

Appendix C – 2018 diversity initiatives

Clerk's

- Provided support to Mayor's Office with requests for proclamations, flag raisings and illuminating Town Hall at night in support of events that promote diversity including the Carousel of Nations Multicultural Festival and Pride Week
- Provided accessible voting locations and equipment for 2018 municipal election
- Provided live and on-demand closed captioning of Town Council and committee meetings through the town's YouTube channel
- Provided administrative support and sign language interpretation services at public meetings and to the AAC
- Performed civil marriage ceremonies for same-sex couples

Engineering and Construction

- Rehabilitated approximately 13 pedestrian ramps, including addition of directional lines to the sidewalk ramps and replaced concrete curbing, eliminating standard lip on the curb
- Continued work on adding to the town's sidewalk and multi-use network per the 2017 Active Transportation Master Plan

Environmental Policy

- 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

Facilities and Construction Management

- Improved accessibility at several town facilities through targeted renovations:
 - Completed design and began renovations to Council Chambers to add two new councillors in 2018. Council Chambers will feature additional accessible aisle and public seating, power operated doors, colour contrasting, improved lighting and acoustics
 - Completed White Oaks Library branch renovations with new accessible information and circulation desks
- Completed construction of Trafalgar Park Community Centre meeting all accessibility standards of the Oakville Universal Design Standards for town facilities. Accessibility features include accessible ramps, large power operated

doors, colour contrasting, LED lighting, accessible washrooms and change rooms, and an accessible seniors kitchen facility

- Updated Oakville Universal Standards for town facilities to include lessons learned as well as latest developments in accessible design
- Launched accessibility audit of town facilities. Expected completion in 2019
- Maintained gender-neutral signage at Town Hall, the town's three youth centres and Oakville Centre for Performing Arts

Fire

- 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
- Staff participated in diversity and inclusion fellowship with CivicAction Leadership Foundation focusing on building better and safer communities

Human Resources

- Developed initiatives related to recruitment of diverse staff across the corporation including mandatory training on equity, diversity and inclusion for all staff
- Developed a human resources inclusion lens to ensure equity and inclusion are integrated into policies, procedures and recruitment process
- Updated human resource 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
 - Attending job fairs and partnering with agencies that service diverse communities
 - Accommodating candidate schedules around faith or religious observances
- Maintained healthy, safe and supportive workplace for employees free from discrimination and harassment through the town's Respectful Conduct policy
- Partnered with Canadian Centre for Diversity and Inclusion
- Partnered with community organizations to support two-way access to people of all abilities

Library

- Offered content, including special collections in a variety of formats, such as large print, DVS videos, downloadable audiobooks and talking books
- 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
 - 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: RBDigital, Hoopla, Lynda.com, and Overdrive
- 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
 - *OverDrive (Libraries on the Go)*: eBook and eAudiobook catalogue offering material in 14 languages
 - *Gale and EBSCO*: database vendors that provide e-resources in 34 and 27 languages respectively
 - *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
- Offered delivery and pick-up services for residents confined to their home, a senior's residence or a health care facility due to a physical and/or mental disability. There are 78 residents registered for this service and 17 volunteers making deliveries
- Provided access to BrowseAloud tool on library website adding speech and reading support tools to online content
- Provided library's semi-annual Program and Events Guide in an accessible electronic document (PDF)
- Provided adult newcomer programming including searching for work, computer classes, immigration information, settlement services, Canadian citizenship test preparation, ESL family sessions, conversation circles and immigration sessions
- Offered free one-on-one tutoring for newcomer youth between 13-18 years old
- Added posters to all public and staff washrooms to provide confidential information for social services assistance
- Offered various events as part of Culture Days including Drag Queen story time, Indian dance and story time, police story time, Metis story time, Indigenous movie night and community talk back
- Introduced Come Together: Intergenerational Storytime, a bi-weekly program at Chartwell Retirement Residence providing an opportunity for children, families, and residents to sing and read stories together

Municipal Enforcement Services

- Expanded pay-by-phone HonkMobile app to include more parking locations. The free app allows users to search, pay for and top up parking from a phone, tablet or computer, making it easier and more accessible for residents and visitors to park in Oakville
- Rehabilitated municipal parking lot 5, adding an accessible parking space closest to the intersection to allow easy access to the sidewalk and payment machine
- Offered online temporary on-street parking request applications
- Trained staff on mental health first aid through Ontario Mental Health Association

Parks and Open Space

- Completed accessibility 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
- Added approximately 700 metres of multi-use trails in Burloak Waterfront Park through partnership with the Region of Halton and City of Burlington
- Constructed barrier-free washroom buildings at Oakville 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
- Opened second neighbourhood park in north Oakville (George Savard Park) featuring an accessible playground and paved and lit pathways
- Installed new playgrounds with accessible features at Falgarwood Park and Waubanoka Parkette
- Upgraded various parking lots to meet current town size and signage standards for accessible parking spaces

