

2015 Town of Oakville Accessibility Actions

Clerk's

- Ensured 2015 municipal by-election was accessible:
 - Developed election accessibility plan
 - Ensured all voting locations were accessible
 - Provided accessible voting methods (i.e. braille, hand and foot paddle, audio) on voting day (Town Hall location) as well as during the three days of advanced voting (Town Hall)
 - Provided materials in alternate formats when requested
 - Trained election staff in customer service and accessibility standards
 - Posted signage at voting locations to assist voters
 - Offered voting on-site for residents of all long-term care and retirement homes
- Conducted online and print survey for public, care-A-van riders, AAC and taxicab industry as part of comprehensive taxi by-law review
- Hosted consultation with AAC and focus groups with taxicab industry on accessible taxicabs
- Updated licensing by-law to provide enforcement officers with authority to issue compliance orders relating to provincial regulations (which includes AODA requirements)
- Provided live and on-demand captioning of Town Council and committee meetings through TownTV
- Established and provided administrative support to AAC

Engineering and Construction

- Rehabilitated approximately 54 pedestrian ramps, including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Added 22 kilometers of new sidewalks and off-road, multi-use paths
- Consulted AAC on 2016 accessible on-street parking strategy

Facilities and Construction Management

- Launched Council-approved Oakville Universal Design Standards for town facilities and developed agreement for other municipalities to adopt the standards, in response to a number of requests. Oakville's standards were recognized by the province as a best practice

- Initiated accessibility audit of all town facilities (to be completed in 2016) to inform a 10-year barrier-free plan for town facilities and highlight barrier removals and improvements accomplished since introduction of the program in 2004
- Initiated accessibility audit of meeting rooms at town facilities including Town Hall, Oakville Transit and town community centres
- Improved accessibility at several town facilities through targeted renovations:
 - Town Hall washrooms (located next to Human Resources) to include a universal washroom, power door operators, accessible sinks and washroom stalls, colour contrasting throughout, LED lighting and visual alarms
 - Iroquois Ridge Community Centre, providing enhanced access to services and programs:
 - Exterior accessible features include: digital sign at front entrance to improve accessibility of promotional information
 - Interior accessible features include: fitness change rooms renovated to include colour contrasting throughout, increased width for path of travel, power door operators, increased door width, private accessible dressing rooms, signage with raised pictogram and braille, LED lighting and visual alarms; replaced double doors to pool corridor and equipped with power door operators and equipped main lobby washroom doors with power door operators
 - Installed an accessible viewing area in Joshua's Creek red rink and introduced automatic sliding doors to both ice pads
 - Added new vestibule to back entrance of Maple Grove Arena, including power door operators and double doors to provide an accessible path of travel
 - Increased lighting levels at Glen Abbey Community Centre to improve wayfinding
 - Completed design for new accessible fitness change rooms at River Oaks Community Centre including: barrier-free access, barrier-free shower area and lavatories and new wall, floor and ceiling finishes incorporating accessibility features. Construction is planned for summer 2016
 - Renovated Bronte Tennis Club clubhouse to include a new accessible shower area, office area, and barrier-free exterior ramp
 - Renovated Glen Abbey Youth Center to include a universal washroom, accessible kitchenette, lounge areas and office area
 - Redeveloped rear patio at Sir John Colborne Seniors Centre to provide level access to patio and include colour contrasting brick pavers

Human Resources

- Provided training on accessible customer service, integrated accessibility standards and Human Rights Code to staff, volunteers and those who provide goods, services or facilities on the town's behalf
- Offered support to employees who required temporary or permanent work accommodation as part of Respectful Conduct policy implementation

- Monitored individual evacuation plans for employees needing assistance
- Informed candidates of availability of accommodations during the recruitment process
- As part of the hiring process, informed all new employees of:
 - Town's Accommodation procedure
 - Availability of workplace accommodations
 - Availability for assistance during an emergency

Library

- Offered content, including special collections in a variety of formats, such as large print, DVS Videos, downloadable audiobooks and Talking Books
- Offered specialized reading aids, including SmartView and Zoom Text in five of six branches and Kurzweil Reading Machines in three of six branches
- Provided access to BrowseAloud tool on library website adding speech and reading support tools to online content
- Provided access to a variety of digital content through various services:
 - Zinio - allows users to download digital copies of magazines
 - Hoopla - allows users to instantly stream or download media (music albums, audiobooks, films and TV shows)
 - Freegal - allows users to download seven songs per week and gives the customer ownership of the music
 - Overdrive - allows users to download ebooks and audiobooks to their digital devices
- Offered delivery and pick-up services for all residents who are confined to their home, a senior's residence or a health care facility due to a physical and/or mental disability. There are approximately 79 residents registered for this service and approximately 28 volunteers making deliveries
- Offered walk-in service program allowing eligible residents longer loan periods and greater flexibility when returning items

Purchasing

- Implemented new procurement policy by-law, which requires suppliers and staff to comply with provincial accessibility requirements when acquiring goods, services and/or facilities
- Included accessibility criteria in purchasing templates and the town's Corporate Information System
- Incorporated accessible purchasing requirement in training for staff

