

# Town of Oakville Multi-Year Accessibility Plan 2024-2029

## Statement of commitment

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 inclusion, diversity, equity and accessibility statement of commitment, [Accessibility Policy](#) and related procedures, the Inclusion, Diversity, Equity and Accessibility (IDEA) Multi-year Plan 2024-2028, 2024-2029 Multi-Year Accessibility Plan, Development Standards and Oakville Universal Design Standards for town buildings, and other town-wide plans all work together to reinforce the town's commitment to embed accessibility into its culture and business practices and to go above and beyond the legislated requirements of the AODA.

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## Introduction

Developing, posting and implementing a multi-year accessibility plan (MYAP) is an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR, O. Reg 191/11\)](#) (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The town's

The town is committed to transparency and ongoing resident collaboration, ensuring our efforts align with [Council's Strategic Plan](#) priorities of Community Belonging and Accountable Government. As a fast-growing municipality, we will regularly review the plan to keep it relevant and focused on meaningful improvements for persons with disabilities, ensuring our efforts lead to measurable outcomes.

## About this plan

The 2024-2029 Multi-Year Accessibility Plan builds on the accomplishments of previous plans and provides a road map outlining areas of focus and actions that will continue to drive the town forward to meet and/or exceed the requirements under the AODA.

This plan was developed in consultation with the town's Accessibility Advisory Committee, persons with disabilities, staff, and other key community partners. A public survey was conducted to gain a better understanding of community concerns and expectations, and staff were consulted to gather insights from all departments to identify successes and areas for improvement.

Since the town has met most of the AODA requirements and there are no new requirements set out by the province, the 2024-2029 plan is presented differently from previous multi-year plans. Each section highlights key accomplishments the town is most proud of, shares any trends in community feedback related to what an accessible Oakville means to residents, and outlines the town's ongoing commitments, new initiatives and areas of focus for the next five years.

## Town of Oakville Accessibility Advisory Committee

Under the AODA, municipalities with more than 10,000 residents must establish an Accessibility Advisory Committee (AAC), comprising of at least 50 per cent people with disabilities. The town's AAC meets quarterly to provide advice to Town Council on accessibility initiatives. The goal of the AAC is to identify and eliminate barriers for people with disabilities in town programs, services, initiatives, and facilities, promoting accessibility for residents of all abilities in accordance with AODA requirements. The committee has representation from various community groups and disability advocates with lived experience. The town benefits greatly from their input, education, and expertise and recognizes the significant value they bring. As a result, the AAC has played an active role in the consultation process for developing the 2024-2029 MYAP.

## Inclusion, Diversity, Equity and Accessibility Multi-Year Plan

The town is committed to being an inclusive workplace and community where everyone feels a sense of belonging. Inclusion, diversity, equity and accessibility (IDEA) not only benefit employees and residents, but the overall success and sustainability of our organization and the community.

While the MYAP speaks to the regulations in the IASR, the town's [Inclusion, Diversity, Equity and Accessibility Multi-Year Plan](#) supports inclusion, diversity, equity and accessibility both within the organization and the community. It is a shared responsibility with goals and actions to further the town's IDEA efforts and enhance community belonging.

## Community input

The town has taken significant strides to ensure this plan is comprehensive, inclusive, and reflective of the diverse needs of the community. The process was collaborative, with multiple opportunities for residents and staff to share their thoughts and perspectives.

In the early development stage of this plan, a public survey was conducted, aimed at engaging the Oakville community and gaining a deeper understanding of their accessibility concerns and expectations. The survey was accessible online, available in alternate formats upon request, and was available for just over one month. The opportunity to participate was shared with numerous partners and groups, including community organizations, resident groups, business improvement areas, schoolboards, and more. The responses were encouraging towards our ongoing efforts, and from a diverse range of voices. A [summary of the survey input received and common themes](#) identified was shared with the AAC as part of the development of the plan.

Engagement with internal staff was dynamic and encouraging, with valuable insights gathered from all departments and business areas. The input received was instrumental in identifying successes from the previous MYAP, areas for improvement, and opportunities to tailor approaches and align with other town plans that address specific accessibility challenges within the town.

