



# 2024-2029 Multi-Year Accessibility Plan

## 2024 Annual Accessibility Status Update

Accessibility Advisory Committee

December 12, 2024

- Commitment to inclusivity
- Shared responsibility
- Compliance with AODA and IASR



# Progress to Date

- Key areas: Customer Service, Employment, Information & Communications, Transportation, Design of Public Spaces
- General Accessibility
  - Development and implementation of MYAP
  - Accessibility policies and procedures
- Collaboration across departments

# Training

- Town-wide training on IASR and Human Rights Code
- Emphasis on clear communication and understanding disabilities
- Promoting IDEA and fostering inclusion
- Specialized training by Rick Hansen Foundation



# Procurement

- Accessibility in procurement practices
- Compliance with AODA and Oakville Universal Design Standards
- Upcoming training to include accessible purchasing requirements

# Customer service

- Commitment to Accessibility
- Community Engagement
- Policies and Procedures
- Tools and Technologies
- Ongoing Efforts
- IDEA Integration

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

# Information and communications

- Commitment to Accessibility
- Online Accessibility
- Accessibility Information
- Community Engagement
- Digital Content Standards

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.

# Oakville Public Library

- Expanding Accessible Offerings:
  - New Cognitive Care Kits
  - Continued partnerships with CELA and Bookshare
- Enhanced Delivery Services - Delivery by Mail Service
- Staff Training & Development
- Improved Technology Access
- Commitment to an Inclusive Environment



# Employment

- Commitment to Accessibility
  - Employment Standard
  - IDEA Multi-Year Plan (2024-2028)
- Inclusive Hiring and Onboarding
- Accommodations and Support
- Training and Awareness
- Continuous Improvement

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

## Oakville Transit

- On Demand Service Enhancements
- Accessibility Improvements
- Technology & Infrastructure
- Driver Training & Collaboration
- 100% low-floor bus fleet
- Community Engagement



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

# Transportation and moving around Oakville Transportation Master Plan (TMP)

- Emphasizes accessibility for walkable, bike-friendly, and transit-orientated neighbourhoods
- Safety Programs
- Streetscape and Parking Studies
- Collaboration with AAC
- Commitment to Inclusivity

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

- Oakville Universal Design Standards (OUDS) 3.0
- Town-wide Accessibility Audit
- Downtown Cultural Hub (DCH)
- Rick Hansen Foundation Accessibility Certification
- Recreation and Culture Program Enhancements
- Parks & Recreation and Library Facilities Master Plan

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, and operated by the town.

# Design of public spaces and built environment



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- Rick Hansen Foundation Accessibility Certification
- Recreation and Culture Program Enhancements



# Design of public spaces and built environment

- Improved Amenities and Access
- Significant Projects
- Trail and Pathway Enhancements
- Continuous Improvements





# Ongoing monitoring and reporting

