



2024-2029 Multi-Year Accessibility Plan

Accessibility Advisory Committee

September 12, 2024

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements



Establish a multi-year
accessibility plan



Comprehensive
and inclusive



Ongoing commitment
and new initiatives

The 2024-2029 Multi-Year Accessibility Plan outlines the town's comprehensive approach to establishing and implementing accessibility initiatives that comply with AODA and promote an inclusive community.

Our commitment

The Town of Oakville is committed to fostering an inclusive workplace and community where all individuals feel welcomed, respected, and able to fully participate.

This commitment is central to Oakville's vision of being a vibrant and livable community for people of all abilities.



Structure of the plan



Customer service

What we heard:

- Desire for enhanced training
- Removal of barriers to access services

Looking forward:

- Working alongside IDEA Plan - training and resources
- Thoughtful around digital shift
- Explore new resources and technology aids

The customer service standard outlines how the town will make it easier for everyone to use its goods, services and facilities.

Information and communications

What we heard:

- Positive experience accessing social and web
- Better ways to provide feedback
- More information on amenities and facilities

Looking forward:

- Website compliance
- Alternative format options, including ways to provide feedback
- Oakville Public Library partnerships, accessible materials and services

The information and communications standard outlines how the town will create, provide, and receive information and communications in ways that are accessible for people with disabilities.

Employment

What we heard:

- Accessibility accommodation helpful
- More streamlined application process

Looking forward:

- Continuing accommodation processes
- Explore improvements to employment processes
- Broader training

The employment standard outlines how the town will make employment practices and its workplace more accessible to potential and existing employees with disabilities.

Transportation and moving around Oakville

What we heard:

- Overall positive transit experience
- Enhanced, additional training for staff
- Need for continued maintenance around pedestrian travel paths

Looking forward:

- Ongoing transit initiatives
- Continuing regular fleet audits
- Licensing and parking review
- Transportation Master Plan

The transportation standard outlines how the town will make it easier for anyone to use its public transportation services.

Design of public spaces and built environment

What we heard:

- Positive experiences at indoor, outdoor facilities
- Better accessibility, lighting at outdoor washrooms
- Better paths, playground equipment for wheelchair and sensory seekers

Looking forward:

- New version of OUDS to include sensory rooms
- Broad enhancements built into town-wide plans
- Continue audit program
- EV charging stations for mobility devices

The design of public spaces standard outlines how the town will make it easier for everyone to use its public spaces. It applies to new construction and major changes to existing facilities owned, leased, operated by the town.

Ongoing monitoring and reporting



Thank you!



2024-2029 MYAP development

