

2012 Town of Oakville Accessibility Accomplishments

Clerk's

- Created Accessible Transportation procedure to include taxi requirements
- Arranged information session with the Accessibility Directorate of Ontario and the three Business Improvement Areas' board of management and members
- Presented report to Council on accessible taxicabs
- Assisted coordination of accessibility policy and procedures to Council
- Provided support to the Accessibility Advisory Committee
- Continued to provide live and on-demand captioning of Town Council and committee meetings through TownTV
- Participated in accessible public meeting on town accessibility initiatives

Engineering and Construction

- Rehabilitated about 75 pedestrian ramps including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Completed construction of (or in progress) 1,900 metres of sidewalks and multi-use trails

Facilities and Construction Management

- Phase one of the renovation plan for Town Hall approved by Council. Will provide enhanced access to services and programs and will highlight accessible features in main entrance
- Provided project management support to facility projects that incorporate accessibility
- Participated in accessible public meeting on town accessibility initiatives

Fire

- Installed power door openers at entrance, washroom and hallway doors at Fire Training Centre on South Service Road
- Completed renovation of Fire Hall on Rebecca Street with barrier-free access ramps, power door openers and new accessible washrooms

Human Resources

- Continued accessible customer service training as part of orientation program
- Created Accessible Employment procedure
- Created Accommodation procedure to ensure efforts are made to support employees in need of temporary or permanent work accommodation
- Implemented process to inform candidates of availability of accommodations during the recruitment process when coming for an interview or assessment

- Developed individual evacuation plans for employees needing assistance
- Provided support to the Accessibility Advisory Committee
- Coordinated and participated in accessible meeting on town accessibility initiatives

Library

- Completed renovation of Woodside Library with a new accessible layout, washrooms, information desk, computer area, special needs room, PA system, security cameras, colour contrasting and improved lighting
- Installed non-slip stair nosings at Central Library with an illumination feature
- Offered content, including special collections in a variety of formats, such as large print, DVS Videos and Talking Books
- Offered specialized reading aids, including SmartView, Zoom Text and Kurzweil Reading Machines
- Provided delivery and pick-up services of library materials to program users
- Participated in accessible public meeting on town accessibility initiatives

Purchasing

- Updated purchasing templates to include accessibility language

Parks

- Installed new playground structure at South Shell Park that includes accessible components and wood fiber surfacing. Also installed an accessible washroom
- Upgraded play equipment at Shell Park including full rubberized surfacing and many accessible playground components
- Installed accessible playground components as part of replacement structures at Lakeside Park, Brantwood School, Maplegrove Park, Sheridan Valley Park and Annapolis Park, upgraded all sites to wood fiber surface and most have an accessible swing seat
- Painted washroom interiors at Wallace Park, Lakeside Park, Bronte Beach Park and Lawson Park for colour contrasting
- Added accessible parking at Oakville Harbour marina
- Participated in accessible public meeting on town accessibility initiatives

Planning

- Provided about 30 site plans for review by AAC
- Incorporated accessibility guidelines in draft Urban Design Manual (Part A) for completion and implementation in 2013
- Participated in accessible public meeting on town accessibility initiatives

Recreation and Culture

Programs

- Offered recreation programs that are accessible and inclusive including specialized programs for persons with disabilities such as yoga younique, clay classes and summer camp one on one support program
- Continued to offer the Express pass allowing a participant with a disability to bring a support worker to the pool or gym at no additional charge
- Provided ASL interpreter service to two participants in cultural programs
- Continued to offer family swim for families with a child or youth with a disability at Queen Elizabeth Community and Cultural Centre (QEPCCC) pool and Glen Abbey Community Centre pool
- Continued to offer a skate for families with a child or youth with a disability at Sixteen Mile Sports Complex
- Participated in accessible public meeting on town accessibility initiatives

