



Oshawa Accessibility Plan



2023 – 2027

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2019-2023 Oshawa Accessibility Plan

Contents

Message from His Worship Mayor Dan Carter	1
Greetings from the Oshawa Accessibility Advisory Committee	2
1.0 Executive Summary	3
2.0 Municipal Overview	4
2.1 Municipality	4
2.2 Oshawa Accessibility Advisory Committee	6
2.3 Accessibility Staff Working Group	6
2.4 Accessibility Partnerships	7
2.5 Key Contact	7
3.0 Legislative Requirements	7
4.0 Accessibility Planning	9
5.0 Municipal Measures to ensure Accessibility	10
5.1 Customer Service	11
5.2 Information and Communication	12
5.3 Employment	13
5.4 Design of Public Spaces/Built Environment	14
5.5 Transportation	15
2023-2027 Oshawa Accessibility Plan	

6.0 Review of 2022 Accessibility Initiatives	16
6.1 Customer Service	16
6.2 Information and Communication	16
6.3 Employment	17
6.4 Design of Public Spaces/Built Environment	17
6.5 Transportation	17
7.0 Future Actions for 2023-2027	18
7.1 Customer Service	18
7.2 Information and Communication	19
7.3 Employment	19
7.4 Design of Public Spaces/Built Environment	19
7.5 Transportation	20
8.0 Conclusion	20
Appendix 1 – Glossary of Terms	21
Appendix 2 - 2023-2027 Accessibility Plan	23
Office of the Chief Administrative Officer – Corporate Communications (CAO-COM)	23
Office of the Chief Administrative Officer – Legislative Services (CAO-LS)	24
Corporate and Finance Services – Finance Services - Financial Services and Procurement (CFS-FS-FSP)	26
Corporate and Finance Services – Human Resource (CFS-HR)	27
2023-2027 Oshawa Accessibility Plan	

Corporate and Finance Services – Innovation and Transformation (CFS-IT)	30
Corporate and Finance Services – Information Technology Services (CFS-ITS)	36
Community and Operations Services - Parks Facilities Maintenance (COS-PFM)	38
Community and Operations Services - Recreation Services (COS-RS)	38
Community and Operations Services - Road Operations (COS-RO)	41
Community and Operation Services – Community Support Services – Traffic, Streetlighting and Transportation and Parking (COS-CSS-TSTP)	41
Economic and Development Services – Building Services (EDS-BS)	42
Economic and Development Services – Business and Economic Development Services (EDS-BEDS)	42
Economic and Development Services – Engineering Services (EDS-ES)	44
Economic and Development Services – Planning Services (EDS-PS)	46
Safety and Facilities Services – Facilities Management Services (SFS-FMS)	46
Safety and Facilities Services – Fire Services (SFS-FS)	50
Safety and Facilities Services – Municipal Law Enforcement and Licensing Services (SFS-MLELS)	51
Oshawa Senior Community Centres - (OSCC)	52
Oshawa Accessibility Advisory Committee – (O.A.A.C.)	52

Message from His Worship Mayor Dan Carter



On behalf of Oshawa City Council, I am pleased to share with you the City of Oshawa's 2023-2027 Accessibility Plan.

Oshawa is the largest municipality in the Region of Durham and one of the fastest growing areas in Canada. With a diverse and ever-changing population, it is important that accessibility is a priority and that we are an inclusive and welcoming city.


The 2023-2037 Accessibility Plan outlines our continued commitment to identify, remove and prevent accessibility barriers in our community. Additionally, the Plan outlines how the City will meet its legislated obligations under the Accessibility for Ontarians with Disabilities Act (A.O.D.A.) and enhance the accessibility of our services over the next five years.

The City strives to make accessibility part of our everyday interactions in our facilities, employment practices and procedures. We are pleased of our many advancements and past successes but we recognize that it is important for us to continue to advance accessibility in our city.

We appreciate the ongoing support provided by the Oshawa Accessibility Advisory Committee. Their work has advised us in the development and facilitation of strategies and actions that cultivate inclusion within the community.

Together, we will continue to work towards our goal of making the City of Oshawa one of the most accessible cities in the world.

Yours truly,


Dan Carter
Mayor

Greetings from the Oshawa Accessibility Advisory Committee



The Oshawa Accessibility Advisory Committee (O.A.A.C.) is pleased to endorse this Oshawa multi-year accessibility plan. This plan illustrates the ongoing commitment of our City Council, staff, volunteers and community members to meet the accessibility needs of people of all abilities residing in and visiting our community.

It is my honour to serve as Chair of the accessibility advisory committee and to work with a dedicated group of individuals who volunteer their time, expertise and lived experience to ensure that Oshawa is an inclusive, healthy and safe community. Members of the O.A.A.C. continue to work in collaboration with the City of Oshawa to remove barriers and facilitate accessibility throughout our community. We have consulted with many City departments and are proud of the relationships we have developed and the progress we have made. There still is, however; many more steps to be taken as outlined in this new accessibility plan.

Members of the OAAC often attend a number of community events, such as the Peony Festival and Canada Day Celebrations to improve accessibility awareness. Please stop by and say hello. We'd love to hear from you!

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Moenster', written over a light blue rectangular background.

Steven Moenster

Chair

1.0 Executive Summary

The City of Oshawa is committed to meeting the accessibility needs of people with disabilities and continues to develop, implement and maintain policies that address integration, independence, dignity and equal opportunity.

People with disabilities represent a growing part of the population. In Ontario, approximately 2.6 million people have a disability¹. This means that approximately one in four people live with a disability and face various types of accessibility challenges every day. Utilizing this statistic as a comparison, there are approximately 43,845 people living in Oshawa who have a disability.

