



Oshawa Accessibility Plan

January 2018 – June 2019
2018 Year End Review

If this 2018 Year End Summary or the full version of the [2018-2019 Accessibility Plan](#) is required in an alternate accessible format, please contact Service Oshawa at 905-436-3311 or email service@oshawa.ca

January 2018 – June 2019 Accessibility Plan – 2018 Year End Status Update

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1.0 Executive Summary

The City of Oshawa is pleased to present its annual status update to the 2018-2019 Accessibility Plan as mandated by the *Accessibility for Ontarians with Disabilities Act, 2005* (A.O.D.A.), which calls for the development and enforcement of accessibility standards in the areas of accessible customer service, information and communications, employment, transportation and built environment. This legislation requires municipalities to develop Accessibility Plans. New to accessibility compliance reporting is the requirement (made under the Integrated Accessibility Standard Regulation, Ontario Regulation 191/11) for designated public organizations to produce multi-year accessibility plans and annual status updates.

The City of Oshawa's 2018-2019 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, other municipalities and members of the public. It was adopted by City Council on October 16, 2017.

This summary provides a review of accessibility initiatives undertaken in 2018 to prevent and remove barriers and to comply with the Integrated Accessibility Standards Regulation. This report and other accessibility information related to programs and services are available on the City of Oshawa's website at www.oshawa.ca and in alternate accessible formats upon request.

2.0 2018 Accessibility Initiatives Update

Achievements of the 2018-2019 Accessibility Plan are highlighted in this section and are organized based on the City's departmental structure.

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

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Status
CM-HRS-1 Physical Physical access	Built Environment	Review of physical barriers to accessibility on the 4 th floor.	Conducted space reviews.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-FS-1 Communicational Public Information Sessions	Information and Communication	Conduct fire safety presentations to members of the public upon request.	Ongoing.
CS-FS-2 Communicational Information for public education in alternate formats	Information and Communication	Continue to develop and acquire promotional material for educational purposes.	Ongoing.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-FS-3 Communicational Emergency Planning	Information and Communication	Think Ahead Program – crews, upon request, attend home for familiarization and information to families.	Ongoing – as requested.
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 developed.
CS-FS-5 Physical Desk configuration	Built Environment	Improve service access at administration desk at Fire Hall 1.	Upper portion of desk removed.
CS-FS-6 Physical Fire Prevention Boardroom	Built Environment	Update Fire Prevention Boardroom – door to boardroom to be accessible.	Door to boardroom is open 100% of the time.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-OSP-1 Physical Trail Head Signage	Built Environment	Implement new trail head signs as per Design of Public Spaces Standard when replaced.	Trail head signs erected at Lakeview Park in 2018. Completed.
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.	Ongoing.
CS-OSP-3 Systemic Oshawa Accessibility Design Standards (OADS)	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards.	Staff review completed.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-OSP-4 Physical Annual Playground Replacement Program	Built Environment	Continue annual playground replacement program as per maintenance guidelines.	Playground at Willowdale Park construction - 2019
CS-OSP-5 Physical Park Improvements Projects	Built Environment	Implement approved annual neighbourhood park improvement projects.	Willowdale Park.
CS-OSP-6 Physical Park Audits	Built Environment	Audit (6) parks per year with members of the Oshawa Accessibility Advisory Committee.	2018 - Completed.
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.	Completed.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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).	Carry over to 2019.
CS-OSP-9 Systemic Bench Standard	Built Environment	Update park and trail bench Standard to reflect the new OADS.	Carry over to 2019.
CS-OSP-10 Systemic Request for accessible park equipment Process	Built Environment	Establish a process for providing requested accessible park equipment.	Carry over to 2019.
CS-OSP-11 Systemic Maintenance Guidelines	Built Environment	Review existing park maintenance guidelines to ensure compliance with Design of Public Spaces Standards.	Carry over to 2019.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Made presentation to OAAC regarding King Street Pilot Project.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-OSR-1 Physical Street Name Signage	Built Environment	Review municipal street signage location and lettering standards.	Completed.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
<p>CS-OSTP-1 Physical Installation of Accessible Pedestrian Signals (A.P.S.)</p>	<p>Built Environment</p>	<p>The Region of Durham maintains a database of A.P.S. request locations and assigns the locations a priority ranking. Identified locations at City of Oshawa signalized intersections would be financed through the City's budget.</p>	<p>Ongoing. Location is King/Farewell.</p>
<p>CS-OSTP-2 Physical Parking Spaces</p>	<p>Built Environment</p>	<p>Annual repainting of accessible symbols in the on –street accessible parking stalls (completed by road operations staff on rotation basis).</p>	<p>2018 – Completed.</p>
<p>CS-OSTP-3 Physical Review quantity and location of on-street accessible parking spaces</p>	<p>Built Environment</p>	<p>Survey other municipalities to review practices. Review the quantity and locations in the Oshawa BIA area.</p>	<p>Review on a case by case basis.</p>

