



2019-2023 Oshawa Accessibility Plan

2021 Year End Update



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City Branch 2019-2023 Strategic Actions – 2021 Year End Update

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

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

Accessibility Issue	Action to be taken	Timing	Status Update
CAO-HRS-4 Information/Communication & Attitudinal Employee Training	Staff training on topical issues related to disability.	Ongoing.	620 staff renewed accessibility training using the Learning Management System.

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

Accessibility Issue	Action to be taken	Timing	Status Update
CAO-IT-1 Information/Communication Use of inclusive language	Develop an inclusive language manual.	2019.	Completed. Updated as required.
CAO-IT-2 Information Internal Employee Census and Inclusivity Survey	Launch an Internal Employee Census and Inclusivity Survey.	2020.	Census completed. Report to staff 2021 Quarter 1. Action Plan to address recommendations to be developed in 2022.
CAO-IT-3 Information Accessibility Plan	Develop the next Accessibility Plan.	2022.	To commence in 2022. Planning has begun.

Accessibility Issue	Action to be taken	Timing	Status Update
<p>CAO-IT-4 Information Accessible Documents</p>	<p>Coordination of corporate accessible document training, as required.</p>	<p>Ongoing.</p>	<p>Provided 166 staff with accessible document training for a total of 869 hours.</p> <p>Completed Accessible Document Review with staff team for improvements to process.</p> <p>Developed 12 Learning Management System vignettes for continuous learning opportunities.</p>

Accessibility Issue	Action to be taken	Timing	Status Update
<p>CAO-IT-5 Communication Accessibility Champion</p>	<p>Lead internal accessibility awareness programs and advocate for change within organization.</p>	<p>Ongoing.</p>	<p>Celebrated Red Shirt Day for National AccessAbility Awareness Week with staff, advisory committee and invited public participation through social media.</p> <p>Celebrated International Day of Persons with Disabilities.</p> <p>Completed AODA 2021 Compliance Report.</p> <p>Participated in 3 Teaching City projects to promote accessibility and inclusion; responded to customers contacting Service Oshawa regarding accessibility feedback.</p>

Accessibility Issue	Action to be taken	Timing	Status Update
CAO-IT-6 Systemic Policy Advisors	Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee.	Ongoing.	Ongoing. Meetings held virtually.

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

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

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

Accessibility Issue	Action to be taken	Timing	Status Update
COM-OSPO-1 Systemic Consultation Process	Prepare a Public Consultation Guideline document for park development projects based on OADS requirements.	2019.	In coordination with Corporate Communications, a Community Engagement Package was created with a feedback form template that ties questions to the Oshawa Accessibility Design Standards.
COM-OSPO-2 Systemic Accessible Equipment Requests Process	Establish a process for providing requested accessible park equipment.	2019.	Completed.
COM-OSPO-3 Systemic Bench Standards	Update Park and Trail Standard to reflect Oshawa Accessibility Design Standards (OADS) requirements.	2019.	Completed.

Accessibility Issue	Action to be taken	Timing	Status Update
COM-OSPO-4 Physical Park Development/ Redevelopment	Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee.	Annually.	On hold – due to COVID-19.
COM-OSPO-5 Systemic Plans and Studies Review	Review applicable new park development and redevelopment plans, by-laws, policies, studies, and master plans for accessibility features as it relates to OADS and AODA and present our recommendations to the OAAC when applicable.	Ongoing.	Ongoing. Presented to OAAC on accessible features at Lakeview Park, Sherwood Park and Radio Park, as well as the DRAFT Park and Open Space Lighting Policy.

Accessibility Issue	Action to be taken	Timing	Status Update
COM-OSPO-6 Systemic Bench Standards	Redevelop park facilities based on proposed Parks Facility Implementation Strategy.	Ongoing.	Ongoing. 2021 completed projects: Lakeview Playground and splash pad redevelopment, Sherwood Park redevelopment, Sandy Hawley Park development.

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

Accessibility Issue	Action to be taken	Timing	Status Update
COM-RCS-1 Communication/Attitudinal Customer Service Awareness	Provide training opportunities for staff in serving the public/each other as it pertains to accessibility e.g. mental health, first aid, inclusion, physical assistance.	Ongoing.	Providing Customer Service Training with hires/recalls. Anti-racism training and AODA/Customer Service Training has been provided throughout 2021 and is continuing into Quarter 4.

Accessibility Issue	Action to be taken	Timing	Status Update
COM-RCS-2 Communication/ Technological Assistive Devices	Support training for various communication devices and methods for customer service staff.	Ongoing.	Deferred to 2022. Recently purchased 2 tablets that can be incorporated into providing accessible customer service when required.
COM-RCS-3 Systemic Inclusion Services	Develop procedure for inclusion services with respect to program delivery. This shall include registration and screening process, evaluation for 1:1 support.	Ongoing.	Offered online programming as part of inclusion program for Spring. In-person support provided for Summer Camp as well as for Fall programs.
COM-RCS-4 Physical Facility Access/Use	Explore improved methods of wayfinding in recreation facilities. This shall include signage, facility improvements such as accessible door operators, handrails, etc.	Ongoing.	Improvements to accessible lift in changeroom installed in Quarter 4 at Delpark Homes Centre.