As a requirement of the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11) made under the *Accessibility for Ontarians with Disabilities Act*, (A.O.D.A.) 2005 the City of Oshawa is mandated to prepare, implement and maintain a multi-year accessibility plan to prevent and remove barriers². Public sector organizations are required to identify and remove barriers in order to provide programs, services and facilities that are more accessible to people who have disabilities.

An Accessibility Plan must be updated at least once every 5 years in consultation with people with disabilities and accessibility advisory committees. The 2019-2023 Oshawa Accessibility Plan expires at the end of June 2023 and the new plan will cover the period of 2023-2027.

When planning for accessibility, it is important to examine intersectionality to ensure that tangible solutions address all types of barriers and embed inclusion. The Accessibility Plan aligns with other

¹ [Government of Ontario](#)

² Appendix 1 – Glossary of Terms

corporate plans such as the Oshawa Strategic Plan, the Oshawa Age-Friendly Strategy and the Diversity, Equity and Inclusion Plan.

2.0 Municipal Overview

2.1 Municipality

The City of Oshawa is a growing community with a population of 175,383 and is the largest city in Durham Region and part of the Greater Toronto Area. Oshawa is a city where people choose to live and enjoy safe neighbourhoods, good schools, a variety of businesses and beautiful parks and trails.

Oshawa is one of eight lower-tier municipalities within the Regional Municipality of Durham. Under the guidance and leadership of the Mayor and City Council, the Chief Administrative Officer and City Departments provide administrative and operational services for the community.

City of Oshawa Departments provide the following services:

Office of the Chief Administrative Officer

- Corporate Communications
- Corporate Strategic Initiatives
- Legislative Services



Community and Operations Services

- Community Support Services
- Operations Services
- Recreation Services

Corporate and Finance Services

- Finance Services
- Human Resource Services
- Information Technology Services
- Innovation and Transformation
- Legal Services

Economic and Development Services

- Building Services
- Business and Economic Development Services
- Engineering Services
- Planning Services

Safety and Facilities Services

- Oshawa Fire Services
- Facilities Management Services
- Municipal Law Enforcement and Licensing Services
- Oshawa Executive Airport

2.2 Oshawa Accessibility Advisory Committee

As outlined in the A.O.D.A., the council of every municipality having a population of not less than 10,000 must establish an accessibility advisory committee. The Oshawa Accessibility Advisory Committee (O.A.A.C.) advises and assists the City of Oshawa including its agencies, boards and commissions in creating and facilitating strategies for the development and maintenance of a barrier free community. The O.A.A.C. is comprised of volunteers who are appointed by City Council and includes a Council member appointee. As per the A.O.D.A., the majority of committee members are persons with disabilities and the remaining are individuals with an interest in accessibility issues.

O.A.A.C. meetings are open to the public and citizens are urged to attend the meetings to learn about accessibility initiatives in the community. Visit the [City of Oshawa's website](#) to view the O.A.A.C.'s schedule and web streamed meetings.

2.3 Accessibility Staff Working Group

The Accessibility Staff Working Group provides professional expertise and technical support to the municipality 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.

2.4 Accessibility Partnerships

The City of Oshawa's Accessibility Program Coordinator is a member of the Ontario Network of Accessibility Professionals (O.N.A.P.), a group of public sector accessibility professionals working collectively to remove barriers through the sharing of information and experiences.

City staff also work in partnership with the Region of Durham, area municipalities and agencies assisting people with disabilities to identify and eliminate barriers to accessibility.

2.5 Key Contact

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Accessibility Program Coordinator
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Oshawa, ON L1H 3Z7

905-436-3311 ext. 2288

www.oshawa.ca

access@oshawa.ca



3.0 Legislative Requirements

The A.O.D.A. is legislation that establishes a process for developing and enforcing accessibility standards.

Accessibility standards are regulations that government, businesses, non-profits and public sector organizations must follow to become more accessible. The standards help organizations to identify and remove barriers to improve accessibility in the following areas:

- Customer Service
- Information and Communication
- Employment
- Design of Public Spaces
- Transportation

The Integrated Accessibility Standards – Ontario Regulation 191/11 issued pursuant to the *Accessibility for Ontarians with Disabilities Act, 2005* also requires designated public sector organizations to establish, implement, maintain and document a multi-year plan which outlines their strategy to prevent and remove



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

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

4.0 Accessibility Planning

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.
- Meet the goals of fairness, equity and non-discrimination as outlined in the Diversity and Inclusion and the Age-Friendly Plans.
- Identify, remove, where possible, and prevent all types of barriers to access for people with disabilities;
- Engage the O.A.A.C. 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 2023-2027 Accessibility Plan included:

- 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 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;
- Community engagement initiatives that included the use of Connect Oshawa, the City's online engagement platform and a paper survey available at Service Oshawa;
- Monitoring the legislated A.O.D.A., 2005 accessibility standards; and,
- Continued allocation of dedicated capital funds to remove and prevent barriers in City of Oshawa buildings, parks and trails.



5.0 Municipal Measures to ensure Accessibility

The City of Oshawa has conducted a comprehensive review of many by-laws, practices, policies and procedures and services to ensure that consideration for accessibility takes place where appropriate. The following is a summary of the practices that are in place to ensure that accessibility is routinely considered in the development and delivery of City programs, services and facilities.

