



Oshawa Accessibility Plan

January 2018 – June 2019



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Message from Mayor and City Manager

Our Commitment: Accessible Community for All

The City of Oshawa is committed to the development of an accessible community with the continual enhancement of programs, services and facilities for people of all abilities. As we move forward to develop a barrier-free community, we also enhance the quality of life for everyone in our community.

The 2018-2019 Accessibility Plan demonstrates Oshawa's commitment towards improved access for individuals with disabilities throughout the city. Our goal is to develop an all-inclusive, barrier-free community by identifying, removing and preventing barriers that may limit residents and visitors with disabilities when using City facilities, programs and services. We will continue to update and create policies and procedures that are consistent with the core principles of independence, dignity, integration and equal opportunity.

The City of Oshawa, Council, the Oshawa Accessibility Advisory Committee (O.A.A.C.), and our residents are proud to work together to establish, and in many cases, go beyond the requirements legislated by the provincial government as defined in the Accessibility for Ontarians with Disabilities Act (A.O.D.A.).



On behalf of City Council, I am proud to represent a city that is committed to an accessible community for all to live, work, play and learn.

John Henry, Mayor



On behalf of City employees, I commit to supporting continual enhancement of City of Oshawa programs, services and facilities for residents and visitors of all abilities.

Jag Sharma, City Manager

Greetings from the Oshawa Accessibility Advisory Committee

The Oshawa Accessibility Advisory Committee (OAAC) has been an active participant in the development of the City's next Multi-Year Accessibility Plan. This January 2018 – June 2019 Accessibility Plan continues to build upon the framework of barrier-free development for the City of Oshawa for the programs, services and infrastructure offered within our community.

The OAAC diligently continues to assist the City of Oshawa, our Staff Accessibility Working Group and you, the residents of Oshawa, as we develop strategies and adaptations in order to meet legislative requirements. Over the past 5 years many barriers have been removed and access has been improved in areas of Customer Service, Information and Communication, Employment, Transportation and the Design of Public Spaces.

The City of Oshawa continues to be a leader in promoting and implementing greater accessibility and inclusion for persons of all abilities. This plan highlights our commitment going forward in identifying, addressing and removing any remaining barriers. Collectively we will strive to fulfill the provincial goal of meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Each step brings us closer to living in a barrier-free province by 2025.



Linda Tamburro, Chair

January 2018 – June 2019 Accessibility Plan

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Section 1: Municipal Overview

1.1 Municipality

The City of Oshawa is a growing community of over 166,000 and is the largest city in Durham Region and part of the Greater Toronto Area. Oshawa is a city where people choose to live, learn and enjoy safe neighbourhoods, good schools, a variety of businesses and beautiful parks and trails. With a successful downtown, growing retail and business segment, leading edge academic programming and many tourism activities, Oshawa is a city with a commitment to community based living.

Oshawa is one of eight lower-tier municipalities within the Regional Municipality of Durham and is governed by a Mayor and Council Members elected every four years by Oshawa residents. 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

- Strategic Initiatives
- Finance Services
- Human Resource Services
- Legal Services

Community Services

- Fire Services
- Operations Services
- Recreation and Culture Services
- Strategic and Business Services

Corporate Services

- City Clerk Services
- Corporate Communications
- Facilities Management Services
- Information Technology Services
- Municipal Law Enforcement and Licensing Services

Development Services

- Administration and Accessibility Services
- Building Permit and Inspection Services
- Economic Development Services
- Engineering Services
- Planning Services

1.2 Key Contacts

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Linda Tamburro
Chair
Oshawa Accessibility Advisory Committee

1.3 Executive Summary

The City of Oshawa is pleased to present its Accessibility Plan as mandated by the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This legislation calls for the development and enforcement of accessibility standards applicable to both the public and private sector in the areas of accessible customer service, information and communications, employment, transportation and built environment.

The AODA is intended to eliminate discrimination against people with disabilities and seeks to achieve a barrier free province by 2025. This legislation requires municipalities to develop Accessibility Plans and Accessibility Advisory Committees.

