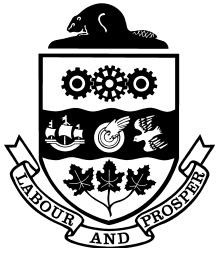




# 2010 Accessibility Plan



**O.A.A.C.**  
OSHAWA ACCESSIBILITY  
ADVISORY COMMITTEE



OSHAWA  
ONTARIO, CANADA

## OFFICE OF THE MAYOR

CITY OF OSHAWA  
50 CENTRE STREET SOUTH  
OSHAWA, ONTARIO  
L1H 3Z7

TELEPHONE (905) 436-5674

FAX (905) 436-3884

E-MAIL: [mayor@oshawa.ca](mailto:mayor@oshawa.ca)

## MAYOR JOHN GRAY

April 2010

# A Message from Mayor John Gray

Greetings!

The 2010 Accessibility Plan is more than a typical document. It represents Oshawa's commitment to develop a fully accessible and barrier-free city. This plan is proactive and it seeks to provide an equal quality of life to all residents. The City of Oshawa strives to be an inclusive community and the 2010 Accessibility Plan is one tool that will assist us in attaining this goal.

On behalf of all members of Oshawa City Council, I wish to thank all volunteers and staff who participated in the development of the 2010 Accessibility Plan and all those who will work to implement the plan.

Yours truly,

John Gray  
Mayor

## **Message from the Chair Oshawa Accessibility Advisory Committee**

2010 marks a second term for me representing the Oshawa Accessibility Advisory Committee (O.A.A.C.) as Chair. Our Committee consists of fourteen members representing diverse examples of Oshawa's disabled population including their family, friends and caregivers. We are a provincially mandated committee providing the City of Oshawa's Council and staff with advice to develop a community for people of various abilities.

The O.A.A.C. is pleased with the strategic initiatives undertaken to remove barriers in 2009. Members of the O.A.A.C were also extremely delighted to be involved in the creation of accessibility plans for student housing projects at the request of City Council.

The City of Oshawa, in unison with the Oshawa Accessibility Advisory Committee, has created a comprehensive Accessibility Plan to improve access in 2010. Members of the O.A.A.C. look forward to working with City Council and staff to implement the identified solutions for improved accessibility in our community.

I would encourage you to review this document with thought on what your role can be in the goal to create a barrier-free city!

Sincerely,



Cyndie Sproul  
Chair

# City of Oshawa 2010 Accessibility Plan

- Section 1: Municipal Overview.....1**
  - 1.1 Municipality.....1
  - 1.2 Key Contacts.....2
  - 1.3 Executive Summary..... 2
  - 1.4 Accessibility Planning Objectives..... 3
  - 1.5 The Oshawa Accessibility Advisory Committee.....3
  - 1.6 Accessibility Staff Working Group.....4
  
- Section 2: Legislative (ODA) Requirements.....4**
  - 2.1 2009 Accessibility Report.....4
  - 2.2 Accessibility Measures.....14
  - 2.3 2010 Strategic Actions.....17
  
- Conclusion.....29**
  
- Appendix.....30**
  - 1. Glossary of Terms.....30

# City of Oshawa 2010 Accessibility Plan

## Section 1: Municipal Overview

### 1.1 Municipality

The City of Oshawa is located within the south central part of the Region of Durham. The City is the major urban centre of the region. The City of Oshawa's population is 152,000.

The Council of the City of Oshawa is comprised of eleven members – one Mayor, seven Regional Councillors and three City Councillors. Under the guidance and leadership of the Mayor and City Council, the City Manager and City Departments provide administrative and operational services considered essential for modern urban living.

**City of Oshawa Departments** provide the following services:

#### **City Manager's Office**

- Fire Services
- Corporate Communications & Marketing
- Corporate Strategic Initiatives
- Legal Services

#### **Community Services**

- Parks and Environmental Services
- Works and Transportation Services
- Recreation Services
- Facilities Management Services
- Strategic and Business Services

#### **Corporate Services**

- City Clerk Services
- Finance Services
- Human Resource Services
- Information Technology Services
- Municipal Law Enforcement & Licensing Services

## Development Services

- Building Permits and Inspections
- Planning Services
- Economic Development Services
- Engineering Services
- Energy and Environment
- Administration & Accessibility Services

## Office of the Auditor General

### 1.2 Key Contacts

Lynda Lawson  
Accessibility Program Coordinator

Cyndie Sproul  
Chair  
Oshawa Accessibility Advisory Committee

City of Oshawa  
50 Centre Street South  
Oshawa, ON L1H 3Z7

905-436-5636 ext. 2288  
1-800-667-4292 ext. 2288  
905-436-5627 (TTY)  
Fax: 905-436-5699

[access@oshawa.ca](mailto:access@oshawa.ca)

### 1.3 Executive Summary

The City of Oshawa is pleased to present its seventh annual Accessibility Plan as mandated by the *Ontarians with Disabilities Act*, ODA 2001.

More recently, the Province of Ontario passed the *Accessibility for Ontarians with Disabilities Act*, AODA 2005, which calls for the development and enforcement of accessibility standards applicable to both the public and private sector. The AODA is intended to eliminate discrimination against people with disabilities and seeks to achieve a barrier free province by 2025.

People with disabilities represent a growing part of the population. Statistics Canada reports that approximately 1.5 million Ontarians live with a disability. It is estimated that this number is on the increase and that within the next two decades 20% of the population will have a disability.

This Accessibility Plan was prepared in consultation with the Oshawa Accessibility Advisory Committee (O.A.A.C.), the Oshawa Accessibility Staff Working Group, the Province of Ontario and other municipalities.

