

# Appendix C

## Appendix B – 2021-2022 Inclusion and Diversity Initiatives

### Clerk's

- Provided live and on-demand closed captioning of Town Council and committee meetings through the town's YouTube channel
- Provided virtual access to public meetings by phone and Microsoft Teams
- Provided administrative support and sign language interpretation services at public meetings and to the Accessibility Advisory Committee (AAC)
- Performed civil marriage ceremonies for same-sex couples

### Climate Action

- Used a formal inclusion, diversity and equity lens in the selection of board members for Future Energy Oakville
- Included seven hubs in the OakvilleReady program and signed on to the Halton Equity and Diversity Roundtable (HEDR) Charter. One hub, the Church of Incarnation has put in an Indigenous garden with the blessing and help of Indigenous elders
- Applied an inclusion, diversity and equity lens to the Recreational and Cultural Programming Climate Resiliency Plan. Focused on using Indigenous art and teachings to promote environmental protection and education
- Participating in Tamarack Institute's Climate Transitions Cohort through the Halton Climate Collective, that involves municipalities across Canada in learning opportunities to develop and implement community plans for a just and equitable climate transition
- Developed resources for diverse communities on living a green and healthy life, diversity and the environment, and opportunities to get involved
- Partnered with local community groups such as Oakvillegreen, Bronte and Oakville horticultural societies and Halton Environmental Network to undertake naturalization, restoration and outreach events to deliver environmental information to a diverse audience
- Partnered with Parks and Open Space, Halton Environmental Network, Kayanase Greenhouse (Six Nations) and ArtHouse to install a demonstration canoe garden in front of Town Hall. The project was a collaborative effort that engaged diverse members of the community and incorporated Indigenous and reconciliation themes along with biodiversity
- Partnered with Halton Environmental Network and Faith and the Common Good to roll out the OakvilleReady program at faith based organizations across the town. The centers are meant to serve as community resilience hubs for residents and at risk populations during weather-related events due to climate change. During the pandemic, focus shifted to address more directed initiatives such as food drives, supporting local food production and acting as a communications resource hub

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### Economic Development

- Tracked diverse representation for small businesses in customer relationship management software
- Promoted the Racialized and Indigenous Supports for Entrepreneurs (RAISE) grant program
- Downtown BIA painted four Muskoka chairs to complement the Lakeshore/Navy Pride crosswalk (town initiative)

### Facilities and Construction Management

- Replaced push button door operators with wave sensors to ensure hands free operation
- Updated and made accessible all fire safety plans throughout town facilities
- Installed tactile detection throughout town facilities
- Removed and replaced walkway into Iroquois Ridge community centre, added accessible benches, improved walkway lighting and added tactile detection
- Upgraded interior lighting to LED at Maple Grove and Kinoak arenas
- Completed renovation of exterior space at Glen Abbey Library; space to be used as additional programming space for all ages as well as provide additional space for customers to enjoy
- Commenced interior renovations to the call centre at Oakville Transit, the renovation includes the removal of a wall and relocation of the Supervisor's office. The result will be more efficient operation and communication
- Completed Coach House interior/exterior renovation that included barrier removal and design that incorporated the Oakville Universal Design Standards
- Completed interior dormitory renovations at fire stations 1,2,6 allowing for a more inclusive layout of space
- Raised flags on the community pole at Town Hall to draw awareness and recognition to important days, months and campaigns including the Pride flag (month of June) and Every Child Matters Flag (month of September)
- Conducted lighting of Town Hall in various colours to draw awareness and recognition to important days, months and campaigns
- Permanently raised the flag of the Mississaugas of the Credit First Nation at Town Hall alongside the national, provincial and municipal flag
- Installed new emergency evacuation map signs at Sir John Colborne Centre at all accessible entrances, stairs and elevators with an other languages option QR code that links to In Case of Fire Instructions in 10 other commonly used languages in the GTA and can be read aloud with the text to speech option on most smartphones
- Updated the Oakville Universal Design Standards for town facilities to v.2.1 with 2020 Ontario Building Code changes. The Oakville Universal Design Standards is intended to provide an inclusive, user-friendly and accessible environment through the use of design requirements that incorporate the principles and goals of Universal Design. Applying the Oakville Universal Design Standards is mandatory for all town renovations or new construction