People with disabilities represent a growing part of the population. Almost 2 million Ontarians have a disability and by 2036, that number will rise to 1 in 5 as people age. The law requires public sector organizations to identify and remove barriers in order to provide programs, services and facilities that are more accessible to people who have disabilities.

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

This Plan contains a summary of barrier prevention measures the City currently has in place; and a description of strategic actions planned for January 2018 - June 2019.

Information about accessibility is also available on the City of Oshawa's website at www.oshawa.ca.

1.4 Accessibility Planning Objectives

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

- Achieve the corporate goal of social equity as outlined in the [City of Oshawa's Strategic Plan](#) to ensure an inclusive, healthy and safe community;
- Identify, remove, where possible, and prevent all types of barriers¹ 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 January 2018- June 2019 Accessibility Plan involves the following:

- Representation of City Departments on the Accessibility Staff Working Group;
- Information sharing with the Oshawa Accessibility Advisory Committee (OAAC), Province of Ontario, the Region of Durham Accessibility Advisory Committees' Coordinating Group, other Ontario municipalities and the public;
- Ongoing review of selected City of Oshawa by-laws, policies, programs, practices and services to determine their impact on accessibility;
- Monitoring the legislated AODA, 2005 accessibility standards; and,
- Continued allocation of dedicated capital funds to remove barriers in City of Oshawa buildings.

¹ Appendix One - Glossary of Terms

1.5 Oshawa Accessibility Advisory Committee

The mandate of the Oshawa Accessibility Advisory Committee (OAAC) 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 citizens representing a broad spectrum of people with and without disabilities.

Oshawa Accessibility Advisory Committee (OAAC) meetings are open to the public and citizens are urged to attend these meetings to learn about accessibility initiatives in the community. Visit the [City of Oshawa's website](#) to view the Oshawa Accessibility Advisory Committee's meeting schedule.

1.6 Accessibility Staff Working Group

The Accessibility Staff Working Group provides professional expertise and technical support to the municipality and the Oshawa Accessibility Advisory Committee (OAAC). 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 Oshawa Accessibility Advisory Committee (OAAC) meetings as required.

Section 2: Legislative Requirements

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards – Ontario Regulation 191/11

The Integrated Accessibility Standards – Ontario Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Section 4(1) (a) (c), (3) (a) requires the Government of Ontario, Legislative Assembly, designated public sector organizations and large organizations to establish, implement, maintain and document a multi-year plan which outlines their strategy to prevent

and remove barriers and meet its requirements under this Regulation. The multi-year plan must be updated at least once every five years and the City must provide an annual status report on the progress of measures taken to implement the strategy in the plan.

Annual progress reports on the status of initiatives outlined in the 2013-2017 Accessibility Plan are prepared and are available on the City’s website at www.oshawa.ca. Alternate accessible formats are available upon request.

2.1 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

Accessibility Issue	General Municipal Practice/Procedure
<p>Consideration for accessibility is an element of the corporate culture.</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 to “ensure an inclusive, healthy and safe community”.</p> <p>Accessibility awareness information and training is delivered to staff throughout the Corporation.</p> <p>City staff includes a full time Accessibility Policy Advisor.</p>

Accessibility Issue	General Municipal Practice/Procedure
	<p>The Oshawa Accessibility Advisory Committee (OAAC) provides feedback on municipal capital projects.</p> <p>Policies and procedures related to Integrated Accessibility Standards Regulation (O Reg. 191/11) are in place and part of the training process.</p> <p>An annual Special Council Meeting is held that provides the public opportunity to discuss accessibility issues and potential improvements.</p> <p>The City offers a Façade and Accessibility Improvement Grant as part of its Urban Growth Centre Community Improvement Plan and a loan program for the Simcoe Street South Renaissance Community Improvement Plan.</p> <p>The City Zoning By-law permits unlimited yard encroachments for unenclosed access ramps and lifts for persons with accessible needs.</p> <p>The annual Accessibility Plan is monitored by Council, the Accessibility Advisory Committee, Accessibility Staff Working Group, and City staff.</p> <p>Documents are available in alternate format upon request.</p>