This Plan contains a review of accessibility initiatives undertaken in 2009, a summary of barrier prevention measures the City currently has in place and a description of strategic actions planned for 2010.

Information about accessibility is also available on the City of Oshawa's website [www.oshawa.ca](http://www.oshawa.ca).

## **1.4 Accessibility Planning Objectives**

The objectives of the City of Oshawa's accessibility planning process are to:

- Achieve Goal (C) of the City of Oshawa Strategic Plan: "A Caring and Responsive Community";
- Identify, remove (where possible) and prevent all types of barriers<sup>1</sup> to access for people with disabilities;
- Engage the Oshawa Accessibility Advisory Committee in barrier identification, removal and prevention processes;
- Cultivate an operating environment which identifies, removes and prevents the formation of future barriers; and,
- Undertake appropriate building retrofits to improve the functionality of the physical environment for a wide spectrum of users.

To achieve these objectives the 2010 Accessibility Plan involves the following:

- Representation of City Departments on the Accessibility Staff Working Group;
- Information sharing with the O.A.A.C., Province of Ontario, the Region of Durham A.A.C. Coordinating Group, other Ontario municipalities and the general public;
- Ongoing review of selected City of Oshawa by-laws, policies, programs, practices and services to determine their impact on accessibility;
- Monitoring the implementation of the legislated AODA, 2005 - Ontario Regulation 429/07 Customer Service Standard and preparing for the release of additional standards; and,
- Continued allocation of dedicated capital funds to remove barriers in City of Oshawa buildings.

## **1.5 Oshawa Accessibility Advisory Committee**

The mandate of the Oshawa Accessibility Advisory Committee (O.A.A.C.) is to advise and assist the City of Oshawa, including the City's agencies, boards and commissions, in developing and facilitating a barrier-free Oshawa. The Committee is comprised of fourteen citizens representing a broad spectrum of people with and without disabilities.

<sup>1</sup> Appendix One – Glossary of Terms

O.A.A.C. meetings are open to the public and citizens are urged to use these meetings as a forum to explore accessibility issues and initiatives in the community. Visit [www.oshawa.ca](http://www.oshawa.ca) to view the OAAC's 2010 meeting schedule. Please contact the Accessibility Program Coordinator to address a matter at an O.A.A.C. meeting.

## 1.6 Accessibility Staff Working Group

The Accessibility Staff Working Group provides professional expertise and technical support to the Accessibility Program Coordinator and the O.A.A.C. Staff meet regularly to discuss issues and to provide updated information on accessibility initiatives.

Representatives from City of Oshawa Departments:

- Assist in the identification, removal and prevention of barriers to access for people with disabilities;
- Determine appropriate work plans for their area of responsibility; and,
- Attend O.A.A.C. meetings as required.

## Section 2: Legislative (ODA) Requirements

This section of the Accessibility Plan captures the City's commitment to accessibility and contains:

- A report on measures taken to remove barriers in 2009;
- A summary of measures adopted to identify, remove and prevent barriers to access; and,
- A list of initiatives to be undertaken in 2010.

### 2.1 2009 Accessibility Report

Section 11 (3) (a) of the ODA requires municipalities to report on the measures taken in the past year to identify, remove and prevent barriers to access for persons with disabilities. Measures achieved under the 2009 Accessibility Plan are highlighted in this section which is organized based on the city's departmental structure.

<b>City of Oshawa – Corporate Wide</b>		
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Status</b>
CO-CW-1 Physical/Communicational	To ensure that public meetings are held in an accessible facility	Clerks Services met with O.A.A.C. to review temporary Council Meeting facility
Public Meeting Accessibility	Issue notification to public regarding accessibility accommodations at meetings.	Added to Council and Committee agendas

<b>City of Oshawa – Corporate Wide</b>		
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Status</b>
CO-CW-2 Informational Policies Related to Ont. Reg. 429/07	To develop and implement: <ul style="list-style-type: none"> <li>• City of Oshawa Accessibility Policy</li> <li>• Disruption of Service Notification</li> <li>• Use of Service Animals</li> </ul>	New policy approved by Council and included as part of Accessibility Training as per Ont. Reg. 429/07
CO-CW-3 Informational Legislation Inventory related to Accessibility (“Toolkit”)	To conduct a review of legislation and assess current use and future opportunities for application (“Toolkit”).	Developed a ‘Toolkit’ and initial reviews completed by members of the O.A.A.C.  To present final review to Council in 2010
CO-CW-4 Communicational Accessible Customer Service Training	To provide training/materials for staff, volunteers and agents as per Ontario Regulation 429/07	Completed and compliance reported to the Province.
CO-CW-5 Communicational & Informational Accessible Information and Forms	To provide training to staff responsible for the development of forms/publications to improve accessibility	Compiled research, working on lesson plan  To carry over to 2010 and work in conjunction with Information Technology (IT) Services training

<b>Office of the City Manager – Corporate Communications &amp; Marketing</b>		
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Status</b>
CM-CCM-1 Communicational Accessible Parking location at City Hall-website	Clear indication on maps where the accessible parking spaces are located	Completed
CM-CCM-2 Communicational Emergency management information	Provide key information on the website about emergency management for people with disabilities	Completed

<b>Office of the City Manager – Corporate Communications &amp; Marketing</b>		
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Status</b>
CM-CCM-3 Communicational creation of promotional videos	Incorporation of closed captioning and/or descriptive video	Completed
CM-CCM-4 Communicational promotional written material distributed to the public	Review promotional materials for improvements in design	Ongoing

<b>Office of the City Manager – Fire Services</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CM-FS-1 Communicational Fire Safety Education	Meeting with members of Durham Deaf Services for education	Completed
CM-FS-2 Physical Access to Emergency Phones – Fire Hall 2, 3 & 4	Ensure accessible transition to emergency phones located at fire halls	Item to carry over to 2010
CM-FS-3 Informational Pamphlets created for the public	Review promotional materials for improvements in design	Ongoing

