

2014 Town of Oakville Accessibility Actions

Clerk's

- Developed accessibility plan for the 2014 municipal election, including:
 - Created an accessibility checklist for surveying voting locations
 - Ensured all voting locations were accessible including parking, doors and ramps
 - Provided accessible voting methods (i.e. braille, hand and foot paddle, audio) at all advanced voting locations and at Town Hall on voting day
 - Provided materials in alternate formats when requested
 - Trained election staff in customer service and accessibility standards
 - Posted signage at voting locations to assist voters in finding the voting location/room
 - Offered voting on-site for residents of all long-term care and retirement homes
- Continued to provide live and on-demand captioning of Town Council and committee meetings through TownTV
- Provided support to the Accessibility Advisory Committee

Engineering and Construction

- Rehabilitated about 160 pedestrian ramps including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Added 31 kilometers of new sidewalks, on-road cycle lanes, off road multi-use paths, signed bike routes
- Developed new service disruption notification protocols

Facilities and Construction Management

- Developed new Oakville Universal Design Standards for Town Facilities. The new standards will provide direction to staff and consultants to ensure town-owned facilities are accessible and barrier-free. The new standard uses universal design as a core principle and reconciles current accessibility legislation, best practices, recent ergonomic research and lessons learned. The new standard replaces the 2008 Guidelines for Design of Accessible Facilities.
- Improved accessibility at several town facilities through targeted renovations:
 - Completed renovation of Town Hall, providing enhanced access to services and programs:
 - Exterior accessible features include: new cross walks and curb cuts with 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; wayfinding through the use of coloured concrete walkway with contrasting colour banding from accessible parking to front entrance; detectable warning surfaces added at edge of sidewalks; barrier-free access from passenger drop-off area with level surface between driveway and sidewalk

- Interior accessible features include: power door operators to new meeting rooms; contrasting colours throughout Town Hall entrance and meeting rooms; accessible counter at both ends of *ServiceOakville* desk; lobby furniture that provides accessible seating for visitors; increased lighting levels and new directional signage for wayfinding
- Constructed new family change room for Glen Abbey pool that provides accessible dressing rooms, washrooms and shower facilities. Improvements include new doors with automatic power door openers, contrasting colour materials, non-slip flooring, an adult change table, hands-free fixture controls and increased lighting levels
- Completed the design for a new accessible family washroom at Lakeside Park including accessible features: full turning circle for mobility devices and is equipped with grab bars and tilted mirrors, touchless fixture controls, accessible pathways with contrasting colour materials and includes space for an adult change table
- Repaired the exterior south stairs at the Central Library branch incorporating nonslip and colour contrasting stair nosings
- Completed construction of North Operations Depot incorporating accessible features: power door operators and wider doors at all entrances, accessible washroom facilities throughout, colour contrasting throughout and lighting levels in accordance with the town's standards for accessibility

Human Resources

- Continued to provide 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
- Continued to implement Accommodation procedure to ensure efforts are made to support employees in need of temporary or permanent work accommodation as part of Respectful Conduct policy implementation
- Continued to inform candidates of availability of accommodations during the recruitment process
- Monitored individual evacuation plans for employees needing assistance
- As part of the hiring process, informed all new employees of:
 - the town's Accommodation procedure
 - availability of workplace accommodations

- availability for assistance during an emergency
- Provided support to the Accessibility Advisory Committee

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 access to BrowseAloud tool on Oakville Public Library website adding speech and reading support tools to online content
- Continued to offer delivery and pick-up services for those who cannot visit the library in person. This special service arranges for a customized selection of library materials and home delivery for those unable to take advantage of conventional library services. The service is available for all residents of Oakville 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 150 residents registered for this service and approximately 50 volunteers making deliveries
- Provided access to current magazines through Zinio, a new digital resource that allows users to download digital copies of magazines
- Provided access to stream digital media through Hoopla, a resource that allows users to instantly stream or download media (music albums, audiobooks, films and TV shows)

