2017 Town of Oakville Accessibility Actions

Clerk's

- Initiated preliminary accessibility planning of voting locations and equipment for 2018 municipal election
- Provided live and on-demand closed captioning of Town Council and committee meetings through the town's YouTube channel
- Provided administrative support and sign language interpretation services to the AAC
- Provided sign language interpretation at public meetings, when required

Engineering and Construction

- Rehabilitated approximately 13 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 2009 Active Transportation Master Plan
- Consulted with the AAC on 2017 Active Transportation Capital Program
- Completed 2017 Active Transportation Master Plan Update and approved by Council
- Initiated work on adding four kilometers of multi-use trails per the Active Transportation Master Plan

Facilities and Construction Management

- Revised town's interior signage standard to increase accessibility and provide a standard look and feel to all interior signs
- Improved accessibility at several town facilities through targeted renovations:
  - Completed 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
  - Completed design for new 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 commenced in summer 2017 and will be completed in early 2018
  - Added new Tech Hub at Iroquois Ridge Library branch including: improved accessibility of path of travel, front desk and bookshelves
  - Added two universal, gender-neutral washrooms at the Oakville Centre for the Performing Arts

- o Added LED lighting at Queen Elizabeth Park Community and Cultural Centre (QEPCCC), Joshua's Creek Arenas and Kinoak Arena
  - o Completed accessible change rooms at White Oaks pool including new universal and family change rooms and renovations to existing male/female change rooms. Design includes power door operators, accessible sinks and washroom stalls, colour contrast, LED lighting and visual alarms
- Consulted the AAC for design input on:
  - o Trafalgar Park Community Centre site layout
  - o South East Community Centre at former hospital site
  - o Renovations to Council Chambers to add two councillors in 2018

Human Resources

- Updated human resource policies and procedures including Accessible Employment procedure
- Provided training on town requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* 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:
  - o Town's Accommodation procedure
  - o Availability of workplace accommodations
  - o Availability for assistance during an emergency

Library

- Opened first digital library hub at Iroquois Ridge Library branch with new technologies available, such as digital media, photo editing and virtual reality. There is also an improved accessible path of travel, front desk and shelving on wheels for flexible spaces
- Introduced radio-frequency identification functionality where residents can check books in-and-out on their own
- 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 89 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
- Trained staff on 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 for business, technology and creative skills
  - Overdrive - allows users to download ebooks and audiobooks to their digital devices
- Provided library's semi-annual Program and Events Guide in an accessible electronic document (PDF)
- Revised all interior signage to increase accessibility and provide a standard look and feel to all interior signs

Municipal Enforcement Services

- Launched pay-by-phone HonkMobile app. The free app allows users to search, pay for and top up parking from a phone, tablet or computer, making it easier and more accessible for residents and visitors to park in Oakville
- Added blue post cover to all accessible on-street parking meters to make it easier to identify the spaces. The post cover is the same colour as the blue universal wheelchair symbol for accessibility

Parks and Open Space

- Completed accessibility audit of town's 224 kilometre recreational trail network including design elements such as width, height, surface, slope, ramps, rest/passing/viewing areas, signage and trail amenities. Audit information will be used to develop a strategy for accessibility improvements
- Added approximately 700 metres of multi-use trails in Burloak Waterfront Park through partnership with the Region of Halton and City of Burlington
- Constructed barrier-free washroom buildings at Forster Park and Memorial Park. 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
- Completed fourth village square in north Oakville (Squire Parkette) which includes children's play area, lit pathways, and unique stainless steel shelter
- Opened seven accessible planter tables as part of new allotment gardens in Memorial Park

- Installed new playgrounds with accessible features at Trafalgar Park, Florence Park, Margot Street Park, Munn's Creek Park, and Riverbank Way Park. Upgraded surfacing at Golden Meadow Park to engineered wood and added concrete sidewalk to connect to street
- Upgraded approximately 500 metres of pathway at Pine Glen Park to asphalt and added three accessible rest areas
- Added new pathways, including a pedestrian link between Sixth Line and École secondaire Gaétan-Gervais as part of soccer field development at Oakville Park
- Upgraded various parking lots to meet current town standards for size and signage for accessible parking stalls
- Consulted the AAC on strategy for recreational trails

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
- Site Design and Development Standards Manual (Part C of Livable by Design Manual) endorsed by Council. The standards incorporate provincial and municipal universal design standards and are applied during the design and review of development applications

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 province's Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation
- Included accessibility criteria in purchasing templates and the town's Corporate Information System
- Incorporated accessible purchasing requirement in training for staff
- Procured a digital procurement management platform that makes it easy for vendors to review, register, download and submit bids to the town for goods and services online, 24 hours a day, 7 days a week (24/7)