<b>Community Services – Parks &amp; Environmental Services</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CS-PES-1 Physical Assessment tool	Review assessment items for parks, trails, playground and create audit forms	Completed assessment forms and tested with an audit of a section of trail and park
CS-PES-2 Physical Furniture	Review Accessible Park furniture and amenities	Completed

## Community Services – Parks & Environmental Services

Accessibility Issue	Action to be taken	Status
CS-PES-3 Informational Promotional materials distributed to the public	Review promotional materials/forms for improvements in design - waste management calendar	Completed
CS-PES-4 Physical Playground development	Design development of accessible playground at Legends Centre	Item to carry over to 2010

## Community Services – Works & Transportation Services

Accessibility Issue	Action to be taken	Status
CS-WTS-1 Service Snow & Ice By-Law/Procedures	Review present program for improvement in service levels  Create an awareness & education campaign regarding the public's responsibility to clear sidewalks and windrows during the winter	Completed
CS-WTS-2 Informational Sidewalk Signage - Closures	Review signage design/format for sidewalk closures	Completed
CS-WTS-3 Communicational Promotional materials distributed to the public	Review promotional materials/forms for improvements in design - accessible parking brochure	Item to carry over to 2010
CS-WTS-4 Policy Accessible Parking Spaces	Implement proposed changes to the technical guidelines & By-Law 79-99 for accessible parking spaces	Item to carry over to 2010
CS-WTS-5 Physical Remove barrier curbs at intersections	Construct new intersection/sidewalk ramps at various locations	Completed

<b>Community Services – Works &amp; Transportation Services</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CS-WTS-6 Physical Missing sidewalks	Construct new sidewalks in various locations	Completed

<b>Community Services – Recreation Services</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CS-RCES-1 Service Tether rings for guide dogs/service animals in fitness and pool areas	Review locations suitable for tether rings and implement in fitness and pool areas	Completed
CS-RCES-2 Communicational Promotional materials distributed/displayed to the public	Review promotional materials/forms for improvements in design	Ongoing
CS-RCES-3 Informational Identification of accessible features available at facilities	Create a listing of accessible features/equipment available at facilities and make it available on line	Item to carry over to 2010
CS-RCES-4 Service Universally designed fitness equipment available – suitable for various abilities	Create an inventory of fitness equipment that is universally designed for various abilities  Investigate additional equipment options for the future that are suitable for various abilities.	Completed  Item to carry over to 2010
CS-RCES-5 Physical Lockers	Designate accessible lockers in recreation facilities	Completed

CS-RCES-6 Communicational Olympic Torch Event	Create a special event that is accessible for all	Arranged for accessible transportation, ASL-English interpreters and accessible viewing area
---	---	--

<b>Corporate Services – City Clerk Services</b>
---

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CS-CS-1 Informational Forms (FOI)	Provide page magnifier Create FOI in large font Assist with the completion of forms	Completed
CS-CS-2 Communicational Council Chambers and Committee meeting room	Obtain training on use of hearing assistive devices used on site	Item to carry over to 2010
CS-CS-3 Communicational Barrier Identification	Coordinate at the request of Council a Special Council Meeting to address accessibility issues in the community.	Completed
CS-CS-4 Informational Service Oshawa Forms	Review forms to create large print versions	Completed
CS-CS-5 Informational Agendas & minutes	Develop a process to create in larger print and in audio format Post to website as a “plain text” file that will be recognized by text reading software Consult with Information Technology regarding text reading software	Completed Ongoing Ongoing

<b>Corporate Services – Human Resource Services</b>
---

<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
CS-HRS-1 Informational HR benefit forms/3 <sup>rd</sup> party forms and	Work with third party providers to develop alternative forms, documents and applications to address accessibility needs	Ongoing

## Corporate Services – Human Resource Services

Accessibility Issue	Action to be taken	Status
documents		
CS-HRS-2 Informational Training Sessions and Materials	Review strategies, materials and programs to respond to interview process for persons with various disabilities	Ongoing
CS-HRS-3 Informational Web based hiring access	Develop the strategies and the plan that responds to recruitment at internet/intranet portals	Ongoing
CS-HRS-4 Informational HR Forms and documentation	Develop alternative forms and document formatting to address accessibility needs	Item to carry over to 2010

## Corporate Services – Information Technology Services

Accessibility Issue	Action to be taken	Status
CS-ITS-1 Technological Compliance with W3C -	Review of the City of Oshawa website for accessibility	Completed –W3C-WAI-A WCAG 2.0 status
CS-ITS-2 Technological Accessible applications	Assessment of systems/software utilized in the City to determine requirements as it relates to the proposed Information & Communication Standards	Item to carry over to 2010

## Corporate Services – Municipal Law Enforcement & Licensing Services

Accessibility Issue	Action to be taken	Status
<p>CS-MLELS-1</p> <p>Policy Service</p> <p>Revisions to by-law to ensure accessibility training and improve customer service</p>	<p>Accessible Taxi Cab</p> <ul style="list-style-type: none"> <li>• That staff prepare amendments to Taxicab By-law 50-2003, as outlined in the FA-09-18 report;</li> <li>• That a public meeting be held to consider the proposed amendments and that staff report back to the Finance and Administration Committee to overview the input received at the public meeting and to present an amended Taxicab By-law for consideration; and</li> <li>• That the Manager of Licensing and Support Services initiate discussions with other Durham Region municipalities, including the Region of Durham, to assess opportunities for improved Regional Accessible Services, including discussions regarding cross border restrictions.</li> </ul>	<p>Public Meeting held in 2009</p> <p>Item to carry over to 2010</p>
<p>CS-MLELS-2</p> <p>Physical Facility accessibility</p>	<p>Install a buzzer system to open the washroom from front desk in the Parking Enforcement Office</p>	<p>Completed</p>
<p>CS-MLELS-3</p> <p>Policy</p> <p>Incorporate inclusion of guide dogs and service animals into by-law</p>	<p>Review of the Responsible Pet Owners By-Law</p>	<p>Public Meeting held in 2009</p> <p>Item to carry over to 2010</p>
<p>CS-MLELS-4</p> <p>Communicational Promotional materials &amp; forms</p>	<p>Review promotional materials/forms for improvement in design</p>	<p>Ongoing</p>

