



# 2019-2023 Oshawa Accessibility Plan

## 2020 Year End Status Update



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## City Branch 2019-2023 Strategic Actions – 2020 Year End Status Update

### Office of the Chief Administrative Officer – Human Resource Services (CAO-HRS)

Accessibility Issue	Action to be taken	Timing	Status Update
CAO-HRS-1 Information/Communication Employee Accommodation Review	Update ACTivate program to include section to review/discuss accommodation requirements.	2019.	Completed.
CAO-HRS-2 Physical Physical Access	Review of physical barriers to accessibility on 4 <sup>th</sup> floor.	2023.	Future.
CAO-HRS-3 Information/Communication Learning Management System	Research, source, review and implement Learning Management System for greater learning flexibility and topic coverage.	2023.	Implementing in 2021.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CAO-HRS-4 Information/Communication & Attitudinal Employee Training	Staff training on topical issues related to disability.	Ongoing.	Ongoing. This year the focus was on “The Working Minds” mental health awareness training.

### **Office of the Chief Administrative Officer – Innovation and Transformation (CAO-IT)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CAO-IT-1 Information/Communication Use of inclusive language	Develop an inclusive language manual.	2019.	Completed. Updated as required.
CAO-IT-2 Information Internal Employee Census and Inclusivity Survey	Launch an Internal Employee Census and Inclusivity Survey.	2020.	Census completed. Report to staff 2021 Quarter 1.  Action on recommendations in development – 2021 Quarter 1.
CAO-IT-3 Information Accessibility Plan	Develop the next Accessibility Plan.	2022.	2022.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CAO-IT-4 Information Accessible Documents	Coordination of corporate accessible document training, as required.	Ongoing.	On hold – due to COVID-19.
CAO-IT-5 Communication Accessibility Champion	Lead internal accessibility awareness programs and advocate for change within organization.	Ongoing.	Created blog messages and promoted Red Shirt Day for National AccessAbility Awareness Week.
CAO-IT-6 Systemic Policy Advisors	Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee.	Ongoing.	Ongoing. Meetings on hold due to COVID-19. Held virtually as of October.

### **Community Services - Operation Services - Road Operations (COM-OSRO)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
COM-OSRO-1 Physical Parking Spaces	Repainting of accessible symbols in the on– street/parking lot accessible parking stalls.	Annually or as required.	Completed 10 locations in 2020.

## Community Services - Operation Services – Parks Operations (COM-OSPO)

Accessibility Issue	Action to be taken	Timing	Status Update
COM-OSPO-1 Systemic Consultation Process	Prepare a Public Consultation Guideline document for park development projects based on OADS requirements.	2019.	Carry over to 2021 – Quarter 2.
COM-OSPO-2 Systemic Accessible Equipment Requests Process	Establish a process for providing requested accessible park equipment.	2019.	Completed.
COM-OSPO-3 Systemic Bench Standards	Update Park and Trail Standard to reflect Oshawa Accessibility Design Standards (OADS) requirements.	2019.	Completed.
COM-OSPO-4 Physical Park Development/ Redevelopment	Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee.	Annually.	On hold – due to COVID-19.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
COM-OSPO-5 Systemic Plans and Studies Review	Review applicable new park development and redevelopment plans, by-laws, policies, studies, and master plans for accessibility features as it relates to OADS and AODA and present our recommendations to the OAAC when applicable.	Ongoing.	Ongoing.
COM-OSPO-6 Systemic Bench Standards	Redevelop park facilities based on proposed Parks Facility Implementation Strategy.	Ongoing.	Ongoing.



## Community Services - Recreation and Culture Services (COM-RCS)

Accessibility Issue	Action to be taken	Timing	Status Update
COM-RCS-1 Communication/Attitudinal Customer Service Awareness	Provide training opportunities for staff in serving the public/each other as it pertains to accessibility e.g. mental health, first aid, inclusion, physical assistance.	Ongoing.	Providing Customer Service Training with hires/recalls.
COM-RCS-2 Communication/ Technological Assistive Devices	Support training for various communication devices and methods for customer service staff.	Ongoing.	Deferred to 2021.
COM-RCS-3 Systemic Inclusion Services	Develop procedure for inclusion services with respect to program delivery. This shall include registration and screening process, evaluation for 1:1 support.	Ongoing.	Modified Registration process with distinct program codes for 1:1 support for programs.  In person programs on hold due to COVID-19.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
COM-RCS-4 Physical Facility Access/Use	Explore improved methods of wayfinding in recreation facilities. This shall include signage, facility improvements such as accessible door operators, handrails, etc.	Ongoing.	On hold due to COVID-19. Deferred to 2021.
COM-RCS-5 Systemic Programming Options for People with Disabilities	Explore programming options for people with disabilities.	Ongoing.	Offered online-check-in programs for Summer and 1-1 with virtual camps. Fall 2020 programming included online social meet ups and Paint Club.