## Building accessibility into other town-wide plans, strategies and initiatives

All master plans and key planning documents incorporate community engagement, accessibility considerations and best practices, aligning with AODA requirements and Council's strategic priority to make Oakville a welcoming and inclusive community. By embedding community and AAC consultation and accessibility needs into master plans, action plans, and development standards, staff ensure that town programs, services, and infrastructure meets the needs of all residents and visitors, creating a safer and more inclusive environment. A few examples include:

- The [Transportation Master Plan](#) sets a long-term vision for Oakville as it relates to all modes of transportation, which includes strategic roadway improvements to ensure the safe, convenient and efficient movement of people and goods, in which accessibility plays a critical role. The town's [Neighbourhood Traffic Safety Program](#), an integral part of this vision, addresses aggressive driving and enhances safety in residential areas through traffic calming, pedestrian crossovers, community safety zones, automated speed enforcement, a reduced default speed limit, and the Vision Zero initiative. Pedestrian crossings, identified through the Pedestrian Crossing Plan and incorporated into this program, adhere to the Ontario Urban Design Standards (OUDS) and Engineering Standards, ensuring the inclusion of curb cuts, tactile surfaces, and appropriate traffic signal designs.
- The [Downtown Cultural Hub](#) (DCH) is an initiative that explores opportunities to update and improve downtown cultural and performing arts spaces that contributes to the vibrancy of our cultural spaces and local economy.
- The updated [Parks, Recreation and Library Master Plan](#) will guide the current and future direction of town spaces for the next 10+ years, ensuring that community parks, outdoor pools, recreation, culture, and library facilities continue to meet the needs of residents, and that AODA requirements are included in any redevelopments.
- The Oakville Museum Accessibility Plan is a five-year plan to ensure full compliance with the AODA and create an inclusive and accessible environment for everyone at the Oakville Museum.

Improvements to and regular monitoring and maintenance of town amenities and public spaces, including curbs, sidewalks, trails, and pathways, contribute to a more inclusive environment, ensuring that residents, including those with diverse needs, can navigate and enjoy community spaces with ease. Roads and Works and Transportation and Engineering follow the provincial [Minimum Maintenance Standards](#).

## General Requirements

The [General Requirements](#) apply to all five standards of the Integrated Accessibility Standards Regulation: customer service, information and communications, employment, transportation, and the design of public spaces.

While each department has their own responsibilities and accountability associated with accessibility regulations, the town recognizes there is crossover of each requirement and collaborates to achieve the best possible outcomes.

Key ongoing achievements in meeting or exceeding the requirements include:

- Providing town-wide training on the integrated standards and the Human Rights Code. This training continues to be provided to new and existing staff, Council, volunteers, and those who provide goods, services or facilities on the town's behalf.
- Establishing and maintaining an accessibility statement of commitment and [accessibility policies and procedures](#) on how the town will meet the requirements and make this information available to the public.
- Establishing and maintaining a multi-year accessibility plan and annual status updates.
- Ensuring availability to accessible feedback processes.
- Ensuring accessibility criteria are embedded into the procurement process when acquiring or purchasing goods, services and/or facilities, including the review and update of the town's procurement by-law and practices.
- Establishing and maintaining standards for preventative and emergency maintenance of accessible elements and amenities, and [temporary service disruptions](#) to accessible public spaces.

## Customer Service

The [Customer Service Standard](#) outlines how the town will make it easier for everyone to use its goods, services and facilities.

### We're proud of what we've accomplished

The town is committed to customer service excellence, ensuring services are accessible and inclusive for employees, residents, and visitors with disabilities. Key recent accomplishments include:

- Installing hearing loop arials, speech transfer systems and universal signage at the ServiceOakville main counter at Town Hall and other front counters.
- Establishing policies and procedures to provide accessible services and supports for people with disabilities. Policies are rooted in principles of dignity, independence, integration, and equality.
- Providing multi-channel feedback and communications options and alternate document formats.
- Maintaining and communicating about the language line tool and other accessibility-related resources as part of the Inclusion, Diversity, Equity, and Accessibility (IDEA) plan.
- Providing training that consistently meets and/or surpasses the AODA requirements to ensure all town employees, volunteers, public appointees, and officials providing services on behalf of the town understand the purpose of the AODA and adhere to the town's [Accessible Customer Service Procedure](#).