### Development Services – Planning Services

Accessibility Issue	Action to be taken	Status
DS-PS-1 Physical Site Plan/Rezoning Review	Review plans for accessibility features with the Accessibility Advisory Committee	Completed 27 site plan reviews  Reviewed Dundurn and Genosha student housing developments' Accessibility Plans
DS-PS-2 Communicational Promotional materials & forms	Review forms and publications for improvement in design	Ongoing

### Development Services – Economic Development Services

Accessibility Issue	Action to be taken	Status
DS-EDS-1 Communicational Promotional materials	Review promotional materials/forms for improvement in design	Ongoing

### Development Services – Engineering Services

Accessibility Issue	Action to be taken	Status
DS-ES-1 Communication & Informational Notification of Disruption of Access	Communicate via advertisements in local newspapers and/or on the website, information related to access issues, as applicable	Ongoing
DS-ES-2 Physical Community mailbox locations	Contact Canada Post regarding placement of community mailboxes towards sidewalks	Completed
DS-ES-3 Physical Sidewalk Joints	Initiate a test program to minimize sidewalk joints	Completed

<b>Development Services – Engineering Services</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
DS-ES-4 Policy Consistent application of accessibility standards	Update engineering design standards (if applicable), to meet accessibility standards  i.e. provide appropriate clauses in the City's contract documents and educate the contractors on the requirement	Completed
DS-ES-5 Communicational Promotional materials & forms	Review promotional materials/forms for improvement in design	Ongoing

<b>Development Services – Building Sciences</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
DS-BS-1 Physical Barrier removal	Coordinate capital improvements to remove barriers: <ul style="list-style-type: none"> <li>• Lakeview Park - North – washroom improvements Lakeview Park - South – entrance and washroom improvements</li> <li>• Lakefront West – washroom entrance Improvements General Motors Centre – power door operators</li> </ul>	Completed
DS-BS-2 Physical Building renovations	To make accessible improvements during City Hall Redevelopment Project	Consulted with OAAC members, CNIB on renovations  Redevelopment to be completed in 2010
DS-BS-3 Physical Identification of barriers	Continue to audit city buildings: <ul style="list-style-type: none"> <li>• Legends Centre</li> <li>• Library – Legends Centre</li> <li>• Oshawa Senior Citizen Centres – Legends</li> <li>• Oshawa Public Utilities</li> <li>• 22 King Street West</li> </ul>	Completed
DS-BS-4 Communicational Promotional materials & forms	Review promotional materials/forms for improvement in design	Completed

<b>Oshawa Senior Citizens Centres</b>		
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Status</b>
OSCC-1 Physical Counter height	Lower counter height and widen tray counter at Northview Branch	Completed
OSCC-2 Informational Lack of directional signage	Place signage at top of stairs at the back entrance of the John Street Branch to indicate location of clinics	Item to carry over to 2010
OSCC-3 Communicational Promotional materials & forms	Review promotional materials/forms for improvement in design	Completed
OSCC-4 Physical Bus Stop Location	Advocate relocation of bus stop at Conant Branch of OSCC with Durham Region Transit – currently 200 m away	Service cancelled due to lack of use
OSCC-5 Physical Level of Bus Service	Advocate expanded bus services at Legends Branch with Durham Region Transit	Completed

## **2.2 Accessibility Measures**

The City of Oshawa has conducted a comprehensive review of its many by-laws, practices, policies, procedures and services to ensure that consideration for accessibility takes place where appropriate. This section of the report contains a summary of measures and practices in place that ensure consideration for accessibility routinely takes place.

### **Summary of Accessibility Measures in Place**

<b>Accessibility Issue</b>	<b>General Municipal Practice/Procedure</b>
Consideration for accessibility is an element of the corporate culture	<p>City staff includes a full time Accessibility Program Coordinator</p> <p>The Accessibility Staff Working Group ensures interdepartmental cooperation for accessibility initiatives</p> <p>The City of Oshawa’s Community Strategic Plan embraces accessibility as an important element of “A Caring and Responsive Community”</p>

