. Maureen Cosyn-Heath, Director of Transit answered questions respecting Hamilton Street Railway and Accessible Transportation Services.
- Cynthia Roberts, Project Lead, HamiltonCivicMuseums.ca and John Summers, Manager Heritage Resource Management, provided the Committee with a presentation respecting Hamilton Civic Museums.
- Michelle Martin, Manager, Accessible Transportation Services addressed Committee respecting updates to Accessible Transportation Services (ATS) policies.
- Manuel Do Carmo and Lawrence Rivers, discussion with C&DC Ortho-Mobility Solutions' regarding Wheelchair/scooter rescue.
- Lovaye Kaijura, McMaster University and the IMPACT Initiative regarding how they can help ACPD to address disability related issues in an educational setting with medical and engineering students
- Residential Care Facilities
- Roundtable for Poverty Reduction regarding the Hamilton Alliance for Tiny Shelters Program

The following motions were made by ACPD:

- That Council allows the opportunity for ACPD to review and provide comment on the on the Staff report to the Audit, Finance and Administration Committee respecting the Consultant Report to Accessible Transportation Services funded by Provincial Audit and Accountability Fund and the Eligibility Review Audit, prior to consideration of that report by Council or any Standing Committee of Council.
- That Council directs staff to consult with the Advisory Committee for Persons with Disabilities and to provide the opportunity to review and comment respecting the

Staff Report on the Outdoor Dining Districts Program prior to consideration by the Planning Committee or Council.

- That staff be directed to investigate developing policies and procedures to rescue and safely transport stranded pedestrians and their mobility devices to an appropriate secure location.
- That City Council ban the use of electric and commercial rental electric scooters on all City roads, sidewalks, pathways.
- That ACPD's Housing Working Group correspond with CityHousing Hamilton to request CityHousing Hamilton review their policies for compliance with the Accessibility for Ontarians with Disabilities Act, 2005.
- That members of the Transportation Working Group of the Advisory Committee for Persons with Disabilities be authorized to organize and host an in-person and virtual collaborative roundtable meeting by the end of 2022 with key stakeholders and staff experts, for the purpose of discussing changes and challenges to public transportation in Hamilton.
- That ACPD, in collaboration with the ACPD Outreach Working Group, work with staff to develop print materials for dissemination to Hamilton Business Improvement Area (Hamilton BIA) communities to provide guidance on how to ensure outdoor dining is fully accessible including space, facilities, amenities and services.
  - That the Hamilton BIA communities be advised that the ACPD and its Accessible Outdoor Spaces and Parklands Working Group are available to establishments that have outdoor dining facilities should they require advice or guidance on how to make their outdoor dining locations fully accessible including their space, facilities, amenities and services.
- That the ACPD Terms of Reference, be amended to reflect the following:
  - (i) requiring every member of the ACPD to be a member of at least one (1), and no more than two (2) Working Groups;
  - (ii) establishment of a fixed number of Working Groups with a specific purpose for the Term of Council;
  - (iii) establishment of time-limited Working Group(s) with a fixed purpose and fixed task or outcome when necessary;
- That Council establish an Accessibility Award Program for City of Hamilton individuals, businesses and organizations that have made significant contribution beyond legislative requirements, towards improving access for persons with disabilities in Hamilton; and That representation from the Advisory Committee for Persons with Disabilities be included in the development of the eligibility and award criteria as well as the selection process for the Accessibility Award Program.

- That the Advisory Committee for Persons with Disabilities for the City of Hamilton respectfully requests that City Council ban the use of electric and commercial rental electric scooters on all City roads, sidewalks, pathways and in all other areas of the City until such time that electric scooters, particularly commercial rental electric scooters, and their operators are trained, licensed, insured and are fully and completely regulated by the province of Ontario in the same manner as any other motor vehicle in the province of Ontario.
- That staff be directed to review the Accessible Transportation Services and the Disabled and Aged Regional Transportation Service policy to allow DARTS drivers to assist passengers who use a bundle buggy to safely load on and off the Accessible Transportation vehicle.
- Advisory Committee for Persons with Disabilities Request respecting Accessible Transport related to the City's Accessible Taxicab Financial Incentive Program and Accessible Taxicab Operators in Hamilton

That staff be directed to:

- a) Investigate methods of revamping or improving the Accessible Taxicab Financial Incentive Program in an effort to recruit drivers and to ensure the program's sustainability in the future;
- b) Consider the feasibility of compensation to the Accessible Taxicab Operators that provided accessible service during the lockdown and the Accessible Taxicab Financial Incentive Program's suspension period;
- c) Develop a pandemic contingency plan with respect to the Accessible Taxicab Financial Incentive Program's audit process to ensure continuity of service while maintaining pandemic protocols as well as the safety of the staff; and
- d) Determine if Personal Transport Provider Operators that are providing Accessible Transport in the City are charging an additional fee for the service, if they have plans to provide accessible service in the future or if they are willing to pay a more proportionally equivalent annual fee to opt-out of the requirement to provide Accessible Transport.

## ACPD submitted letters to the following:

- The Hamilton Police Services Board to highlight the questions and conversation held with the Chief of Police during the march 9, 2022 meeting. In this letter they also requested that the items discussed be shared with the Police Service Board; they requested that a HPS representative be assigned to attend the monthly ACPD meetings for the current and upcoming term of Council.
- General Issues Committee respecting homeless encampments as it related to people with disabilities. The Committee highlighted the need for the City and the province to re-evaluate related practices that unexpectedly can cause homelessness. Furthermore, that dismantling encampments and the use of overcrowded shelters potentially harm and provide no form of long-term, safe solution.

The ACPD confirmed their support for action that includes working with existing groups that have front-line knowledge of the problems

## Overview of the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005

The Ontarians with Disabilities Act, 2001, (ODA), was passed by the Province of Ontario and received Royal Assent on December 14, 2001 to “improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province”. The sections of the Ontarians with Disabilities Act which apply to municipalities were proclaimed on September 30, 2002 and apply to all Ontario municipalities. The Ontarians with Disabilities Act, 2001 continues to be in force until repealed in whole or part.

The Province of Ontario passed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) on May 10, 2005 and received Royal Assent on June 13, 2005. The AODA is a provincial law that recognizes the history of discrimination against persons with disabilities in Ontario and will require the “...development, implementation and enforcement of standards” for accessibility to goods, services, facilities, employment, accommodation and buildings for persons with disabilities.

Ontario’s first accessibility standard, the Accessibility Standards for Customer Service, became law on January 1, 2008 and the Integrated Accessibility Standards (Information



and Communication, Transportation and Employment) was enacted on June 3, 2011 while the Accessibility Standard for the Built Environment came into effect on January 1, 2013. These standards set out requirements that organizations, businesses and municipalities are legally required to comply with. On July 1, 2016, the Accessibility Customer Service Standards, Integrated Accessibility Standards and Built-Environment Standards were amended and became one entity and renamed the Integrated Accessibility Standards.

