

# Appendix B – Inclusion and Diversity Initiatives

## Clerk's

- Provided live and on-demand closed captioning of Town Council and committee meetings through the town's YouTube channel
- Provided virtual access to public meetings by phone and Zoom
- Provided administrative support and sign language interpretation services at public meetings and to the Accessibility Advisory Committee (AAC)
- Performed civil marriage ceremonies for same-sex couples

## Economic Development and Corporate Strategy

- 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 Oakville Inclusion Lens Guide with Corporate Inclusion Advisory Group to help staff consider potential impacts of programs, services and initiatives on the diversity of town employees and the community. Developed learning module and rolled it out to staff in 2020
- Created If Oakville Was a Village of 100 people and How we've changed over time infographics with demographic data
- Submitted town's inclusion initiatives as best practice examples to the Canadian Commission for UNESCO to share with signatory municipalities
- Hosted 10 citizenship ceremonies at Town Hall in partnership with Immigration, Refugees and Citizenship Canada
- 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

- Conducted ongoing web content accessibility compliance monitoring with automated checker and made corrections
- Implemented recommendations from web content accessibility audit which included manual usability testing
- Continued to provide web content accessibility training to web publishers and advise staff corporate wide on web accessibility standards
- Updated accessible document strategy
- Engaged families and individuals in vulnerable communities to better understand how they use the town's website and how we can improve their experience
- Continued review of town writing style guide (part of Corporate Identity Guide) for inclusive language practices
- Maintained dedicated accessibility and inclusion web page on oakville.ca
- Continued to provide access to information on town's website in different languages through Google translate
- Continued to use images that reflect the town's diverse community on its websites and social media channels, as well as to promote significant cultural holidays and events on town social media
- Consulted the AAC 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 the AAC, ensured all presentations met the town's accessible presentation guidelines
- Formed the Oakville Chinese Business Association
- Hosted Chinese New Year event with the Oakville Chinese Business Association
- Hosted Doing Business in Oakville for Newcomers event
- Hosted information session on doing business with Town Hall for those who may be intimidated in accessing services at Town Hall due to language, understanding who to contact, etc.

## **Engineering and Construction**

- Added approximately 18 kilometres of active transportation infrastructure
- Updated the Cycle, Walk Oakville online map with new infrastructure, and preparing for new hard copy maps for early 2021
- Translated the Oakville Cycling Handbook online and in print in eight languages: English, French, Spanish, Simplified Chinese, Arabic, Polish, Korean and Urdu. Circulated all languages at events, community centres, libraries and schools. Booklets are all available on our cycle, walk Oakville web page for download
- Continued work on the Pedestrian Safety Program, increasing the number of pedestrian crossings on the town's road network to 27, and adding a pedestrian signal on Sixth Line at Crosstown Trail
- Participated in Bike Month in partnership with CycleTO and surrounding municipalities to offer six free webinars to the public about cycling safety, winter cycling, bicycle maintenance, and learning to ride

- Presented at the Halton Cycling Summit in November 2020 in partnership with Halton Tourism and the surrounding municipalities
- Finalized the Halton Active Sustainable School Transportation Hub School Travel Planning document, which will be released as a pilot with 6-8 schools in 2021
- Implemented two bike corrals in Bronte Village due to high demand of cycling activity
- Completed the town's Bicycle Friendly Community Designation application with the Share the Road Coalition
- In 2021, the town will develop a strategy for accessibility improvements and rehabilitation priorities to ensure safe infrastructure for all ages and abilities. This will be based on the completed audit of the town's 1,100 kilometre sidewalk and multi-use trail network which included design elements such as width, surface, slope, ramps, signage and amenities
- Began work on a Vision Zero program review, to improve safety for pedestrians, cyclists, transit riders and drivers

## **Climate Action**

- 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
- Partnered with Parks and Open Space, Halton Environmental Network and Kayanase Greenhouse (Six Nations), a demonstration canoe garden was installed in front of Town Hall. The project was a collaborative effort that engaged diverse members of the community and incorporated indigenous and reconciliation themes along with biodiversity
- Partnered with Halton Environmental Network and Faith and the Common Good to roll out the OakvilleReady program at faith based organizations across the town. The centers are meant to serve as community resilience hubs for residents and at risk populations during weather-related events due to climate change. During the pandemic, focus shifted to address more directed initiatives such as food drives, supporting local food production and acting as a communications resource hub

