

2016 Town of Oakville Accessibility Actions

Clerk's

- Ensured 2016 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
- Provided live and on-demand captioning of Town Council and committee meetings through the town's YouTube channel
- Provided administrative support to AAC

Engineering and Construction

- Rehabilitated approximately 230 pedestrian ramps, including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Continued work on adding to the town's sidewalk and multi-use network per the Active Transportation Master Plan
- Initiated work on adding 28 kilometers of new sidewalks, off-road multi-use paths and bike lanes and bike routes per the Active Transportation Master Plan
- Consultation with AAC on pedestrian safety program to determine the need of pedestrian crossings throughout town in November 2016

Facilities and Construction Management

- Initiated audit of town's interior signage standard to ensure an accessible, standard look and feel to all interior signs (to be completed in 2017)
- Continued accessibility audit of all town facilities (to be completed in 2017) 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

- Continued 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:
 - Completed Town Hall washrooms (located next to Human Resources) including a universal washroom, power door operators, accessible sinks and washroom stalls, colour contrasting throughout, LED lighting and visual alarms
 - Renovated Nottinghill Youth Center to include a universal washroom, accessible kitchenette, lounge areas and office area
 - Redeveloped parking lot at Joshua's Creek Arenas to meet town standards for accessibility and improve front waiting area
 - Added new vestibule to back entrance of Maple Grove Arena, including power door operators and double doors to provide an accessible path of travel
 - Added LED lighting at Joshua's Creek Arenas and Queen Elizabeth Park Community and Cultural Centre (QEPCCC)
- 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 2018
 - Accessible fitness change rooms at Glen Abbey 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 2017
 - Tech Hub at Iroquois Ridge Library branch including: improved accessibility of path of travel, front desk and bookshelves. Construction is planned for 2017

Human Resources

- Initiated thorough review of human resource policies and procedures including Accessible Employment procedure and Accommodation procedure. Policies and procedures will be brought to Council in early 2017
- Provided training on accessible customer service, integrated accessibility standards and Human Rights Code to new 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

- Staff received mental health first aid training through Ontario Mental Health Association
- 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)
 - Lynda.com – allows users to access online tutorials business, technology and creative skills
 - 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 83 residents registered for this service and 29 volunteers making deliveries
- Offered walk-in service program allowing eligible residents longer loan periods and greater flexibility when returning items

Municipal Enforcement Services

- Consulted AAC on 2016 accessible on-street parking strategy
- Added blue post cover to all accessible on-street parking meters in the downtown core. The post cover is the same colour as the blue universal wheelchair symbol for accessibility, making the accessible on-street parking spaces easier to identify
- Conducted online survey for public, care-A-van riders, AAC and taxicab industry as part of alternative ground transportation service provider review
- Hosted consultation with AAC and focus groups on accessibility impacts of alternative ground transportation

Purchasing

- Updated purchasing by-law, which requires suppliers and staff to comply with provincial accessibility requirements when acquiring goods, services and/or facilities, to reflect amended requirements to the Customer Service Standard and the Integrated Accessibility Standards Regulation. Revised to also include the town's Oakville Universal Design Standards for town 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

- Installed new playgrounds with accessible features at Carol Park, Arbourview Trail Park, Ortona Park, and Memorial Park
- Constructed new accessible concrete path and lookout deck at Tannery Park, providing a 270 degree view of Oakville Harbour and Lake Ontario
- Constructed seven accessible planter tables as part of new allotment gardens in Memorial Park (opening in 2017)
- Redeveloped trail crossing at Munn's Creek Park, replacing two sets of stairs and a bridge with one large bridge span, making trail crossing accessible
- Initiated accessibility audit of town's recreational trail network (to be completed in 2017)
- Completed design of new washrooms for Forster Park to improve accessibility 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 (to be completed in 2017)
- Consulted AAC on construction and renovation design projects and 2016 strategy for recreational trails
- One staff received certificate of completion on the AODA Accessibility Standard for the Design of Public Spaces by the Global Alliance on Accessible Technologies and Environments, four additional parks and open spaces staff to pursue course