Large public sector organizations are required to produce annual status reports that highlight the progress made in advancing their Multi-Year Accessibility Plan strategies and in meeting the requirements of the Integrated Accessibility Standards Regulations. The City of Hamilton has provided compliance reports to the Province since 2010 and has been compliant in all areas. In addition, the City of Hamilton has been implementing the Barrier-Free Design Guidelines which are made-in-Hamilton design guidelines that is over and above the requirements stipulated in the Ontario Building Code and the Built Environment Standards, for the most part.

## City of Hamilton

### Vision, Mission, Culture and Priorities (2016-2025)

**Vision:** To be the best place to raise a child and age successfully.

**Mission:** To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

**Culture:**

Collective Ownership:

We cooperate and collaborate; we support teamwork and breaking down silos. We build relationships across departments and divisions to achieve our objectives and bring the ideas of others forward. Each and all of us understand that what we do affects the work of others and the results we achieve. We are one City with one vision and one mission, serving our citizens and stakeholders.

Steadfast Integrity

We build trust and demonstrate integrity in our work. We are direct and truthful individuals, accountable for doing what is right. We can be trusted to perform in an accountable and respectful manner.

## Courageous Change

We embrace innovation, creativity and risk taking. We support, discuss and proceed with innovative ideas and actions to continuously improve our service delivery. We make evidence-based recommendations.

## Sensational Service

We are passionate about customer service and service delivery excellence. We take a citizen-centred approach to providing exceptional service in a timely and responsive manner. We communicate in an open and transparent manner, especially when mistakes occur. We take pride in our work as public servants, serving our community. Performance measurement is a cornerstone to our service delivery.

## Engaged Empowered Employees

We invest in our employees, support and empower them to improve performance and be accountable for results. We communicate clear purpose and direction, build relationships through ongoing communication, regularly invite input and feedback, and treat employees equitably. We create a work environment where there is continual development, respect and recognition. Our employees are trusted, inspired to do their best work, and would not hesitate to recommend the City of Hamilton as a great place to work.

## Priorities

- **Community Engagement & Participation:** Hamilton has an open, transparent and accessible approach to City government that engages with and empower all citizens to be involved in their community.
- **Economic Prosperity & Growth:** Hamilton has a prosperous and diverse local economy where people have opportunities to grow and develop.
- **Healthy & Safe Communities:** Hamilton is a safe and supportive city where people are active, healthy, and have a high quality of life.
- **Clean & Green Hamilton:** is environmentally sustainable with a healthy balance of natural and urban spaces.
- **Built Environment & Infrastructure:** Hamilton is supported by state of the art infrastructure, transportation options, buildings and public spaces that create a dynamic City.

- Culture & Diversity: Hamilton is a thriving, vibrant place for arts, culture, and heritage where diversity and inclusivity are embraced and celebrated.
- Our People & Performance: Hamiltonians have a high level of trust and confidence in their City government.

## Multi-year Accessibility Plan

There are six strategic goals outlined in the multi-year plan, demonstrating the City's commitment to fulfilling the requirements of the AODA, 2005, Customer Service Standard and Integrated Accessibility Standards Regulation. Each strategic goal addresses a key aspect of how we are designing, delivering and implementing policies, programs, services, resources and opportunities to persons with disabilities in an equitable manner that respects their dignity and independence, as well as takes into account the person's disability.

## Strategic Goals

**Strategic Goal One:** The City of Hamilton is committed to ensuring that persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

**Strategic Goal Two:** The City of Hamilton is committed to ensuring that persons with disabilities who are potential employees will be accommodated and supported throughout the recruitment, assessment, selection and hiring process and when they are seeking advancement opportunities as employees.

**Strategic Goal Three:** The City of Hamilton is committed to ensuring that information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

**Strategic Goal Four:** The City of Hamilton is committed to ensuring that persons with disabilities access barrier free services and programs when using Hamilton Street Railway (HSR) and the Accessible Transit System (ATS) including DARTS.

**Strategic Goal Five:** The City of Hamilton is committed to ensuring that City facilities and open spaces are fully accessible and/or will provide accessibility measures to meet the needs of persons with disabilities when accessing programs, services, resources and opportunities.

Strategic Goal Six: Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public as well as when procuring or acquiring goods, services or facilities.

The City's compliance activities under each of these strategic goals are outlined below.

## **Strategic Goal One**

Persons with disabilities receive equitable, inclusive and accessible customer service that meets their needs when accessing and utilizing City's services, programs, resources and opportunities.

Integrated Accessibility Standards Regulation Requirements (Sections 3, 4, 41, 42, 43)

### **3. Establishment of Accessibility Policies**

The City of Hamilton continues to implement current accessibility policies, practices and procedures. The City has developed several accessibility related policies including the following:

- Assistive Devices Policy
- Communication Policy
- Disruption Notice Policy
- Service Animals Policy
- Support Persons for Persons with Disabilities Policy
- Resident and Visitor Feedback Complaint Policy
- Training Policy, and;
- Clear, Accessible and Large Print Guidelines.

The above noted policies can be found at the following website:

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

The City of Hamilton has developed a Statement of Commitment to meet the accessibility needs of persons with disabilities.

The above noted statement can be found at the following website:

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

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

# Customer Service Standards Regulation Requirements

(Sections 80.46 80.47,80.48, 80.50)

## **80.46. Establishment of policies**

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

The Recreation Division updated its Behaviour Management and Inclusion procedures for children displaying challenging behaviours.

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

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

## **80.47. Use of Service Animals and Support Persons**

Staff continue to utilise the “Service Animals Policy” and the “Support Persons for Persons with Disabilities” policies across departments.

The City of Hamilton welcomes and provides equitable access for persons with disabilities accompanied by a guide dog or service animal to all facilities and City premises. Persons with disabilities are permitted to enter any City facility with their service animals and are permitted to keep their animal with them unless the animal is excluded by law from the premise. In addition, the City is committed to ensuring equitable access to all goods, services, programs and opportunities for persons with disabilities, who are accompanied by support persons.

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

- Animals on board - [Using HSR | City of Hamilton](#)
- Support person ID Cards - [Fares | City of Hamilton](#)
- Support persons on DARTS - [DARTS | City of Hamilton](#)

- Travel on DARTS, including with service animals - [DARTS Orientation \(dartstransit.com\)](http://dartstransit.com)

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

#### **80.48. Notice of Temporary Disruptions**

The City has an established “Disruption Notice Policy,” and departments adhere to the outlined procedures when dealing with temporary disruptions. Signage is posted in large print to notify the public and employees and additional communication is made available via email, web content or telephone. Accommodation is also made to meet and provide services to individuals with disabilities in an accessible area, or at alternate service locations.

Human Resources has an “Inclement Weather Policy” which provides more clarity regarding roles and responsibilities when there are disruptions to service based on weather events. The link to the policy can be found at the following website: [Inclement Weather Policy](#)

HSR experienced a temporary disruption in July 2022 with the nation-wide Rogers outage. On ATS – DARTS, IT Services was able to access Trapeze and manifests were printed out for all drivers including subcontractors. At end of shift on Friday, drivers went to the high frequency locations for late hour pickups (e.g., dialysis) to make sure no clients were left behind. DARTS benefitted from use of a different provider for driver tablets (Bell); reservationists working from home were able to receive calls and call in to communicate cancels and call return requests to dispatch through Bell, and dispatch communicated directly to drivers, rather than the driver manifest being directly updated from Trapeze. Service continued with some unavoidably missed trips and late pickups.