Accessibility Issue	General Municipal Practice/Procedure
	<p>Accessibility awareness information is delivered to staff throughout the Corporation</p> <p>The Accessibility Program Coordinator and O.A.A.C. are involved in the City of Oshawa City Hall Revitalization Project and other municipal capital projects</p> <p>City staff review and provide feedback on provincial proposed accessibility standards</p> <p>Policies and procedures related to Accessibility, Notification of the Disruption of Service, Use of Service Animals and Support Persons and Feedback Process are in place in accordance to Ontario Regulation 429/07</p> <p>Annual Council meeting that focuses on accessibility issues and delegations/speakers on accessibility issues and potential improvements</p> <p>Annual Accessibility Plan that is monitored and moved forward by Accessibility Advisory Committee, Staff, Accessibility Working Group, departments and Council</p>
<p>Consideration for accessibility is built into municipal decision making processes</p>	<p>Staff respond to accessibility concerns in staff reports</p> <p>The future Oshawa City Council Chamber and Committee meeting room will include accessible features</p> <p>American Sign Language-English Interpreters are available upon request</p> <p>As a condition of approving financial incentives for the Dundurn and Genosha redevelopment projects, Council required the preparation and implementation of an accessibility plan</p>
<p>Accessibility is given consideration during the procurement process (ODA Section 13)</p>	<p>The consideration of accessibility during the procurement process is ensured through Purchasing Services' Ontarians with Disabilities Act, 2001 clause:</p> <p>“Pursuant to the Ontarians with Disabilities Act, 2001, City Council at its meeting September 29, 2003 adopted the Corporate Accessibility Plan that focuses on accessibility issues and the development of strategic actions to remove (where possible) and prevent barriers to access for people with disabilities. The Ontarians with Disabilities Act, 2001 and the Corporate Accessibility Plan require that when deciding to purchase goods or services, the City is to have regard to the accessibility for persons with disabilities to the goods or services. As such, the City is committed to accessibility principles and is taking steps to improve accessibility within the City in accordance with the Act.”</p> <p>In addition, there has been a provision added to ensure that contracted employees, third party employees, agents and others that provide customer service on behalf of the City of Oshawa must meet the requirements of Ontario Regulation 429/07 with regards to training</p>
<p>Mechanism to garner</p>	<p>Liaise with the DRT through the Regional Accessibility Advisory</p>

Accessibility Issue	General Municipal Practice/Procedure
local input from persons with disabilities in the decision making process at Durham Regional Transit (DRT)	Committee contacts
<p>Mechanism to seek advice from persons with disabilities to a building, structure or premises that Council</p> <ul style="list-style-type: none"> <li>•purchases, constructs or significantly renovates</li> <li>•enters into a new lease</li> <li>•that a person provides as a municipal capital facility as per ODA regulations (Section 12(4))</li> </ul>	<p>The Accessibility Program is under the management of Administration &amp; Accessibility Services Branch in the Development Services Department.</p> <p>OAAC and other key stakeholders (i.e. CNIB) feedback is sought – i.e. building audits and consultation meetings</p>
Site Plan Examination Process	Site plan applications reviewed with the Accessibility Program Coordinator and the O.A.A.C.
Municipal Policy and Planning	Staff meets regularly with O.A.A.C. members to address accessibility policies and concerns
Community Relations	<p>The Annual Report to Citizens publication communicates accessibility program and contact information</p> <p>Public Awareness displays are hosted at a Canada Day event and in the Oshawa Centre</p> <p>Accessibility Program/O.A.A.C. information is available online at <a href="http://www.oshawa.ca">www.oshawa.ca</a></p> <p>Council hosts an annual Council meeting to discuss accessibility issues in the community</p>
Roads and Sidewalks	<p>A close working relationship between O.A.A.C. and Works and Transportation Services and Engineering Services ensures that appropriate consideration of accessibility issues is given to engineering, construction and maintenance matters</p> <p>“City of Oshawa Accessibility Design Standards” had significant input from Works and Transportation Services and Engineering Services</p>
Snow clearing &	Snow clearing program for sidewalks/sidewalks and the collection of

<b>Accessibility Issue</b>	<b>General Municipal Practice/Procedure</b>
collection of waste from accessible receptacles	waste from accessible receptacles is offered to seniors and people with disabilities
Boulevard Maintenance	Assistance is offered for side yard maintenance on corner lots
Recreational programs	The Recreation Access Membership Program (R.A.M.P.) is available for people with disabilities to use leisure facilities at a senior's rate and to admit a companion free of charge

## 2.3 2010 Strategic Actions

The following tables outline the City's 2010 accessibility initiatives based on the Departmental/Branch with the responsibility for "delivering the initiative":

<b>Office of the City Manager – Corporate Communications &amp; Marketing</b>			
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CM-CCM-1 Communicational Public Meeting Accessibility	Issue notification to public regarding availability of accessibility accommodations at meetings	1 <sup>st</sup> Quarter	For information
CM-CCM-2 Communicational Media relations templates	Use the "alt-text" tag in media relations materials. Revise media relations templates to include "alt-text" for City and partner logos in media releases, media advisories, public service announcements, media alerts, fact sheets and backgrounders.	1 <sup>st</sup> Quarter Completed	For information
CM-CCM-3 Communicational E-newsletter	Have a text-only version available (using both the multipart email format and providing the choice for a text-only version). Describe images in the text-only version.  In the HTML-version, always include the "alt-text" tag, clearly describing the image. As well, use a default font size for readers with moderate visual impairment. And use high contrast between text and background colours.	1st Quarter Completed	For feedback
CM-CCM-4	Clear indication on the revised parking brochure as to where	2 <sup>nd</sup> Quarter	For feedback

<b>Office of the City Manager – Corporate Communications &amp; Marketing</b>			
<b>Accessibility Issue</b>	<b>Action to take place</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
Communicational Brochure - accessible parking in downtown Oshawa	accessible parking is located in the downtown.		
CM-CCM-5 Communicational Accessible washrooms at City Hall	Clear indication on the revised City Hall Directories as to where the accessible washrooms are located as per OADS	2 <sup>nd</sup> Quarter	For information
CM-CCM-6 Communicational Adobe Reader alternative format publications	Producing publications in PDF format that are compatible with the Adobe Reader 9 software, which allows adjustment of user preferences to optimize the reading experience for a variety of disabilities.	3 <sup>rd</sup> Quarter	For information