Recreation and Culture

- Created Oakville Age-friendly Baseline Study to act as the foundation in 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
- Conducted #MyOakville campaign, to assess barriers residents may face accessing town recreation and culture programs. Assessment included a resident engagement campaign and information meetings with 52 community organizations

- Developed initiatives to address needs of persons with Autism in response to Council direction:
  - Created interdepartmental Autism working group
  - Updated town accessibility training to include section on how to interact with individuals with Autism
  - Piloted multi-sensory carts at town facilities
- Introduced new, inclusive volunteer program at Oakville Centre for the Performing Arts to provide an opportunity for people with disabilities to gain work experience
- Launched a campaign during National AccessAbility Week to promote inclusion and respect at town seniors centres. Staff and senior ambassadors provided information and activities to members of the centres and 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
- Offered 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
- Created a multi-sensory cart at Glen Abbey Community Centre
- Provided Active Oakville, an online program finder that can be viewed on all devices so users can 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 aquatic therapeutic programs to provide rehabilitation for those with joint, knee and hip ailments such as osteoporosis and arthritis
- 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
- Provided one-on-one support to approximately 20 children on a weekly basis for summer camp programs
- Offered 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
- Created Aquatics Leadership Assistance Program, providing individuals with financial need the opportunity to complete required leadership courses to become certified lifeguards and instructors
- 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 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
- Coordinated/developed accessibility and inclusion information for community event organizers, including guides on planning an accessible event, an accessibility and inclusion infographic and information on booking ASL interpreters. Information was included in the Oakville Event Network and shared with community event organizers
- Improved accessibility at several town events:
  - Oakville Children's Festival added baby care station, Oakville Transit shuttle service and care-A-van pick-up location, name tags for volunteers with languages other than English spoken, and training on festival's accessibility focus during volunteer training
  - Canada Day with improved shuttle accessibility for Canada Day Celebration in Bronte Village
- Trained staff on mental health first aid training through Ontario Mental Health Association
- 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 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
- Maintained 124 crosswalks at 42 intersections equipped with audible pedestrian signals
- Installed tactile plates to 13 sidewalk ramps as part of replacement program
- Converted pedestrian crossover at Kingsway Drive and Prince John Circle to incorporate tactile plates and accessible pedestrian signal
- Scheduled installation of accessible pedestrian signals at Lake Shore Road at Bronte Street

Strategy, Policy and Communications

- Created new training materials on the town's accessibility requirements under the *AODA* and Human Rights Code. Training provided to new staff, volunteers and those who provide goods, services or facilities on town's behalf on an ongoing basis. Roll out to all staff in 2018

- Enhanced accessibility of website and web content:
  - Applied new, responsive design to invest.oakville.ca and oakville.ca
  - 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
  - Evaluated new responsive design through accessibility tools
  - Posted service disruption information on oakville.ca, RSS feeds and communicated through social media
- Developed requirements for online accessibility map with the AAC to provide information about the town's accessible features including parks and playgrounds, recreational trails, and parking. Launch in 2018
- Maintained live streaming Council meetings with closed captioning on Town of Oakville YouTube channel
- Provided 40 web publishers refresher web content accessibility training
- Updated town's accessibility web page
- Provided staff support on creating accessible documents
- Updated online customer service feedback form
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Created promotional materials to raise awareness about accessibility and highlight town initiatives
- Participated in a number of local and regional events with the AAC to promote awareness and celebrate inclusion:
  - Oakville Children's Festival
  - Fire Prevention Week Kick-off event
  - Inspire AccessAbility Showcase
  - Halton Multicultural Council's Multiculturalism Day festival
  - Joint AAC event with Halton Region, Burlington, Milton, Halton Hills
- Consulted the AAC monthly on town policies, initiatives and programs to ensure an accessibility lens is applied town programs and services
- Provided support to the 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 town's Accessibility Coordinator

ServiceOakville

- Provided accessible customer service as town's main point of contact for the community
- Offered iPad Pro at Town Hall 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)

- o Winter snow line
- o Parking enforcement
- o Temporary on-street parking permits
- o Municipal enforcement (emergency calls for safety-related issues)
- Monitored online 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, where information about 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
- Provided Home to Hub on-request, co-mingled service which delivers transit services to the new communities of north Oakville in a cost effective manner
- Provided service to new Oakville Trafalgar Memorial Hospital with designated conventional and specialized transit bus stops directly on hospital campus
- Maintained 100 per cent low floor conventional transit fleet
- Continued installation of accessible landing pads and walkways at bus stops
- Consulted the AAC on Intelligent Transportation System, 2017 Oakville Transit Annual Accessibility Plan, and specialized transit review
- Expanded eligibility criteria for specialized transit service to include unconditional, temporary and conditional eligibility

The *AODA* identifies extensive requirements for conventional and specialized transit. The 2017 Oakville Transit Annual Accessibility Plan outlines the accomplishments and current initiatives to provide accessible transportation to the community. The plan is available on the town's website in an accessible format.