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### Fire

- Partnered with the Halton Multicultural Council (HMC Connections) to educate frontline recruits on newcomer cultural practices that may pose fire risks
- Revamped Blaze Fire Academy for Halton residents who are aspiring firefighters looking for a first or second career
- Participated in the Great Canadian Fire Census to better understand the sector through the Canadian Association of Fire Chiefs
- Oakville Fire Department management participated on the Canadian Association of Fire Fighters committee for diversity, equity and inclusion
- Continued to engage community groups virtually and in-person in many facets of public safety and workforce development, such as attending the Strawberry Social for Seniors Month and hosting the Combat Challenge for Youth Week
- Developed age-appropriate fire safety resources for seniors, including giveaways such as jar openers, pill boxes and activity books for older adults
- Engaged families in targeted neighbours that might not have access to transit through bringing the fire truck and safety programming to them
- Offered virtual tours of a fire station for families; children were invited to play Cahoots and other video games with fire department staff
- Senior management participated in and shared resources provided by the Canadian Association of Fire Chiefs Rapid Response in Diversity and Inclusion Workshop: Creating a Fire Service for All Program
- Provided anti-racism, diversity and inclusivity education/training for fire department staff
- Created video to promote Mental Health and Wellness for Bell Lets Talk Day
- Translated select community resources such as After the Fire booklet in top six languages spoken in Oakville
- Held virtual story time to provide fire safety messages for children. Firefighters narrated No Dragons for Tea, a story about a dragon's flame-filled tea party in English, French, Simplified Chinese, Spanish, Farsi and American Sign Language (ASL) that was produced in videos available on YouTube
- Placed decals on town vehicles and/or epaulets on uniforms to show support for Indigenous Truth and Reconciliation, Black History Month, Pride Month, Movember and breast cancer awareness
- Updated community emergency plan and made available in an accessible format
- Partnered with Oakville Resiliency Hub to engage diverse community stakeholders to increase community capacity and understanding on how to provide support in emergencies
- Continued to engage community groups virtually and in-person in many facets of public safety
- Partnered with local media agencies to promote Oakville Fire programming
- Promoted public education, fire prevention, and emergency planning through social media
- Applied for a grant through Project Zero Enbridge Gas initiative. If successful, Fire Prevention division will reach out to local community groups and provide

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combination smoke and carbon monoxide alarms for vulnerable communities in need

### Human Resources

- Focused on diversity, inclusion and belonging as part of the town's Leadership Development Program through Harvard Business Review
- Renewed employer partnership with the Canadian Centre for Diversity and Inclusion (CCDI) which gives staff access to webinars, a knowledge repository on diversity and inclusion, best practices and other support services
- Participated in CCDI's annual conference which offered a deeper dive into cultural competence, thought-provoking insights, and interactive discussions
- Shared resources and activities for staff during Mental Health Week from the *Not Myself Today®* toolkit
- Required Accessibility, Respectful Workplace and Workplace Diversity eLearning training as part of new employee orientation
- Shared resources for trauma and 24/7 crisis support line information for staff during war in Ukraine
- Developing an education/training plan for staff and management on inclusion, diversity and equity
- Implemented mandatory training module on diversity and inclusion as part of new employee orientation
- Developed a human resources inclusion lens to ensure equity and inclusion are integrated into policies, procedures and recruitment process
- Reviewing and updating human resources policies and procedures
- Addressed systemic barriers and improved inclusion in recruitment and talent management through:
  - Removing unnecessary questions from town forms such as gender or marital status
  - Posting job advertisements in plain language to attract a wider pool of candidates
  - Partnering with agencies that service diverse communities
  - Accommodating candidate interview schedules around faith or religious observances
  - Including questions on diversity and inclusion as part of interview process for leadership positions
- Maintained healthy, safe and supportive workplace for employees free from discrimination and harassment through the town's Respectful Conduct policy

### Library

#### *Programs*

- Offered free SafeTalk with LivingWorks to the community. In this half-day training program, participants were taught how to recognize persons who might be having thoughts of suicide and connect them with community resources trained in suicide intervention

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- Offered Discover Your World program virtually to individuals from Community Living Oakville
- Hosted Community Conversations series:
  - Mental Health speakers, reading lists, and programs in May
  - 2SLGBTQIA+ displays, reading lists programs and events in June
  - Indigenous Art exhibit, reading lists, programs and events in September
  - Belonging displays, reading lists, programs and events in November
- Hosted Equity and Diversity Book Club in Partnership with Halton Equity Diversity Roundtable
- Increased selection of inclusive and diverse titles in both Storytime and Book Club
- Offered American Sign Language course in partnership with Community Oak Park Family Network
- Partnered with Acclaim Health and Alzheimer's Society for many programs supporting aging residents and/or cognitive challenges
- Offered free appointment-based one-on-one in-person tech help (reducing digital divide)
- Provided immigration updates in Mandarin in partnership with the Halton Multicultural Council
- Presented Oakville's Black History in Partnership with Caribbean Association of Halton, the Oakville Public Library, and Oakville Historical Society
- Hosted Spoken Word Poet, Dionne Samuels, Bird of Paradise in recognition of Black History Month
- Offered Filing Your Taxes on a Modest Income presented by the Canadian Revenue Agency
- Offered the Canadian Tax System for Newcomers presented by the Canadian Revenue Agency
- Offered Indigenous Agroecology presented by Miinikaan Innovation and Design
- Offered Tax Credits and Benefits for Seniors presented by the Canadian Revenue Agency
- Offered Resilience in the Rough Supporting Youth Mental Health presented by best-selling author Mark Henick
- Offered Mental Health Start the Conversation in partnership with Soch Mental Health
- Offered Fay And Fluffy – Drag Queen Story Time

### *Collections*

- Offered content in a variety of formats, such as large print, DVS videos, downloadable audiobooks and books on CD
- Offered print and physical content in a variety of languages
- Provided access to online resources to help improve language skills:
  - Mango Languages: courses in 72 languages teaching practical conversation skills and English as a second language
  - Little Pim: language learning program aimed at children up to six years old