### What we've heard from the community

Community consultation was an important part of the development of this plan. The following are key trends and insights from those who shared their feedback and experiences related to this standard:

- Town programs and services are typically accessed online.
- Consideration should be given for those who may have difficulty navigating the internet, be cognizant of different customer service needs.
- Remove barriers/layers of options to access services and have easily accessible locations for in-person services.
- Difficulty connecting with a person by phone was identified as a barrier to providing feedback.
- Several accessibility challenges when using a town service or visiting a town facility (i.e. registering for a program, using transit, visiting a facility in person, etc.) go unreported. For those who did provide feedback, the majority called or emailed ServiceOakville.
- Town staff appear well-trained in accessibility; however, it is felt that additional focused training could improve the experience with town programs and services for customers of all abilities, noting:
  - There are known and unknown disabilities
  - Not all disabilities are mobility or sight-related
  - Need for more focus on hearing impairments and those who are neurodiverse

### Looking ahead

The town recognizes the digital shift experienced when it comes to accessing services and programs. The impact of this shift is at the forefront, and the town maintains its commitment to accessible customer service through this transition.

The town will maintain its strong commitment to accessible and inclusive customer service excellence, and build on existing initiatives, listen to community feedback, and continue to explore new ways to enhance accessibility including:

- Continuing to offer and educate staff about the available tools and technology to enhance customer service and communication including:
  - Online accessible customer service feedback form
  - iPad Pro at ServiceOakville
  - Hearing loop aeriels and universal signage across the town
- Exploring additional resources and technology such as the use of Bluetooth and other audio signal transmission options, ASL interpreters, and closed captioning, to accommodate hearing impairments in public spaces.
- Continuing to offer and enhance training and resource availability to promote the awareness of inclusion, diversity, equity, and accessibility with a focus on:
  - The importance of clear communication, particularly in serving individuals with hearing or vision impairments and other disabilities and extending this training to consultants and contractors working on behalf of the town.
  - A comprehensive understanding of both known and unknown disabilities, ensuring that all customers receive appropriate support.
  - Continuing to offer training through the Rick Hansen Foundation for select staff.
  - Regularly evaluating and enhancing the cultural competence of staff, broadening their knowledge of inclusion and belonging.
- Maintaining and reviewing accessibility policies every five years for continued relevance and effectiveness.
- Aligning and connecting IDEA Multi-Year Plan efforts through communication, learning, and measurement with the aim of:
  - Developing tools for staff awareness on inclusion, diversity, equity, and accessibility.
  - Growing cultural competence among staff, elected officials, and leadership.
  - Ensuring IDEA awareness and training aim to provide a broader understanding of inclusion and belonging.
  - Creating safe spaces, fostering inclusive behaviours among leaders, and enhancing cultural competence to improve customer experiences.
- Providing sensory kits at community centres.
- Providing rental sledges and larger skate aids at rinks.



## Information and Communications

The [Information and Communications Standard](#) outlines how the town creates, provides and receives information and communications in ways that are accessible for people with disabilities, ensuring everyone has an equal chance to learn and participate in the community.

### We're proud of what we've accomplished

In 2023, the town redesigned and rebuilt oakville.ca, oakvilletransit.ca, oakvillecentre.ca and invest.oakville.ca to better meet or exceed legislative and industry standards for web accessibility (WCAG 2.0 Level AA). Most notable improvements across all sites include better colour contrast and larger text. Other key accomplishments include:

- Initiating the town's first compliance plan with the province with the focus on making more documents accessible online.
- Implementing plain language and clear, step-by-step instructions, including the use of videos with closed captions, on how to successfully create a town account and access online services

### What we've heard from the community

- Work done to refresh the town's websites has been well received.
- Most users describe their experience accessing the town's website and social media for information on events, programs and services as accessible.
- Users who described the websites and social media channels as inaccessible suggested opportunities for improvement including providing more detailed information about accessibility features and amenities available at town facilities, such as which locations have adult change tables, Hoyer lifts, etc.
- Many found participating in virtual/online Council or committee meetings, or other public engagement opportunities as accessible.

### Looking ahead

Staff across the organization will continue to engage with the community and build on previous accomplishments and establish new ways to ensure accessible information and communication is provided across all channels to residents, visitors and employees.