<b>Office of the City Manager – Fire Services</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CM-FS-1 Physical Install Elevator - Headquarters	Install elevator as per OADS <ul style="list-style-type: none"> <li>• Pending 2010 Budget Approval</li> <li>• This item was not approved in the 2010 budget but remains as an identified barrier for further discussions</li> </ul>	2010	For information
CM-FS-2 Communicational Information for public education in alternate formats	Acquire tapes/DVDs for educational purposes	2010	To research
CM-FS-3 Physical Access to Emergency Phones – Fire Hall 2, 3 & 4	Install sidewalk curb ramps to emergency phones located at fire halls as per OADS.	3 <sup>rd</sup> Quarter	For information

## Community Services – Parks & Environmental Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CS-PES-1 Physical Waste Receptacles	Review waste receptacle products in the marketplace for streetscape.  Develop a phased implementation/replacement schedule.	2010-2011	For feedback
CS-PES-2 Communicational Public Meeting Accessibility	Issue notification to public regarding availability of accessibility accommodations at meetings	1 <sup>st</sup> Quarter	For information
CS-PES-3 Physical Park Redevelopment	Review accessibility features for the redevelopment of North Oshawa and Alexandra Parks	1 <sup>st</sup> Quarter	For feedback
CS-PES-4 Physical Playground Development	Review accessibility features for the playground to be developed at Legends Centre	2 <sup>nd</sup> Quarter	For feedback
CS-PES-5 Physical Bench Concrete Pads	Review existing bench placement and on a trial basis, retrofit to include a clear pull in space with expanded installation in the future	2 <sup>nd</sup> Quarter	For feedback
CS-PES-6 Physical Picnic Tables	Include 10% of accessible picnic tables on pads in North Oshawa and Alexandra Parks  Review the distribution/availability of accessible picnic tables at existing parks	2 <sup>nd</sup> Quarter	For feedback
CS-PES-7 Physical Walkways	Park technicians to review walkways for barriers requiring repair	2 <sup>nd</sup> & 3 <sup>rd</sup> Quarters	For feedback
CS-PES-8 Physical Walkways, Playground Surfacing, Equipment	Make accessible walkway, playground surfacing and equipment improvements	2 <sup>nd</sup> & 3 <sup>rd</sup> Quarters	For feedback

<b>Community Services – Parks &amp; Environmental Services</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CS-PES-9 Physical Park audits	Complete audits of the following Parks: <ul style="list-style-type: none"> <li>• Chopin</li> <li>• Thornton</li> <li>• Baker</li> </ul>	2 <sup>nd</sup> & 3 <sup>rd</sup> Quarters	To participate
CS-PES-10 Physical Trail audits	Complete audits of the following sections of Trails: <ul style="list-style-type: none"> <li>• Oshawa Creek Trail (between Central Collegiate &amp; City Hall)</li> <li>• Harmony Creek Trail (between Rossland &amp; Hillcroft)</li> <li>• Waterfront Trail (between Stone St. &amp; Lakeview Park)</li> </ul>	2 <sup>nd</sup> & 3 <sup>rd</sup> Quarters	To participate
CS-PES-11 Informational Forms/Brochures	Include branch forms and brochures on the website ( i.e. Park Bench and Tree Donation form)	4 <sup>th</sup> Quarter	For information
CS-PES-12 Physical Park Benches	Contact supplier to provide arm rest bracket to retrofit existing benches.  On a trial basis, to be tested for expanded installation in future	4 <sup>th</sup> Quarter	For feedback

<b>Community Services – Works &amp; Transportation Services</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CS-WTS-1 Communicational Public Meeting Accessibility	Issue notification to public regarding availability of accessibility accommodations at meetings	1 <sup>st</sup> Quarter	For information
CS-WTS-2 Physical City Hall Accessible Parking	Review accessible parking locations for the redeveloped City Hall	1 <sup>st</sup> Quarter	For feedback

<b>Community Services – Works &amp; Transportation Services</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CS-WTS-3 Systemic Road Occupancy Permit Application	Revise Road Occupancy Permit applications to address disruption of service on sidewalks	1st Quarter	For information
CS-WTS-4 Physical Accessible Parking Spaces	Prepare accessible parking plan for Courthouse area and implement	1 <sup>st</sup> Quarter	For information
CS-WTS-5 Communicational Signage	Purchasing and implementing sidewalk closure signage requirements	2 <sup>nd</sup> Quarter	For information
CS-WTS-6 Communicational Promotional materials distributed to the public	Review promotional materials/forms for improvements in design - accessible parking brochure	2 <sup>nd</sup> Quarter	For feedback
CS-WTS-7 Policy Accessible Parking Spaces	Implement proposed changes to the technical guidelines & By-Law 79-99 for accessible parking spaces	3 <sup>rd</sup> Quarter	For feedback
CS-WTS-8 Systemic Procedure Update	Updating sidewalk clearing procedure for staff	4 <sup>th</sup> Quarter	For feedback

<b>Community Services – Facilities Management</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
CS-FM-1 Physical Building Renovations	To make accessible improvements during City Hall Redevelopment Project	1 <sup>st</sup> & 2 <sup>nd</sup> Quarters	For feedback
CS-FM-2 Physical Barrier Removal	Coordinate capital improvements to remove barriers <ul style="list-style-type: none"> <li>• Legends Pool (\$15,000)</li> <li>• Columbus CC (\$45,000)</li> <li>• Portable stage lift – Reference:</li> </ul>	2 <sup>nd</sup> & 3 <sup>rd</sup> Quarters	For feedback

	<p>CS-RS-2 (\$29,000)</p> <ul style="list-style-type: none"> <li>• Civic-Centennial Pool (\$31,000)</li> </ul>		
<p>CS-FM-3 Physical Identification of barriers</p>	<p>Audit the following City facilities:</p> <ul style="list-style-type: none"> <li>• OSCC – John Street</li> <li>• Oshawa Library - Northview</li> <li>• Bandshell - Metcalfe</li> </ul>	<p>2<sup>nd</sup> &amp; 3<sup>rd</sup> Quarters</p>	<p>To participate</p>