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- Road to IELTS (International English Language Testing System): preparation course covering listening, reading, writing and speaking
- Provided access to a variety of digital content through various services: Flipster, Hoopla, LinkedInLearning, and Cloud Library
- Provided access to digital content in several languages through:
  - Naxos: streaming music including international music and spoken word in multiple languages translated in Chinese (traditional and simplified), Korean, Spanish, French, Portuguese and German
  - TumbleBook Library: interactive eBooks and eAudiobooks for children featuring titles in English, French and Spanish
  - Kanopy: streaming documentary, international, independent, and educational films in over 180 languages
- Provided access to Connection Kits, including tablet + Wi-Fi Kits and accessible reading tablets to seniors
- Through purchasing programs, materials by authors and illustrators from Indigenous and LGBTQ2+ communities are automatically included in OPL purchasing profile with vendors. Purchasing programs were adjusted in 2022 to include expanded purchasing of materials by authors and illustrators from Black communities or who are/identify as persons of colour
- Provided access to a new collection of decodable books for a variety of age groups to support literacy development in students with dyslexia and struggling readers

### *Services*

- Offered delivery and pick-up of Connection Kits for seniors living in retirement residences
- Added posters to all public and staff washrooms to provide confidential information for social services assistance
- Removed all late fees to eliminate barriers to borrowing materials
- Lifted restrictions on digital resources for customers with large fines owing

### *Web/Social Media*

- Installed the reach deck toolbar on website adding speech and reading support tools to online content
- Provided semi-annual Program and Events Guide in an accessible electronic document

### *Community engagement*

- Representation on the Halton Equity and Diversity Roundtable and Oakville Partnership for Truth and Reconciliation which acknowledges Indigenous history with educational events
- Received Newcomer Infopods from funding through Immigration, Refugees and Citizenship Canada to create newcomer Infopods using the Halton Community Services Directory

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### *Professional development*

- Trained all staff in 4 Seasons of Reconciliation through Reconciliation Education
- Implemented mandatory Oakville Inclusion Lens training through onboarding process
- Leadership staff attended information session on dementia offered by Acclaim Health

### *Facilities*

- Installed touchless automatic door opener and emergency call system in the Central Library family washroom
- Installed tactile paving at stairways at Central Library

## **Municipal Enforcement Services**

- Supported awareness of recognizing important days/months through decals on town vehicles and epaulets on uniforms such as Pride month, breast cancer awareness and truth and reconciliation
- Reviewing by-laws, policies and procedures for inclusive language
- Provided presentations and information on Employee Family Assistance Program at staff meetings
- Plan underway to rehabilitate municipal parking lot 5, adding an accessible parking space closest to the intersection to allow easy access to the sidewalk and payment machine

## **Parks and Open Space**

- Installed Treaty 22 and 14 signs in 18 town parks in spring and summer 2022 to further the community's shared understanding of Oakville's Indigenous past and support local truth and reconciliation as part of the Mississaugas of the Credit First Nation and Oakville Community Foundation Debwewin "the Oakville truth" project
- Upgrading all outdoor public washrooms to touchless fixtures
- Completed Hixon Park, Loyalist Parkette, Bowbeer Parkette, and Featherstone Parkette with accessible playground features, paved and lit walkways
- Installed new playgrounds with accessible features at Bloomfield Park, Martindale Park, Glen Oak Creek Trail North, Pilgrims Way Park
- In conjunction with the Canadian Caribbean Association of Halton installed accessible planter tables within Harmony Garden at QEPCC
- Converted playground surfacing material at Sheridan Hills public school from metering stone to wood chip mulch for accessibility
- Topped up 16 playgrounds with wood chip mulch
- Paved Bronte Bluffs, Tannery, Pine Glen, Kingsford Gardens parking lots and added accessible spots
- Renovated Town Square washroom to be fully accessible
- Constructed fully accessible washroom at Bronte Harbour

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- Beginning implementation of audit of town's 224 kilometre recreational trail network including design elements such as width, height, surface, slope, ramps, rest/passing/viewing areas, signage and trail amenities. Audit information will be used to develop a strategy for accessibility improvements
- Constructing a barrier free washroom at Wallace Park. Improvements include universal washroom with full turning circle for mobility devices, male/female barrier-free washrooms with features such as grab bars, touchless fixture controls, power door operators, contrasting colours and accessible pathway with pedestrian lighting
- Installing new playgrounds with accessible features at Coronation Park, Oxford Park and Langtry Park

### Planning

- Worked with Parks and Open Spaces to create a word mural on the washroom building in Trafalgar Memorial Park – features many local Indigenous names
- Worked with Parks and Open Spaces to install new trail kiosk in north Oakville related to Indigenous sports and Indigenous history of area
- Included Indigenous history/connections in research documents, by-laws, plaques, etc. related to local history that is either produced internally or required by Planning Services
- Reviewed all site plan applications through a universal design lens to ensure removal of any barriers, as per the mandate of the AAC. Any modifications requested are based on legislation, sound practice and good site design. The Manager of Urban Design reports back to the AAC with an annual update
- Site Design and Development Standards Manual (Part C of Livable by Design Manual) endorsed by Council in 2017. The standards incorporate provincial and municipal universal design standards and are applied during the design and review of development applications

### Purchasing

- Implemented phase one of a new claims management system that will integrate with the town's website, utilizing a user-friendly approach that is focused on easy access, which will create a web-based platform for all residents to submit claims online
- Utilized a digital procurement management platform that makes it easy for vendors to review, register, download and submit bids to the town for goods and services online, 24 hours a day, seven days a week
- Developing a Supplier Code of Conduct to support responsible procurement and commitment from vendors to uphold stringent standards of ethical business, integrity and equity. This strongly promotes corporate social responsibility through ethical supply chain management