Staff will continue to:

- Ensure all town websites and web content continue to conform to the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Ensure processes for receiving and responding to feedback are accessible to people with disabilities.
- Provide accessible formats and communication supports upon request in consultation with the individual making the request and considering their accessibility needs.
- Offer alternative formats and communication supports upon request and notify the public of the availability of accommodations.
- Work with the staff and the province on the town's web accessibility compliance plan, to ensure more documents are available in accessible formats online.

- Follow accessibility standards for all external meetings, according to the [Planning Accessible Meetings Procedure](#), to proactively plan and arrange for accommodations for participants and provided clear instructions on how to request additional support.

Staff will improve and/or explore:

- Improving how information is shared with the community about what accessible spaces and amenities are available at all town facilities.
- Accessibility enhancements and information updates to the [interactive accessibility map](#).
- Community interest in using assistive accessibility tools or toolbars on town websites.
- Creating community safety and awareness campaigns related to cross walks, bike lanes, etc.
- Creating virtual tours to help potential visitors understand what to expect upon arrival at a town facility including the layout and information about available accessible amenities.
- Updating town standards for more consistent/universal templates for video content.
- Building staff capacity through training focused on producing inclusive digital content across diverse platforms and formats, as well as promoting the use of inclusive and plain language guides and best practices.

## Oakville Public Library

We're proud of what we've accomplished

Over the past five years, Oakville Public Library (OPL) has maintained its commitment to providing accessible materials, where feasible, including many alternative formats such as large print books, books on CD, Dyslexia-friendly (decodable) books, e-books, and e-audiobooks.

Other accomplishments include:

- Ongoing partnership with the Centre for Equitable Library Access (CELA), which provides access to a million items in Braille, Print braille, E-Braille as well as audio formats for individuals with print disabilities.
- Providing reading aids such as magnifiers.
- Creating accessible computer workstations and public access computers that have NVDA screen-reading software.
- Adding the ReachDeck toolbar to the OPL website to increase the accessibility to programs and the library catalogue.
- Addition of text-to-speech capabilities at checkout kiosks.

## Looking ahead

Going forward, OPL will maintain the connection to CELA and Bookshare and continue to assess how technology may support those with disabilities in the library.

Other areas of focus include:

- Adding dementia-friendly reading material to OPL's new Cognitive Care kits.
- Continuing its Delivery by Mail service to ensure customers who are not able to come into the library can receive items at their own homes.
- Training for customer experience staff so that they may strengthen their skills in terms of suggesting applicable formats for those with print disabilities.

- Digitizing OPL's collection of historical local newspapers to make these collections available in accessible formats.
- Public access computers will be updated to provide a wider range of accessible features for those with print disabilities.

## Employment

The [Employment Standard](#) outlines how the town makes employment practices and its workplace more accessible to potential and existing employees with disabilities.

We're proud of what we've accomplished:

Significant milestones have been achieved in promoting accessibility including:

- Conducting the town's first employee survey on inclusion, diversity, equity, and accessibility in partnership with CCDI Consulting Inc.
  - Included a demographic census and an inclusion and belonging questionnaire, open to all staff.
  - Insights from the results helped shape the Inclusion, Diversity, Equity, and Accessibility Multi-Year Plan for 2024–2028, which includes commitments to accessibility and aims to cultivate a diverse, inclusive, and safe work environment where staff feel respected and valued.
- Collaborating with CCDI Consulting Inc., which contributed to staff benefitting from their expertise in training and best practices related to IDEA.
- Implementation of other staff surveys and focus groups with participants from diverse areas within the organization, ensuring a comprehensive understanding of accessibility needs and fostering a collective commitment to removing barriers from our community.
- Creating employment related plans and initiatives that are informed by best practices and community engagement.
- Continuing the commitment to an accommodation process that explores, assesses and supports requests for accommodation due to disability that respects the principles of dignity, privacy, inclusion, and individualization.

### What we've heard from the community

- Accessibility accommodation information was useful or helpful when considering whether to apply or applying for a job or volunteer opportunity at the town.
- Requests for an easier and more streamlined application process when applying for a job or volunteer opportunity.