ATS Customer Service continued to be operational.

ATS will be working with out vendor DARTS to enhance response to significant unplanned events such as this one.

#### **80.50 and 11. Feedback**

80.50 The Resident and Feedback Complaints Policy documents are available to the public at City service counters and on the City’s website, in alternate formats upon request. Persons with disabilities can provide their feedback in various forms including telephone, writing, texting, e-mail, CD, etcetera. Managers are required to resolve any

accessibility issues in an expeditious manner and can also consult with the Diversity and Inclusion Office to ensure compliance with the AODA.

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

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

#### Hamilton Street Railway (HSR)

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

- Within ATS, there were 1812 instances of feedback provided. Of that number, all complaints were 1379 were either addressed directly with customers, processed through our vendor (DARTS) for investigation and response or escalated to management for response.
- In fall of 2021, HSR received a higher number of responses than in 2020 to the accessibility survey attached to their virtual HSR/ATS accessibility event: [Annual Transit Accessibility Public Event | Engage Hamilton](#). We improved the survey questions used based on feedback from the ACPD and ensured survey booklets were provided to the Municipal Service Centres along with posters explaining the survey. We invited ACPD to participate in the filming of the virtual event.

HSR/ATS continued to review feedback from the community, the ACPD and its working groups through the following:

- Participating in the Virtual Collaborative Roundtable held by ACPD on October 14, 2021; and,
- On August 12, 2022, ACPD members visited HSR Mountain Transit Centre and reviewed various bus models with opportunity to ask questions and provide feedback to HSR staff.

#### **80.51. Format of documents**

Staff continue to implement the City's Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities. Staff utilize a variety of accessible formats and communication supports to ensure adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available (upon request) in multiple, alternate formats including Braille, large print, magnifiers, closed captioning for meetings upon request.

An Accessibility Clause is also included in promotional materials, flyers, event notices and public information session announcements. To ensure accessible public promotional material development, AODA guidelines are considered and included as part of the design.

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

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

#### **4. Accessibility Plans**

The Diversity and Inclusion Office continues to monitor departmental implementation of the AODA, 2005 and regulation requirements across the organization, as well as provide accessibility training, information and support to staff. The accessibility plan is available on the City's website and provided to the public in multiple, alternate formats, upon request. The multi-year plan can be found at the following address: [Multi-Year Accessibility Plan | City of Hamilton](#)

The City has updated its EDI Strategic Plan from Equity, Diversity and Inclusion (EDI) branding to Inclusion, Diversity, Equity, and Accessibility (IDEA). The incorporation of



Accessibility into the strategic document will assist in reinforcing the importance of accessibility across the organization. This will better reflect the various components essential to create and sustain a truly inclusive organization. We have begun discussion with the Advisory Committee for Persons with Disabilities (ACPD) on this approach and they are highly supportive of the change. We are grateful for their support in this effort to highlight the need to improve accessibility.

In continuing efforts to make information more accessible, the Digital & Innovation Office hired a temporary full-time Digital Forms Developer to remediate PDF and Word forms for all services/depts that are currently posted to Hamilton.ca to accessible, fillable documents.

The City has also partnered with an external vendor to launch a new Hamilton.ca website that specifically addresses many of the accessibility issues experienced on the previous corporate website.

As part of accessibility planning over the past 12 months, the Recreation Division engaged in the following initiatives:

- Standardized offering of the adapted open swim programs
- Return of all adapted/inclusion programs that were offered pre-pandemic
- Detailed and accurate accessibility amenities listed on website
- Return of Community Living Adult Day Programs to our facilities

Public Health Services initiated a Hedgehog software upgrade for enhanced accessibility functions including zooming for vision impairment). The projected implementation date is 2023.

#### **41. Accessibility Plans, Conventional Transportation Services**

Hamilton Street Railway (HSR) has a feedback process in place for managing, evaluating and taking action on customer feedback. A Customer Feedback form is made available in various public serving locations and alternate formats, upon request.

Transit has an existing customer contacts system in place for both conventional (HSR) and specialized (DARTS and Taxi Scrip) transit. Customer contacts include the following: complaints, commendations, requests and suggestions.

Members of the public including passengers have been informed of the availability of customer feedback for transit which is offered through various communication methods including in-person (i.e. customer service counter – ATS & GO Station), telephone, City website (transit section), e-mail and printed media (i.e. Passenger Service Bulletins

such as “Bus News”). Transit staff annually hold at least one public meeting (usually during the fall) involving persons with disabilities to ensure that they have an opportunity to review and provide feedback on the City’s accessibility plan (i.e. compliance with AODA Transportation Standards).

Transit staff have consulted with the Transportation Working Group (a working group under the Advisory Committee for Persons with Disabilities) to gather feedback on the following items over the past 12 months:

September 28, 2021 (TWG)

- Draft policy for Service Infractions on ATS
- Summary of last ACPD review of DARTS policies
- Final version of survey questions for 2021 Annual Accessibility Information event
- Summary of planned edits to ATS Application form
- HSR Now Mobile App

October 26, 2021 (TWG)

- ATS Application
- 2021 HSR Fare Incentives
- PW21055 – Dillon Consulting Report

November 23, 2021 (TWG)

- Grey Cup Transit plans
- Annual Accessibility Information Event plans for December event
- Review of Draft Carry-on items policy
- Review of Draft Service Infractions policy
- Transit Ridership Recovery campaign
- Travel Log Study

December 14, 2021 (ACPD)

- Accessible Transportation Services application form – administrative updates
- Review of points system for enforcement of the ATS Trip No Shows, Late Cancellations and Excessive Cancellations policy outlined in Report PW05051
- Review of new ATS policy to address carry-on items

January 25, 2022 (TWG):

- Summary of outcomes from December 2021 Annual Accessibility Information Event

March 22, 2022 (TWG):

- IVR Pilot project for DARTS Reservations
- Mandatory masks on DARTS vehicles
- Signage re priority and courtesy seating on HSR

April 26, 2022 (TWG):

- Complaints and feedback processes HSR/ATS
- IVR Pilot update
- Accessibility issues with PDF of ATS application form
- Summary of process for ATS working with love captioners and ASL interpreters at Annual Accessibility Information event

June 28, 2022 (TWG)

- Impact of AUD22007 on service levels

July 12, 2022 (ACPD):

- Presentation by Director of Transit
- ATS performance report 2019, 2020, 2021, 2022 Q1

Additional feedback has been collected through the community and the ACPD related to:

- Annual accessibility public event
- On-board annunciator issues
- HSR bus accessibility features
- Accessible Transportation Services (ATS) Contractor (DARTS) carry-on items policy
- ATS late cancellations and no-show policy
- ATS response to the Accessible Transportation Services Eligibility Audit (AUD20009)
- Impact to service from Accessible Transit Services: DARTS Fleet Management and Vehicle Safety Audit (Report #50695) (AUD22007)
- Format and frequency for reporting ATS/DARTS performance statistics
- In August 2022, ACPD members visited Mountain Transit Centre to provide to provide feedback about various conventional bus models

In 2021, Transit implemented a virtual option for the AODA-mandated annual accessibility information event, with options for online and analog (comment cards, phone calls) engagement, and closed captioning and ASL interpretation of video presentation. For 2022, the annual accessibility information event will include an in-person panel that is livestreamed, in addition to the options as well as the options added in 2021.