Accessibility Issue	General Municipal Practice/Procedure
<p>Consideration for accessibility is built into municipal decision making processes.</p>	<p>Staff responds to accessibility concerns in reports.</p> <p>The Oshawa City Council Chamber and Committee meeting room include accessible features.</p> <p>Policies and by-laws are reviewed for compliance with accessibility standards.</p> <p>As a condition of approving financial incentives for certain development projects, Council required the preparation and implementation of an accessibility plan.</p>
<p>Accessibility is given consideration during the procurement process.</p>	<p>The consideration of accessibility during the procurement process is ensured through the Purchasing By-Law 45-2016 Section 4.09 <i>Ontarians with Disabilities Act, 2001</i> and the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>:</p> <p>“The Corporation of the City of Oshawa is committed to proactively addressing accessibility issues and to the development of strategic actions to remove, where possible, and prevent barriers to access for people with disabilities.”</p> <p>The City is committed to accessibility principles and to complying with all relevant provincial statutes and regulations enacted thereunder with particular regard to, but not limited to the <i>Ontarians with Disabilities Act, 2001</i> and the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> as amended from time to time as well as all successor and other accessibility related legislation.</p>

Accessibility Issue	General Municipal Practice/Procedure
Mechanism to garner local input from persons with disabilities in the decision making process at Durham Regional Transit	Liaise with Durham Region Transit through the Regional Accessibility Advisory 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"> ▪ purchases, constructs or significantly renovates ▪ enters into a new lease ▪ receives as an asset for a municipal capital facility 	<p>The Accessibility Program is under the management of Administration & Accessibility Services Branch in the Development Services Department.</p> <p>The Oshawa Accessibility Advisory Committee (OAAC) and other key stakeholders feedback is sought – i.e. building audits and consultation meetings.</p> <p>The Oshawa Accessibility Advisory Committee’s Built Environment Sub Committee reviews site plans/drawings and conducts audits to ensure accessibility.</p>
Site Plan Examination Process	Site plan applications are reviewed with the Oshawa Accessibility Advisory Committee (OAAC) Built Environment Sub Committee.
Municipal Policy and Planning	<p>Staff meets regularly with Oshawa Accessibility Advisory Committee (OAAC) members to address accessibility policies and concerns.</p> <p>City policies and plans reflect the Oshawa Strategic Plan to provide social equity by ensuring that Oshawa is an inclusive, healthy and safe community.</p>
Community Relations	E Newsletters are distributed on a regular basis by Corporate Communications, Economic Development and Recreation and Culture Services. Articles include information on City programs and services, seasonal information, special events and more. The electronic

Accessibility Issue	General Municipal Practice/Procedure
	<p>newsletters include alternative text on graphic elements and content is organized using headings. The e newsletters are provided in plain text or alternate text format upon request. City eNews is a quarterly e-newsletter that includes feature articles on City programs and services, seasonal information, links to upcoming events and more. Business Connections eNews is a quarterly business e-newsletter highlighting Oshawa's economic development news. Corporate electronic newsletters are provided in text-only version and alternate format upon request. Additional information is also shared on Twitter and Facebook.</p> <p>The City's corporate website offers the ability to sign up for news and alerts so that information is emailed directly to users.</p> <p>The City's corporate engagement website (Connect Oshawa) provides the ability for the community to provide feedback online at their convenience. Also, registering on Connect Oshawa provides users regular updates via email on new engagement opportunities with the City.</p> <p>Both websites offer BrowseAloud, an assistive software, which makes reading the City's corporate and community engagement websites accessible with screen reading.</p> <p>The City of Oshawa has acquired a speech-enabled telephone system. The system works on simple voice command – there are no numbers to dial or names to spell with telephone key pads. On-Line Chat services have also been added.</p>