### Looking ahead

The town remains committed to providing accessible programs, services, and facilities for staff as outlined in the Employment Standard. In addition, the new IDEA Plan underscores key focus areas, including policy and procedure reviews, along with staff and leadership training. Other future initiatives that reflect the town's dedication to continuous improvement in accessibility, include:

- Improving policies and procedures to enhance accessibility.
- Continuing an accommodation process that explores, assesses, and supports requests.
- Exploring improvements to employment processes to remove potential barriers.
- Streamlining and enhancing broader training for all town staff and management on accessibility, diversity, unconscious bias, and more.

## Transportation – Moving around Oakville

The [Transportation Standard](#) outlines how the town will make it easier for anyone to use its public transportation services.

### We're proud of what we've accomplished:

The town has undertaken a comprehensive approach to adhere to the Transportation Standards, ensuring the removal and prevention of barriers in public transportation. Recent accomplishments include:

- Enhancing bus stop landing pads and platforms for accessibility and ease of access to public transit, including wheelchair-accessible ramps and lifts at key bus stations.
- Maintaining an Oakville Transit fleet of fully accessible, 100 per cent low-floor conventional vehicles with high colour contrast stanchions, non-glare flooring, pre-boarding and next-stop visual and audio announcements, and accessible enhancements at bus stops.
- Implementing robust Oakville Transit driver training and refresher programs, fostering a culture of sensitivity and awareness towards diverse needs among commuters.
- Maintaining several other ongoing Oakville Transit initiatives such as fare parity and cross-boundary travel; offering a joint application and appeal process for para-transit services with Milton, Burlington, and Oakville; and providing free rides for children 19 and under, as well as seniors 65+, support persons, and welcoming all service animals on Oakville Transit vehicles.
- Exceeding the standards for the number of accessible parking space requirements throughout the community.

### What we've heard from the community

- Most Oakville Transit users find their experience to be accessible and are happy with continuous improvements in transportation accessibility and the friendly service received from Transit staff.
- Those reporting the experience as inaccessible/sometimes accessible suggested additional training for drivers and other transit staff to further enhance their knowledge in accessibility and improve the overall user experience.
- Users of specialized transit services (care-A-van) expressed tremendous support for the accessible services and friendly staff, but also encouraged improvements to reduce wait times and seek a solution to scheduling pick-up times after medical appointments, etc.
- Positive feedback about the availability of town-licensed ride share services.
- Suggestions on how the town can improve accessibility when using sidewalks, crosswalks, pedestrian signals, bike lanes, etc., including increased lighting around key intersections, longer crosswalk times, improved snow removal response times at intersections, crosswalks and bus stops, and improvements to bike lanes/bike lane markings.

### Looking ahead

Oakville Transit will continue to implement its [annual accessibility plan](#) as well as the following ongoing initiatives to support the town's commitment to accessible programs, services and facilities:

- Implementation of the [Oakville Transit On-Demand mobile app](#), a curb-to-curb shared-ride service on fully accessible vehicles, allowing riders to manage and book rides in real time, reducing wait times, travel times and providing more flexibility.

- Development of the [Oakville Transit Annual Accessibility Plan](#).
- Continuing to enhance bus stop landing pads and platforms for accessibility and ease of access to public transit.
- Adding route number markers to Oakville Transit bus stop signs.
- Continuing the joint review of care-A-van applications and appeal process (through a third-party provider) with Oakville, Burlington and Milton.
- Continuing to review and adjust the size of the transit fleet to meet community needs.
- Continuing regular fleet audits to monitor and improve the audio and visual system.
- Maintaining ongoing staff representation on the town's Accessibility Advisory Committee.
- Reviewing the Licensing By-law with an accessibility lens, which includes looking at requirements for licensing related to accessibility taxicabs, such as insurance and modification requirements.
- Ongoing driver training and refresher courses, including:
  - Mandatory accessibility training for all driving staff
  - Specialized and enhanced training for care-A-van staff
  - Focus on understanding a variety of accessibility needs, with an emphasis on the need for specific training in serving people with hearing or vision impairments, in addition to other disabilities, known and unknown.