### Recreation and Culture

*Community Development*



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- Trained staff on unconscious bias
- Utilized Oakville's Inclusion Lens for Perfect Mind; removed gender as a mandatory field
- Planning to use more diverse names and pictures when training documents and videos are created for Perfect Mind
- Hosted Oakville's Black Heritage Bike and Walking tours, three time slots for each Bronte bike tour and Kerr walking tour - partnership with Oakville Museum, OPL and CCAH
- Hosted Emancipation Day Celebration, 200 free drive-thru BBQ meals from CCAH at QEPCC
- Hosted CHILD-ish, adults speak children's exact words about love, life and the world in this fresh new verbatim work. Project includes the digital launch of the show with potential to develop virtual webinar/playwright chat
- Developed information package of regional services to provide at rec centres (for vulnerable residents)
- Developing a free program that incorporates anti-racism and anti-oppression training in recreation and culture activities. It leverages physical activities as a tool to increase awareness of the systemic barriers Black, Indigenous Peoples, and People of Colour experience as ways to increase civic engagement to remove barriers for social participation
- Initiated Message In a Bottle campaign during COVID-19 pandemic which provided 800 isolated seniors with positive messages and tertiary items such as non-medical facemasks, letters and artwork from residents to address social isolation
- Collaborated with Food for Life during COVID-19 pandemic to provide over 200 children living in low income households with recreational items such as kipping ropes, bicycles bells and more
- Collaborating with Halton Environmental Network for a Planter Partnership where summer students are building 20 gardening planters for the older adults luncheon program
- Active member of coordinating committee for the Halton Equity and Diversity Roundtable; organization advocates and promotes equity, diversity and inclusion
- Co-chair of the Halton Poverty Roundtable supporting organizations and initiatives to raise awareness for low income and marginalized residents
- Continued to offer supervised summer playgrounds program which offers residents the opportunity to participate in low cost half-day summer camps at several outdoor park sites
- Continued to offer free community sports league for youth such as the Oakville Girls Community Soccer League and Oakville Community Basketball League which provided free recreational access to over 180 participants and employed over 15 staff through intentional employment initiative since 2019
- Piloted the facilitation of the Oakville community cricket and fitness program which provided free recreational physical literacy program to youth with varying abilities and also hired two youth staff with developmental diagnosis through collaborating with Project Autism

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- Established a healthy food program in partnership with Food for Life for the Oakville Community Basketball League to promote health and wellness and provide food security to low-income youth
- Offered free virtual programs targeted to older adults to address potential isolation experienced as a result of COVID-19. Free programs include mindfulness activities, chair yoga, travel and arts, community conversations and healthy eating. The program commenced as of November 2020
- Continued the success of Planting Our Seed through offering it in fall of 2022 with the theme of Resurgence of the Indigenous Voice. This six week program will include virtual and in-person sessions encouraging critical discussions about historical and contemporary issues facing Indigenous people
- Compiling Go Bags through collaboration with community partners, to provide granola bars, a water bottle, Tim Horton's gift card, blankets, hygiene products, menstrual products, winter kit and information on community resources to patrons accessing community centres who are experiencing distress or crisis
- Offered Red Cross Psychological First Aid training to camp staff which provides best practice strategies to support participants in crisis and provide appropriate referral as needed
- Certifying four staff to become Red Cross Psychological First Aid instructors

### *Youth and Children's Programming*

- Trained full-time and part-time camp staff in behavioral management to ensure we can approach behaviour management in a positive manner and support children of all abilities in programs
- Member of regional inclusion group with recreation representatives from Halton, Peel and Guelph. This group is advocating for inclusion services on a provincial platform (through Parks and Recreation Ontario) and collaborating to increase training and learning opportunities within the region
- Provided one-on-one support to approximately 20 children on a weekly basis for summer camp programs. Also provided one-on-one support for PA day programs
- Implemented an anti-racism training for all frontline camp staff to ensure we are creating a safe, supportive environment for campers and co-workers

### *Aquatics*

- Offered women-only learn-to-swim program. Female lifeguards are provided and windows are covered for privacy, cultural and religious considerations
- Continued to subsidize 100% of the training and certification programs as part of the Aquatic Leadership Assistance program to become a lifeguard for low-income youth. This program is facilitated with the support of Life Saving Society and in partnership with community organizations who provide participant referrals
- Offered Aquadapt, a flexible one-on-one swimming lesson program for swimmers with exceptionalities
- Offered many therapeutic and aqua therapeutic programs including:
  - Parkinson's program focusing on improving strength, flexibility, posture and balance

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- Gentle Osteo for participants with physical limitations due to varying degrees of arthritis and osteoporosis
- Chronic Obstructive Lung Disease (COPD) program focusing on strengthening cardiovascular and muscular systems
- TIME program for stroke survivors with balance and mobility challenges caused by chronic conditions such as stroke, brain injury or multiple sclerosis
- Minds in Motion program in collaboration with Alzheimer's Society of Ontario. Program incorporates physical activity with mental stimulation for people with early to mid-stage signs of Alzheimer's disease or other dementias and their care partners
- Healing Waters swims for participants with mobility challenges or those looking for a quiet time to work on aquatic therapy exercises
- Partnered with Community Oak Park, who received a grant from the Oakville Community Foundation, to pay for participants to participate in a program