**Community Services - Strategic and Business Services – Transportation and Parking Services (COM-SBTP)**

Accessibility Issue	Action to be taken	Timing	Status Update
<p>COM-SBTP-1 Physical New on-street Pay and Display equipment</p>	<p>Ensure that the new equipment is compliant with accessibility standards.</p>	<p>2019.</p>	<p>Completed.</p>
<p>COM-SBTP-2 Physical Installation of Accessible Pedestrian Signals (A.P.S.)</p>	<p>The Region of Durham maintains a database of A.P.S. request locations and assigns the locations a priority ranking. Identified locations at City of Oshawa signalized intersections would be financed through the City's budget.</p>	<p>Annually.</p>	<p>Completed in 2021 under Regional Contract: Park Road North of Bloor Street Conlin Road at Bridle Road.</p>
<p>COM-SBTP-3 Physical Review quantity and location of on-street accessible parking spaces</p>	<p>Respond to requests for additional parking spaces in the Oshawa BIA area.</p>	<p>Requests are reviewed on a case by case basis.</p>	<p>Ongoing.</p>

**Corporate Services – City Clerk Services (CORP-CS)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-CS-1 Communication Barrier Identification	Coordinate the special council meeting to receive comments from the public concerning accessibility and other inclusion issues.	Annually.	Cancelled due to COVID-19.
CORP-CS-2 Information Barrier Identification	Provide information concerning the availability of support programs and services available in the community for people with disabilities.	Ongoing.	Ongoing.
CORP-CS-3 Information/Communication Fillable Forms	Investigate opportunities to use existing technologies for online fillable form functionality.	Ongoing.	Ongoing.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-CS-4 Communication/Physical Municipal Election	Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2022 Municipal Election.	Ongoing.	Completed.

### **Corporate Services – Corporate Communications (CORP-COM)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-COM-1 Technological Website Navigability	Review of Oshawa.ca/ ConnectOshawa.ca for navigability and user experience followed by implementation based on results.	2019 and 2020	Completed.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-COM-2 Communication/ Technological Website Accessibility	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 Level AA compliance required by 2021.	Ongoing.	Completed.
CORP-COM-3 Technological Website Usability	Review and implementation of Oshawa.ca search function and results to ensure information is findable.	Ongoing.	Ongoing.
CORP-COM-4 Communication Access to information	Ensure that information about City initiatives are communicated using plain language and through a variety of communication methods including web and print.	Ongoing.	Ongoing.

**Corporate Services – Facilities Management Services (CORP-FMS)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-FMS-1 Physical Identification of Barriers	Coordinate capital upgrades and improvements to remove accessibility barriers identified by audits in City facilities based on council approved budget or grant approval.	Annually.	Ongoing.
CORP-FMS-2 Physical Identification of Barriers	Prioritize and re-audit City facilities that have been upgraded or improved. Three (3) per year.	Recommended Re-audits for 2020 (subject to Committee reassembling) ARC – Accessible Counter Glen Stewart CC – Accessible Washroom DHC and DRC – Automated Doors	Re-audits have been postponed due to COVID-19.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-FMS-3 Physical Identification of Barriers	Prioritize and audit City facilities based on the City's facility audit program.	Annually.	Audits with OAAC members have been deferred due to COVID-19.
CORP-FMS-4 Systemic OADS Compliance	Ensure all new construction and renovation of existing facilities meet the current Oshawa Accessibility Design Standards (OADS).	Ongoing.	2020 Projects Animal Services: - Ongoing. FH1-Feasibility Assessment for Elevator - Completed Oshawa Executive Airport Upgrades - Ongoing All other 2020 projects on hold due to COVID-19.



**Corporate Services – Information Technology Services (CORP-ITS)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-ITS-1 Technological Recreation Software Replacement	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2019.	Completed.
CORP-ITS-2 Technological Intranet Replacement	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance. This portal will be accessible to all City staff even those that don't have a workstation (i.e. from home and mobile devices).	2019.	Completed.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
CORP-ITS-3 Technological Land Management Software Solution	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2021.	System not live at this time.
CORP-ITS-4 Technological Work Management Software	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2021.	System not live at this time.