5.1 Customer Service

- Oshawa's Strategic Plan embraces accessibility as an important element to ensure an inclusive, healthy and safe community.
- Annual Accessibility Awards are presented to residents and businesses who enhance accessibility in the community.
- The City of Oshawa has acquired a speech-enabled telephone system that works on simple voice command. There are no numbers to dial or names to spell with telephone key pads. Service Oshawa receives an average of 19,500 calls, emails, chats, voice mails and counter inquiries per month.
- 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.
- A snow clearing program for sidewalks/windows and the collection of waste from accessible receptacles is offered to seniors and people with disabilities. Over 2,456 people were registered for the snow clearing program in 2021/2022.
- Assistance is offered to help people with disabilities to maintain side yards on corner lots. In 2022, 59 people registered for the service.
- The Recreation Access Membership Program (R.A.M.P.) and Inclusion Services are available for people with disabilities to enhance their health and well-being. In 2022, there were 545 RAMP memberships (450 Single and 95 Family) for access to the swim, skate, walk and fitness program.



- Communication supports (i.e. American Sign Language Interpreters) are also coordinated upon request.
- The City is using BlindSquare beacon technology to assist people who are blind or experience low vision to navigate City Hall and facilities. Oshawa was the first city in North America to install the technology in a City Hall.
- City standards are developed to ensure consistency and compliance with accessibility requirements and maintenance measures.

5.2 Information and Communication

- An annual Special Council meeting is held to provide the public opportunity to discuss accessibility/other issues of inclusion and potential improvements.
- Information and communication is provided in alternate accessible formats and with communication supports upon request.
- The City's corporate website offers the ability to sign up for news and alerts so that information is emailed directly to users.
- Accessibility checking software and City standards are established for websites and web content.
- 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.

- Captioning software for web streaming was introduced for Council and Standing Committee meetings in 2018. In April 2022, web streaming and live captioning of meetings of Advisory Committees was introduced. A hybrid-meeting environment is also offered to accommodate individuals who may not be able to attend meetings in person.
- Policies and by-laws are reviewed for compliance with accessibility standards.
- The consideration of accessibility during the procurement process is ensured through the Purchasing By-Law Section 4.09 *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Accessibility Awareness is promoted at several community events and using social media channels.



5.3 Employment

- Accessibility policies and procedures are part of the training delivered throughout the corporation.
- City staff includes a full time Accessibility Program Coordinator.
- An Accessibility Staff Working Group ensures interdepartmental cooperation for accessibility initiatives.
- The City has employment policies and procedures in place to ensure accessibility during the recruitment and employment of staff. In addition, accessible formats, communication supports and

individualized workplace emergency response plans are prepared jointly with employees upon request.

5.4 Design of Public Spaces/Built Environment

- The O.A.A.C. provides feedback on the accessibility of municipal capital projects. The City annually invests in a capital program designed to fund the removal of barriers at existing City facilities/parks/trails.
- Council approved Accessibility Design Standards (O.A.D.S) are used to optimize accessibility for new construction or the redevelopment of existing spaces and facilities owned, leased or operated by the City of Oshawa and is encouraged for use in the private sector to enhance accessibility.
- The City offers Façade and Accessibility Improvement Grants as part of its Urban Growth Centre, Simcoe Street South and Wentworth Street West Community Improvement Plans twice a year.
- City Zoning By-law permits unlimited yard encroachments for unenclosed access ramps and lifts for persons with accessibility needs.
- City Council approved the Oshawa Downtown Streetscape Design Vision which incorporated accessibility guidelines in 2018.
- The City Council Chamber and Committee meeting rooms include accessible features.



- As a condition of approving financial incentives for certain development projects, Council may require the preparation and implementation of an accessibility plan.
- The O.A.A.C. regularly reviews site plans/zoning applications and conducts building and park/trail audits. In 2022, members of the subcommittee provided feedback on the accessibility of 23 site/zoning plans.
- City maintenance standards are in place to ensure accessibility.



5.5 Transportation

- The City networks with Durham Region Transit through the Regional Accessibility Advisory Committee contacts.
- The City consults on the need for on demand accessible taxicabs required in the community.

6.0 Review of 2022 Accessibility Initiatives

6.1 Customer Service

- Reviewed programming options for people with disabilities.
- Reviewed inclusion services registration process.
- Held annual Special Council meeting to discuss accessibility.
- Presented annual Accessibility Awards to residents and businesses.
- Worked with community partners to research grant opportunities to provide accessible programs and inclusion services.



6.2 Information and Communication

- Reviewed and implemented municipal standards for the 2022 election.
- Members of the O.A.A.C. attended community events to promote accessibility.
- Explored methods to improve way finding in recreation facilities.

6.3 Employment

- In addition to 465 election officials and volunteers, 273 staff received A.O.D.A training. As well, 75 staff participated in accessible document sessions and 56 staff attended workplace mental health and wellness training.

6.4 Design of Public Spaces/Built Environment

- In 2022, approximately 32 annual accessibility audits were completed for city facilities.
- Capital upgrades and improvements to remove accessibility barriers for facilities, parks, playgrounds and trails in 2022 included a conceptual design of a ramp at Robert McLaughlin Library, Donevan Recreation Complex elevator upgrade, an additional accessible washroom at City Hall, a Feasibility Study for Charging Devices on Trails and 6 park projects.
- Following the Oshawa Accessibility Design Standards (O.A.D.S.) and maintenance standards, accessibility is incorporated into new builds and significant renovations for facilities, parks, playgrounds and trails. Members of the O.A.A.C. regularly review Site Plans and provide feedback on accessibility.

6.5 Transportation

- In 2022, 9 accessible taxicab license plates were operating in the municipality. Feedback for on-demand availability and safety was monitored regularly.

7.0 Future Actions for 2023-2027

In 2023-2027, the City of Oshawa will continue to address barriers to accessibility and will focus on the areas of accessibility outlined in the Integrated Accessibility Standards Regulation. City Branch strategic actions are located in Appendix 2.