A formal process for participation of ACPD in the AODA-mandated annual accessibility information event has been established; the event will be a live-streamed in-person event.

HSR and ATS participated in the ACPD Accessibility Fair in October 2022.

HSR has streamlined its complaints process to manage customer contacts regarding Planning and Infrastructure complaints (including about bus stops) more efficiently and improve the escalation process for all Operations complaints involving a vulnerable person (minor, senior, or person with a disability).

#### **42. Accessibility Plans, Specialized Transportation Services**

Transit staff prepare annual Performance Reports for specialized transit service (Accessible Transportation Services) which provides detailed statistics (i.e. number of trips: accommodated, cancelled, no shows, late), this information assists staff to ensure that there is sufficient service capacity available in the future which can reduce wait times for specialized transit service. Also, Transit staff annually forecast/plan for the appropriate budget requirements in order to accommodate anticipated trip demand for specialized transit.

In 2021, clients were booking trips up to 5 days in advance (due to pandemic precautions), a couple of days shorter than the usually 7 days in advance. Clients who are not able to book their preferred time can exercise the option to be added to a waitlist.

The content below provides an overview of the accommodated list trips, call return trips, and on-time performance for 2021:

Wait List Priority Accommodation:

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

- 34% of the first 30 passengers on the total waitlist were carried (if less than 30, then of 60% of all passengers on waitlist)

On-Time Performance (95% within 30 minutes): 99.1% of trips were delivered within 30 minutes of the negotiated time.

Call Return Performance:

- 93% of call return passengers (passengers who booked their return trip on a “call return” basis where they call to be picked up following an appointment) were picked up within 45 minutes of calling.
- 98% of call return passengers (passengers who booked their return trip on a “call return” basis) were picked up within 60 minutes of calling
- 100% of call return passengers (passengers who booked their return trip on a “call return” basis) were picked up within 90 minutes of calling

### **43. Accessibility Plans, Conventional and Specialized Transportation Services**

Both the City’s conventional transportation service provider and specialized transportation service provider have policies and procedures in effect regarding accessibility equipment failure, as follows:

Conventional (HSR) & Specialized (DARTS) – the Operator notifies dispatch immediately regarding accessibility equipment failure and as a result, a replacement vehicle is dispatched to replace the vehicle with the equipment failure while on-route. If there are passengers onboard the vehicle then they would transfer to the replacement vehicle. The vehicle with the equipment failure is brought back to the transit terminal where a work order is issued to repair the accessibility equipment.

### **Strategic Goal Two**

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

Integrated Accessibility Standards Regulation Requirements

(Sections 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32):

### **22. Recruitment, General**

Human Resources has established policies and procedures to accommodate and support candidates throughout the recruitment process. Employees and the public are notified about the availability of accommodation during the recruitment process. The following language is included on the City of Hamilton website under [Applying for a Job | City of Hamilton](#):

“Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.”

The information outlined below is included in each job posting:

“The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.”

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

In 2022, the City partnered with Community groups, specifically, the Hamilton Wentworth District School Board (HWDSB) to support their Focus on Youth hiring initiatives for vulnerable students who face barriers in accessing employment. We hired a total of 34 students in 2022 from this program. We have also engaged as an employment partner for Project SEARCH which is a program facilitated by the HWDSB for neuro-diverse students that would face challenges in the traditional academic stream.

As part of our ongoing co-operative opportunities for students at Mohawk College, we are also assessing our physical space and layouts to ensure better accessibility for students with assistive devices in the workplace.

We have also connected with McMaster University’s Student Success Centre and Career Access Professional Services program which support students and alumni up to

ten years post-graduation in securing employment opportunities. We are looking forward to an ongoing collaboration with the McMaster team on developing supportive pathways to employment at the City of Hamilton for students and graduates with disabilities.

We have engaged with other community groups such as Community Living Ontario to better understand ways to provide more inclusive recruitment and interviewing options for people with disabilities. A more comprehensive review of our hiring processes will be undertaken in 2023.

### **23. Recruitment, Assessment or Selection Process**

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

### **24. Notice to Successful Applicants**

Human Resources' standard employment offer letter to successful applicants includes the following wording:

“Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements”.

The standard employment offer letter can be provided in alternate formats, upon request. Successful applicants are informed by managers of policies for accommodating employees with disabilities during the on-boarding process. This is often done in person as part of department and program specific orientation in conjunction with the City's accommodation policy and procedure.

### **25. Informing Employees of Supports**

Managers inform employees of supports during the on-boarding process. This is often done in person as part of department and program specific orientation. Staff are reminded of supports on an ongoing basis through one-on-one meetings with managers and department-wide mail.

For current employees, Return to Work Services discusses job accommodation with employees when they have an absence and/or require/request accommodation. Brochures have been developed and are provided to employees regarding Short Term Disability, WSIB absences and on what will happen when an employee has a permanent medical restriction requiring accommodation.

## **26. Accessible Formats and Communication Supports**

Accessible formats and communication supports for employees are facilitated by the City's Return to Work Services and they are involved in all employee requests for accessible formats and communication supports related to performing their job duties. Human Resources division staff consult with employees with disabilities to determine the type and suitability of accessible formats and communication supports when a request has been made. Return to Work Services, will also respond to and/or make inquiries based on information received from the employee, treating practitioners or workplace. When it is identified that accessible formats are required (e.g., double monitors, word recognition software), the accommodation requirements are met, in compliance with the AODA requirements.

## **27. Workplace Emergency Response Information**

Individualized plans are developed for employees with disabilities in accordance with AODA legislative requirements.

Managers complete all relevant forms for employees who have a disability, and these are done on a case-by-case basis based on the disability and are tailored to the needs of the employee. Individualized workplace emergency response plan information is available on the City's intranet site for staff to access, as needed. Departments conduct regular fire drills to remind employees of workplace emergency response procedures and the need to complete individualized workplace emergency response forms for all employees with a disability.

## **28. Documented Individual Accommodation Plans**

The City has a Work Accommodations Procedure which guides this practice. There have been no updates with respect to the implementation of individual accommodation plans.

## **29. Return to Work Process**



The City has an Employment Accommodation Policy which outlines the steps the employer will take to support the return to work process for employees.

### **30. Performance Management**

The City of Hamilton has a Performance Accountability and Development program.

All information related to Performance Management Accountability and Development is available internally on the City of Hamilton's intranet site.