### Corporate Services – Municipal Law Enforcement and Licensing Services (CORP-MLELS)

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-MLELS-1 Systemic On-demand accessible taxis	Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.	Annually.	Council has approved new Vehicle for Hire licensing and regulations which will increase the availability of accessible plates. Staff are currently drafting the new by-law.

### Development Services – Building Permit and Inspection Services (DS-BPIS)

Accessibility Issue	Action to be taken	Timing	Status Update
DS-BPIS-1 Information/Communication Public Information	Continue to improve the level of accessibility for documents.	Ongoing.	Ongoing. On-line applications/forms introduced.

## Development Services – Economic Development (DS-ED)

Accessibility Issue	Action to be taken	Timing	Status Update
DS-ED-1 Information Restaurant Guide	Include downtown accessibility features, if possible, in restaurant guide.	2019.	On hold due to COVID-19.
DS-ED-2 Physical Accessibility Grants/ Community Improvement Plans (Urban Growth Centre and Simcoe Street South)	Process grant applications to land owners in the Urban Growth Centre area and in the Simcoe Street South area. Grants are subject to funding availability.	Annually in Quarter 1 and 3.	Accessibility grants promoted to BIA members in partnership with OAAC. CIP program funded for 2020.
DS-ED-3 Information Gather statistical information regarding use of mobility devices/aids in the downtown	Traffic counts in the Downtown, the use of mobility devices/aids will also be included. Counts are done primarily for the morning and lunch time rush hours.	Annually.	Currently reviewing the ability for traffic sensors used in the TeachingCity air quality/traffic study to count mobility.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
DS-ED-4 Physical Inventory of barriers to entry – downtown stores and restaurants	Downtown vacancy and assessment of barriers to enter commercial stores and restaurants will be conducted.	Annually.	Vacancy study completed 2020.

### **Development Services – Engineering Services (DS-ES)**

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
DS-ES-1 Systemic Road construction	Continue to ensure that an accessibility lens is applied during road construction and reconstruction to ensure accessibility.	Ongoing.	Ongoing

## Development Services – Planning Services (DS-PS)

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
DS-PS-1 Physical Site Plan, Rezoning Review	Review plans monthly for accessibility features with the OAAC.	Ongoing.	Ongoing.
DS-PS-2 Physical Review Planning Studies	Review plans/studies for accessibility with the OAAC as necessary.	Ongoing.	Ongoing.

## Oshawa Senior Community Centres 55+ - (OSCC 55+)

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
OSCC-1 Physical Building Accessibility	Fire Exit – Room 1 at John Street Branch – provide additional space in stairwell for wheelchair to access and stay in place safely.	2019.	Investigated and not structurally feasible. Keeping area free of debris.

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
OSCC-2 Physical Building	Additional updates to accessible washroom on lower level at John St Branch.	2019.	Pending funding, will install a “red button” for emergency assistance and an automatic door opener in 2022.
OSCC-3 Physical Signage	Install universal accessible signage (braille) at John St. Branch.	2020.	Pending funding, 2022.
OSCC-4 Physical Building	Install ramp to access stage at John Street branch.	2021.	Pending funding, 2022.
OSCC-5 Information Customer Service	Accessible Customer Service training for front line staff.	Ongoing.	Provided role related accessibility training in 2021.

## Oshawa Accessibility Advisory Committee – (OAAC)

Accessibility Issue	Action to be taken	Timing	Status Update
OAAC-1 Communication Resident and Business/Community Accessibility Awards	Identify and honour businesses and citizens at a Special Council meeting on accessibility/inclusion issues.	Annually.	Cancelled due to COVID-19.
OAAC-2 Communication Public Awareness	Host a public information display at the Oshawa Canada Day event.	Annually.	Cancelled due to COVID-19.
OAAC-3 Communication Public Awareness	Host an Accessibility Awareness event at Tribute Community Centre or sports event.	Annually.	Cancelled due to COVID-19.
OAAC-4 Communication Public Awareness	Participate at community events as time permits to promote accessibility awareness.	Ongoing.	Cancelled due to COVID-19.  Participated in virtual awareness program for National AccessAbility Week.



<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Status Update</b>
OAAC-5 Communication Education	Learn about the services community agencies provide for people with disabilities.	Ongoing.	Cancelled due to COVID-19.
OAAC-6 Communication Social Media Announcements	Prepare social media (i.e. Facebook, Twitter, etc.) announcements to promote accessibility awareness and City programs, services and facilities.	Ongoing.	Prepared messages for National AccessAbility Week.