### *Culture*

- Installed permanent plaques with a land acknowledgement at Town Hall, six community centres, Sixteen Mile Sports Complex, Oakville Centre for the Performing Arts and Oakville Museum to acknowledge the appreciation and gratitude we carry for the enduring presence and deep traditional knowledge, laws and philosophies of the Indigenous people with whom Oakville shares this land today
- Planted a garden at Iroquois Ridge Community Centre, honouring the One Dish covenant which teaches that all people need to collectively care for and respect the land, water, animals and each other in the interests of peace and friendship, for the benefit of not only ourselves but for our future descendants. The Indigenous names of each plant are highlighted on the garden signage to increase awareness, and teach and preserve the languages
- Presented Planting our Seeds in partnership with Grandmothers Voice to offer a virtual program that celebrated Indigenous culture and community, and encouraged critical discussions about historical and contemporary issues facing Indigenous people
- Released five podcasts as part of "June is" month in 2021. Theme of discussion was focused on increasing a sense of belonging in Oakville and included:
  - Understanding belonging
  - Understanding Indigenous history
  - Belonging for urban Indigenous residents
  - Belonging for Pride
  - Belonging for seniors
- Offered a virtual tour of the Mohawk Institute to town staff as part of Truth and Reconciliation Day reflections
- Installations of orange ribbons at community centres and at the Indigenous film screenings in September 2021 (private ceremony conducted before and after with Grandmothers Voice)

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- Installation by Metis artist Tracey Mae Chambers at the Oakville Museum west porch October to November 2021
- Oakville Centre for the Performing Arts fly tower lit orange for week leading up to September 30 in recognition of the National Day for Truth and Reconciliation
- Offered For the Love of Cooking virtual program with Chef Johl Whiteduck Ringuette
- Hosted connexions temporary public art installations in parks (one in each ward) with local and BIPOC artists in summer 2021
- Hosted Indigenous film series in seven parks through summer and early fall 2021
- Supported outreach to the Oakville community during COVID-19 through virtual programming: Museum (showcasing works from the collection and historical tours of Erchless estate); seniors, art, and fitness virtual programs
- Collaborated with Indigenous community partners to offer an outdoor Indigenous movie series in reflection of National Day for Truth and Reconciliation 2021. The movies focused on climate change, Indigenous culture and commitment to reconciliation. All seven movies shown were upon the recommendations of Indigenous community partners
- Culture Days 2021: over 82 free programs provided by the town, both in-person and virtually. Oakville was listed as offering the third most programs through the Culture Days platform
- Culture Days 2022: over 82 free programs provided by the town and community, both in-person and virtually
- Family Day 2022 at all community centres with community programming
- Proclamation of Treaty 22 Day at the Oakville Museum in February 2022
- Canada Day 2021 (virtual): community and culture group performances, tree and flower giveaway
- Canada Day 2022: community and culture group performances, arts and crafts in Bronte
- National Indigenous History month 2022: Moccasin identifier stencil project workshop at Oakville Museum, treaties and truth heritage walk in downtown Oakville from orange crosswalk to Oakville Museum grounds, discussion with Grandmother's Voice at the Oakville Museum
- Moccasin Identifier Project activities at Oakville Trafalgar Community Centre June 1, 2022 celebration and Oakville Museum Coach House open house
- Presented Angela Bellegarde, guest speaker to discuss Truth and Reconciliation with 2022 summer camp staff
- Planned Connexions temporary public art murals at seven community centres September to December 2022
- Planned family films in parks with pre-show activities related to the film themes August to September 2022
- Continued offering Oakville community basketball program which provides access to youth ages 10-14 to participate in recreational activities without borders
- Virtual school program offerings by the Oakville Museum to schools through Community Classroom (Oakville Community Foundation)

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Continue to recognize the Truth and Reconciliation process through:

- Every year red dresses are hung at Town Hall, all recreation and culture facilities, and all library branches as our communities' response to the 231 Calls for Justice for Missing and Murdered Indigenous Women and Girls 2S+. The red dresses are displayed from October 4 Sisters in Spirit Day to November 25 the International Day for the Elimination of Violence Against Women. This is in partnership with Grandmother's Voice
- Moccasin trails signage (along Sixteen Mile and Bronte Creeks), self guided
- Moccasin Trail booklets provided for campers started in (2021 and continues) to read to campers with activities.
- Web page created for Indigenous community with other community resources

### *Seniors*

- Facilitated Senior Centres Without Walls during COVID-19 pandemic to provide a free service that connected socially isolated seniors to a call-in program daily to increase social interaction
- Facilitated phone a friend initiative during COVID-19 pandemic where volunteers call isolated seniors weekly
- Offered weekly friendship luncheons at three seniors centres for 60 socially isolated seniors. The program includes a hot lunch, exercise program and socializing with volunteers and peers
- Hosted June is seniors month special events including strawberry social, microgreens planting, barbeques and mudball making for monarchs
- Returned to in-person programming and reopened the café/bistros for low cost small meal/snack offerings

### *Special Events Service*

- Continued to provide support to over 400 community events representing the community's cultural diversity:
  - Oakville Museum's Emancipation Day
  - EID Celebration
  - Live Black Music on the Block
  - Sabor Latin dancing
  - Canadian Caribbean Association of Halton - steel drum performances
  - Oakville Latino festival
  - Apostleship of the Cross soccer game
  - Indigenous Veterans Day
  - Moccasin Identifier Project
- Continued to improve accessibility at town events by adding baby care stations, Oakville Transit shuttle service and care-A-van pick-up locations, name tags for volunteers who speak languages other than English, and training on accessibility for volunteers
- Maintained events web page which offers a single point of contact for information related to attending and planning special events, including guidelines and examples of how to improve an event's accessibility, and information about booking ASL interpreters