## **Facilities and Construction Management**

- Updated the Oakville Universal Design Standards for town facilities to v.2.1 with 2020 Ontario Building Code changes. The Oakville Universal Design Standards is intended to provide an inclusive, user-friendly and accessible environment through the use of design requirements that incorporate the principles and goals of Universal Design. Applying the Oakville Universal Design Standards is mandatory for all town renovations or new construction

- Completed construction of new Oakville Trafalgar East Community Centre meeting all the Oakville Universal Design Standards for inclusion and accessibility creating a welcoming space in every room
- Completed construction of new Fire Station 8 meeting all the Oakville Universal Design Standards for inclusion and accessibility
- Replaced swing doors at several locations with touch-free automatic sliders in order to provide wider door openings for everyone
- Included a land acknowledgement to the Mississaugas of the Credit First Nation lands at the Glen Abbey Library grand re-opening ceremony. Renovations applied the Oakville Universal Design Standards including accessible paths and turning radii between bookshelves, book shelf heights, lighting requirements and accessible book drops
- Renovated River Oaks lobby, Rink B doors and viewing area and lighting to improve circulation and wayfinding for everyone with automatic sliding doors, visual cues and a barrier-free service counter. Rink improvements included sledge hockey viewing boards and wider gates and accessible viewing area with a new ramp
- Installed a new barrier-free service counter at the Municipal Enforcement Office at Town Hall
- Upgraded lighting in all the washrooms, change rooms, and common hallways at Queen Elizabeth Park Community and Cultural Centre (QEPCCC). Most pools now have improved lighting for visibility, life safety and security
- Upgraded lighting at Iroquois Ridge Recreation Centre gymnasium and library where dimming controls were added in both areas so the light levels can be reduced for other user groups
- Upgraded elevator controls at Town Hall, the downtown parking garage, and Central Library (2) to meet the Oakville Universal Design Standards requirements for button locations. Added “self rescue” controls so that in the event of a power failure the elevator goes to the lowest floor and the door opens and closes a few times so people have a chance to get out without having to wait for the elevator contractor to send support
- Completed town-wide accessibility audits for over 50 facilities including all libraries, recreation and community centres, rinks, pools, park washrooms and fire halls from the building structure and its immediate perimeter to the associated parking areas including the path of travel. Developed a work plan for 2021-2024 to build on successes where improvements were identified that will be used for future planned projects
- Placed hand sanitizers with high-contrast symbols/signage and placement at accessible height
- Used high-visibility wayfinding and place markers with universal symbols at ServiceOakville counter. Added barrier screens with speaker ports to enable staff to continue to provide excellent service to all customers. Kept the universal washroom available behind ServiceOakville open during the pandemic, even though the counter is open for limited services and the remainder of the building is closed to public that demonstrates support for a workplace and community where all feel respected and welcome

- Placed round colourful high-contrasted decals at Town Hall in high-touch point areas
- Developed signage for COVID-19 screening following public health guidelines while promoting non-discriminatory practices if persons are not wearing a non-medical face mask for any reason when the medical condition may not be visible when working in public spaces

## 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
- Continue to engage community groups virtually and in-person in many facets of public safety
- Partnered with local media agencies to promote Oakville Fire programming
- Promote public education, fire prevention, and emergency planning through social media
- Through an Enbridge Gas initiative of Project Zero and generous donation, Fire Prevention division has reached out to local community groups and have provided combination smoke and carbon monoxide alarms with a total of over 500 for vulnerable communities in need.
- Staff participated in diversity and inclusion fellowship with CivicAction Leadership Foundation focusing on building better and safer communities
- Staff will bring forward a report to Council in February 2021 about programming measures that address home escape planning and identifying residents in single-family dwellings with permanent disabilities who may require assistance with evacuation in the event of an emergency