Accessibility Issue	Action to be taken	Timing	Status Update
COM-RCS-5 Systemic Programming Options for People with Disabilities	Explore programming options for people with disabilities.	Ongoing.	Inclusion support resumed for Summer and Fall programs. More exploration on programming for people with disabilities to occur in 2022.

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

Accessibility Issue	Action to be taken	Timing	Status Update
COM-SBTP-1 Physical New on-street Pay and Display equipment	Ensure that the new equipment is compliant with accessibility standards.	2019.	Completed.

Accessibility Issue	Action to be taken	Timing	Status Update
<p>COM-SBTP-2 Physical Installation of Accessible Pedestrian Signals (A.P.S.)</p>	<p>The Region of Durham maintains a database of A.P.S. request locations and assigns the locations a priority ranking. Identified locations at City of Oshawa signalized intersections would be financed through the City's budget.</p>	<p>Annually.</p>	<p>To be completed in 2021-2022 under Regional Contract: King Street at Gibbons Street. Bond Street at Claymore Crescent.</p>
<p>COM-SBTP-3 Physical Review quantity and location of on-street accessible parking spaces</p>	<p>Respond to requests for additional parking spaces in the Oshawa BIA area.</p>	<p>Requests are reviewed on a case by case basis.</p>	<p>Ongoing.</p>

Corporate Services – City Clerk Services (CORP-CS)

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

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-CS-4 Communication/Physical Municipal Election	Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2022 Municipal Election.	Ongoing.	Planning for 2022 is underway – will review standards as appropriate.

Corporate Services – Corporate Communications (CORP-COM)

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-COM-1 Technological Website Navigability	Review of Oshawa.ca/ ConnectOshawa.ca for navigability and user experience followed by implementation based on results.	Ongoing.	Ongoing. 2021-Quarter 4-2022 Oshawa.ca will undergo site navigation review as part of website enhancement project.

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-COM-2 Communication/ Technological Website Accessibility	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 Level AA compliance required by 2021.	Ongoing.	Ongoing. 2021 Quarter 4 – 2022: Oshawa.ca will undergo site navigation review as part of website enhancement project.
CORP-COM-3 Technological Website Usability	Review and implementation of Oshawa.ca search function and results to ensure information is findable.	Ongoing.	Ongoing.
CORP-COM-4 Communication Access to information	Ensure that information about City initiatives are communicated using plain language and through a variety of communication methods including web and print.	Ongoing.	Ongoing.

Corporate Services – Facilities Management Services (CORP-FMS)

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

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-FMS-3 Physical Identification of Barriers	Prioritize and audit City facilities based on the City's facility audit program.	Annually.	Annual Facility audits as part of regular department process – Completed. Audits with OAAC members have been deferred due to COVID-19.
CORP-FMS-4 Systemic OADS Compliance	Ensure all new construction and renovation of existing facilities meet the current Oshawa Accessibility Design Standards (OADS).	Ongoing.	2021 Projects Ongoing. <ul style="list-style-type: none"> • Donevan elevator upgrades – tender preparation • City Hall washroom – reviewing proposal opportunities for design consultant.

Corporate Services – Information Technology Services (CORP-ITS)

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

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-ITS-3 Technological Land Management Software Solution	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2021.	System not live at this time.
CORP-ITS-4 Technological Work Management Software	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0. Level AA compliance.	2021.	No public facing portals.

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

Accessibility Issue	Action to be taken	Timing	Status Update
CORP-MLELS-1 Systemic On-demand accessible taxis	Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.	Annually.	No change at this time.

Development Services – Building Permit and Inspection Services (DS-BPLS)

Accessibility Issue	Action to be taken	Timing	Status Update
DS-BPLS-1 Information/Communication Public Information	Continue to improve the level of accessibility for documents.	Ongoing.	Ongoing.

Development Services – Economic Development (DS-ED)

Accessibility Issue	Action to be taken	Timing	Status Update
DS-ED-1 Information Restaurant Guide	Include downtown accessibility features, if possible, in restaurant guide.	2019.	Deferred to 2022.
DS-ED-2 Physical Accessibility Grants/ Community Improvement Plans (Urban Growth Centre and Simcoe Street South)	Process grant applications to land owners in the Urban Growth Centre area and in the Simcoe Street South area. Grants are subject to funding availability.	Annually in Quarter 1 and 3.	Deferred to 2022.

Accessibility Issue	Action to be taken	Timing	Status Update
DS-ED-3 Information Gather statistical information regarding use of mobility devices/aids in the downtown	Traffic counts in the Downtown, the use of mobility devices/aids will also be included. Counts are done primarily for the morning and lunch time rush hours.	Annually.	Deferred to 2022.
DS-ED-4 Physical Inventory of barriers to entry – downtown stores and restaurants	Downtown vacancy and assessment of barriers to enter commercial stores and restaurants will be conducted.	Annually.	Deferred to 2022.

Development Services – Engineering Services (DS-ES)

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

Development Services – Planning Services (DS-PS)

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

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

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

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

Oshawa Accessibility Advisory Committee – (OAAC)

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

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