### **31. Career Development and Advancement**

As part of the Performance Accountability & Development (PAD) program, employees are expected to identify short-term and long-term employee career goals as well as development goals. The City of Hamilton has established an Equity, Diversity and Inclusion framework and applies that framework to all its processes and practices.

Human Resources has made efforts to ensure access to resources for all City of Hamilton employees. This has included procuring a Learning Management System (LMS) and enabling content for all employees to ensure equitable access to learning and development to support career advancement.

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

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

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

- Accessible text: Learners can switch between high-fidelity SVG text and accessible HTML text. When accessible text is enabled, learners can use custom

stylesheets or browser extensions to change how text displays. For example, they might swap fonts, enlarge the font size, or increase the line spacing.

- Keyboard shortcuts: This switch appears when learners view the course on a laptop or desktop computer. Keyboard shortcuts are enabled by default, but learners can turn them off if they conflict with shortcuts in browser extensions or other apps.
- Closed captioning is provided for all audio within eLearning courses and videos.

## **32. Redeployment**

Employees have been permanently accommodated and/or provided with temporary accommodations. Individual accommodation plans have been developed and/or modified in all cases as needed or required. Accessibility needs are taken into consideration and accommodated in employees' new job functions through the return to work process.

## **Strategic Goal Three**

Information and communication and supports including the City's website and self-service kiosks are fully accessible and available in accessible formats.

Integrated Accessibility Standards Regulation Requirements

(Sections 5, 6, 11, 12, 13, 14):

### **5. Procuring or Acquiring Goods, Services or Facilities**

The City of Hamilton adheres to existing corporate procurement processes to secure goods, services or facilities. Accessibility considerations are outlined in the purchasing document including what vendors need to have in place before undertaking work with the City. In addition, all vendors are required to complete the AODA, 2005 Customer Service Training.

### **6. Self-service kiosks:**

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

### **12. Accessible formats and communication supports**

Staff continue to implement the City's Clear, Accessible and Large Print Guidelines when communicating or providing information to the public and persons with disabilities.

Staff utilize a variety of accessible formats and communication supports to ensure adequate and accessible delivery of programs and services to persons with disabilities. Documents and information are available in alternate formats including Braille, large print and other forms of communication supports such as magnifiers and closed captioning for meetings, upon request.

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

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

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

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

### **13. Emergency procedure, plans or public safety information**

All public communication of emergency procedures, plans or public safety information is done in collaboration with Corporate Communications. Public safety communications are sent out during emergencies. All changes to internal emergency plans/procedures are communicated to staff directly affected by the changes.

The City's Emergency Plan is updated annually and was most recently adopted by City Council on January 19, 2022. The Emergency Plan can be found at the following link: [emergency\\_coh-emergency-plan-2022.pdf \(hamilton.ca\)](https://www.hamilton.ca/emergency-preparedness-recovery/emergency-coh-emergency-plan-2022.pdf)

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

In the summer of 2021, the Clinic Dental Team in Public Health Services clarified and updated the Dental Clinic Evacuation Procedure to reflect the process to follow for persons requiring assistance during an emergency situation. This process is applicable to clients of our Dental Clinic, those accompanying clients to the Clinic as well as any staff member who is unable to use the stairs. The process was reviewed with Dental Clinic staff.

#### **14. Accessible websites and web content**

Online resources are available to staff and the public and can be accessed using appropriate software accommodations. If other formats are requested or if online material does not work or display correctly, accessible print material is made available.

The Procurement and Risk Management Divisions within Corporate Services coordinates tax certificates and posts a message on the taxation website which states:

“Note: Alternate formats of this document are available, if required. Send requests to [taxsupport@hamilton.ca](mailto:taxsupport@hamilton.ca) and specify which format will be most suitable for your accessibility needs. Hard copies are also available to be mailed to a postal address” - [Request for Tax Certificate | City of Hamilton](#)

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

- The Office of the City Auditor utilises WhistleBlower Security a third-party independent operator of the City of Hamilton’s Fraud and Waste Hotline IntegrityCounts - [IntegrityCounts](#). The website does not meet the WCAG 2.0 AA requirements and WhistleBlower Security is working to become fully compliant with website requirements.
- The Communication and Strategic Initiatives team supports the corporate Hamilton.ca website. EngagementHQ conducts regular accessibility checks to ensure its compliance with WCAG 2.1 AA web accessibility standards. Checks are completed by an independent accessibility consultant. The new corporate Hamilton.ca website is assessed at a 90% overall accessibility compliance rating (up from 67% on our previous website). The site continues to be monitored and fixes prioritized to maintain and/or improve this score.
- The position of Manager, Web Strategy & User Experience was implemented in 2021. The Manager is responsible for the development of web-related policy and procedures, including privacy and accessibility, and achieving corporate-wide compliance. The Manager is also the primary point of contact for third-party vendors who are hired and assist with the development and maintenance of the

City's website. This role also works closely with Corporate IT to provide guidance, recommendations and review of all third-party contributions made to the site (additional services, applications, portals etc.) to ensure compliance with requirements.

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

Public Health Services supports several websites including:

- Online Immunization Reporting System. This site is maintained by the Ministry of Health. [City of Hamilton Public Health Services | Immunization Connect | Home \(ehealthontario.ca\)](#)
- Vaccine Appointment Booking Application - [COVID-19 Vaccine | City of Hamilton](#)
- PBI dashboard - COVID19 Status of Cases and Vaccine Distribution: [COVID-19 Data | City of Hamilton](#). Dashboards were created to respond to the COVID19 pandemic and high priority demands on public reporting. Now that there are plans to enhance the dashboards with additional public health data, the E&E program plans to work towards testing and compliance in 2023.
- CleanAirHamilton operates the following website - [Clean Air Hamilton – Dedicated to improving air quality in Hamilton's community](#)
- Youth Prevention website - [Unfiltered Facts | Youth engaged in public health in Hamilton](#)
- Children's Services & Neighbourhood Development - [KeyON](#) is in compliance with WCAG 2.0 Level A and Level AA requirements.

## Hamilton Street Railway

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

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

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

Annual Accessibility Information Event Platform (2021 archive): [Annual Transit Accessibility Public Event | Engage Hamilton](#)

### **15. Educational and training resources and materials, etc.**

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

### **16. Training to educators**

All staff including trainers, resource developers and educators within each department are required to complete the AODA, 2005 Customer Service Awareness training.

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

## **Strategic Goal Four**

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

Integrated Accessibility Standards Regulation Requirements:

(Sections 34, 35, 37, 38, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 78, 79, 80)

### **34: Availability of Information on Accessibility Equipment**

Current information on accessibility equipment and features of vehicles, routes and services is available to the public through various methods such as follows: in-person (i.e. operator knowledge), DARTS website, printed material (DARTS policies); accessible formats are available upon request.

Specialized transit (DARTS) has measures in place (i.e. policies, procedures) to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route; if there are passengers onboard the vehicle then they would transfer to the replacement vehicle.

### **35. Non-functioning accessibility equipment**

If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers and specialized transportation service providers shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and the transportation service provider shall repair the equipment as soon as is practicable.