## 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

- Including questions on diversity and inclusion as part of interview process for leadership positions
- 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 as an employer partner to be able to access best practices, webinars and other support services
- 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 healthcare facility due to a physical and/or mental disability
- 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
- 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
- Allocated \$15,000 to collections for purchasing materials by diverse authors. Funding divided among adult, children's, print and digital collections. The focus will be on Black, Indigenous and LGBTQ2+ authors
- Through purchasing programs, materials by authors and illustrators from Indigenous and LGBTQ2+ communities are automatically included in our purchasing profile with vendors
- Purchased additional picture books for the library story time collection featuring diverse characters, including People of Colour and LGBTQ2+
- Eliminated late fees for children's items to remove barriers for children
- Removed fees from adult book clubs to eliminate the financial barrier for Oakville residents. In addition, fees were removed for many school aged children's programs to also eliminate barriers for youth
- Held an online event which highlighted books with diverse characters for children
- Hosted a virtual workshop for teens on How to Make a Webcomic with non-binary artist Jey Pawlik, open to LGBTQ2+ teens and their allies
- Joined all Halton libraries for a Pride initiative inviting community members to post art work, videos, photos, etc. on what Pride means to them
- Offered Virtual Tech Help for older adults to assist with Zoom, Skype, downloading digital resources, etc.
- Applied and was successful for the Emergency Community Support Fund offered by the Federal Government through the local United Way. Through \$22,600 grant, purchased 30 loanable tablets, 15 Wi-Fi hotspots and internet connection for the hotspots for one year. 15 tablets will be loaded with accessible apps for older adults who are not able to read print and require audiobooks or large print  
Created 15 tablet/Wi-Fi kits for older adults experiencing social isolation due to COVID-19
- Eliminated all late fees to support customers who may not be able to return items on time due to COVID-19 or who are facing financial difficulty
- Offered online book talks featuring books by authors with diverse backgrounds as well as diversity in characters, etc.
- All staff on leadership team participated in the 519 LGBTQ2S+ positive space training
- Representation on the Halton Equity and Diversity Roundtable and Oakville
- Partnership for Truth and Reconciliation which acknowledges Indigenous history with educational events
- Obtained a gender equity grant to provide positive space training for 30 community partners via the Positive Space Network
- Sponsored and helped organize the Halton Learning Lodge, a virtual event for National Indigenous month in June 2020

- For Pride Month in 2020, recorded a podcast with Aiden Lee and Project Autism on being an ally to children and youth with intersectional identities. Also held a LGBTQ2+ themed story time during Pride Month
- Partnered with Project Autism by hosting a sensory movie screening and holding youth group at Central Library. In addition, the library hosted a session for junior members to obtain a library card and become comfortable using the library
- Received funding from Immigration, Refugees and Citizenship Canada to create Newcomer Infopods using the Halton Community Services Directory
- Produced a chapter in supporting Indigenous individuals for Inform Canada for the Information and Referral Study Guide
- Provided statistical support to Sheridan College and the Oakville Community Foundation regarding older adults in the LGBTQ2+ community

## **Municipal Enforcement Services**

- Trained staff on Fostering LGBTQ2S+ Inclusive Environments through The 519
- Trained staff on mental health first aid through Ontario Mental Health Association
- Launched pilot during COVID-19, to offer a paid parking permit program in neighbourhoods north of the QEW allowing residents to access on-street parking for family members or caregivers whose vehicles cannot fit into the household driveway
- Plan underway to rehabilitate municipal parking lot 5, adding an accessible parking space closest to the intersection to allow easy access to the sidewalk and payment machine

## **Parks and Open Space**

- Installed the Moccasin Trail Heritage Information Kiosk on the Bronte Creek Heritage Trail near Rebecca Street and Mississauga Street. Designated two Moccasin Trails, one along the Bronte Creek Heritage Trail and the second on the inner valley trail portion of the Sixteen Mile Creek Trail. The Moccasin Trails feature a series of 13 plaques containing Indigenous stories, verses and information relating to the land, water and sky, giving visitors a deeper understanding of Indigenous heritage. Content for the information booth and plaques was developed in partnership with the Mississaugas of the New Credit First Nation and Indigenous community members. Trail projects honouring Oakville's Indigenous heritage received funding from Oakville Community Foundation's Community Fund for Canada's 150.
- 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 four neighbourhood parks in north Oakville featuring an accessible playground, washrooms and paved, lit pathways
- Opened three parkettes in north Oakville with accessible playgrounds, paved and lit pathways
- Installed new playgrounds with accessible features at Falgarwood Park and Waubanoka Parkette
- Converted the surfacing material at several playgrounds from metering stone to wood chip mulch for accessibility
- Upgraded various parking lots to meet current town size and signage standards for accessible parking spaces

## **Planning**

- Installed heritage plaque at Burnet Park in 2019 entitled Burnet Street and Oakville's Black Community. The plaque commemorates Oakville's Black history and community members, telling the story of Samuel Adams, a freed slave from Baltimore who became a prominent member of Oakville's Black community after settling in the early 1850s, as well as the history of the home that once sat at 104 Burnet Street, owned by Jeremiah Adams (Samuel's son)
- Reviewed select site plan applications through a universal design lens with AAC full committee and facilitated by Manager, Urban Design. 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 in 2017. 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, seven days a week
- 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
- Developing a Supplier Code of Conduct in 2021 to support responsible procurement and commitment from vendors to uphold stringent standards of ethical business, integrity and equity. This strongly promotes corporate social responsibility through ethical supply chain management