Facilities

- Constructed QEPCCC as an accessible, unique multi-purpose recreation, arts and culture facility. Some of the accessibility features include a wheel chair accessible lift into the pool, accessible service counters, power door openers and accessible family and change rooms for the pool
- Levelled walkways and cement pad at the back entrance of Oakville Seniors Centre to allow for easier access
- Upgraded washrooms at Sir John Colborne Seniors Centre with colour contrasting stall doors, enhanced lighting, new accessible vanities and power door operators
- Renovated kitchen at Sir John Colborne Seniors Centre with improved lighting, colour contrasting floors, walls, counter surfaces and an accessible work island station
- Modified front entrance, library drop-off area at Iroquois Ridge Community Centre with durable, concrete walkways and contrasting finishes with way finding features
- Modified front, south entrance of Iroquois Ridge Community Centre providing a direct walk way connection from accessible parking spaces
- Added six accessible parking spaces to Iroquois Ridge Community Centre parking lot
- Replaced existing rubber flooring in weight room at Iroquois Ridge Community Centre with sport impact flooring. New flooring has colour contrast to define boundaries of the room and enhance way finding
- Added colour contrasting to the gymnasium and fitness area at Glen Abbey Community Centre
- Installed a new, main entrance with a power door opener at River Oaks Community Centre; a power door opener to the fitness area and Green Mile Hallway with enhanced wider doors and new flooring in spin area with colour contrasting

- Constructed an accessible family washroom at Erchless Museum with emergency call switch, adult change table and power door opener
- Renovated main lobby washrooms at Joshua's Creek Arenas with larger accessible stalls, improved lighting, hands-free accessible sinks, new toilet fixtures with hands-free flush valves and enlarged entry door with power door operators

Roads and Works Operations

- Continued to offer a driveway snow windrow clearing program for seniors 65 years and older and individuals with a physical disability
- Maintained 12 intersections equipped with audible pedestrian signals
- Installed two new audible pedestrian signals at Oak Park Boulevard at Park Haven Boulevard and Oak Park Boulevard at Oak Walk Drive
- Upgraded two audible pedestrian signals at Nottingham Gate at Pilgrims Way North and Kerr Street at Florence Drive
- Paved gap between the sidewalk and traffic signal pole (with pushbutton) at four locations
- Participated in accessible public meeting on town accessibility initiatives

Strategy, Policy and Communications

- Relunched a more accessible oakville.ca built on HTML5 that achieves 100% World Wide Web Consortium (W3C) standards compliance
- Improved oakville.ca content quality and accessibility through online quality tool
- Relunched an accessible oakvilletransit.ca
- Developed accessible online forms
- Added service disruptions to RSS feeds
- Developed Town of Oakville Multi-Year Accessibility Plan 2012-2017
- Updated Accessibility policy, Accessible Customer Service procedure and Planning Accessible Meetings procedure
- Developed Accessible Information and Communications procedure
- Coordinated development of Accessible Employment procedure and Accessible Transportation procedure
- Provided accessible customer service through ServiceOakville
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Coordinated and participated in accessible public meeting on town accessibility initiatives

Transit

- Created Accessible Transportation procedure
- Developed criteria and procedures for visitor use on care-A-van
- Created 2012 and 2013 Transit Accessibility plans
- Relunched an accessible oakvilletransit.ca

- Implemented a no charge fare for a support person who is accompanying a person with a disability on both Oakville Transit and care-A-van
- Developed request for proposal for an intelligent transportation technology system which includes an automatic vehicle location system, automated stop announcement system and variable message signs, with the project to begin in 2013
- Continued to post service disruption information on the Oakville Transit website and communicate through social media
- Replaced last high-floor Oakville Transit bus. Provided 100% low floor, ramp-equipped fleet
- Installed four shelters and 27 additional landing pads and walkways at transit stops
- Continued to provide same hours and days of service on both Oakville Transit and care-A-van
- Conducted accessibility audit of bus stops and consulted the Accessibility Advisory Committee, persons with disabilities and the public on design of accessibility bus stops and shelters
- Implemented multi-channel method of communications for care-A-van customers for delays in excess of 30 minutes
- Continued to provide priority seating for persons with disabilities on all Oakville Transit buses
- Continued to provide easier access training and/or ambassador training to existing and newly-hired bus drivers
- Continued to provide integrated fares with GO Transit, allowing care-A-van customers to link with accessible GO Transit
- Continued to provide door-to-door senior specials for three senior residences
- Continued the process of cycling of ramps by all transit drivers during their vehicle checks
- Continued to provide assistance as requested by customers for the securement of mobility devices on board Oakville Transit buses
- Provided support to the Accessibility Advisory Committee
- Participated in accessible public meeting on town accessibility initiatives