

# Multi-year Accessibility Plan 2020 -2025

## Introduction and Statement of Commitment

### 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 (ACPD)

The City of Hamilton's Advisory for Persons with Disability (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 provide advise to 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.

### Multi-year Accessibility Plan

There are six strategic goals outlined in the multi-year accessibility plan, demonstrating the City's commitment to fulfilling the requirements of the 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<sup>1</sup>

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 general requirements of the *Integrated Accessibility Standards Regulation* (IASR) under the AODA require the City to have accessibility policies, a statement of commitment, and a multi-year accessibility plan. The development, implementation and maintenance of corporate policies governing how the City will achieve accessibility have been established, including:

- The City of Hamilton's [Statement of Commitment to Person's with Disabilities](#)

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<sup>1</sup> The anticipated timelines for the Strategic Goals completion may be impacted by COVID-19

- The City of Hamilton's [Accessibility Policy](#)

## 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.

### Actions Taken:

- Developed accessibility policies to support the identification, prevention and removal of barriers in the City's policies, procedures, programs, services, facilities and transportation.
- Established and maintained a feedback process
- Developed training programs including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer Service Standard and Human Rights Training.
- Established a system to ensure completion of accessibility training is tracked and recorded.

### Moving Forward: Target completion date, 2025

- Annual review and update to ensure compliance with the requirements under the Customer Service Standard.
- Identifying barriers to accessibility in the City of Hamilton's policies, procedures, programs, services, facilities and transportation and ensure staff are working to prevent or remove barriers on an ongoing basis.
- Review all accessibility-related policies to ensure the current content is consistent with best practices, and to identify areas of opportunity to increase accessibility for residents and service users.
- Continue to develop resources for employees to have the information they need to provide sensational service to persons with disabilities.
- Continue to gather feedback through established feedback procedure and engage in barrier prevention or removal in response to the information provided.
- Engage in ongoing evaluation of the City's programs and services to ensure that employees, residents and visitors with disabilities are able to participate equitably in City operated programs and services.
- Development of an Equity, Diversity and Inclusion (EDI) Framework to ensure EDI is embedded throughout the organisation.

## Strategic Goal Two

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

### Action Taken:

- Established policies and procedure to accommodate and support candidates throughout the recruitment process.
- Provided notification to candidates about the availability of accommodation during the assessment or selection process.
- Advised employees of available supports during the on-boarding process.
- Provided accessible formats and communication supports upon request and in consultation with Return to Work Services in Human Resources.
- Developed individualised Workplace Emergency Response Information plans for employees with disabilities.
- Developed a comprehensive Performance Accountability and Development plan process for all employees.
- Developed an Employment Accommodation Policy.

### Moving Forward: Target completion date, 2025

- Annual review and update to ensure compliance with the requirements under the Employment Standard
- Ongoing implementation of the Employment Equity Survey
- Ongoing analysis of demographic data to inform the City's Diversity and Inclusion strategy as well as using the data collected to inform workforce planning priorities for equity-seeking groups, including people with disabilities.
- Continue to apply equity, diversity and inclusion principles into the City's talent recruitment processes to identify and remove any unintended accessibility barriers.
- Review Human Resources policies to ensure ongoing compliance with legislation and to identify, prevent and remove barriers in the employment process.
- Continue to foster a culture of employee engagement and inclusion through analysis and implementation of "Our People Survey."

### Strategic Goal Three: Target completion date, 2025

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

### Action Taken:

- Establishment of a corporate procurement processes to secure goods, services or facilities.
- Procurement staff have developed criteria for incorporating accessibility features when designing, procuring and acquiring self-service kiosks.

- Accessibility considerations are outlined in the purchasing document including what vendors need to have in place before undertaking work with the City.
- Establishment of a feedback process and a Resident and Visitor Feedback Complaints Policy.
- Publicly making available emergency procedures, plans or public safety information
- Continue to monitor website and web content compliance.
- Established training for any trainers, resource developers and educators

## Moving Forward: Targeted completion, 2025

- Continue to comply with the requirements under the Information and Communication Standard.
- Review the established feedback process to ensure it remains accessible.
- Ensure compliance with websites and web content.
- Development of a Digital Accessibility Policy to ensure that accessibility is built into the business practices for the City's maintenance of digital properties, publishing content and procurement of any new digital services/vendors.
- Review training for any trainers, resource developers and educators. Provide additional resources as needed for staff.
- Review corporate procurement processes to secure goods, services or facilities to ensure ongoing compliance with legislation and to identify, prevent and remove barriers in the procurement process.

## Strategic Goal Four: Targeted Completion date 2025

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

### Actions Taken

- Annual review and update to ensure continued compliance with all requirements under the Transportation Standard.
- The City's HSR fleet is fully accessible with features including low floors, bus stop announcements, ramps and kneeling features
- Current information on accessibility equipment and features of vehicles, routes, services is available to the public through various methods including in-person, telephone, City's website, printed material (Passenger Service Bulletins such as HSR "Bus News").
- An established feedback for managing, evaluating and taking action on customer feedback process has been developed for conventional and specialised transit.
- Updated technical stop and shelter manual has been developed to ensure that any future infrastructure upgrades meet the AODA standards.

- Installation of new bus stop landing pads throughout the City that meet the AODA standards increasing access to transit.
- Annual review of specialized transit service statistics to inform future service capacity to reduce wait times for specialized transit service
- Review and consultation with the Advisory Committee for Persons with Disabilities ACPD, the Transportation Working Group, community members and community stakeholders to gather feedback on making transit more accessible for everyone.

