

## Appendix C – Town of Oakville Accessibility Policy

### Policy statement

The Corporation of the Town of Oakville (town) is committed to eliminating barriers and providing accessible programs, services and facilities towards achieving Council's vision to be the most livable town in Canada. This includes building an inclusive community where all individuals have equal access to the town's services, programs and facilities in a manner that is integrated and promotes dignity and independence.

### Purpose

This policy is intended to address the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, the Ontario Human Rights Code and related standards and regulations introduced under the legislation, ensuring that persons with disabilities are provided equal opportunities and standards of service.

This policy enables the implementation of procedures to ensure compliance with the accessibility standards under the AODA as listed below:

- a. Accessible Customer Service
- b. Accessible Information and Communications
- c. Accessible Employment
- d. Accessible Transportation
- e. Design of Public Spaces (Accessible Built Environment)

### Scope

This policy applies to Members of Council, Members of Boards and Committees, all town employees as well as volunteers, agents, contractors, third parties or any individual representing or acting on behalf of the Corporation of the Town of Oakville in any manner. It also applies to services, facilities and properties owned or operated by the Town of Oakville.

The town shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.

Accessibility training will be provided in accordance with the AODA. Refer to Accessible Customer Service procedure for requirements.

The town has established a multi-year accessibility plan as required under the AODA.