The town's [Transportation Master Plan](#) (TMP) will build on previous plans and studies, accessibility will be a key component in building walkable, cycle and transit friendly neighbourhoods integrated with accessible transportation options. The TMP is scheduled to be shared publicly in early 2025. Key areas of focus include:

- Updating guidelines to enhance the town's transportation system as a path forward for all modes of transportation.
- Establishing safe and accessible bike and pedestrian lanes, and multi-purpose lanes and walkways, particularly for those who are visually impaired.
- Coordinating accessibility enhancements through other regulations and work identified through other plans such as the [Neighbourhood Traffic Safety Program](#) as well as the [Pedestrian Safety Program](#) to identify the different types of pedestrian crossings across the town and learn how to navigate them safely. While not required, the town is proud to follow the [Minimum Maintenance Standards](#) established by the province.

And through various parking studies, staff will continue to assess, plan for, and manage current and future urban mobility. These studies and related work will be informed by town policies and plans such as the Livable Oakville Plan and the TMP, as well as legislation such as the AODA and the [CSA/ASC B651:23 Accessible Design for the Built Environment](#). Key areas of focus include:

- Reviewing Bronte Village, Bronte Lakefront Park, Bronte Heritage Park, and others, for accessible parking improvements to ensure these areas meet the town's vision for the number of accessible spaces, which exceeds legislated standards.
- Improving staff consultation with AAC to gain valuable insights and to improve access and design of parking related projects.
- Reviewing and addressing identified accessibility barriers created by boulevard parking and overhanging sidewalks through the enforcement of the established [Boulevard Parking in Residential Areas Procedure](#).
- Retrofitting all signalized intersections with accessible pedestrian signals (APS)

## Design of Public Spaces and Built Environment

The [Design of Public Spaces Standard](#) outlines how the town will make it easier for everyone to use its public spaces. This standard only applies to new construction and major renovations.

### We're proud of what we've accomplished

The town is committed to increasing the accessibility of public spaces in the built-environment and building for the future. In addition, the town strives to achieve a high level of accessibility in public spaces as well as in staff workspaces.

The town is proud of the [Oakville Universal Design Standards \(OUDS\)](#) for town facilities that provides guidelines for new construction and renovations. The OUDS requirements often go above and beyond the minimum requirements set out in the Ontario Building Code (OBC) and AODA. Its use is mandatory for all new construction, additions, and renovations in town facilities. Development of the current OUDS version included planning and consultation with people with disabilities and includes new sections covering design for neurodiversity, informed by *CSA B651:23* and the BSI fast-track standard *PAS 6463:2022 Design for the mind*, and maintenance.

Additional initiatives and accessibility accommodations in town parks and facilities include:

- Achieving a Rick Hansen Foundation Accessibility Certification Gold Rating in 2021 for Oakville Town Hall and Oakville Trafalgar Community Centre — the first community centre in Ontario to receive this achievement.
- Conducting significant public consultation on the development of the Sixteen Mile Sports Complex Community Centre and Library addition.
- A town-wide accessibility audit of town-owned buildings constructed before AODA legislation in 2005 was performed to assess the compliance with AODA, Ontario Building Code and Oakville Universal Design Standards (OUDS). Items that were non-compliant with AODA-DOPS in the areas of exterior paths, rest areas, accessible parking, service counters, and waiting areas were prioritized and were remediated in the built-environment from 2020-2024 using the results from the audits.
- Continuously upgrading town buildings to improve accessibility, prioritizing washrooms and safety, installing touchless sensors on doors, fixtures and flush mechanisms.
- Installing emergency evacuation chairs in multi-level buildings to assist wheelchair users in the event of power outages when elevators cannot be used.
- Ensuring 100 per cent compliance in waiting areas with accessible fixed seating and waiting lines in town buildings, except where heritage or structural implications apply.
- Upgrading playgrounds by replacing sand or gravel with Fibar engineered mulch, adding ramps and accessible features, and providing continual mulch top-ups to ensure safety and navigability.
- Enhancing parks such as Postridge Park where the splash pad and playground area are connected through accessible components; and Memorial Park where seven accessible garden plot tables have been added.
- Upgrading park washrooms with touchless door openers and fixtures, and ensuring adequate accessible parking spaces in all park lots.
- Paving sloped limestone screening pathways on trails to provide more accessible recreational and social opportunities, making trails more accessible for individuals using mobility aids.

- Adding new pool lifts for better access in community centre pools without ramp access and making accessibility accommodations in outdoor pools, such as alternative accessible entrances at Wedgewood Outdoor Pool and Brookdale Pool.
- Offering inclusive and therapeutic programming during pool lessons including Aqua Adapt, an inclusive aquatics program to support individuals with disabilities.