Accessibility Issue	General Municipal Practice/Procedure
	<p>The City acquired communication technology/devices (i.e. Ubi-Duos and Compact+ video magnifiers) for service centres to improve accessible customer service with residents and visitors. Communication supports (i.e. American Sign Language Interpreters) are also coordinated upon request.</p> <p>Public Awareness displays are hosted at community events (i.e. Canada Day).</p> <p>Accessibility programs and services and Oshawa Accessibility Advisory Committee (OAAC) information is available on the City's website at www.oshawa.ca.</p> <p>Council hosts an annual Council meeting to discuss accessibility issues in the community and accessibility awards are presented to businesses and residents at this time.</p>
Roads and Sidewalks	<p>The Oshawa Accessibility Advisory Committee (OAAC), Operations and Development Services staff work together to ensure appropriate consideration of accessibility issues is provided to engineering, construction and maintenance matters. City standards are developed to ensure consistency and compliance.</p> <p>The City of Oshawa Accessibility Design Standards (OADS) had significant input from Works and Transportation Services and Engineering Services.</p>

Accessibility Issue	General Municipal Practice/Procedure
Snow clearing & collection of waste from accessible receptacles	Snow clearing program for sidewalks/windrows and the collection of 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 enhance accessibility at recreation facilities and programs. Participants may be accompanied by a caregiver to the recreation facilities at no additional cost.

2.2 January 2018-June 2019 Strategic Actions

The following tables outline the City’s January 2018 - June 2019 accessibility initiatives based on the Department/Branch with the responsibility for “delivering the initiative”. Project actions are subject to budget approval by Council.

2018-2019 City Manager’s Office – Human Resource Services (CM-HRS)

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Timing	Role of OAAC
CM-HRS-1 Physical Physical access	Built Environment	Review of physical barriers to accessibility on the 4 th floor.	2018	For information.

2018-2019 Community Services - Fire Services (CS-FS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-FS-1 Communicational Public Information Sessions	Information and Communication	Conduct fire safety presentations to members of the public upon request.	2018-2019 Ongoing	For information.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-FS-2 Communicational Information for public education in alternate formats	Information and Communication	Continue to develop and acquire promotional material for educational purposes.	2018-2019 Ongoing	For information.
CS-FS-3 Communicational Emergency Planning	Information and Communication	Think Ahead Program – crews, upon request, attend home for familiarization and information to families.	2018-2019 Ongoing – as requested	For information.
CS-FS-4 Informational Information for the public	Information and Communication	Improve the level of accessibility for documents - i.e. Alarmed for Life brochure	2018-2019 As it is developed	For information.
CS-FS-5 Physical Desk configuration	Built Environment	Improve service access at administration desk at Fire Hall 1.	2018	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-FS-6 Physical Fire Prevention Boardroom	Built Environment	Update Fire Prevention Boardroom – door to boardroom to be accessible.	2018	For information

2018-2019 Community Services – Operations Services - Parks (CS-OSP)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSP-1 Physical Trail Head Signage	Built Environment	Implement new trail head signs as per Design of Public Spaces Standard when replaced.	2018-2019	For information
CS-OSP-2 Physical/ Systemic Plans and Studies Review	Built Environment	Continue to review applicable new park and redevelopment plans, by-laws, policies, studies, and master plans for accessibility features with the OAAC as necessary.	2018-2019	For feedback

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSP-3 Systemic Oshawa Accessibility Design Standards (OADS)	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards.	2018-2019	For feedback
CS-OSP-4 Physical Annual Playground Replacement Program	Built Environment	Continue annual playground replacement program as per maintenance guidelines.	2018-2019 Quarter 2-4	For feedback
CS-OSP-5 Physical Park Improvements Projects	Built Environment	Implement approved annual neighbourhood park improvement projects.	2018-2019 Quarter 2-4	For feedback