Purchasing

- Updated Purchasing by-law to include provincial accessibility requirements when acquiring goods, services and/or facilities
- Continued to include accessibility criteria in purchasing templates
- Updated the town's Corporate Information System to include accessibility criteria
- Continued to incorporate accessible purchasing requirement in training for staff

Parks

- Installed new playgrounds with accessible features at Neyagawa Park, Greenwich Parkette, and Spring Garden Park
- Rehabilitated splash pads at Neyagawa Park and Valleybrook Park, including new accessible surface and controls

- Renovated washrooms at Bronte Heritage Waterfront Park providing improved accessibility. Improvements include a full turning circle for mobility devices, touchless fixture controls, individual stalls that accommodate wheelchairs, lighting upgrades and colour contrasting materials
- Upgraded pathways at Millbank Park and Wynten Way Park to asphalt surface
- Completed construction of new parks at Kingsford Gardens South, Horton Way Parkette and Kaitting House Parkette. All locations include playgrounds with accessible features

Planning

- Provided over 40 site plan applications for review by the AAC
- Incorporated site design related to accessibility in new Livable by Design Manual (part A)
- Included accessibility considerations in new zoning by-law (inZone project)

Recreation and Culture

- Offered 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
- Offered the Parkinson's program at QEPCCC with a focus on maintaining a healthy quality of life by improving strength, flexibility, posture and balance, in an enjoyable group environment
- Continued to offer 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 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
- Continued to offer family swim for families with a child or youth with a disability at 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
- 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
- Completed 880 kilometres in annual sidewalk network inspection and trip ledge repair program
- Maintained 29 intersections equipped with audible pedestrian signals
- Resurfaced and rehabilitated over 23 kilometers of roads
- Installed accessible features at Lakeshore Road and Cairncroft including accessible pedestrian signals, ramps and tactile walking surface indicators
- Replaced pedestrian signal on McCraney Street at White Oaks Secondary School and installed tactile walking surface indicators
- Installed accessible pedestrian signal on Third Line at Pine Glen Road
- Made accessible audible pedestrian signal improvements at Fourth Line and Rebecca Street and at Rebecca Street and Sunset Street. The sounds indicate when and in which direction pedestrians can safely cross an intersection
- Scheduled installation of accessible pedestrian signal, ramps and tactile walking surface indicators on Rebecca Street and at the Donovan Bailey Trail

Strategy, Policy and Communications

- Provided training on creating accessible documents to select staff
- Created town-wide process for responding to requests for accessible documents and communications supports and rolled out to staff
- Monitored and implemented accessible features on town website
- Regularly monitored compliance of town website through accessibility quality tool
- Added/updated tool tips, alt tags and heading styles throughout oakville.ca
- Included accessibility as one of the key guiding principles in online services strategy
- Relaunched a more accessible Oakville Centre for the Performing Arts website in May
- Conducted accessible web content training for new web publishers
- Continued to post key documents on website in accessible format including multi-year accessibility plan, annual status update, transit accessibility plan, Accessibility Advisory Committee brochure
- Maintained alternate formats and communication supports request statement on website
- Monitored online accessible customer service feedback form
- Continued to post service disruption information on oakville.ca and communicate through social media

- Maintained accessibility page for staff on intranet
- Produced communications materials in plain language and used photos that are inclusive of all persons

ServiceOakville

- Provided accessible customer service as the town's main point of contact for the public
- In partnership with Works Operations, managed the registration process for the town's snow windrow program

Transit

Oakville Transit has implemented several initiatives that are designed to ensure equal access to transit services, and that information about these services is accessible and easy to locate. Some of these initiatives include providing 100 per cent low floor, ramp equipped buses, customer service and accessibility training to all bus drivers, and adding a new care-A-van bus to improve the town's ability to meet increasing demand for specialized transit service. In September, Oakville Transit consulted the Accessibility Advisory Committee on its current five year transit review.

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 2015 Oakville Transit Accessibility Plan.