Over the last five years, the town continued its work on [pedestrian safety](#) to identify the different types of pedestrian crossings across the town and learn how to navigate them safely. While not required, the town is proud to follow the [Minimum Maintenance Standards](#) established by the province.

### What we heard from the community

- Positive experiences using accessible features and amenities at town-owned facilities, including accessible ramps at building entrances, parking spots, washrooms/changerooms, seating, tactile surfaces, etc.
- Suggested improvements to town-owned facilities include improved lighting and accessibility to some park washrooms and extending seasonal operating times.
- Positive experiences using accessible features and amenities at outdoor town-owned facilities, including beach access routes, recreational trails and pathways, eating areas, play spaces, etc.
- Suggested improvements at outdoor town-owned facilities include improving picnic table access on grassy areas, offering more paved trail options for those using mobility devices such as walkers or scooters, more shade options at playgrounds, and offering more playground equipment for wheelchair users and sensory seekers.

### Looking ahead

- Implementing designated electric vehicle charging stations (EVCS) for mobility devices and scooter charging outlets, including considerations for the number and location of EVCS, directional signage, and accessibility of EVCS terminals and controls.
- Creating temporary or permanent sensory rooms or respite areas with adjustable lighting and other features will be included in the next version of OUDS.
- Continuing the town-wide accessibility audit program of town-owned buildings constructed before AODA legislation in 2005 was performed to assess the compliance with AODA, Ontario Building Code and Oakville Universal Design Standards (OUDS). Items that are non-compliant with the current OBC and OUDS in the areas of washrooms and changerooms will be prioritized and remediated in the built-environment from 2025-2029 using the results from the audits.

Accessibility related areas of focus of the [Parks, Recreation and Library Facilities Master Plan](#) include:

- Continuing the use of mulch top-ups and adding ramps where necessary.
- Extending operating hours for park bathrooms during the off-season.
- Improving exterior lighting. Lighting levels must adhere to a minimum as prescribed by the Illuminating Engineering Society of North America (IESNA) or Ontario Building Code, whichever is greater.
- Adding accessible picnic tables and clear pathways in all outdoor eating areas.
- Adding benches and seating options along rest areas on beach routes, trails, and parks, with enhanced collaboration between facilities and parks to improve seating options.



- Continuing the conversion of sloped limestone screening trails to asphalt to provide accessible recreational and social opportunities and rehabilitate allotment gardens, including accessible garden plot tables.
- Improving beach and waterfront access, including Bronte Beach and its surrounding landscape; and the Shipyard redevelopment, which will feature accessible parking, furnishings and roadwork.
- Incorporating covered seating solutions and accessible pool access in future redevelopment plans for outdoor pools.
- Renovate Wallace Park Tennis Club, which is currently not fully accessible, in future redevelopment plans to ensure accessibility.
- Ongoing accessibility conversions of playgrounds and splashpads as they come up for replacement including considerations for sensory seeking play equipment, surfaces, and shade options.
- Improving how information about what accessible amenities are available at town facilities and outdoor spaces will be explored, starting with updating the [accessibility map](#).
- The town will continue its commitment to annually increasing the number of audible pedestrian crossings annually, ensuring they meet Ontario Traffic Manual and AODA standards, and continuing the conversation with the AAC.
- Spaces included for improvement as part of the [Downtown Cultural Hub](#) initiative include:
  - A new branch location of Oakville Public Library
  - An updated Oakville Centre for the Performing Arts
  - A new location for Oakville Galleries
  - Redevelopment of Centennial Square and Navy Street
  - A new Riverfront Park
- The [Trail Accessibility Audit & Strategy](#) outcome resulted in actionable recommendations that we will be implementing. This includes:
  - Better signage and rest station options
  - Additional paved trail options
  - More accessible pathways
  - Safer pedestrian crossing options on trails that intersect streets
  - Continued collaboration across departments.
- Improvements to and regular monitoring and maintenance of town amenities and public spaces, including curbs, sidewalks, trails, and pathways, contribute to a more inclusive environment, ensuring that residents, including those with diverse needs, can navigate and enjoy community spaces with ease. Roads and Works and Transportation and Engineering follow the provincial [Minimum Maintenance Standards](#).