7.1 Customer Service

The Accessible Customer Service Standard under the Integrated Accessibility Standard requires the City of provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement. Accessible customer service means dignity, independence, integration and equal opportunity for everyone.

Outcome

- To ensure that people of all abilities receive quality programs and services in a timely manner, supported by inclusive policies, procedures, tools and resources to ensure accessible customer service.



7.2 Information and Communication

The Information and Communications Standard under the Integrated Accessibility Standard Regulation requires the City to communicate and provide information in ways that are accessible to the public.

Outcome

- To provide enhanced accessibility as it relates to communication supports, formats, websites and web content.

7.3 Employment

The Employment Standard under the Integrated Accessibility Standard Regulation sets out accessibility requirements that the City must follow to support the recruitment and accommodation of employees. This includes making employment practices and workplaces more accessible and safe for new and existing employees with disabilities.

Outcome

- Accommodation practices will be reviewed to ensure people of all abilities are able to participate fully in recruitment and employment at the City.

7.4 Design of Public Spaces/Built Environment

The Design of Public Spaces Standard under the Integrated Accessibility Standard Regulation requires the City to ensure that newly constructed or significantly renovated public spaces are accessible.

The City also has Council approved Oshawa Accessibility Design Standards to identify the criteria and features necessary in its facilities to ensure accessible and inclusive environments.

Outcome

- Improved access to facilities and public spaces.

7.5 Transportation

The Transportation Standard under the Integrated Accessibility Standard Regulation sets out the requirement to prevent and remove barriers to public transportation. In Oshawa, transit is a regional service and accessibility requirements are outlined in the Region of Durham's Accessibility Plan. The City is responsible for ensuring that the requirements for accessible taxicabs are met.

Outcome

- To ensure taxicab driver identification and fares/fees are similar for all users.
- To determine the need for on-demand accessible taxicabs and the steps to meet the identified need to meet the demand.

8.0 Conclusion

The City of Oshawa's long term vision is to ensure that Oshawa is a caring and responsive community known for its commitment to equity, inclusion and accessibility. With the support 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 (A.O.D.A.), 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.
Information	Typefaces that are too small to be read by a person with low-vision.
Communication	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.

Appendix 2 - 2023-2027 Accessibility Plan

Office of the Chief Administrative Officer – Corporate Communications (CAO-COM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-COM-1 Information/Communication Technological Website Accessibility	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 compliance requirements.	Ongoing	<ul style="list-style-type: none"> • Assessment completed and plans implemented.
CAO-COM-2 Technological Website Usability	Implement Oshawa.ca search function and results to ensure information is findable.	Ongoing	<ul style="list-style-type: none"> • Development of “how to” videos to provide assistance. • Other plans/improvements made.

Office of the Chief Administrative Officer – Legislative Services (CAO-LS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-LS-1 Information/Communication Live Chat	Reinstatement of Live Chat to website.	2023 – 1 st Quarter	<ul style="list-style-type: none"> • Reinstated to facilitate communication with residents • Communication campaign developed to promote availability of service. • # Interactions with Live Chat.
CAO-LS-2 Information/Communication Fillable Forms	Investigate opportunities to use existing technologies for online fillable form functionality.	2024	<ul style="list-style-type: none"> • # Staff trained. • # Forms developed.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-LS-3 Information/Communication Internal Document Accessibility	Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2026 Municipal Election.	2025-2026	<ul style="list-style-type: none"> • Review previous election feedback for accessibility improvements. • Research alternative voting methods that will remove voting barriers. • Prepare and implement an Accessibility Municipal Election Plan with feedback from the public, groups representing people with disabilities and the O.A.A.C.
CAO-LS-4 Information/Communication Barrier Identification	Coordinate the special council meeting to receive comments from the public concerning Diversity, Inclusion and Accessibility.	Annually	<ul style="list-style-type: none"> • # Delegations to Council at special meeting. • # Meeting attendees. • # Recommendations.
CAO-LS-5 Information/Communication Support Programs and Services	Provide information about support programs and services available in the community for people with disabilities.	Ongoing	<ul style="list-style-type: none"> • Document prepared identifying the #/type support requested through Service Oshawa.

Corporate and Finance Services – Finance Services - Financial Services and Procurement (CFS-FS-FSP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-FS-FSP-1 Information/Communication Vendor Accessible Requirements	Develop a checklist to be completed by vendors during the bid process to identify accessibility features of software as it relates to WCAG 2.0.	2023	<ul style="list-style-type: none"> • Checklist completed.
CFS-FS-FSP-2 Information/Communication Bidding Opportunities	Work with the Accessibility Coordinator to explore connecting with businesses who support/employee people with disabilities.	2023	<ul style="list-style-type: none"> • # organizations/agencies connected with
CFS-FS-FSP-3 Information/Communication Request for Proposal Process	Develop a social procurement policy.	2024-2026	<ul style="list-style-type: none"> • Review completed of social/accessible procurement policy and practice. • # Consultations completed. • Policy developed.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-FS-FSP-4 Customer Service Accessibility Accommodations	Programs identify need for accessibility accommodation in the annual budgets based on historical data.	Annually	<ul style="list-style-type: none"> • \$ Allocated. • Improvements achieved as a result. • Public feedback results.