Parks and Open Space

- Completed construction of first neighbourhood park in north Oakville. Isaac Park features a new playground and splash pad with accessible features, paved pathways and a barrier-free washroom
- Installed new playground with accessible features at River Glen Park
- Rehabilitated splash pads at Millbank Park and Old Abbey Park, including new accessible surface and controls
- Rehabilitated parking lots and pathways at Cornwall Road Sports Park, Gairloch Gardens, Lawson Park, Winston Woods and The Parkway to meet town's new accessible parking standards
- Constructed new accessible washroom at Lakeside Park. Improvements include universal washroom with full turning circle for mobility devices and male/female barrier-free washrooms with features such as grab bars, touchless fixture controls, power door operators and contrasting colours
- Completed design of new washrooms for Forster Park to improve accessibility (completion in 2016) and consulted with the AAC. Improvements include universal washroom with full turning circle for mobility devices, male/female barrier-free washrooms with features such as grab bars, touchless fixture controls, power door operators, contrasting colours and accessible pathway with pedestrian lighting
- Received funding to initiate audit of existing trail facilities, with the goal of providing specific recommendations on future improvements
- Consulted AAC on construction and renovation design projects and 2016 strategies for outdoor play spaces and recreational trails

Planning

- Established site plan working group consisting of three AAC members and facilitated by Manager, Urban Design
 - Reviewed select site plan applications through a universal design lens
 - Required and requested modifications to proposals based on legislation and sound practice
- Incorporated universal design standards in new Site Design and Development Standards Manual (Part C of Livable by Design Manual)
- Conducted public consultation on mandatory five-year review of the Livable Oakville Plan. Public feedback and staff research will inform any changes to the plan, including strengthening accessibility-related policies

Recreation and Culture

- Launched Active Oakville, an online program finder that can be viewed on all devices that helps users search for drop-in fitness classes and swim and skate schedules
- Launched Oakville events web page, offering a single customer-friendly online resource that consolidates all town information related to planning a special event, including guidelines and examples of how to improve an event's accessibility
- Formed age-friendly task force to create a plan that supports the health and well-being of older residents through leading healthy, active lives and staying involved in the community
- Offered Minds in Motion program at QEPCCC in collaboration with Alzheimer's Society of Ontario. Program incorporates physical activity with mental stimulation for people with early to mid-stage signs of Alzheimer's disease or other dementias and their care partners
- Offered Parkinson's program at QEPCCC with focus on improving strength, flexibility, posture and balance
- Offered specialized programs for persons with disabilities such as yoga younique, clay classes and summer camp one-on-one support program
- Offered Youth Active in Recreational Development (YARD) program among other programs for youth with disabilities at youth centers
- Offered Teen Adventure Program (TAP) summer program, an active recreation experience in a three-to-one setting
- Offered recreation programs for families with a child or youth with a disability:
 - Family swimming at QEPCCC and Glen Abbey Community Centre pools
 - Family skating at Sixteen Mile Sports Complex
- Offered Express Pass allowing participants 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
- Included alternate formats and communication supports statement in program satisfaction survey

Roads and Works Operations

- Offered a driveway snow windrow clearing program for seniors 65 years and older and people with physical disabilities or medical conditions that are unable to clear the windrow on their own
- Completed 900 kilometres in annual sidewalk network inspection and trip ledge repair program
- Maintained 51 crosswalks at 22 intersections equipped with audible pedestrian signals
- Scheduled installation of accessible pedestrian signals at:

- Nottinghill Gate at Monastery Drive
- Nottinghill Gate at Monks Passage
- Eighth Line at Granby Drive
- Eighth Line at Lincoln Gate
- Cornwall Road at Reynolds Street
- Cornwall Road at Watson Avenue
- Dorval Drive at Mary Street
- Fourth Line at Bridge Road
- Third Line at Tansley Drive
- Kingsway Drive at Prince John Circle

Strategy, Policy and Communications

- Provided training on creating accessible documents to more than 50 staff including all web publishers and staff in Communications, Clerk's and Office of the Mayor and Council
- Developed resources and rolled out to staff including:
 - Video and procedure manual on creating accessible documents
 - Accessible presentation and communication guidelines
 - Process for responding to and tracking requests for accessible formats and communications supports
 - Vendor of record for accessible document training, document conversion services and communication supports
 - Accessibility page for staff on intranet
- Launched Oakville mobile app, incorporating accessibility settings for mobile devices that allows for customization to meet user preferences
- Enhanced accessibility of website and web content:
 - Added/updated tool tips, alt tags and heading styles throughout oakville.ca
 - Posted key documents in accessible format
 - Provided alternate formats and communication supports request statement
 - Monitored compliance of website through accessibility quality tool
 - Posted service disruption information on oakville.ca, RSS feeds and communicated through social media
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Consulted with AAC on updated Planning Accessible Meetings procedure and checklist
- Provided support to AAC through town's accessibility coordinator

ServiceOakville

- Provided accessible customer service as town's main point of contact for the community
- Implemented after-hours call handling service to provide 24 hour a day, 7 day a week (24/7) customer service support calls related to:
 - Public safety (non-911 emergency calls)
 - Winter snow line
 - Parking enforcement
- Monitored online accessible customer service feedback form
- In partnership with Works Operations, managed registration process for town's snow windrow program

Transit

Oakville Transit has implemented several initiatives designed to ensure equal access to transit services and information about the services is accessible and easy to locate. Some of these initiatives include:

- New Intelligent Transportation System which delivers electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop
- New "Home to Hub" on-request transit service which delivers convenient transit services to the new communities of north Oakville in a cost effective manner
- Service to new Oakville Trafalgar Memorial Hospital with designated conventional and para transit bus stops directly on hospital campus
- 100 per cent low floor conventional transit fleet
- Customer service and accessibility training to all bus drivers
- Accessible landing pads and walkways at bus stops
- Consulted AAC on 2016 Oakville Transit Annual Accessibility Plan and Intelligent Transportation System

The AODA identifies extensive requirements for conventional and specialized transit. For details on the accomplishments and current initiatives to provide accessible transportation to Oakville residents, please refer to the 2016 Oakville Transit Accessibility Plan.