If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, staff shall take reasonable steps to accommodate persons with disabilities who would otherwise use the equipment and repair the equipment as soon as is practicable.

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

HSR has measures in place to accommodate persons who rely on accessibility equipment if it fails to work; operators notify dispatch immediately regarding non-functioning accessibility equipment on vehicles. As a result, if accessibility equipment

failure does occur, a replacement vehicle is dispatched to replace the vehicle with non-functioning equipment while on-route. If there are passengers on board the vehicle, then they would transfer to the replacement vehicle.

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

### **37. Emergency Preparedness and Response Policies**

Transit operators are trained in the area of emergency preparedness and response that provide for the safety of persons with disabilities (i.e. safe evacuation of vehicle due to emergency situation). Related policies are available to the public in an accessible format, upon request

### **38. Fares, Support Person**

The City enforces a no-fare policy for support persons when accompanying a person with a disability.

No fare is charged to a support person who is accompanying a person with a disability when traveling on both conventional (HSR) and specialized (DARTS) transit.

Specialized (ATS-DARTS) - If a person with a disability requires a support person when traveling on specialized transit then there is no need for an ID Card as it will be identified at the time of trip booking, based on the passenger's information on file, that they require the assistance of a support person (in order to use specialized transit, a person must be eligible and registered to use this service – an attending health care professional would indicate on the application form that a support person is required).

### **39. Transition, existing contracts**

Conventional: HSR purchased 20 vehicles that were delivered in 2022. 31 additional vehicles will be delivered in December 2022 to January 2023.

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

All vehicles are leased and accessible vehicles are compliant.

### **40. Transition, existing vehicles**

All current vehicles comply with AODA requirements.

### **44. General Responsibilities**

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

### **45. Alternative accessible method of transportation**



Does not apply where specialized transit services are provided by a specialized transportation service provider in the same jurisdiction where the conventional transportation service provider provides transportation services.

#### **46. Fares**

The same fee is charged for both conventional and specialized transportation. Refer to City of Hamilton website (HSR & ATS webpages) for information on fare parity as follows: [Fares & Photo IDs | City of Hamilton](#)

A temporary promotional transit fare special program was implemented in 2013 and is presently ongoing, which allows passengers who require the use of a wheelchair, walker or scooter or have a CNIB card the option of paying the applicable fare or riding at no charge when using HSR.

#### **47. Transit Stops**

There is a policy/procedure in place where if the official bus stop is not accessible, then HSR operators will ensure that persons with disabilities can board or deboard (alight) the bus at the closest available safe location along the same transit route. Conventional transit (HSR) operators are trained to follow procedures to ensure the accommodation of persons with disabilities while boarding or deboarding (alighting) the bus at the closest safe location – operators would either use their judgment to determine a safe stop or consult with the passenger regarding their preference in determining a safe location. If a bus stop is temporarily inaccessible or if a temporary barrier exists, the transit (HSR) operator would stop the bus at a safe location either before or after the stop. The operator would also promptly report this to dispatch. If a bus stop is temporarily inaccessible (i.e. due to construction), then a staff member of Transit Supervision or Transit Planning would relocate the stop to a safe location.

#### **48. Storage of Mobility Aids and Mobility Assistive Device**

No fee is charged on conventional transportation for the storage of a mobility aid or mobility assistive device.

#### **49. Priority Seating**

Conventional transit (HSR) has both Priority and Courtesy seating on board all vehicles. Priority seating is for persons with disabilities, while Courtesy seating is for those persons who require a seat on board the vehicle, such as; seniors, expectant mothers and persons with young children. Signage for Priority and Courtesy seating is posted on board all vehicles. Information regarding Priority and Courtesy seating has been posted and advertised through the City's Website and through printed publications, such as the HSR "Bus News".

## **50. Service Disruptions**

HSR has a policy/procedure in effect wherein alternate accessible arrangements to transfer persons with disabilities to their route destination can be achieved and this information is communicated to persons with disabilities through various methods (i.e. printed bulletins, City (HSR) website).

## **51. Pre-boarding Announcements**

Conventional transit (HSR) operators provide pre-boarding verbal announcements of the route, direction, destination or next major stop, upon request. Conventional transit (HSR) vehicles are equipped with features that provide electronic pre-boarding announcements.

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

## **52. On-Board Announcements**

Conventional transit (HSR) vehicles are equipped with features which provide automated verbal on-board announcements and electronic visual display of all destination points or stops while the vehicle is being operated on route. If this system is inoperable, then operators will provide manual verbal announcements of all destination points or stops.

## **53. Grab Bars, Handholds, Handrails, Stanchions**

All conventional transit (HSR) vehicles (buses) are equipped with grab bars, handholds, handrails or stanchions, as required.

## **54. Floors and carpeted surfaces**

Conventional transit (HSR) vehicles have floors that produce a minimal glare and are slip resistant.

## **55. Allocated Mobility Aid Spaces**

Conventional transit (HSR) vehicles have a minimum of two (2) allocated mobility spaces which include an appropriate securement system (seatbelt in each space)

## **56. Stop Request and Emergency Response Controls**

Conventional transit (HSR) vehicles are designed to include accessible stop request features and emergency response controls.

## **57. Lighting features**

Conventional transportation vehicles are equipped with lights above or beside passenger access doors and are constantly lit when the door is open.

### **58. Signage**

Conventional transportation vehicles (HSR buses) currently display the route or direction of the transportation vehicle or its destination or next major stop.

The new Nova buses have update interior destination signs that are white and have more (pixels) so they are clearer.

### **59. Lifting Devices, Ramps or Portable Bridge Plates**

Conventional transportation vehicles (HSR buses) are equipped with lifting devices or ramps.

### **60. Steps**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).60(1)

The steps have uniform, closed riser heights and tread depths, subject to the structural limitations of the vehicle. Conventional transportation vehicles (HSR buses) are equipped with steps that are slip resistant and produce minimal glare.

### **61. Indicators and Alarms**

Conventional transportation vehicles (HSR buses) are equipped with ramps or lifting devices that are in compliance with the regulation requirements (i.e. equipped with visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm).

### **62. Accessibility, rail cars**

Not applicable

### **63. Categories of Eligibility**

A new eligibility policy and registration process for specialized transit service (ATS) was implemented on Nov. 1/12. This policy includes various categories of eligibility, such as: Unconditional, Conditional and Temporary. This policy complies with the requirements of Section 63.

### **64. Eligibility Application Process**

A new eligibility policy and registration process for specialized transit service was implemented on Nov. 1/12. This includes an application process which complies with the requirements of Section 64.

### **65. Emergency or Compassionate Grounds**

The eligibility policy and registration process for specialized transit service (ATS) includes procedures respecting the provision of temporary specialized transportation services, where the services are required because of an emergency or on compassionate grounds.

### **66. Fare parity**

Fare parity was implemented in 2013 wherein the same fare structure and same fare payment options were made available for conventional transportation services and specialized transportation services.