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSP-6 Physical Park Audits	Built Environment	Audit (6) parks per year with members of the Oshawa Accessibility Advisory Committee.	2018-2019 Quarter 3-4	To participate
CS-OSP-7 Systemic Playground Ramp Design	Built Environment	Prepare and implement a playground curb ramp standard for entry from path of travel to play equipment.	2018 Quarter 2	For feedback
CS-OSP-8 Systemic Consultation Process	Built Environment	Prepare a Public Consultation Guideline document for Park Developers utilizing the new Oshawa Accessibility Design Standards (OADS).	2018 Quarter 1	For feedback
CS-OSP-9 Systemic Bench Standard	Built Environment	Update park and trail bench Standard to reflect the new OADS.	2018 Quarter 1	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSP-10 Systemic Request for accessible park equipment Process	Built Environment	Establish a process for providing requested accessible park equipment.	2018 Quarter 1	For feedback
CS-OSP-11 Systemic Maintenance Guidelines	Built Environment	Review existing park maintenance guidelines to ensure compliance with Design of Public Spaces Standards.	2018 Quarter 1	For information
CS-OSP-12 Physical Downtown Streetscape Design – identify opportunities for improving accessibility	Built Environment	When considering the streetscape design and street furniture for the Downtown core, opportunities for improving accessibility will be identified and incorporated if possible.	2018 Quarter 1	For feedback

2018-2019 Community Services – Operations Services – Road (CS-OSR)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSR-1 Physical Street Name Signage	Built Environment	Review municipal street signage location and lettering standards.	2018	For feedback.

2018-2019 Community Services – Operations Services – Transportation and Parking (CS-OSTP)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSTP-1 Physical Installation of Accessible Pedestrian Signals (A.P.S.)	Built Environment	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.	2018-2019	For information.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-OSTP-2 Physical Parking Spaces	Built Environment	Annual repainting of accessible symbols in the on –street accessible parking stalls (completed by road operations staff on rotation basis).	2018-2019	For information.
CS-OSTP-3 Physical Review quantity and location of on-street accessible parking spaces	Built Environment	Survey other municipalities to review practices. Review the quantity and locations in the Oshawa BIA area.	2018	For information.
CS-OSTP-4 Physical New on-street Pay and Display parking equipment	Built Environment	Ensure that the new equipment is compliant with accessibility standards.	2018	For information.

2018-2019 Community Services – Recreation & Culture Services (CS-RCS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-RCS-1 Informational Review of Information	Information and Communication	Regular review and update of information pertaining to accessibility. Considerations include Special Events Accessible Guidelines, promotional materials for assistance programs, Active Oshawa Guide, Online Registration.	2018-2019	For feedback
CS- RCS-2 Communicational Assistive Devices	Information and Communication	Support training for various communicative devices and methods for customer service staff.	2018-2019	For information
CS-RCS-3 Communicational/ Attitudinal Customer Service Awareness	Information and Communication	Provide training opportunities for staff in serving the public/each other as pertains to aspects of accessibility. i.e. Mental Health First Aid , Inclusion services, physical assistance.	2018-2019	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-RCS-4 Physical Way Finding/Access	Accessible Customer Service	Explore improved methods of way finding in recreation facilities. This shall include signage, facility improvements such as accessible door operators, handrails etc.	2018-2019	For feedback
CS-RCS-5 Systemic Partnerships	Information and Communication	Annually working with Community Partners, investigate and research grant opportunities to assist with accessible programs and inclusion services.	2018-2019	For information
CS-RCS-6 Systemic Diversity and Inclusion Plan	Accessible Customer Service	Develop and implement actions of the Diversity and Inclusion Plan.	2018	Provide feedback
CS-RCS-7 Systemic Programming	Accessible Customer Service	Explore programming options for persons with disabilities.	2018	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CS-RCS-8 Systemic Inclusion Services	Accessible Customer Service	Develop procedure for inclusion services with respect to program delivery: This shall include registration and screening process, evaluation for one-on-one support.	2018 Quarter 1	For feedback