## **Recreation and Culture**

### **Community Development**

- Developing a free program that incorporates anti-racism and anti-oppression training in recreation and culture activities. It leverages physical activities as a

tool to increase awareness of the systemic barriers Black, Indigenous Peoples, and People of Colour experience as ways to increase civic engagement to remove barriers for social participation

- Initiated Message In a Bottle campaign during COVID-19 pandemic which provided 800 isolated seniors with positive messages and tertiary items such as non-medical facemasks, letters and artwork from residents to address social isolation
- Collaborated with Food for Life during COVID-19 pandemic to provide over 200 children living in low income households with recreational items such as kipping ropes, bicycles bells and more
- Collaborating with Halton Environmental Network for a Planter Partnership where summer students are building 20 gardening planters for the older adults luncheon program
- Active member of Coordinating Committee for the Halton Equity and Diversity Roundtable; organization advocates and promotes equity, diversity and inclusion
- Co-chair of the Halton Poverty Roundtable supporting organizations and initiatives to raise awareness for low income and marginalized residents
- Launched Supervised Summer Playgrounds program in 2019 which had over 354 residents participate in low cost half-day summer camps at several outdoor park sites
- Continue offering free community sports league for youth such as the Oakville Girls Community Soccer League and Oakville Community Basketball League which provided free recreational access to over 180 participants and employed over 15 staff through intentional employment initiative since 2019
- Piloted the facilitation of the Oakville Community Cricket and Fitness program which provided free recreational physical literacy program to youth with varying abilities and also hired two youth staff with developmental diagnosis through collaborating with Project Autism
- 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
- Offered free virtual programs targeted to older adults to address potential isolation experienced as a result of COVID-19. Free programs include mindfulness activities, chair yoga, travel and arts, community conversations and healthy eating. The program commenced as of November 2020.

### **Youth and Children's Programming**

- Trained full-time and part-time camp staff in behavioral management to ensure we can approach behaviour management in a positive manner and keep children of all abilities in programs
- Regional Inclusion Group formed with recreation representatives from Halton, Peel and Guelph. This group is advocating for inclusion services on a provincial platform (through Parks and Recreation Ontario) and collaborating to increase training and learning opportunities within the region
- Oakville hosted the 2019 and 2020 Regional Program Conference where inclusion sessions were a priority learning topic

- Provided one-on-one support to approximately 20 children on a weekly basis for summer camp programs Also provided one-on-one support for PA day programs throughout 2019 and in early 2020
- Implemented an anti-racism training for all frontline camp staff to ensure we are creating a safe, supportive environment for campers and co-workers

### **Aquatics**

- Offer women-only learn-to-swim program. Female lifeguards are provided and windows are covered for privacy, cultural and religious considerations
- Offer Swim Your Way recreational swim – a swim for participants with special needs and their families
- Aquatic Leadership Assistance Program - subsidizing 100% of training and certification programs to become a lifeguard for low-income youth. This program is facilitated with the support of Life Saving Society and in partnership with community organizations who provide participant referrals
- Offer 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
  - 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
  - Aquatic Bone and Joint; a low intensity water fitness program
  - Healing Waters Swims for participants with mobility concerns or those looking for a quiet time to work on aquatic therapy exercises

### **Culture**

- Launched “No one goes hungry in Oakville on a Saturday” with the Canadian Caribbean Association of Halton to provide 200 free meals curbside at QEPCCC for three Saturdays in December 2020.
- Continued to recognize the Truth and Reconciliation process through:
  - Moccasin trails signage
  - Council declaration of National Indigenous Peoples Day
  - Permanent flag of the Mississaugas of the Credit First Nations installed at Town Hall
  - Active member of the Oakville Partnership on Truth and Reconciliation