Corporate and Finance Services – Human Resource (CFS-HR)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-1 Information/Communication Accommodation Discussions	Automate tracking of accommodation plans and continue to incorporate into onboarding material.	2023	<ul style="list-style-type: none"> • Accommodation plans loaded into new Health and Safety Management software. • Develop onboarding checklist for managers and include accommodation discussion

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-2 Information/Communication Job Postings	Review job posting language to proactively invite people of different backgrounds to apply and strengthen welcoming statements for diversity groups on job postings, and review language used and unnecessary requirements.	2023	<ul style="list-style-type: none"> • Language reviewed and updated as necessary. • Review completed of unnecessary requirements.
CFS-HR-3 Employment Accommodation Needs	Consider formal implementation of Work Life Program elements (job-sharing, flex hours and four-day work weeks) to be inclusive of employees who need flexible work arrangements.	2024	<ul style="list-style-type: none"> • Review of current work-life program material and development of next steps
CFS-HR-4 Employment Hiring Practices	Consult with other municipalities, organizations on their recruitment best practices for accessibility.	2024	<ul style="list-style-type: none"> • Networking and information sharing with other municipalities • Future capstone project

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-5 Employment Recruitment	Research the use of alternative job boards, outreach and posting locations to attract individuals of diverse backgrounds to apply.	2024	<ul style="list-style-type: none"> • Information gathered on alternative posting sources • Analysis on budget impacts and target audience numbers served/reached
CFS-HR-6 Employment Training and Education	Educate hiring managers on unconscious biases, accessible and equitable selection and hiring practices and the benefits of a diverse workforce.	2024-2025	<ul style="list-style-type: none"> • # Managers completed training. • # Training sessions. • # Hours in training.
CFS-HR-7 Information/Communication Recruitment	Engage with organizations and employment agencies serving equity seeking groups to establish diverse recruitment sources.	Ongoing	<ul style="list-style-type: none"> • Participation in job fairs, information events, meetings and discussions with applicable organizations and learning institutions
CFS-HR-8 Employment Training	Continue to work with applicable branches to utilize LMS use and enhance training topics and opportunities related to accessibility.	Ongoing	<ul style="list-style-type: none"> • Training sessions completed. • Variety of new training topics available.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-9 Employment Health and Safety	Include accessibility measures for persons with diverse disabilities in training delivery.	Ongoing	<ul style="list-style-type: none"> • Review training offerings for inclusion and accessibility measures

Corporate and Finance Services – Innovation and Transformation (CFS-IT)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-1 Employment Training	Provide information and training about Accessibility to new Council/CLT.	2023	<ul style="list-style-type: none"> • # People trained. • # Training sessions. • # Hours trained.
CFS-IT-2 Employment Training	Roll out the Age Competencies Training developed with TeachingCity to City staff and OSCC staff.	2023	<ul style="list-style-type: none"> • # Staff trained. • # Hours trained.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-3 Information/Communication Website Access	Work with Communications to provide ASL messages on the website.	2023	<ul style="list-style-type: none"> • Consult with people who are Deaf and hard of hearing and agencies that support them. • Provide ASL engagement messaging. • # Engagement website participants. • # Requests for service and feedback provided.
CFS-IT-4 Information/Communication Accessibility Awards Program	Review and revise the Accessibility Awards program.	Start 2023	<ul style="list-style-type: none"> • Review completed. • Revisions implemented.
CFS-IT-5 Employment Training	Revise the Inclusive Language Manual, the Equity Lens and the importance of plain language. Roll out an associated training/communication program internally and externally as appropriate.	2023-2024	<ul style="list-style-type: none"> • Conduct research and assessment. • Manual updated. • # Staff provided training workshop. • # Training sessions provided. • # Hours trained.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-6 Information/Communication Population Analysis	Conduct an analysis of Oshawa's aging population and people with disabilities and communicate internally and externally.	2023-2024	<ul style="list-style-type: none"> • Provide training to staff to conduct analysis. • # Staff trained. • Analysis completed. • # Presentations. • # People informed.
CFS-IT-7 Information/Communication Stock photos	Increase the number of photos representing people with disabilities for use in corporate print and on-line material.	2023-2025	<ul style="list-style-type: none"> • # photos collected
CFS-IT-8 Customer Service Accessibility Assurance Certificates	Research types of Accessibility Assurance Certificates and decide which Certificate is preferable from vendors; continue to run accessibility checks on out of the box products.	2024	<ul style="list-style-type: none"> • Complete research and analysis. • Implement a certificate for analysis.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-9 Information/Communication Community Engagement	Develop an approved internal procedure for staff to engage with O.A.A.C. and people with lived experience for projects/policies /services etc.	2024	<ul style="list-style-type: none"> • Procedure completed. • # consultations held with O.A.A.C. • # of participants with lived experience consulted.
CFS-IT-10 Employment Recognition	Implement a Corporate program to recognize individual or departmental staff achievements in accessibility.	2024	<ul style="list-style-type: none"> • # recognized • # achievements
CFS-IT-11 Employment Training	Develop KPIs to measure internal accessibility training impact.	2025	<ul style="list-style-type: none"> • Quarterly status reports about the # of pdfs posted to the City's website. • Survey results from training sessions.
CFS-IT-12 Employment Accessibility Training	Review and revise the Staff/Volunteer Accessibility On-Boarding program and process.	2025	<ul style="list-style-type: none"> • Revisions completed. • # Trained.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-13 Employment Staff Census	Work with DEI and HR staff to plan next employee demographic census.	2025	<ul style="list-style-type: none"> • Plan completed
CFS-IT-14 Information/Communication Internal Communications for Staff	Develop a process/procedure to ensure that PDFs, WORD documents, RFPs and other internal files are accessible and identify future needs regarding accessibility of other internal communication resources.	2025-2026	<ul style="list-style-type: none"> • Research completed. • Process/procedure developed. • # Accessible internal files available.
CFS-IT-15 Information/Communication Key Performance Indicators (K.P.I.)	Develop KPIs for non-legislated policies and initiatives, including accessibility through a lens of intersectionality.	2025-2026	<ul style="list-style-type: none"> • # K.P.I.s generated. • \$ provided in budget to meet initiatives. • Outcomes of initiatives.
CFS-IT-16 Information/Communication Accessibility Plan Development	Develop the next Accessibility Plan.	2026	<ul style="list-style-type: none"> • Plan developed and approved by Council with O.A.A.C. and community/staff engagement.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-17 Employment Accessible Document Training	Coordinate corporate accessible document training, as required.	Annually	<ul style="list-style-type: none"> • # Sessions held. • # Staff trained. • # Hours trained.
CFS-IT-18 Employment Mentoring Day	Celebrate Disability Mentoring Day.	Annually	<ul style="list-style-type: none"> • # Mentors/mentee matches.
CFS-IT-19 Information/Communication Partnership Development	Continue to collaborate with the Region of Durham on a wide variety of initiatives related to accessibility.	Ongoing	<ul style="list-style-type: none"> • # Initiatives in partnership. • Outcomes of initiatives.
CFS-IT-20 Information/Communication Partnerships	Explore opportunities through TeachingCity to advance accessibility initiatives.	Ongoing	<ul style="list-style-type: none"> • # Partnerships strengthened. • # student participants.
CFS-IT-21 Information/Communication Accessibility Awareness	Lead internal accessibility awareness programs and advocate for change within the organization.	Ongoing	<ul style="list-style-type: none"> • # Awareness Programs. • # Changes instituted.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-22 Information/Communication Support to O.A.A.C.	Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee.	Ongoing	<ul style="list-style-type: none"> • # meetings held. • # events attended.
CFS-IT-23 Information/Communication Accessible Document Process	Continue to address items identified in the Accessibility Document Review.	Ongoing	<ul style="list-style-type: none"> • # Changes implemented. • Quarterly Accessible Documents completed.
CFS-IT-24 Information and Communication Policies/Procedure Development/Review	Continue to ensure that community members with lived experience from the O.A.A.C. when developing and/or reviewing policies/procedures, projects and strategies.	Ongoing	<ul style="list-style-type: none"> • Development of a comprehensive process that is communicated to staff. • # Policies/processes reviewed by those with lived experience.