Planning

- Reviewed select site plan applications through a universal design lens with working group consisting of three AAC members and facilitated by Manager, Urban Design. Required and requested modifications to proposals based on legislation and sound practice
- Conducted development industry and public consultation on the draft Site Design and Development Standards Manual (Part C of Livable by Design Manual), which incorporates provincial and municipal universal design standards

Recreation and Culture

- Conducted online survey, focus group interviews and an on open-house consultation as part of the development of an age-friendly plan that supports the health and well-being of older residents through leading healthy, active lives and staying involved in the community
- Offered virtual tours of the second floor of the Oakville Museum for visitors with a physical disability using a large screen installed on main floor
- Designed a Snoezelen multi-sensory room with lighting effects, shapes, textures, sounds and colours at QEPCCC for camp participants. The multi-sensory room creates a stress free environment that helps reduce agitation and anxiety
- Provided 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
- 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
- Offered Sennheiser hearing assistance devices to visitors with a hearing disability at the Oakville Centre for the Performing Arts
- Maintained Oakville events web page which offers a single customer-friendly online resource that consolidates all town information related to attending and planning special events, including guidelines and examples of how to improve an event's accessibility
- 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 1,000 kilometres in annual sidewalk network inspection and trip ledge repair program
- Installed tactile plates to 16 sidewalk ramps as part of replacement program
- Scheduled installation of accessible pedestrian signals at:
 - Lake Shore Road at Bronte Street
 - Lake Shore Road at Navy Street
- Maintained 51 crosswalks at 22 intersections equipped with audible pedestrian signals

Strategy, Policy and Communications

- Hosted joint consultation with Accessibility Directorate of Ontario and Oakville and Burlington AACs on draft provincial employment strategy for people with disabilities
- Procured and trained staff on iPad Pro to provide communication assistance for individuals with disabilities
- Launched live streaming on Town of Oakville YouTube channel for Council meetings incorporating closed captioning and other accessibility features customizable by 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
 - Continued to provide alternate formats and communication supports upon request
 - Monitored compliance of website through accessibility quality tool
 - Posted service disruption information on oakville.ca, RSS feeds and communicated through social media
- Initiated update of town's accessibility web page
- Provided training on Design of Public Spaces Standard to more than 50 staff across a variety of departments
- Provided staff support on creating accessible documents
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Consulted AAC on updated Accessible Customer Service and Planning Accessible Meetings procedures and checklist. Planned consultation on updated Accessibility Policy and procedures for November 2016
- Provided support to AAC through town's accessibility coordinator, ensured all presentations met the town's accessible presentation guidelines
- Provided policy and strategic advice to departments and managed responses to issues and complaints through the town's Accessibility Coordinator

ServiceOakville

- Provided accessible customer service as town's main point of contact for the community
- Offered iPad Pro at main desk as assistive device to provide communication assistance
- 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
 - Temporary on-street parking permits
- 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:

- Implemented updates to transit schedule and routes
- Provided Intelligent Transportation System which delivers electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop
- Continued "Home to Hub" on-request transit co-mingled 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 specialized transit bus stops directly on hospital campus
- 100 per cent low floor conventional transit fleet
- Customer service and accessibility training to all bus drivers
- Installed 38 accessible landing pads and walkways at bus stops
- Consulted AAC on Intelligent Transportation System
- Planned consultation with AAC on 2017 Oakville Transit Annual Accessibility Plan and enhancements to Oakville Transit website

The AODA identifies extensive requirements for conventional and specialized transit. The 2017 Oakville Transit Annual Accessibility Plan will be presented to ASC on December 5, 2016 to outline the accomplishments and current initiatives to provide accessible transportation to the community. The 2017 Oakville Transit Accessibility Plan will be available on the town's website in an accessible format.