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- Shared accessibility and inclusion information with the Oakville Event Network and community event organizers

### *Other Recreation and Culture inclusion initiatives*

- Participated on an Inclusive Recreation Advisory Committee run by Parks and Recreation Ontario (PRO). PRO has received funding to develop an Inclusive Recreation Framework, which would guide service delivery in our industry
- Created a multi-sensory cart at Glen Abbey Community Centre
- Provided behaviour management systems training for all summer camp inclusion staff
- Participated in a Recreation Program conference which included a talk by staff on inclusion and best practices
- Included accessible application form on town website for public art call for Trafalgar Park Community Centre

### **Oakville Centre for the Performing Arts**

The Oakville Centre for the Performing Arts continues to attract artists and audiences reflective of the town's cultural background and diversity. The program offers an eclectic mix of productions by international and domestic artists from varying backgrounds, in addition to educational programs and commercial and not for profit rentals.

- Hosted Debwewin - Truth of the Land, partnering with the Mississaugas of the Credit First Nation and Oakville Community Foundation. Funds raised during the evening went to the Debwewin fund at the Oakville Community Foundation, to remember the children who did not come home from residential schools. The event featured Mississaugas of the Credit First Nation Gimaa R. Stacey Laforme, Susan Aglukark, Kevin Hearn from Barenaked Ladies, Josh Finlayson from Skydiggers, Manitou Mkwā Singers, Mark LaForme Band, Little Creek Singers and Arthouse "One Drum". A complimentary live stream of the event was made available to all
- Hosted The Mush Hole Truth, Acknowledgement, Resilience and offered complimentary tickets to this theatrical dance performance by Kaha:wi Dance Theatre, about truths of Canada's first Indian residential school – The Mohawk Institute
- Hosted Shawnee Kish, a Canadian Mohawk two-spirit singer songwriter, offering complimentary tickets to mark the first National Day of Truth and Reconciliation
- Continued to offer an inclusive volunteer program to provide opportunities for people with disabilities to gain work experience
- Continued to offer Sennheiser hearing assistance devices to visitors with a hearing disability

Presented artists in winter/spring 2021 by live stream while the centre was closed due to the pandemic:

- John & Waleed: John Millard and Waleed Abdulhamid, World Music story telling from Sudan
- Maggie & Me: Christine Friday, Anishinabek Indigenous Dance and Film artist

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- In Conversation with Indigenous author Eden Robinson “Return of the Trickster”
- Child-ish: film by award winning LGBTQ artist and writer Sunny Drake
- Molly Johnson: Canadian BPOC award winning jazz artist and philanthropist

Presented artists in fall 2021 in-person and live stream:

- Amanda Rheume: Metis and 2SLGBTQ+ singer songwriter
- Carole Pope: Canadian multiple award winning LGBTQ singer songwriter.
- Luca “Lazylegz” Patuelli: “differently-abled” dancer and motivational speaker
- Lacey Hill: Oneida of Six Nations singer songwriter and activist
- In Conversation with Canadian Indo Asian author MG Vassanji “What You Are”

Presented artists in winter/spring 2022:

- Visions of Turtle Island - singing, dancing and storytelling illustrating the cultural experience of First Nations peoples in Canada
- Leslie McCurdy - African Canadian artist performing “The Spirit of Harriet Tubman”. A one-woman play about Harriet Tubman
- Dione Taylor: award winning Canadian BPOC singer songwriter Live Stream
- Irish Mythen: award winning LGBTQ singer songwriter, originally from Ireland, living on PEI
- Amai Kuda et les Bois: performed Afro-soul combo folk, roots, desert blues and African continental music. Amai Kuda is a BPOC LGBTQ singer songwriter residing in Toronto
- Twin Flames: Chelsey June, Metis (Algonquin Cree) from Ottawa and Jaaji, Inuk and Mohawk from Nunavik performed sonic landscapes spanning Canada and the Arctic, honouring their ancestors through song in English, Inuttitut and French
- The Laramie Project: West End Studio Theatre performed this play by Moises Kaufman and members of Tectonic Theatre Project about the reaction to the 1998 murder of gay university student Matthew Shepard in Laramie, Wyoming

Upcoming fall 2022 artists:

- Path Without End & Firewater Thunderbird Rising: Christine Friday explores her Anishinabek roots through a documentary film witnessing her family’s truth about the Shingwauk Residential school, followed by a live dance piece exploring the Anishinabek way of living, awakening the healing of our Nation’s future. This performance will be complimentary to mark the second National Day for Truth and Reconciliation
- ILL-Abilities: an all star team of the world’s best “differently-abled” dancers led by Luca “Lazylegz” Patuelli
- Joelle Rabu: a theatrical portrayal of the Parisian Chanteuse, Edith Piaf, the iconic singer who Joelle grew up listening to throughout her French upbringing
- Alice in Wonderland: performed by French Theatre Tout a Trac from Quebec has been performed in English and French over 500 times since 2008 all over North America and in Asia
- The Aluminum Show: World theatre dance originating in Israel