Corporate and Finance Services – Information Technology Services (CFS-ITS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-ITS-1 Design of Public Spaces Meeting Rooms	Establish standard for technology within meeting rooms to ensure accessibility for users.	2023	<ul style="list-style-type: none"> • Standard completed. • Meeting room Audits completed.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-ITS-2 Information/Communication Recreation Software Replacement	Conduct a scan to establish accessibility baseline levels.	2023	<ul style="list-style-type: none"> • Scan completed
CFS-ITS-3 Information/Communication Intranet Replacement	Execute a scan to establish baseline accessibility levels.	2023	<ul style="list-style-type: none"> • Scan completed.
CFS-ITS-4 Information/Communication Land Management Software Solution	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0 compliance.	2023	<ul style="list-style-type: none"> • Compliance achieved.

Community and Operations Services - Parks Facilities Maintenance (COS-PFM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-PFM-1 Design of Public Spaces Maintenance	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> • # occasions when required.

Community and Operations Services - Recreation Services (COS-RS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-1 Customer Service Registration	Use “how-to” videos more consistently to streamline program registration (e.g., for Parks and Recreation programs).	2023	<ul style="list-style-type: none"> • Published materials in Alternative languages • # Videos prepared. • # People/public engaged in development. • # People accessing the videos. • Customer feedback.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-2 Customer Service Programming for Older Adults	Provide opportunities for older adults to participate in social, recreational and continuing education programs.	2023	<ul style="list-style-type: none"> • # Opportunities for older adults to participate in programs. • # Older adults participating in programs.
COS-RS-3 Customer Service Programming for Older Adults	Create and promote volunteer opportunities for older adults.	2023	<ul style="list-style-type: none"> • Prepare promotional tools to recruit older adults. • Develop a volunteer recruitment of older adults plan. • # Older adults recruited. • Open application currently. Do not see many older adults
COS-RS-4 Design of Public Spaces Facility Access/Use	Explore improved methods of wayfinding at recreation facilities. i.e. wayfinding map for outdoor features i.e. fields; virtual facility tours to identify features available.	2023	<ul style="list-style-type: none"> • Development of wayfinding map and virtual tours for outdoor features i.e. fields, facilities • Consultation completed with O.A.A.C./public/groups regarding improvements

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-5 Customer Service Customer Service Awareness	Provide accessibility training for staff in related to invisible disabilities, different communication abilities, mental health, first aid, inclusion, physical assistance.	Ongoing	<ul style="list-style-type: none"> • # Training sessions. • # Partner training • # Hours of training
COS-RS-6 Customer Service Assistive Devices	Support use/training of various communication devices and methods for customer service staff i.e. apps, tablets.	Ongoing	<ul style="list-style-type: none"> • # Training sessions. • # Trained. • # Hours of training. Training for assisting diverse populations
COS-RS-7 Customer Service Programming Options for People with Disabilities	Explore programming options for people with disabilities.	Ongoing.	<ul style="list-style-type: none"> • Consult with the public/O.A.A.C. and research other groups/municipal programming. • # Opportunities.

Community and Operations Services - Road Operations (COS-RO)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RO-1 Design of Public Spaces Parking Spaces	Repainting of accessible symbols in the on–street/parking lot accessible parking stalls.	Annually or as required.	<ul style="list-style-type: none"> # Parking spaces repainted.