<b>Community Services – Recreation Services</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
<p>CS-RS-1 Communicational Public Meeting Accessibility</p>	<p>Issue notification to public regarding availability of accessibility accommodations at meetings</p>	<p>1<sup>st</sup> Quarter</p>	<p>For information</p>
<p>CS-RS-2 Physical Special Event Staging</p>	<p>Purchase a lift that makes the special event staging accessible – Reference: CS-FM-2</p>	<p>2<sup>nd</sup> Quarter</p>	<p>For information</p>
<p>CS-RS-3 Systemic Special Event Review</p>	<p>Develop standards protocol for special events to ensure accessibility</p>	<p>2<sup>nd</sup> Quarter</p>	<p>For feedback</p>
<p>CS-RS-4 Communicational Signage</p>	<p>Where possible add Braille to existing signage</p>	<p>3<sup>rd</sup> Quarter</p>	<p>For information</p>
<p>CS-RS-5 Informational Identification of accessible features available at facilities</p>	<p>Create a listing of accessible features/equipment available at facilities and make it available on line</p>	<p>3<sup>rd</sup> Quarter</p>	<p>For information</p>
<p>CS-RS-6 Service Universally designed fitness equipment</p>	<p>Investigate additional equipment options for the future that are universal.</p>	<p>4<sup>th</sup> Quarter</p>	<p>For feedback</p>

### Corporate Services – City Clerk Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CORS-CS-1 Communicational Election Initiatives	Attend a meeting of the OACC to present 2010 accessible election initiatives	1 <sup>st</sup> Quarter Completed	For feedback
CORS-CS-2 Informational Forms	Review existing corporate standards and determine if new standards are required for large print forms.	2 <sup>nd</sup> Quarter	For feedback
CORS-CS-3 Communicational Council Chamber and Committee Meeting Room	Obtain training on use of hearing assistive devices used on site	3 <sup>rd</sup> Quarter	For information
CORS-CS-4 Communicational Email signature	Standardization of email signature and font/style. Include TTY phone number.	4 <sup>th</sup> Quarter	For information

### Corporate Services – Human Resource Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CORS-HRS-1 Informational Forms (online or other)	Complete the assessment of the 3 <sup>rd</sup> party forms to ensure multiple format accessibility	3 <sup>rd</sup> Quarter	For feedback
CORS-HRS-2 Informational Accessible training and learning materials	Resource 3 <sup>rd</sup> party vendors to assist in training and learning material availability	3 <sup>rd</sup> Quarter	For feedback
CORS-HRS-3 Systemic Employment Accessibility Standard (EAS)	Assess and prepare the organization for the Employment Accessibility Standard (EAS)	4 <sup>th</sup> Quarter or Legislative requirement	For information

### Corporate Services – Human Resource Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CORS-HRS-4 Systemic Web Based Hiring	Finalize both Web and employee testing products to meet legislative requirements	4 <sup>th</sup> Quarter or Legislative requirement	For information

### Corporate Services – Information Technology Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CORS-ITS-1 Informational Staff training	Train branch reps and staff who typically contribute content to Oshawa website.	1 <sup>st</sup> Quarter	For feedback
CORS-ITS-2 Informational HELP document	Create and publish help documentation pertaining to accessibility on the intranet site.	1 <sup>st</sup> Quarter	For information
CORS-ITS-3 Systemic Forms process	Create process for providing accessible forms and train staff	1 <sup>st</sup> Quarter	For feedback
CORS-ITS-4 Technological W3C – Level 2 (AA) status	W3C Level 2 (AA) compliance for Oshawa website	2 <sup>nd</sup> Quarter	For information
CORS-ITS- 5 Technological Intranet requirements	Review accessibility requirements for Intranet site	4 <sup>th</sup> Quarter	For information
CORS-ITS-6 Technological Accessible applications	Assessment of systems/software utilized in the City to determine requirements as it relates to the proposed Information & Communication Standards	4 <sup>th</sup> Quarter	For information

### Corporate Services – Municipal Law Enforcement & Licensing Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
CORS-MLELS-1 Communicational	Issue notification to public regarding availability of accessibility accommodations at	1 <sup>st</sup> Quarter	For information

## Corporate Services – Municipal Law Enforcement & Licensing Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
Public Meeting Accessibility	meetings		
CORS-MLELS-2 Systemic By-Law Review	Animal Control By-law Review	2010-11	Member to sit on Committee
CORS-MLELS-3 Systemic Accessible Parking-Fines	Parking Enforcement – Accessible Parking (fine review)	2 <sup>nd</sup> Quarter	For feedback
CORS-MLELS-4 Informational Accessible Training for Taxi Drivers	Taxi Driver Accessibility Training	3 <sup>rd</sup> Quarter	For feedback
CORS-MLELS-5 Systemic Accessible Taxi - Quantity	Accessible Taxis – Number(s)	3 <sup>rd</sup> Quarter	For feedback
CORS-MLELS-6 Systemic Accessible Taxi Driver Identification	Accessible Taxis – Driver Identification	3 <sup>rd</sup> Quarter	For feedback

## Development Services – Planning Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
DS-PS-1 Physical Site Plan/Rezoning Review	Review plans for accessibility features with the O.A.A.C.	2010	For feedback
DS-PS-2 Informational Promotional materials and forms	Review forms and publications for improvement in design	2010	For feedback
DS-PS-3 Communicational Public Meeting Accessibility	Issue notification to public regarding availability of accessibility accommodations at meetings	1 <sup>st</sup> Quarter	For information