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### Community rental groups:

- Zaytouna Academy of Cultural Arts performing traditional Arabic dabke dance, songs and educational workshops
- Muslim faith based Dar Foundation offering prayer and teachings
- Canadian Arabic Orchestra
- Handi-Care International: charitable performing arts event operated for and by persons of South Asian descent
- Oakville Chinese Network presented traditional music, drama and comedy celebrating Chinese new year
- Canadian Arabic Theatre
- Canadian Caribbean Association
- Oakville Symphony performing classical works by Austrian, Czech, French, German and English composers

### Oakville Museum

- Raised Every Child Matters flag (month of September)
- Hosted a community-driven memorial of shoes placed to recognize the discovery of unmarked graves at the former Kamloops Indian Residential School beginning in May 2021
- Worked with local Indigenous community members to mount an Orange Ribbon campaign from September 24 to 30, 2021 to raise awareness of and complement National Truth and Reconciliation/Orange Shirt Day
- Hosted shoe memorial at Centennial Square and Oakville Museum to honour the 215 children found in Kamloops June 2021 with private ceremony at Lions Valley Park – Indigenous community led
- Offered virtual school programs to schools through Community Classroom (Oakville Community Foundation)
- Hosted 202nd anniversary of the signing of Treaty 22 at the Oakville Museum's Erchless Estate. Mayor honoured the occasion with Mississaugas of the Credit First Nation Gimaa Laforme and Indigenous Knowledge Guide Stephen Paquette speaking to mark the occasion
- Offered series of programs for Indigenous History Month June 2022 with further programming planned for Treaty Recognition week in fall
- Offered Black History virtual walking tour videos, reached over 2,400 people and can be viewed on the Oakville Museum's Facebook page
- Produced new virtual tour of Museum's permanent Black History exhibit for Black History Month 2022
- Produced new virtual tour of Oakville Museum at Erchless estate
- Offered virtual tours of the second floor of the Oakville Museum (using a large screen installed on main floor) for visitors with physical disabilities
- Continued offering Oakville's history with the Underground Railroad at the museum and it is also included as targeted programming for elementary classes through the community classroom learning initiative
- Planned revision of grade 3 in-class early communities program to include Indigenous history and voices through fall 2022



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- Delivered an exhibition outreach program within seniors' residences and assisted living centres, reaching audiences unable to travel to visit an exhibit
- Hosted annual events with the Canadian Caribbean Association of Halton, including bringing back the annual Emancipation Day celebration, to be held at the museum on August 1, 2022
- Hosting the Canadian Caribbean Association of Halton's Legacy Voices, a documentary project where local Black and Caribbean seniors tell their stories of life in Halton
- Hosting a series of videos on the museum's Facebook page; many of these feature Black history topics, including the story of Ira and Isabella Johnson's travails with the KKK
- Expanded offerings of online collections that allow residents to explore and discover historical objects and photographs

### Roads and Works Operations

- Installed orange crosswalk in downtown Oakville to honour the children and families of the residential school system as well as learn more about the treaty lands we are on and Indigenous culture
- Offered driveway snow windrow clearing program for seniors 65 years and older and people with physical disabilities or medical conditions that are unable to clear the windrow on their own
- Completed 1,055 kilometres in annual sidewalk network inspection and trip ledge repair program
- Equipped 75 intersections with audible pedestrian signals and 27 intersections equipped with pedestrian crossings

### ServiceOakville

- Installed hearing loop technology/speech transfer system at the ServiceOakville counter at the main entrance of Town Hall
- Reviewed hiring processes in ServiceOakville with an inclusion lens
- Equipped to provide service in over 150 languages including American Sign Language through the Language Line Solutions over the phone and in-person. All town staff such as inspectors, officers, and fire department personnel have access to use the Language Line Solutions app in the field
- Ensured the ServiceOakville accessible counter is staffed at all times
- Offered assistive devices such as iPad Pro, TTY and wheelchairs for individuals with a variety of different needs
- Provided different methods of communication to windrow program customers such as SMS and email alerts
- Continued to increase accessible service requests online through the Report a Problem tool for parking enforcement, noise and nuisance, graffiti, trees, potholes, sidewalk repair, streetlight repair, park maintenance, garbage, long grass and report coyote encounters.

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- Supported online applications for certified tax statements, property surveys, business licences, sign permits, noise exemption permits, development engineering permits, zoning occupancy certificates, building permits and inspections.
- Provided after-hours call handling service, seven days a week for public safety concerns (non-911 emergency calls), for winter operations, parking enforcement, parking permits, municipal enforcement, parks maintenance, tree maintenance, storm related concerns, road concerns, traffic sign and signal concerns.