Planning

- Reviewed select site plan applications through a universal design lens with AAC working group and facilitated by Manager, Urban Design. Required and requested modifications to proposals based on legislation and sound practice
- Site Design and Development Standards Manual (Part C of Livable by Design Manual) endorsed by Council. The standards incorporate provincial and municipal universal design standards and are applied during the design and review of development applications

Purchasing

- 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, 7 days a week (24/7)
- Connected with Halton Poverty Roundtable to seek not-for-profit agencies that would benefit from donations of town surplus assets in accordance with Schedule M of the Procurement Policy By-Law 2017-095

Recreation and Culture

- Launched Meet, Move and Play program which had over 1400 residents participate in free recreational programs at local parks. Activities included Tai Chi, Zumba, and soccer to provide offerings that are diverse and promote inclusion
- Established youth pop-up programs to engage youth and provide safe space for recreation and culture activities
- Expanded women-only learn-to-swim program. Female lifeguards are provided and windows are covered for privacy, cultural and religious considerations
- Continued to recognize the Truth and Reconciliation process through trail signage, Council declaration of National Indigenous Peoples Day and flag raising of the Mississaugas of the New Credit at Town Hall in honour of Treaties Recognition Week
- 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
- Provided Tour of Lights, an annual event for Oakville seniors to experience a tour of Oakville's holiday season lights. Event is run in partnership with Oakville Transit and includes a stop for entertainment and refreshments
- Offered many therapeutic and aqua therapeutic programs:
 - Parkinson's program focusing on improving strength, flexibility, posture and balance
 - 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
 - Healthy Back Stretch and Strength focusing on safely improving flexibility, muscle strength, day-to-day function and overall well-being by slowly and gently performing exercises for a stronger core and healthier back
 - TIME program for Stroke Survivors for participants with balance and mobility challenges caused by chronic conditions such as stroke, brain injury or multiple sclerosis
 - Aquatic Parkinson's course teaching basic water boxing exercises to help with balance issues and stiffness, as well as provide a lasting neuroprotective effect

- Therapeutic water exercise courses for participants with limited mobility to help increase greater range of motion, postural alignment, and improved strength
- Offered 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
- Offered Teen Adventure Program (TAP) summer program, an active recreation experience in a three-to-one setting
- Provided one-on-one support to approximately 20 children on a weekly basis for summer camp programs
- Increased number of one-to-one support options for recreation programs to include March Break, PA Days and holiday camp programs
- Offered a Snoezelen multi-sensory room with lighting effects, shapes, textures, sounds and colours at QEPCCC for camp participants. The multi-sensory room creates a stress free environment that helps reduce agitation and anxiety
- 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
- Offered community basketball, girls soccer leagues and cricket skill development program free for youth from low-income families
- 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

Special Events Service

- Continued to provided support to over 400 community events representing the community's cultural diversity:
 - Halton Multiculturalism Council's annual Multiculturalism Day picnic
 - Eid-al-Fitr celebration
 - Carousel of Nations festival
 - Oakville Museum's Emancipation Day
 - Eid al-Adha celebration
 - Interfaith Peace Walk
 - Khalsa Gate parade
 - Chinese Alliance Church picnic
 - Oakville Children's festival
- 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
- Shared accessibility and inclusion information with the Oakville Event Network and community event organizers

Oakville Centre for the Performing Arts

- 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
- Offered diverse artists performing music, drama and spoken word:
 - Sugar and Gold: songs, slides and story-telling of the underground railroad in Canada
 - Zaytouna Dabke: Canadian-Arabic organization teaching Palestinian and Arab culture and heritage through traditional folk dance (dabke), songs, traditions, poetry and music
 - Cuban-Canadian singer-songwriter Alex Cuba
 - Comedian Ali Hassan discussing nuances between religion and culture in his one man show Muslim Interrupted
- Presented LOVEfest – a musical response to hate crime with a variety of performances including: Sikh spiritual songs from Bhair Kabul Singh, Tanoura Sufi dance from Abul Gheit whirling Dervishes of Egypt, Souad Massi of the Arab world and Indo-Canadian Kiran Ahluwalia
- Offered a number of pay-what-you-can performances and donated surplus ticket inventory to Big Brothers, Big Sisters, Home Suite Hope and Lighthouse for Grieving Children

Oakville Museum

- Offered virtual tours of the second floor of the Oakville Museum (using a large screen installed on main floor) for visitors with physical disabilities
- 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 including Black History Month kick-off event, Annual Emancipation Day celebration at Erchless Estate and Roots of Freedom Black History two-day festival
- Offered online collections that allow residents to explore and discover historical objects and photographs