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-OSTP-4 Physical New on-street Pay and Display parking equipment	Built Environment	Ensure that the new equipment is compliant with accessibility standards.	Tender awarded. Installation of new equipment 2019.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Ongoing.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS- RCS-2 Communicational Assistive Devices	Information and Communication	Support training for various communicative devices and methods for customer service staff.	Ongoing.
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.	Provided training with front line clerks and inclusion staff. Inclusion service training provided to recreation program staff in June 2018.
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.	Ongoing. Signage updates coming in 2019 as money allocated in 2019 budget. Access mats for Lakeview Park beach purchased in 2018 to be implemented in 2019.
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.	Investigated practices. New inclusion coordinator to continue exploring partnerships and grant opportunities in 2019.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CS-RCS-6 Systemic Diversity and Inclusion Plan	Accessible Customer Service	Develop and implement actions of the Diversity and Inclusion Plan.	Ongoing.
CS-RCS-7 Systemic Programming	Accessible Customer Service	Explore programming options for persons with disabilities.	Purchased accessible beach mat. Installation in 2019.
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.	Expanding demand. Hired full time inclusion coordinator in late Fall 2018. Coordinator currently reviewing our procedures, will investigate best practices and implement new strategies in 2019 that assist with growing demand for inclusion services within city programs.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Completed.
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.	Completed.
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.	Completed. Held May 14, 2018.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Ongoing.
CORS-CS-5 Communicational / Physical Barrier Identification	Information and Communication	Review Municipal Election Standards and identify improvements where feasible for the 2018 Municipal Election.	Completed.
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.	Completed.
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.	Completed review. No changes necessary.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
CORS-CS-8 Communicational /Informational Fillable forms	Information and Communication	Investigate opportunities to use existing technologies for online fillable form functionality.	Ongoing.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Ongoing.

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

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Status
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 Completed Works – Connaught Community Centre - accessible ramp improvements; new accessible washroom; Valleyview Community Centre – new accessible washroom. Design completed for Children’s washrooms.
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.	2019 – Ongoing.
CORS-FMS-3 Systemic Oshawa Accessibility Design Standards (OADS)	Built Environment	Update the audit template to reflect the updated Oshawa Accessibility Design Standards (OADS).	Completed.

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Status
CORS-FMS-4 Informational Oshawa Accessibility Design Standards	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards.	Completed.
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.	2019 - Ongoing

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

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Status
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.	Carry over to 2019.

Accessibility Issue	Applicable Accessible Standard	Action to be taken	Status
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.	Goes live 1 st Quarter 2020.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Ongoing.
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.	All taxi companies providing in-house training.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	No identified change in demand.

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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 – Completed.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Carry over to 2019.
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.	Completed.

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

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

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

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
DS-PS-1 Physical Site Plan, Rezoning Review	Built Environment	Review plans monthly for accessibility features with the OAAC.	Ongoing.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
DS-PS-2 Physical Review Planning Studies	Built Environment	Review plans/studies for accessibility with the OAAC as necessary.	Ongoing
DS-PS-3 Informational Staff Training	Built Environment	Train staff and implement changes related to the revised Oshawa Accessibility Design Standards (OADS).	Completed.

2018-2019 Oshawa Senior Citizens Centres (OSCC)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
OSCC-1 Physical Building Accessibility	Built Environment	Barrier Removal – Ramp at John Street Branch to increase wheelchair/scooter access between levels.	Completed.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
OSCC-2 Physical Building Accessibility	Built Environment	Install Automatic door openers (2) on change rooms.	Completed.
OSCC-3 Physical Building Accessibility	Built Environment	Fire Exit- Room 1 at John Street Branch-Provide space for wheelchair to exit.	Carry over to 2019.

2018-2019 Oshawa Accessibility Advisory Committee (OAAC)

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
OAAC-1 Communicational Public Awareness	Information and Communication	Participate at community events as time permits to promote accessibility awareness.	Attended Peony Festival and Access Awareness Week event.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
OAAC-2 Communicational Public Awareness	Information and Communication	Host an annual Accessibility Awareness Night at Tribute Communities Centre and/or sports event.	Carry over to 2019.
OAAC-3 Communicational Education	Accessible Customer Service	Learn about the services community agencies provide for people with disabilities.	4 agencies attended 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.	No action required at this time.
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.	Submitted information via staff.
OAAC-6 Communicational Public Awareness	Information and Communication	Prepare accessibility articles for the Inside Oshawa publication to be sent to e-news subscribers.	Publication no longer produced.

Accessibility Issue	Applicable Accessibility Standard	Action to be taken	Status
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.	Completed.
OAAC-8 Communicational Public Awareness	Information and Communication	Host a public information display at the annual Oshawa Canada Day event.	Completed.

3.0 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 at 905-436-3311 Extension 2288; or email access@oshawa.ca for additional information about City of Oshawa initiatives.