## Moving Forward

- Annual review and update to ensure ongoing compliance with the requirements under the Transportation Standard
- Continued consultation and engagement with the City's Advisory Committee for Persons with Disabilities, Transportation Working Group, community members and community stakeholders to improve transit services.
- Continue gathering feedback and responding to accessibility concerns in order to address and incorporate the needs of community members with disabilities.
- Annual public consultations will continue to be held to discuss progress toward the goal of full accessibility
- Annual review of Accessible Transportation Services to ensure sufficient service capacity available in the future which can reduce wait times for specialized transit service.
- Continue to provide accessibility training to Transit staff

## 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.

## Actions Taken:

- Annual review and update to ensure continued compliance with the requirements under the Design of Public Spaces Standard
- Installation of accessible pedestrian signals at various intersections across the City
- Pilot of a Mobi Mat® system at Hamilton Beach to provide beach access.
- Installation of a wheelchair swing at Gage Park
- Installation of accessible play structures
- Adherence to the AODA Design of Public Spaces Standard as well as the City's Barrier-Free Design Guidelines.
- Adoption of the Dynamic Symbol of Access
- Accessibility upgrades at several projects including:

- Beverly Arena Elevator: Construction of a new elevator to provide and improve accessible access to the 2nd floor.
- Carlisle Arena Elevator: Construction of a new elevator to provide and improve accessible access to the 2nd floor.
- Rosedale Arena Elevator: Modernization upgrades to existing elevator and accessible access into arena upper seating area.
- Binbrook Memorial Hall: Includes accessibility upgrades including new universal washroom and elevator to provide and improve accessible access to all floors.
- Bernie Morelli Recreation Centre (Pan Am Precinct): New fully accessible facility scope includes accessible parking, elevators, service counter, hearing loop, universal washrooms, barrier-free washrooms, changerooms, gym, pool, activity rooms.
- Beach Boulevard Washrooms: Includes upgrade accessible entrances to Beaches Washroom. Conversion of Beach Boulevard existing Men's and Women's Washrooms into 2 universal washrooms. Upgrade accessible entrance to Lakeland washrooms.
- POA Office Renovations: Large building renovation protecting the sensitive heritage fabric of the building and providing AODA upgrades. Scope includes accessible exterior ramps, entrance, security fixed queuing, parking, elevators, service counter, universal washrooms, barrier-free washrooms, courtroom, holding cell.
- Dundas Library Renovations: AODA upgrades.
- Ancaster Aquatic Centre: refurbishment to include AODA upgrades.
- Montgomery Park: New Field House including accessible washroom.
- Waterdown Rotary Memorial Park Skating Loop: included New skating loop and washroom.
- Dalewood Community Centre: Renovation including AODA upgrades and universal washroom.
- Grightmire Arena: Large renovation & addition and providing AODA upgrades. Scope includes accessible parking, elevator, service counter, universal washroom, barrier-free washrooms, changeroom, activity room.
- Ancaster Arts: New fully accessible facility. Includes accessible parking, walkways, washrooms, elevator, seating, lift in orchestra pit, accessible showers, service counter, assistive listening device.
- Greenville Library /CC: New fully accessible facility includes accessible parking, walkways, washrooms, assistive listening devices. Currently in construction.
- Hamilton Police Investigative Services Facility: New fully accessible facility. Includes accessible parking, sidewalks with urban braille, walkways, service counter, washrooms, elevator, accessible showers.
- Norman Pinky Lewis Recreation Centre: Renovation including AODA upgrades and universal washroom, changeroom, accessible showers, service counter.

## Moving Forward: Targeted Completion date, 2025

- Annual review and update to ensure ongoing compliance with Design of Public Spaces Standard
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- Development of Hamilton Transit Maintenance & Storage Facility
- Development of Sir Wilfrid Laurier Recreation Centre Gymnasium Addition.
- Installation of automatic door openers in Ontario Works Central Office.
- Installation of accessible washrooms and service counters at City of Hamilton Office Space 120 King Street.
- City of Hamilton Office Space Expansion, 350 King Street East, installation of accessible counters/washroom
- Development of Beverly Library and Community Center: New fully accessible facility.
- Development of Riverdale Child Care Centre. New fully accessible facility.
- Lister Annex: Accessible retail entrance and washrooms throughout building.
- First Ontario Centre: Addition of a second elevator.
- City of Hamilton Office Space, 100 King Street, new accessible washrooms and service counters.
- Gage Park Tropical Green House: new fully accessible facility.
- Dundas Driving Park, Lawn Bowling Clubhouse: Power Assist Operable Doors, Accessible Ramp/Walkway to Main Entrance Confederation Sports Park, new and renovated Field houses and maintenance building, includes accessible parking, entrance, automatic door hardware, new universal washrooms.
- Parkdale Pool: New fully accessible facility.
- Carlisle Library renovation including accessible access throughout the building, automatic door hardware, new upgraded accessible washroom.
- Glanbrook Arena Elevator, construction of a new elevator to provide and improve accessible access to the 2nd floor.
- Update and review of the City's Barrier Free Design Guidelines.

## 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.

## Actions Taken

- Establishment and delivery of training AODA, 2005 Integrated Accessibility Standards Training including Assistive Devices Training, AODA E-Learning Training, webinars and Accessible Customer Service Standard and Human Rights Training

## Moving Forward: Targeted completion date, 2025

- Seek and provide ongoing education opportunities to ensure employees are aware of best practices for accessible customer service.
- Continue to provide accessibility training to all new employees
- Ensure refresher training is provided to all employees and volunteers.

## Conclusion

The City of Hamilton is committed to supporting the goals the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities. The City will work to identifying, preventing and removing barriers throughout City spaces to ensure that our employees, residents 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 MYAP will be monitored by the Diversity and Inclusion Office in Human Resources. Annual status updates will be provided on the MYAP.

## Contact

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

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