

REPORT

Council

Meeting Date: October 21, 2024

FROM: Clerk's Department

DATE: October 8, 2024

SUBJECT: 2024-2029 Multi-Year Accessibility Plan

WARD: Town-wide

Page 1

RECOMMENDATION:

That the 2024-2029 Multi-Year Accessibility Plan be approved.

KEY FACTS:

The following are key points for consideration with respect to this report:

- Developing, posting and implementing a multi-year accessibility plan (MYAP) is an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR\) under the Accessibility for Ontarians with Disabilities Act, 2005](#).
- The Town of Oakville is committed to being an inclusive workplace and community where everyone feels they belong.
- As the town has met most AODA requirements and there are no new requirements set out by the province at this time, the 2024-2029 Multi-Year Accessibility Plan builds on past achievements and outlines actions to help the town continue to meet or exceed AODA requirements.
- Public engagement opportunities were provided, along with consultations with community partners, organizations, the Accessibility Advisory Committee (AAC), and staff, to support the development of this plan.
- Staff will provide annual status updates on the progress of actions and initiatives aimed at meeting or exceeding AODA requirements, and report on any legislative changes.

BACKGROUND:

Developing, posting and implementing a multi-year accessibility plan (MYAP) is an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR\) under the Accessibility for Ontarians with Disabilities Act, 2005](#). This plan outlines the actions the Town of Oakville will take to continue to meet AODA requirements, prevent and remove barriers, and provides timelines for when these actions will be completed.

The Town of Oakville is committed to being an inclusive workplace and community where everyone feels they belong. This includes eliminating barriers towards achieving Council's vision to be a vibrant and livable community for all and providing accessible programs, services and facilities. It includes building an inclusive community where all individuals have equitable access to the town's services, programs and facilities in a manner that is integrated and promotes dignity and independence.

The town's previous multi-year accessibility plans focused on specific, phased-in requirements under the IASR and our actions and timeframes to meet them. The town has now met most of these requirements and there are no new requirements currently set out by the province. The 2024-2029 Multi-Year Accessibility Plan (**Appendix A**) builds on the accomplishments of previous plans, most recently the [2018-2023 Multi-Year Accessibility Plan](#), and provides a road map outlining areas of focus and actions that will continue to drive the town forward to meeting and/or exceeding the requirements under the AODA.

Presented differently from previous multi-year plans, the 2024-2029 Multi-Year Accessibility Plan:

- Highlights the town's recent key accomplishments within the IASR areas of customer service, information and communication, employment, transportation, and the design of public spaces.
- Shares trends in community feedback related to what an accessible Oakville means to them.
- Outlines the town's ongoing commitments, new initiatives/areas of focus for the next five years.

Consultation

The town has made considerable efforts to ensure this plan is comprehensive, inclusive, and reflective of the diverse needs of the community. Multiple opportunities for input were provided to residents and staff, including a public survey, early consultation with the Accessibility Advisory Committee (AAC), and online engagement with community partners, groups, and organizations.

Staff engaged with subject matter experts from all town departments and business areas, gathering valuable insights that identified key successes, areas for

improvement, and opportunities to align strategies with other town plans addressing accessibility challenges. A public survey was conducted, to understand community accessibility concerns. The survey was accessible online and in alternate formats, receiving over 100 responses from diverse groups, including community organizations, resident groups, and school boards. A summary of common themes on the MYAP is linked under Community input. Staff will continue to work with community partners to address resident concerns from the survey. Our commitment to transparency ensured ongoing collaboration and opportunities for residents to share feedback throughout the plan's development and implementation.

Staff recognize and acknowledge the active participation and collaboration of both staff and residents in the development of this plan. Together, we are taking meaningful steps in the town's ongoing commitment toward creating an inclusive environment that honours, respects, and benefits the diverse needs of our community.

COMMENT/OPTIONS:

Staff are pleased to present the final 2024-2029 Multi-Year Accessibility Plan, which reflects the valuable feedback received from the Accessibility Advisory Committee (AAC). This plan builds on the hard work and continued commitment of both staff and the town, reinforcing our dedication to fostering a more accessible and inclusive community.

Once approved by Council, this plan will be published in an accessible format on oakville.ca, similar to the town's [2023 Annual Report](#), ensuring it is easily accessible and convenient for the entire community.

As we move forward, annual status updates will be provided to track the progress of actions and initiatives aimed at continuing to meet or exceed AODA requirements, as well as any updates to these requirements. This ensures ongoing transparency and accountability as we work toward achieving our accessibility goals.

CONSIDERATIONS:

(A) PUBLIC

Community engagement was crucial in developing the town's 2024-2029 Multi-Year Accessibility Plan. Staff consulted with experts across various departments and business areas. Engagement included a public survey and consultation with the town's Accessibility Advisory Committee, community partners, and organizations.

(B) FINANCIAL

There are no immediate financial impacts associated with approving this report. Any resource requirements related to accessibility compliance will be addressed through the annual budget process.

(C) IMPACT ON OTHER DEPARTMENTS & USERS

All town departments have been consulted and are actively involved in supporting accessibility efforts and ensuring compliance with relevant accessibility legislation.

(D) COUNCIL STRATEGIC PRIORITIES

This report addresses Council's strategic priorities of Community Belonging and Accountable Government.

(E) CLIMATE CHANGE/ACTION

Addressing climate action effectively includes considering accessibility principles in decision-making processes, with attention to representation and ensuring that solutions are developed with input from individuals of all abilities.

APPENDICES:

Appendix A – 2024-2029 Multi-Year Accessibility Plan

Prepared and Submitted by:

Andrea Coyne
Manager, Elections, Policy, Print Services
Clerk's Department

Sarah Stewart
Corporate Strategy Program Advisor
Communications and Customer Experience Department