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

### **67. Visitors**

Specialized transit (DARTS Transportation) offered through ATS is available to visitors who are eligible for specialized transit in their home jurisdiction or who meet the eligibility requirements for ATS.

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

In 2021, a total of 1995 applications were processed; 106 were for visitors.

### **68. Origin to Destination Services**

Specialized transit (DARTS Transportation) offers origin to destination services within the entire service area (City of Hamilton) – this takes into account the abilities of all passengers and accommodates their abilities. For example, if a passenger is designated as “Do Not Leave Unattended” then DARTS will transport the passenger independently from their origin to destination, and the driver will “hand-off” the passenger to the caregiver or program staff at their destination.

### **69. Co-ordinated Services**

Specialized transit (DARTS Transportation) has a designated transfer point in the City of Burlington (Joseph Brant Hospital) and provides connections with Burlington's specialized transit provider (Handi-van). DARTS also provides transportation for their passengers to/from other locations in Burlington, such as Burlington and Aldershot GO stations. All of these locations in Burlington are accessible (Burlington is only contiguous urban area with City of Hamilton).

#### **70. Hours of Service**

Specialized transit (DARTS) offers the same hours and days of service as conventional transit (HSR).

#### **71. Booking**

Specialized transit (DARTS) provides same day service to extent available.

#### **72. Trip restrictions**

Specialized transit (DARTS) does not restrict the number of trips that a person with a disability may request nor is there any policy or operational practice that limits the availability of service.

#### **73. Service delays**

DARTS staff utilize various technology which is available in their scheduling and dispatching system (i.e. Mobile Data Terminals (MDT) in vehicles) in order to reduce the impact of service delays (i.e. real-time data is utilized to adjust schedules and re-route vehicles if required). The various technology includes the use of Twitter, Telephone system updates, "Where is My Ride?" updates, next bus updates.

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

#### **74. Companions and children**

Persons with disabilities are allowed to travel with their companions and/or caregivers on specialized transportation (DARTS).

#### **Duties of municipalities and taxicabs**

#### **78. Duties of municipalities, general**

##### **Construction**

- 101 AODA compliant stop pads were constructed in 2021.
- 69.7% of stops within Hamilton are AODA compliant at end of 2021, up from 65.3% at the end of 2020.

- 28 new accessible bus shelters have been installed in 2021. The total number of accessible bus shelters by end of 2021 is 719.

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### **Innovations**

- 28 bench/pole combos were installed in 2021 as a pilot initiative to test the feasibility of this type of hybrid amenity at stop locations with limited space within the right of way that prevents traditional amenity installation (e.g. benches, shelters).
- On demand transit was introduced in Waterdown in September 2021, replacing conventional fixed route and fixed schedule service with a dynamically routed and upon request service solution. Existing accessible stops will remain in service as well as the introduction of many virtual stop locations to potentially reduce walking distances to service.

### **79. Duties of municipalities, accessible taxicab**

By-law staff routinely meets with the Advisory Committee for Persons with Disabilities regarding accessible taxicab service.

### **80. Duties of municipalities, taxicabs**

The City of Hamilton currently has 471 taxicabs licensed to operate in the City of Hamilton. All licensed taxicabs are issued taxi plates to be fixed to the rear bumper, with an expiry sticker. Mobile Licensing Officers inspect these vehicles at specific intervals, and they are also inspected at random while on the road. If a vehicle is not in compliance with the by-law, the process is for it to be removed from service.

All service users are charged the same rates to access this service except for seniors who receive a discounted rate.

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

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

## **Strategic Goal Five**

City facilities are fully accessible and or will provide accessibility measures to meet the needs of persons with disabilities when accessing program, services, resources and opportunities.

## Integrated Accessibility Standards Regulation

Sections 80.8, 80.9, 80.10, 80.11, 80.12, 80.13, 80.14, 80.15, 80.16, 80.17, 80.18, 80.19, 80.20, 80.21, 80.22, 80.23, 80.24, 80.25, 80.26, 80.27, 80.28, 80.29, 80.30, 80.31, 80.32, 80.33, 80.34, 80.35, 80.36, 80.37, 80.38, 80.39, 80.40, 80.42, 80.43, 80.44)

## **Recreational Trails and Beach Access Routes, General**

### **80.8. Consultation, Recreational Trails**

Landscape Architecture Services (LAS) conducts consultations with the public for all projects.

In 2022, Environmental Services engaged in discussions with the Built Environment Working Group, under the ACPD, to discuss how accessibility features can be improved in parks and open spaces across the city. Several meetings have been held, and attended by city staff to first document what features are typically constructed, and then discussions will proceed to look at if details and standards should be updated to improve accessibility of those features.

### **80.9. Technical Requirements for Trails, General**

The following trails were constructed or redeveloped:

Gatesbury trail and Gage Park walkways projects were both completed in 2022. Additionally, park pathways are included in many park projects, including Andrew Warburton Park redevelopment incorporating the Pipeline trail through the park.

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

### **80.10. Technical Requirements for Beach Access Routes, General**

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

## **80.12. Boardwalks**

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

## **80.13. Ramps**

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

## **80.16. Outdoor Public Use Eating Areas, Application**

There were no outdoor public use eating areas constructed or redeveloped.

## **80.17. Outdoor public use eating areas, general requirements**

Accessibility improvements to standard parks benches.

Custom arm rest hardware has been designed and ordered, to add to existing and newly fabricated standard benches. This new armature is meant as an accessibility aid in the form of a single oversized armrest that provides a solid push point for those with mobility issues. 25 units are to be delivered and installed by the end of the year.

Accessibility improvements to standard picnic tables.

Increased accessibility for standard parks picnic tables. By shifting the planks and trimming them in a specific way Parks has increased access to our standard picnic tables to increase access for those using mobility aids such as walkers and wheelchairs.

The Built Environment Working Group as well as the Seniors Advisory Committee were consulted on both projects.

## **Outdoor Play Spaces**

### **80.18(1). Outdoor play spaces, application**

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

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



## **80.19. Outdoor play spaces, consultation requirements**

LAS conducts consultations with the public for all projects.

## **80.20. Outdoor Play Spaces, Accessibility in Design**

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

### **Play Structure Replacement:**

- RT Steele Park
- Beulah Park
- Dover Park
- Hayward Park
- Keith Park (Rubber Surface)
- Redhill Park (to be completed 2022)
- Heritage Green Wheelchair Swing (to be completed 2022)
- William Connell Park (to be completed 2022)
- Maplewood Park (to be completed 2022)
- Andrew Warburton Memorial Park
- Victoria Park-Enhancements

### **New play structures:**

- Skinner Park

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

### **Safety Surfacing Enhancements**

- Carpenter Park-Fitness Equipment- New rubber surface
- Andrew Warburton Memorial Park – new rubber surface
- Tile

### **Accessible Bleachers:**

- Mohawk Sports Park

### **Drinking Water Fountains: Including Water bottle filler and accessible bowl**

- Mount Hope Park

### **Paths**

- Green acres Park
- Dover Park
- Golflinks #1 Park
- Allison Park
- Bruce Park
- Captain Cornelius Park
- Churchill Park
- Eastmount Park
- Andrew Warburton Memorial Park
- Gatebury Park
- Gage Park

### **Shade Structure**

- Mohawk Sports Park

### **Exterior Paths of Travel**

#### **80.21 Exterior paths of travel, application**

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

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

- Captain Cornelius Park Stairs - New railing added to existing stairs

#### **80.22. Exterior paths of travel, general obligation**

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

The following exterior paths of travel were constructed or retrofitted:

- Echovalley Drive at Stockbridge Gardens

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

#### **80.23. Exterior paths of travel, technical requirements**

Exterior paths of travel were constructed across the City at various locations and met all technical requirements.