### Strategy, Policy and Communications

- Led the town's efforts to complete the Diversity and Inclusion Action Plan in 2021 and early 2022
- Led staff team to consult with the Mississaugas of the Credit First Nation to install the town's first orange crosswalk in downtown Oakville to honour the children and families of the residential school system as well as learn more about the treaty lands we are on and Indigenous culture
- Consulted the AAC on town policies, initiatives and programs, including the town's first orange crosswalk
- Chaired the Corporate Inclusion Advisory Group, bringing together accessibility, diversity and age-friendly staff committees under one advisory group
- Promoted Oakville Inclusion Lens Guide with inclusion advisory group staff team, hosted sessions to help staff consider potential impacts of programs, services and initiatives on the diversity of town employees and the community
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Distributed community advisories about town programs, services and events to diverse-language media
- Updated internal calendar of events and observances in diverse cultures to support inclusive communications
- Promoted significant cultural holidays and events, including Black History Month, Emancipation Day Picnic, International Day for the Elimination of Racial Discrimination, Multiculturalism Day, and Treaties Recognition Week on the town's website and social media channels
- Created promotional materials to raise awareness about accessibility and highlight town initiatives
- Conducted ongoing web content accessibility compliance monitoring with automated checker and made corrections
- Maintained dedicated accessibility and inclusion web page on oakville.ca
- Continued to provide access to information on town's website in different languages through Google translate
- Continued to engage the community and staff for their feedback on proposed new website designs, features and functionality throughout the development of the town's new website
- Continued to provide web content accessibility training to web publishers and advise staff corporate wide on web accessibility standards

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- Continued review of town writing style guide (part of Corporate Identity Guide) for inclusive language practices
- Continued using images that are reflective of Oakville's diverse community on the town's websites and social media channels

### Transit

- Implementing an on-demand pilot in select areas of north and southeast Oakville in fall 2022. This will be a curb-to-curb shared-ride service where customers are able to request a trip using the Ride on-Demand app or by calling Oakville Transit call-centre. Customers will be able to travel from one address to another within a designated zone or to transit hubs in the same zone where they can transfer to other Oakville Transit services. Standard Oakville Transit fares will apply and the service will be provided through the use of fully accessible transit vehicles
- Provided booking options for care-A-van and Home to Hub customers through app, web, and phone
- Provided the MagnusMode app as an online learning tool for residents with autism and other cognitive disabilities to learn how to confidently use conventional transit
- Introduced a new transfer location between Oakville care-A-van and Burlington Handi Van at the Oakville Hospital
- Continued to partner with MediSys Preventive Health Clinics in coordination with Burlington and Milton transit authorities to review specialized transit applicants and conduct in-person assessments to determine eligibility
- Continued activities related to ensuring access and safety for residents to use public transit services (conventional and specialized) through the COVID-19 pandemic
- Provided translation of COVID-19 screening questions for care-A-van into top five languages spoken in Oakville in 2021
- Continued to offer free transit for seniors 65+ every Monday on all services
- Continued to offer the Intelligent Transportation System which delivers electronic pre-boarding and on-board visual and verbal announcements of route, direction, destination or next major stop as well as real time bus times and tracking
- Continued to maintain a 100 per cent low floor conventional transit fleet, all equipped with bike racks
- Continued installation of accessible landing pads and walkways at bus stops

### Transportation and Engineering

- In 2021, installed three rainbow crosswalks at Lakeshore Road at Navy Street, Kerr Street, and Bronte Road. Staff used a longitudinal design style for the crosswalks, featuring Pride flag colours, with the addition of black and brown stripes to represent Oakville's diversity
- Added approximately 19.2 kilometres of active transportation infrastructure in 2021

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- Updated the Cycle, Walk Oakville online map with new infrastructure, and new hard copy maps
- Continued to make the Oakville Cycling Handbook available online and in print in eight languages: English, French, Spanish, Simplified Chinese, Arabic, Polish, Korean and Urdu. The handbook is available at events, community centres, libraries and schools, and also available online on our cycle, walk Oakville web page for download
- Continued work on the Pedestrian Safety Program, increasing the number of pedestrian crossovers on the town's road network with 48 to be completed by the end of 2022, and adding a pedestrian signal on Sixth Line at Crosstown Trail
- Participated in Bike Month in partnership with CycleTO and surrounding municipalities to offer six free webinars to the public about cycling safety, winter cycling, bicycle maintenance, and learning to ride. Oakville also participated in running a contest where cyclists could log in and track their kilometres to win a prize
- Organized Bike to School Week, in partnership with the surrounding municipalities, with over 60 schools registering across the region. Each school received a prize package including t-shirts and bike lights for the students
- Sponsored the Generation Green event for high school students within the region in partnership with the Halton Environmental Network, with a focus on active transportation. Staff presented to the participants and ran a workshop during the final presentations and awards ceremony
- Presented at the Halton Cycling Summit in December 2021 in partnership with Halton Tourism and the surrounding municipalities
- Implemented more than 20 new bike racks at local parks near Lake Ontario due to increased demand related to the pandemic
- Received a new silver designation from the Share the Road Cycling Coalition and the Canadian Automobile Association in May 2021 in the Bicycle Friendly Community Awards
- Upgraded (paved and widened) approximately one kilometre of trail at Vista Promenade
- Replacing and improving (widening) approximately 800 metres of paved pathway on Upper Middle Road:
  - 650m between Sixth Line and Oakmead Blvd
  - 150m between Trafalgar Road and Golden Briar Trail
- In 2021, the town will develop a strategy for accessibility improvements and rehabilitation priorities to ensure safe infrastructure for all ages and abilities. This will be based on the completed audit of the town's 1,100 kilometre sidewalk and multi-use trail network which included design elements such as width, surface, slope, ramps, signage and amenities (*This is an Asset Management one – AM is looking at condition of the existing sidewalks and multi-use trails. Catharine Hewitson will comment on status*)
- Completed a Vision Zero program review to identify program opportunities to improve safety for pedestrians, cyclists, transit riders and drivers