

2013 Town of Oakville Accessibility Actions

Clerk's

- Participated in meeting with Accessibility Advisory Committee, taxi brokerages and transit services staff on accessible taxicabs
- Provided support to the Accessibility Advisory Committee
- Continued to provide live and on-demand captioning of Town Council and committee meetings through TownTV

Engineering and Construction

- Rehabilitated about 90 pedestrian ramps including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Constructed 605 metres of new sidewalks and multi-use trails

Facilities and Construction Management

- Renovation plan for Town Hall on target to be completed in early 2014. Will provide enhanced access to services and programs and will highlight accessible features in main entrance
 - Some of the exterior accessible features include: new cross walks and curb cuts including detectable warning surfaces to provide accessible path of travel from White Oaks Boulevard and from parking areas; accessible parking spaces moved to front of building with travel distance to the first space reduced by half from parking space to main entrance doors; curbs added along planting beds; new LED lighting along path of travel; way finding incorporated into design with coloured concrete walkway with contrasting colour banding; detectable warning surfaces added at edge of sidewalks; area created in front on main entrance along passenger drop off area with level surface between driveway and sidewalk
 - Some of the interior accessible features include: power door operators to new meeting rooms; contrasting colours throughout *ServiceOakville* and meeting rooms; accessible counter at both ends of *ServiceOakville* counter
- Renovated pool change rooms at Iroquois Ridge Community Centre which provides improved accessibility, privacy and more-efficient use of space. Improvements include new finishes throughout, new washrooms fixtures, new barrier free vanities, washrooms stalls, and showers, and modifications to the existing structural, mechanical, electrical and fire and life safety systems. All sink and toilet fixtures have infra-red hands-free sensors
- Renovated lobby washroom at Iroquois Ridge Community Centre including new wall and floor finishes, lighting upgrades, new washroom partitions, fixtures and new accessible vanities, mirrors and paint with no changes to the existing layout. All sink and toilet fixtures have infra-red hands-free sensors
- Renovated River Oaks Community Centre lobby washrooms with low flow toilets with infra-red touchless flush valves, infra-red touchless faucets and enhanced

energy efficient lighting. The work will result in a fully accessible washroom incorporating a new entrance way without doors, new floor and wall tiles, and new vanities, with a focus on wayfinding and colour contrasting materials.

- Renovated the arena corridor washrooms at Rivers Oaks Community Centre. Renovations include new ceiling, wall and floor finishes, new accessible vanities, hands-free fixtures, and lighting upgrades. All sink and toilet fixtures have infra-red hands-free sensors
- Added wider, power-operated accessible doors to River Oaks Community Centre fitness area
- Added non-slip luminescent stair nosings to interior stairwell at Centennial Pool to improve colour contrasting between stairs and riser
- Installed visual alarm strobes at Glen Abbey Recreation Centre, Joshua Creek Arenas, River Oaks Recreation Centre, Iroquois Ridge Community Centre pool change rooms, Centennial Pool, Oakville Arena, White Oaks Pool, Maplegrove Arena, Kinoak Arena. The visual alarms are installed in all public areas to ensure persons with hearing disabilities are aware of emergencies and can safely evacuate
- Fire Station 3 renovations incorporated an accessible entrance complete with power door operators, colour contrasting of all finishes and barrier-free washroom stalls

Human Resources

- Rolled out training on the integrated standards and *Human Rights Code* to staff, volunteers and those who provide goods, services or facilities on town's behalf
- Continued accessible customer service training as part of orientation program
- Rolled out Accommodation procedure to ensure efforts are made to support employees in need of temporary or permanent work accommodation to staff as part of Respectful Conduct policy implementation
- 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
- Member of Halton Region accessibility networking group and Ontario Network of Accessibility Professionals

Library

- 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 in five of six branches and Kurzweil Reading Machines in three of six branches
- Provided delivery and pick-up services of library materials to 150 program users with about 50 volunteers making deliveries
- Provided access to BrowseAloud tool on Oakville Public Library website adding speech and reading support tools to online content

Purchasing

- Updated purchasing templates to include accessibility criteria
- Created accessible purchasing checklists and rolled out to staff
- Incorporated accessible purchasing requirement in purchasing training for staff