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

#### **80.24 Exterior paths of travel, ramps**

Project locations that included newly constructed or redeveloped ramps to barrier-free entrances are Hamilton Police Investigative Services Division, Beverly Community Center, Greenville Community Center/Library and Riverdale Child Care.

#### **80.25. Exterior paths of travel, stairs**

Handrails were added to stairs located at Captain Cornelius Park. Standard metal handrails added to existing concrete stairs

Project locations that included newly constructed or redeveloped ramps to barrier-free entrances are Hamilton Police ISD and Riverdale Child Care.

#### **80.26. Exterior paths of travel, curb ramps**

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

- C15-66-22(H) – Osler Drive Road Resurfacing - 2 Units
- C15-69-22 (H) - Kent Street Area and Breadalbane Street Road Resurfacing - 61 Units
- C15-62-22 (H) – Highland Road W and Gatestone Drive Road Resurfacing - 46 Units
- C15-60-22(H) - Hamilton Street, Howard Boulevard, Thomason Drive Resurfacing – 22 Units
- C15-19-22(HSW) - Southcote Road Reconstruction – 22 Units
- C15-59-22(H) - King Street East Resurfacing – 16 Units
- C15-65-22(H) - Rolston Drive Resurfacing – 4 Units
- C15-57-22(H) Church, Academy, Golfdale, Terrance Park, Crestview Resurfacing – 6 Units
- C15-58-22 (H) - Falkirk Neighbourhood Resurfacing – 12 Units
- C15-15-22 (HSW) - Kelvin Court Watermain Reconstruction – 2 Units
- C15-44-22 (H) - Carson Drive, Landron Drive, East 43rd Road Resurfacing – 28 Units
- C15-55-22(H) - Upper Wentworth (Mohawk to Fennel) Resurfacing – 8 Units
- C15-02-22(HSW) - Barton Street East (Parkdale Avenue to Talbot Street) Reconstruction – 27 Units
- C15-13-22(H) - Mud Street Resurfacing Phase Two – 3 Units
- C15-52-22(H) - Durand Neighbourhood Resurfacing – 2 Units
- C15-17-22(H) - Kenilworth Ave (Britannia to Merchison) Road Resurfacing – 26 Units
- C15-06-22(H) - Lynbrook Drive (Milbank Place to Rolston Drive) Road Resurfacing – 16 Units

The total number of integrated tactile accessibility features proposed for the 2022 construction year is 303 Units. Integrated tactile accessibility features are installed where sidewalk is being replaced at an existing intersection/controlled crossing or if a new controlled movement is being introduced.

#### **80.27. Exterior paths of travel, depressed curbs**

Depressed Curbs occur in various capital works project for a number of reason such as driveways, vehicle access to parks, drainage purposes and other reason. Although all locations where is a curb is depressed for the purposes of an exterior paths of travel at

a controlled intersection should be accompanied by a curb ramps and Integrated tactile accessibility features as mentioned in Section 80.26(1).

#### **80.28. Exterior paths of travel, accessible pedestrian control signals**

The City of Hamilton has been installing accessible pedestrian signals at various intersections across the City since 2008. Traffic division staff consults with the Advisory Committee for Persons with Disabilities on an ongoing basis to discuss the list of proposed, pending and completed intersections.

#### **80.29. Exterior paths of travel, rest areas**

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

### **Accessible Parking**

#### **80.34. Types of accessible parking spaces**

No spaces were constructed or redeveloped over the past 12 months

#### **80.35. Access aisles**

There were no new access aisles constructed or retrofitted.

#### **80.36. Minimum Number and Type of Accessible Parking Spaces**

The City meets the minimum parking spaces and accessible parking spaces requirements at all facilities. Where possible, additional accessible parking spaces are provided. Close, safe and direct distance for location considerations is always the applied approach when determining the accessible parking spaces to the accessible entrance.

#### **80.37. Signage**

Regulation signs are posted and symbols of accessibility are painted. The City of Hamilton has adopted the Dynamic Symbol of Access, for use in city-owned properties.

#### **80.39. On-Street Parking Spaces**

There were no new on-street parking spaces built.

### **Obtaining Services**

#### **80.41 Service Counters**

The following location had service counters or waiting areas constructed or redeveloped:

Hamilton Water service counter was created in coordination with two Municipal Law Enforcement counters. This is located in the main lobby of 330 Wentworth Street North.

#### **80.42. Fixed queuing guides**

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

#### **80.43. Waiting areas**

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

#### **80.44. Maintenance of accessible elements**

The City adheres to the same maintenance requirements of accessible elements as any other element in public spaces. In case of emergency or preventative maintenance, elements are repaired expeditiously by the City's building and maintenance section. Departments follow the corporate "Disruption Notice Policy" for dealing with temporary disruptions when accessible elements are not in working order. Signage is posted in a conspicuous location in large print to notify the public and the location of the nearest alternate location of that service. The signs are posted on the front doors of the facility and in proximity to the area of the disruption.

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

### **Strategic Goal Six**

Through training and experiential learning, staff is knowledgeable and able to recognize and identify barriers to accessibility when designing, planning, delivering and implementing services, programs and opportunities to the public.

Integrated Accessibility Standards Regulation, Sections 7, 36 and 80.49

#### **7. Training and 80.49. Training for Staff**

The current AODA, 2005 Integrated Accessibility Standards Training including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer

Service Standard and Human Rights Training pertaining to persons with disabilities are provided to staff and volunteers on an ongoing basis. All new staff receive AODA Integrated Accessibility Standards Training during the orientation process.

### **36. Accessibility Training under the Transportation Standard**

Transit staff have completed the required accessibility training; i.e. AODA Customer Service Standard Handbook, AODA Customer Service Awareness Training (e-learning). All new staff receive customer service training/accessible service as part of the onboarding process.

### **81. Compliance**

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

## **Conclusion**

The City of Hamilton is committed to supporting the goals the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. The City will work to identify, prevent and remove barriers throughout City spaces to ensure that our employees, resident and visitors are able to access the City's goods, services and facilities.

The City's Multi-Year Accessibility Plan outlines how the City will maintain compliance with the legislative requirements and continue working towards being barrier-free.

The Multi-Year Accessibility Plan will be monitored by the Diversity and Inclusion Office in Human Resources. Annual status updates will be provided on the Multi-Year Accessibility Plan.

### Contact

For more information, to provide feedback or to request an alternate format of this document please contact:

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