Community and Operation Services – Community Support Services – Traffic, Streetlighting and Transportation and Parking (COS-CSS-TSTP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-CSS-TSTP-1 Transportation Installation of Accessible Pedestrian Signals (A.P.S.)	The Region of Durham maintains A.P.S. request locations. Identified locations in Oshawa signalized intersections would be financed through the City’s budget.	Annually	<ul style="list-style-type: none"> # Locations recommended to the Region of Durham.
COM-CSS-TSTP-2 Design of Public Spaces Review quantity and location of municipal on-street/parking lot accessible parking spaces	Respond to requests for additional on street/municipal parking lot parking spaces in downtown Oshawa.	Requests are reviewed on a case by case basis.	<ul style="list-style-type: none"> Prepare a listing of the location and number of accessible spaces located. # Requests for change. # Additional spaces provided.

Economic and Development Services – Building Services (EDS-BS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-BS-1 Information/Communication Public Information	Continue to provide on-line accessible documents.	Ongoing	<ul style="list-style-type: none"> # Forms made accessible.

Economic and Development Services – Business and Economic Development Services (EDS-BEDS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-BEDS-1 Design of Public Spaces 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- Quarter 1 and 3.	<ul style="list-style-type: none"> # Grants received. # Grants awarded. # Accessibility projects/improvements made.
EDS-BEDS-2 Information/Communication Grant Awareness	Clearly identify funds available to businesses and developers for accessibility enhancements i.e. grants, CIPs on the City website.	Annually	<ul style="list-style-type: none"> Update to website provided. # Views/inquiries received. # Grants/\$ provided.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-BEDS-3 Information/Communication Restaurant Guide	Prepare promotional tool to identify accessibility features of restaurants.	Annually	<ul style="list-style-type: none"> • Tool completed.
EDS-BEDS-4 Information/Communication Gather statistical information regarding use of mobility devices/aids in the downtown	Investigate ways to work cross-functionally with other branches in order to use more precise technologies for measuring vehicle/pedestrian traffic.	Annually	<ul style="list-style-type: none"> • Traffic count completed and comparison made from previous years.
EDS-BEDS-5 Design of Public Spaces 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	<ul style="list-style-type: none"> • Assessment completed. • Recommendations developed with feedback from people with lived experience.

Economic and Development Services – Engineering Services (EDS-ES)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
<p>EDS-ES-1 Design of Public Spaces Active Transportation</p>	<p>Explore opportunities to increase active transportation among accessibility community during the Integrated Transportation Master Plan update.</p> <p>Host discussions with the accessibility community throughout the study.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Identify active transportation opportunities near older adult housing. • # Discussions held.
<p>EDS-ES-2 Design of Public Spaces Active Transportation</p>	<p>Respond to requests to add rest stops and/or benches along active transportation routes, in the downtown and at facilities to meet the needs of people with disabilities and older adults when possible.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Identify opportunities for benches or rest stops.
<p>EDS-ES-3 Design of Public Spaces E-Scooter Pilot</p>	<p>Have discussions with the accessibility community prior to launch and throughout the pilot.</p>	<p>2023</p>	<ul style="list-style-type: none"> • Assessment and improvements recommended

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-ES-4 Customer Service Transportation Options	Recommend awareness and/or education program when implementing new programs or facilities.	Ongoing	<ul style="list-style-type: none"> • # Tools created. • # People reached.
EDS-ES-5 Design of Public Spaces Older Adult Pedestrian Safety	Explore solutions to increase safety for older adult pedestrians.	Ongoing	<ul style="list-style-type: none"> • Research solutions to increase safety and prepare recommendations for improvement.
EDS-ES-6 Design of Public Spaces Road construction	<p>Use accessibility lens with transportation studies, designs, road construction /reconstruction to ensure safety and access.</p> <p>Continue to circulate designs to Accessibility Program Coordinator for review.</p>	Ongoing	<ul style="list-style-type: none"> • # Review of lens for road construction completed. • .# Consultations with public, organizations to ensure accessibility.

Economic and Development Services – Planning Services (EDS-PS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-PS-1 Design of Public Spaces Site Plan, Rezoning Reviews	Review plans monthly for accessibility features with the O.A.A.C.	Ongoing	<ul style="list-style-type: none"> # Plans reviewed.
EDS-PS-2 Design of Public Spaces Review Planning Studies	Review plans/studies for accessibility with the O.A.A.C. as necessary.	Ongoing	<ul style="list-style-type: none"> # Plans reviewed.

Safety and Facilities Services – Facilities Management Services (SFS-FMS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-1 Transportation Electric Vehicle Charging Stations	Investigate a standard detail for EV parking.	2023	<ul style="list-style-type: none"> Review completed. Standard recommended for inclusion in O.A.D.S.
SFS-FMS-2 Design of Public Spaces Accessibility Parking at City Facilities	Re-examine the distance of travel from accessible parking to city facility entrances. Evaluate the need for additional rest areas.	2023	<ul style="list-style-type: none"> Audits completed at all facilities # modifications implemented