### Development Services – Planning Services

DS-PS-4 Physical Barrier Removal	Investigate the feasibility of exempting accessible units from development charges (Reference: Legislative Toolkit)	4 <sup>th</sup> Quarter	For feedback
DS-PS-5 Physical Barrier Removal	Investigate the feasibility of implementing accessibility requirements through the Committee of Adjustment process (Reference: Legislative Toolkit)	4 <sup>th</sup> Quarter	For feedback

### Development Services – Economic Development Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
DS-EDS-1 Systemic Downtown Action Plan	Ensure that accessibility is considered and included, where possible, in the Downtown Action Plan update	2 <sup>nd</sup> Quarter	For feedback
DS-EDS-2 Communicational Community Improvement Plan	Create a new brochure for the Community Improvement Plan (CIP) incentive program which includes elements of the program that can be used for enhanced accessibility	2 <sup>nd</sup> Quarter	For feedback

### Development Services – Engineering Services

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
DS-ES-1 Physical Sidewalk Closures	Construction inspectors to ensure signage for temporary City of Oshawa sidewalk closures during construction.	2010	For information
DS-ES-2 Communicational Public Meeting Accessibility	Issue notification to public regarding availability of accessibility accommodations at meetings	1 <sup>st</sup> Quarter	For information
DS-ES-3 Physical Sidewalk Joints	Change Sidewalk Standard OS-301 to saw cut all sidewalk joints on all sidewalk projects over 15m	1 <sup>st</sup> Quarter	For information

## Development Services – Engineering Services

DS-ES-4 Systemic Contracts	Update contract documents to reflect accessible standards as per discussions with Legal and Purchasing.	2010 Construct. Season	For information
----------------------------------	---	------------------------------	-----------------

## Oshawa Senior Citizens Centres

Accessibility Issue	Action to be taken	Timing	Role of O.A.A.C.
OSCC-1 Technological Fire Alarms	Install visual fire alarms at the John Street branch as per OADS	Completed in 1 <sup>st</sup> Quarter	For information
OSCC-2 Informational Lack of directional signage	Place signage at top of stairs at the back entrance of the John Street Branch to indicate location of clinics	1 <sup>st</sup> Quarter	For information
OSCC-3 Systemic Review Transportation Standard	Network with the Ontario Community Support Association (OCSA) and key players in regards to the implementation of proposed Provincial transportation standard	3 <sup>rd</sup> Quarter	For information

<b>Oshawa Accessibility Advisory Committee</b>			
<b>Accessibility Issue</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Role of O.A.A.C.</b>
OAAC-1 Barrier Removal Oshawa Accessibility Design Standards	Keep a record of the items that are a concern and reference that concern to the Provincial Built Environment Standard when approved	2010	Prepare a record
OAAC-2 Communicational Public Awareness	Facilitate public information displays three times a year – (e.g. Canada Day and at the Oshawa Centre)	2010	To participate
OAAC-3 Communicational Legislative Toolkit	Complete the Legislative Toolkit Review with the OAAC adhoc committee and present final recommendations to OAAC and Council	1 <sup>st</sup> Quarter	For feedback
OAAC-4 Communicational Public Awareness	Participate in the planning and implementation of a regional accessibility awareness expo with other Region of Durham AACs	2 <sup>nd</sup> Quarter	To participate
OAAC-5 Communicational Citizen & Business Accessibility Recognition Awards	Identify and honour businesses and citizens at the annual special Council meeting on accessibility issues	2 <sup>nd</sup> Quarter	To prepare and coordinate nominations
OAAC-6 Communicational Instant Messaging Technology	Investigate the provision of instant messaging for the City's website.	3 <sup>rd</sup> Quarter	Investigate and prepare report of findings
OAAC-7 Communicational Closed Captioning Technology	Investigate closed captioning technology to be incorporated into the City of Oshawa Council meetings and public meetings	3 <sup>rd</sup> Quarter	Investigate and prepare report of findings
OAAC-8 Communicational Public Awareness	Investigate the feasibility of having a Accessibility Awareness event during an Oshawa Generals hockey game	4 <sup>th</sup> Quarter	To investigate and provide feedback

OAAC-9 Communicational Public Awareness	Investigate the possibility of building accessibility awareness on Rogers TV.	4 <sup>th</sup> Quarter	To investigate
---	---	-------------------------	----------------

**Conclusion**

The City of Oshawa’s long term vision is to ensure that Oshawa will be a caring and responsive community known for its accessibility. With the commitment of City Council, staff, the O.A.A.C. and community partners, barrier removal continues to be a priority in Oshawa.

Please contact the Accessibility Program Coordinator for additional information about City of Oshawa initiatives.

## Appendix 1 – Glossary of Terms

### What is a disability?

The Accessibility for Ontarians Disability Act (AODA) adopts the broad definition for disability that is set out in the Ontario Human Rights Code. “Disability” is:

- a. any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. a condition of mental impairment or a developmental disability,
- c. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. a mental disorder; or,
- e. an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

### Barriers

A “barrier” is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an informational or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

An example of each of the different kinds of barriers is shown below:

<b><i>Barrier type</i></b>	<b><i>Example</i></b>
Physical	A door knob that cannot be operated by a person with limited upper-body mobility and strength
Architectural	A hallway or door that is too narrow for a wheelchair or scooter
Informational	Typefaces that are too small to be read by a person with low-vision
Communicational	A professor who talks loudly when addressing a deaf student
Attitudinal	A receptionist who ignores a customer in a wheelchair
Technological	A paper tray on a laser printer that requires two strong hands to open
Policy/Practice	A practice of announcing important messages over an intercom that people with hearing impairments cannot hear clearly