2018-2019 Corporate Services – City Clerk Services (CORS-CS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CORS-CS-1 Communicational Closed Captioning of live and recorded webstreamed meetings	Information and Communication	Provide closed captioning of live webstreamed and recorded Council and Standing Committee meetings.	2018-2019	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CORS-CS-2 Communicational Closed captioning of webstreamed meetings	Information and Communication	Continue to investigate financial and technological opportunities to improve the City's closed captioning services.	2018-2019	For information
CORS-CS-3 Communicational Barrier Identification	Information and Communication	Coordinate the annual special Council meeting to receive comments from the public concerning accessibility issues in the community.	2018-2019 Quarter 2	For information
CORS-CS-4 Informational Community programs	Information and Communication	Provide information concerning the availability of support programs and services available in the community for people with disabilities.	2018	For information
CORS-CS-5 Communicational / Physical Barrier Identification	Information and Communication	Review Municipal Election Standards and identify improvements where feasible for the 2018 Municipal Election.	2018 Quarter 1	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CORS-CS-6 Communicational /Informational Barrier Identification	Information and Communication	Consider possible accessibility related improvements during review and implementation of the Council Procedural By-law.	2018 Quarter 1	For information
CORS-CS-7 Communicational /Informational Barrier Identification	Information and Communication	Implement any accessibility related improvements identified during the 2017 Lean review of the Reports, Agendas, Minutes process.	2018 Quarter 2	To participate
CORS-CS-8 Communicational /Informational Fillable forms	Information and Communication	Investigate opportunities to use existing technologies for online fillable form functionality.	2018 Quarter 3	For information

2018-2019 Corporate Services – Corporate Communications (CORS-CC)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CORS-CC-1 Technological Web Accessibility Status/Plans	Information and Communication	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 Level AA compliance required by 2021.	2018-2019	For information

2018-2019 Corporate Services – Facilities Management Services (CORS-FMS)

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Timing	Role of OAAC
CORS-FMS-1 Physical Barrier Removal	Built Environment	Coordinate capital upgrades and improvements to remove accessibility barriers identified by audits in City facilities based on Council approved budget or grant approval.	2018-2019	For feedback

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Timing	Role of OAAC
CORS-FMS-2 Physical Identification of Barriers	Built Environment	Prioritize and re-audit City facilities that have been upgraded or improved. Three (3) per year for the next 1.5 years, to update audits and confirm facility is accessible.	2018-2019	To participate
CORS-FMS-3 Systemic Oshawa Accessibility Design Standards (OADS)	Built Environment	Update the audit template to reflect the updated Oshawa Accessibility Design Standards (OADS).	2018-2019	To participate
CORS-FMS-4 Informational Oshawa Accessibility Design Standards	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards.	2018-2019	For information

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Timing	Role of OAAC
CORS-FMS-5 Physical Identification of barriers	Built Environment	Annually prioritize and audit the balance of City facilities at three (3) per year for the next 1.5 years including club house facilities.	2018-2019 Quarter 2	To participate

2018-2019 Corporate Services – Information Technology Services (CORS-ITS)

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Timing	Role of OAAC
CORS-ITS-1 Technological Recreation Software Replacement	Information and Communication	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2018 Quarter 1	For information
CORS-ITS-2 Technological Land Management Software Solution	Information and Communication	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0 Level AA compliance.	2018 Quarter 4	For information

2018-2019 Corporate Services – Municipal Law Enforcement & Licensing Services (CORS-MLELS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
CORS-MLELS-1 Systemic Accessible Parking Signage	Built Environment	Pro-active patrol and reporting of deficient (wrong size, incorrect height, not permanent) accessible parking signage in existing properties.	2018-2019	For information
CORS-MLELS-2 Attitudinal Accessibility training for taxi drivers	Accessible Customer Service	Discuss current accessible training regimen with taxi brokers. Identify areas for improvement and proper communication with the passenger.	2018-2019	For feedback
CORS-MLELS-3 Systemic On demand accessible taxis	Transportation	Annual update as to progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.	2018-2019	For information

2018-2019 Development Services – Economic Development Services (DS-EDS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
DS-EDS-1 Physical Accessibility Grants/Loans Community Improvement Plans (Urban Growth Centre and Simcoe Street South)	Built Environment	Process grant applications to land owners in the Urban Growth Centre area and loan applications in the Simcoe Street South area. Grants and loans are subject to funding availability.	2018-2019 Quarter 1 and 3	For information
DS-EDS-2 Informational Gather statistical information regarding use of mobility devices/aids in the Downtown	Accessible Customer Service	As part of annual 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.	2018-2019 Quarter 2	For information