Parks

- Installed new playgrounds with accessible features at Sixteen Hollow Park, Lions Valley Park, Maple Valley Park, Tecumseh Park, Lawson Park and Bayshire Woods
- New accessible swing seats were added to Heritage Way Park, Eastview School, Fairmount Park
- Included accessibility considerations in master trails update

Planning

- Provided over 20 site plans for review by Accessibility Advisory Committee
- Implemented accessibility guidelines in Urban Design Manual (Part A)
- Included accessibility considerations in draft inZone by-law

Recreation and Culture

- Launched Breathe Better-Feel Better COPD (chronic obstructive pulmonary disease) education program at QEPCCC, a collaboration with the Mississauga Halton Local Health Integration Network, GlaxoSmithKline, Halton Health Care, PRISME and Trillium Health Partners. Patients can meet with a respiratory therapist at QEPCCC to receive support and comprehensive education about their COPD
- Oakville's Senior Services launched the Parkinson's Program at QEPCCC. Taught by a certified personal trainer with experience working with Parkinson's clients, this pre-registered program runs every Tuesday with a focus on maintaining a healthy quality of life by improving strength, flexibility, posture and balance, in an enjoyable group environment
- 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 participants in recreation and culture programs as requested
- 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
- Renovated pool change rooms at Glen Abbey Community Centre incorporating colour contrasting into all new ceiling and wall finishes. Accessible sinks, shower

stalls, washrooms and change stalls. All sink and toilet fixtures have infra-red hands-free sensors

- Included alternate formats and communication supports statement in program satisfaction survey

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 14 intersections equipped with audible pedestrian signals
- Installed additional accessible pedestrian signals on Lakeshore Road W at East Street
- Scheduled installation of accessible pedestrian signal on Third Line at Pine Glen Road
- Scheduled accessible audible pedestrian signal improvements at Fourth Line and Rebecca Street, as well as at Rebecca Street and Sunset Street. The sounds indicate when and in which direction pedestrians can safely cross an intersection

Strategy, Policy and Communications

- Relaunched a more accessible oakvilletransit.ca in December 2012, including accessible online customer service feedback form for transit
- Regularly evaluated compliance of town website through accessibility quality tool
- Conducted training for about 30 web publishers on accessibility for web content
- Created and distributed 30 customized web content publishers operational guides with a section on accessibility and steps on how to ensure content is accessible
- Added/updated tool tips, alt tags and headers throughout oakville.ca
- Posted key documents on website in accessible format including multi-year accessibility plan, annual status update, town emergency plan, transit accessibility plan, Accessibility Advisory Committee brochure and town strategic plan
- Maintained alternate formats and communication supports request statement on website
- Monitored town online accessible customer service feedback form
- Included accessibility as one of the key guiding principles in online services strategy
- Updated Town of Oakville Multi-Year Accessibility Plan 2012-2017
- Updated Accessibility policy with language from amendment to IASR and approved by Administrative Services Committee on September 10, 2013
- Created accessibility page for staff on intranet
- Created town-wide statement for receiving and responding to feedback in an accessible manner and rolled out to staff
- Created town-wide statement for accessibility accommodations for town meetings and event notices and rolled out to staff
- Provided accessible customer service through *ServiceOakville*

- Produced communications materials in plain language and used photos that are inclusive of all persons
- Promoted International Day of Persons with Disabilities through town's communications channels, in partnership with the Accessibility Advisory Committee
- Coordinating an event for National Access Awareness Week in May 2014 in partnership with the Accessibility Advisory Committee
- Coordinated town participation in the Halton Community Resource Fair in April
- Member of Halton Region accessibility networking group and Ontario Network of Accessibility Professionals
- In partnership with Works Operations, *ServiceOakville* managed the registration process for the town's snow windrow program

Transit

- Received new care-A-van bus; this will improve ability to meet increasing demand for paratransit service
- Created 2014 Transit Accessibility Plan
- Relunched a more accessible oakvilletransit.ca in December 2012, including accessible online customer service feedback form for transit
- Continued to post service disruption information on the Oakville Transit website and communicate through social media
- Joint application process developed and launched with Oakville, Milton and Burlington
- Joint appeal process for para transit eligibility developed and launched with Oakville, Milton and Burlington
- Conducted accessibility training for transit drivers on safe use of accessibility equipment and features, acceptable modifications and emergency preparedness
- Provided 100% low floor, ramp-equipped fleet
- Installed five shelters and 32 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
- Continued to provide courtesy and 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