Roads and Works Operations

- 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 1,033 kilometres in annual sidewalk network inspection and trip ledge repair program
- Maintained 124 crosswalks at 48 intersections equipped with audible pedestrian signals
- Installed 444 tactile plates to sidewalk ramps and 11 new pedestrian crossovers
- Completed installation of accessible pedestrian signals at Lakeshore Road at Bronte Street and Kingsway Drive at St. Luke's Catholic Elementary School

Strategy, Policy and Communications (Rebecca/Dan)

- Established the Corporate Inclusion Advisory Group, bringing together accessibility, diversity and age-friendly staff committees under one advisory group
- Led development of a designated quiet room in Town Hall that staff can use on a self-serve basis for meditation, prayer or quiet reflection
- Developed Corporate Inclusion Lens to help staff consider potential impacts of programs, services and initiatives on the diversity of town employees and the community
- Updated If Oakville was a village of 100 people with 2016 Census data
- Created infographic highlighting demographic changes in the community over the past decade
- Submitted town's inclusion initiatives as best practice examples to the Canadian Commission for UNESCO to share with signatory municipalities
- Produced communications materials in plain language and used photos that are inclusive of all persons
- Promoted diverse events and celebrated diverse multicultural observances through the town's communication channels 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 through social media
- Distributed community advisories about town programs, services and events to diverse-language media
- Updated calendar of events and observances in diverse cultures to support inclusive communications
- Launched online accessibility map that provides information about the town's accessible features of parks and playgrounds, recreational trails, and parking
- Created promotional materials to raise awareness about accessibility and highlight town initiatives

- Began review of accessible document strategy
- Conducted ongoing web content accessibility compliance monitoring with automated checker
- Engaged vendor to conduct web content accessibility audit including manual usability testing
- Continued to make accessibility corrections and enhancements to websites and web content
- Continued to support and provide web content accessibility training to team of 50 web publishers
- Further developed knowledge on digital accessibility auditing through certificate courses for core web communications staff
- Began investigating options to include a VPAT (voluntary product accessibility template) as part of procurement process for technology/online service products
- Began review of web content standards and town writing style guide (part of Corporate Identity Guide) for inclusive language practices
- Updated town's accessibility web page
- Continued to provide access to information on town's website in different languages through Google translate
- Consulted AAC monthly on town policies, initiatives and programs
- Participated in a number of town and regional events with the AAC to promote awareness and celebrate inclusion including Oakville Children's Festival and Inspire AccessAbility Showcase
- Provided support to AAC through town's Accessibility Coordinator, ensured all presentations met the town's accessible presentation guidelines

ServiceOakville

- Equipped to address service requests in over 150 languages through Language Line Solutions
- Updated top 20 languages banner sign at ServiceOakville and tent cards for all front counters with 2016 Census information
- Ensured ServiceOakville accessible counter staffed at all times
- Offered assistive devices such as iPad Pro, TTY and wheelchairs to provide assistance for individuals with a variety of different needs
- Provided after-hours call handling service 24 hours a day, 7 days a week (24/7) for:
 - Public safety (non-911 emergency calls)
 - Winter snow line
 - Parking enforcement
 - Temporary on-street parking permits
 - Municipal enforcement (emergency calls for safety-related issues)
- Expanded services available in accessible online report a problem tool:
 - Parking enforcement
 - Winter operations

- Road and sidewalk maintenance
- Garbage
- Park maintenance
- Graffiti

Transit

- Launched new self-serve booking options for on-demand services. Customers using care-A-van and Home to Hub can book by web, app or automated phone, seven days per week during service hours, providing greater flexibility for customers. This new system also provides day before automated reminder notifications
- Launched MagnusMode app, an online learning tool for residents with autism or other cognitive disabilities to learn how to confidently use conventional transit
- Partnered with MediSys Preventive Health Clinics to screen specialized transit applicants and conduct health assessments to determine applicant suitability
- Initiated pilot program at White Oaks Secondary School where students travel on Oakville Transit for free to enhance their learning in the community
- Offered discounts on transit fares and free transit for seniors 65+ every Monday
- Provided dedicated once-per-week special transit service for seniors to a destination of their choosing for those living in one of the town's three senior residences
- Provided 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
- Provided Home to Hub on-request, co-mingled service which delivers transit services to designated neighbourhoods in a cost effective manner
- Provided service to Oakville Trafalgar Memorial Hospital with designated conventional and specialized transit bus stops directly on hospital campus
- Created communications campaign "Thank you for riding Oakville Transit" in multiple languages
- Conducted outreach sessions at senior residences to improve education, awareness and accessibility of transit services, including a new Ride the Bus initiative with Recreation and Culture to provide a bus tour, orientation and learning to seniors in Oakville
- Implemented updates to transit schedule and routes
- Maintained 100 per cent low floor conventional transit fleet, all equipped with bike racks
- In partnership with Engineering and Construction, introduced bike stands at select transit stops to enhance access to services by all modes
- Continued installation of accessible landing pads and walkways at bus stops