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-3 Design of Public Spaces Size of Family Change Rooms	Re-audit existing family change rooms for maneuverability.	2023	<ul style="list-style-type: none"> • Review with other municipalities • Audit completed • # modifications made
SFS-FMS-4 Design of Public Spaces Meeting Rooms	Conduct audits of meeting spaces to identify potential barriers to staff to attend.	2024	<ul style="list-style-type: none"> • Complete meeting room audits with feedback from staff, user groups, O.A.A.C. etc. regarding meeting room barriers. • Generate a plan of action for addressing barriers to participation.
SFS-FMS-5 Customer Service Parks, Trail, Path Usage	Explore opportunities to increase older adult usage of parks, trails and paths.	2024	<ul style="list-style-type: none"> • Research other municipalities /gather public/O.A.A.C. feedback for gaps.
SFS-FMS-6 Design of Public Spaces Corporate Signage Standard Review	Update signage standards for city facilities, parks and trails to ensure consistency and accessibility.	2025	<ul style="list-style-type: none"> • Review completed. • # changes implemented. • Staff training provided.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-7 Design of Public Spaces Facility Barrier Removal	Coordinate capital improvements to remove accessibility barriers identified by audits in City facilities using the Council approved Oshawa Accessibility Design Standards (O.A.D.S.) with budget or grant approval.	Annually	<ul style="list-style-type: none"> • # Upgrades made. • \$ Spent. • Grants received.
SFS-FMS-8 Design of Public Spaces Identification of Barriers	Prioritize and audit/re-audit City facilities that have been upgraded or improved with members of the O.A.A.C. Three (3) per year.	Annually	<ul style="list-style-type: none"> • Re-audits completed. • Inventory/budget updated.
SFS-FMS-9 Design of Public Spaces Identification of Barriers	Prioritize and audit City facilities based on the City's facility audit program.	Annually	<ul style="list-style-type: none"> • Re-audits completed. • Inventory/budget updated.
SFS-FMS-10 Design of Public Spaces Built Environment Improvement Plan	Generate a list of potential parks/trails grant accessibility projects and continue to monitor funding opportunities (e.g. provincial or federal grants, Rick Hansen Foundation).	Annually	<ul style="list-style-type: none"> • List generated • Grants applied for • Grants received.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-11 Design of Public Spaces Park Development/ Redevelopment	Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee.	Annually	<ul style="list-style-type: none"> # Audits completed.
SFS-FMS-12 Design of Public Spaces Plans and Studies Review	Review applicable new park development and redevelopment plans, for accessibility features as it relates to O.A.D.S./A.O.D.A. and present to the O.A.A.C. when applicable.	Ongoing	<ul style="list-style-type: none"> # Plans and studies reviewed.
SFS-FMS-13 Design of Public Spaces Maintaining Areas	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> # occasions when required

Safety and Facilities Services – Fire Services (SFS-FS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FS-1 Employment Recruitment	Recruit firefighters, and other service professions, in local high schools and colleges on a yearly basis, through job fairs, flyers, posters, and email and social media campaigns.	Annually	<ul style="list-style-type: none"> • # Marketing tools prepared. • # Events/occasions. • # Attending. • # Inquiries/requests for additional information. • # Social media views. • # Recruited.

Safety and Facilities Services – Municipal Law Enforcement and Licensing Services (SFS-MLELS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
<p>SFS-MLELS-1 Transportation On-demand accessible cabs</p>	<p>Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.</p>	<p>Annually</p>	<ul style="list-style-type: none"> • # Accessible on demand accessible cabs licenses issued/active. • Percentage change in the number of licenses issued/active. • # Incidents reported where public needs are not met. • Identification of any demand related issues to be addressed i.e. time of day, size of vehicle.
<p>SFS-MLELS-2 Transportation Audits/Inspections</p>	<p>Verification that cabs and cab drivers are meeting the requirements identified in Ontario Regulation 191/11.</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • # audits/inspections completed • # of audits/inspections in compliance with requirements.

Oshawa Senior Community Centres - (OSCC)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
OSCC-1 Design of Public Space Signage	Install universal accessible signage (braille) at John St. Branch.	2023	<ul style="list-style-type: none"> # Signs installed.
OSCC-2 Customer Service Housing and Community Support Options	Provide community referrals and forms to assist seniors navigate housing options. Support Durham Access to Social Housing (D.A.S.H.) applicants with D.A.S.H. website.	Ongoing	<ul style="list-style-type: none"> Track # of referrals provided. Track # of DASH applicants supported.

Oshawa Accessibility Advisory Committee – (O.A.A.C.)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
O.A.A.C.-1 Information/Communication Public Awareness	Prepare a “Growth of Accessibility” display in celebration of Oshawa’s 100 th Anniversary.	2024	<ul style="list-style-type: none"> # People who visited display. # Volunteer hours.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
O.A.A.C.-2 Information/Communication Resident and Business/Community Accessibility Awards	Identify and honour businesses and citizens at a Special Council meeting on accessibility/inclusion issues.	Annually	<ul style="list-style-type: none"> • Event held. • # People/groups recognized with awards.
O.A.A.C.-3 Information/Communication Public Awareness	Host a public information display at the Oshawa Canada Day event.	Annually	<ul style="list-style-type: none"> • Attended event. • # People who visited display.
O.A.A.C.-4 Information/Communication Public Awareness	Host an Accessibility Awareness event at Tribute Community Centre or sports event.	Annually	<ul style="list-style-type: none"> • Attended event. • # People who visited display. • # Volunteer hours.
O.A.A.C.-5 Information/Communication Public Awareness	Participate at community events as time permits to promote accessibility awareness.	Ongoing	<ul style="list-style-type: none"> • # Events attended. • # People who visited display. • # Volunteer hours.
O.A.A.C.-6 Information/Communication Education/Community Outreach	Learn about the services community agencies provide for people with disabilities.	Ongoing	<ul style="list-style-type: none"> • # Community agency presentations provided.

Area of Focus	Action to be taken	Timing	Key Performance Indicators
O.A.A.C.-7 Information/Communication Public Awareness	Prepare social media (i.e. Facebook, Twitter, etc.) announcements to promote accessibility awareness and City programs, services and facilities.	Ongoing	<ul style="list-style-type: none"> • # Announcements prepared.