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
DS-EDS-3 Physical Inventory of barriers to entry – Downtown stores and restaurants	Built Environment	As part of the annual Downtown Vacancy survey, an assessment of barriers to enter commercial stores and restaurants will be conducted.	2018-2019 Quarter 2	For information

2018-2019 Development Services – Engineering Services (DS-ES)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
DS-ES-1 Informational Staff Training	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards (OADS).	2018-2019	For information
DS-ES-2 Systemic Public Information Centres	Built Environment	Review Public Information Centre meeting format to ensure accessibility.	2018	For information

2018-2019 Development Services – Planning Services (DS-PS)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
DS-PS-1 Physical Site Plan, Rezoning Review	Built Environment	Review plans monthly for accessibility features with the OAAC.	2018-2019	To participate
DS-PS-2 Physical Review Planning Studies	Built Environment	Review plans/studies for accessibility with the OAAC as necessary.	2018-2019	For feedback
DS-PS-3 Informational Staff Training	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards (OADS).	2018-2019	For information

2018-2019 Oshawa Senior Citizens Centres (OSCC)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
OSCC-1 Physical Building Accessibility	Built Environment	Barrier Removal – Ramp at John Street Branch to increase wheelchair/scooter access between levels.	2018	For information
OSCC-2 Physical Building Accessibility	Built Environment	Install Automatic door openers (2) on change rooms.	2018	For information
OSCC-3 Physical Building Accessibility	Built Environment	Fire Exit- Room 1 at John Street Branch-Provide space for wheelchair to exit.	2018	For information

2018-2019 Oshawa Accessibility Advisory Committee (OAAC)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
OAAC-1 Communicational Public Awareness	Information and Communication	Participate at community events as time permits to promote accessibility awareness.	2018-2019	To participate.
OAAC-2 Communicational Public Awareness	Information and Communication	Host an annual Accessibility Awareness Night at Tribute Communities Centre and/or sports event.	2018-2019	To participate.
OAAC-3 Communicational Education	Accessible Customer Service	Learn about the services community agencies provide for people with disabilities.	2018-2019	Invite agencies to make presentations at OAAC meetings.
OAAC-4 Communicational Medical Marijuana	Information and Communication	Research current and future medical cannabis legislation and advise Council of any changes as it relates to the municipality.	2018-2019	To participate.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Timing	Role of OAAC
OAAC-5 Communicational Social Media Announcements	Information and Communication	Prepare social media (i.e. Facebook, Twitter) announcements to promote accessibility awareness and City programs and services.	2018-2019	To provide messages to staff for distribution.
OAAC-6 Communicational Public Awareness	Information and Communication	Prepare accessibility articles for the Inside Oshawa publication to be sent to e-news subscribers.	2018-2019 Four times a year	To prepare articles for Inside Oshawa.
OAAC-7 Communicational Resident and Business/Commu nity Accessibility Awards	Accessible Customer Service	Identify and honour businesses and citizens at the annual Special Council meeting on accessibility issues.	2018-2019 Quarter 2	To prepare and coordinate nominations.
OAAC-8 Communicational Public Awareness	Information and Communication	Host a public information display at the annual Oshawa Canada Day event.	2018-2019 Quarter 2	To participate.

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 Oshawa Accessibility Advisory Committee (OAAC) and community partners, barrier removal continues to be a priority in Oshawa.

Please contact the Accessibility Policy Advisor for additional information about City of Oshawa initiatives.

Appendix 1 – Glossary of Terms

What is a disability?

The *Accessibility for Ontarians Disability Act (AODA), 2005* adopts the broad definition for disability that is set out in the Ontario Human Rights Code. “Disability” is:

- 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;
- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- a mental disorder; or,
- 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:

Barrier type	Example
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 student who wears a hearing aid.
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.
Systemic	A practice of announcing important messages over an intercom that people with hearing limitations cannot interpret clearly.