- Moccasin Trail booklets provided for Camp Oak 2020 to read to campers and draw pictures
- Web page created for Indigenous Land acknowledgement
- Information session presented on Indigenous Land acknowledgement for the recreation department's annual fall part-time staff training
- Continued to support seniors, newcomers and youth through various initiatives:
  - Oakville Creative Community Hive program at Iroquois Ridge Community Centre, fall 2019. The members of the Hive are a group of artists and crafters who provide creative cultural drop-in workshops, free of charge to the public. The participants are seniors and newcomers
  - Youth artwork on exhibit at Iroquois Ridge Community Centre's senior centre from the local high school in winter 2020
- Supported outreach to the Oakville community during COVID-19 through:
  - Museum Mondays: showcasing works from the collection and historical tours of Erchless estate; Recreation Tuesdays; Seniors Wednesdays; Art Thursdays: showcasing artists and artwork by local residents responding to weekly issues and challenges (isolated seniors, thank you to essential workers, social injustice, campers); Fitness Fridays
  - Partnered with Vocal Arts Festival – Instant Choir to offer a free mass choir event bringing all ages and all singing abilities together in one venue to perform two songs together without a rehearsal
- Culture Days 2020: over 82 free programs provided by the town, both in-person and virtually. Oakville was listed as offering the third most programs through the Culture Days platform. Programs included arts and crafts, cooking, artist interviews highlighting social justice and anti-Black racism.
- Culture Days 2019: free programming provided by the town and numerous culture groups and organizations. Program spaces for community groups and organizations provided at QEPCCC, Iroquois Ridge Community Centre and town outdoor spaces (Westwood Park, Bronte Pavilion, Centennial Square). Programs provided at QEPCCC, Iroquois Ridge Community Centre, Oakville Centre for the Performing Arts, Oakville Museum, and Moccasin Trail walk at Lions Valley
- Virtual Canada Day 2020: Indigenous Welcome, community and culture group performances, temporary public artwork by Chalk Master Dave in three BIAs in public areas, tree and flower giveaway, Oakville Rocks community project

## **Seniors**

- Facilitated Senior Centres Without Walls during COVID-19 pandemic to provide a free service that connected socially isolated seniors to a call-in program twice a day to increase social interaction
- Facilitated phone a friend initiative during COVID-19 pandemic where volunteers call isolated seniors weekly
- 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, 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

### **Other Recreation and Culture inclusion initiatives**

- 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

### **Special Events Service**

- Continued to provide support to over 400 community events representing the community's cultural diversity:
  - Halton Multiculturalism Council's annual Multiculturalism Day picnic
  - Oakville Museum's Emancipation Day
  - 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
- Due to the COVID-19 pandemic many of the cultural events had to be cancelled as per health and provincial mandates

### **Oakville Centre for the Performing Arts**

The Oakville Centre for the Performing Arts continues to attract artists and audiences reflective of the town's cultural background and racial diversity. The Oakville Centre's presenting program offers an eclectic mix of productions by international and domestic artists from varying ethnic backgrounds, in addition to educational programs and commercial and not for profit rentals.

- Continued to offer an inclusive volunteer program to provide opportunities for people with disabilities to gain work experience. Two front of house staff are on the autism spectrum.

- Continued to offer Sennheiser hearing assistance devices to visitors with a hearing disability.
- Donated surplus ticket inventory to Big Brothers/ Big Sisters, Home Suite Hope and Lighthouse for Grieving Children

#### Oakville Centre for the Performing Arts presented season artists

- Maceo Parker – African American funk and soul jazz saxophonist
- Decoding Bharatnatyam – Performed by Nova Bhattacharya offering a contemporary twist to the classical Indian Bharatnatyam style of dance
- Okavango African Orchestra – Juno award winning ensemble made up of eight African-born musicians who now live in Toronto and Montreal
- Lydia Persaud – Soul, Jazz and R&B artist, a woman of colour from a Canadian-Guyanese-Ukrainian background
- OKAN - AfroCuban duo performing jazz, folk and classical forms
- French language school production of L’Aubergine’s “Ripoee”
- Visions of Turtle Island - singing, dancing and storytelling illustrating the cultural experience of First Nations peoples in Canada
- Emma Donoghue – award winning author who is gay, discussing her new novel Akin
- Leslie McCurdy. African Canadian actress performing Things My Fore-Sisters Saw. A one-woman play portraying four women of African descent who affected change in Canada. Marie-Joseph Angelique was a slave who was said to have burned down half of Montreal. Rose Fortune the first black policewoman in North America who helped freedom seekers. Mary-Ann Shadd the first black North American woman to publish and edit a newspaper. And Viola Desmond, who refused to give up a seat to segregation well before the celebrated Rosa Parks

#### Community rental groups

- Zaytouna Academy of Cultural Arts performing traditional Arabic dabke dance, songs and educational workshops
- Muslim faith based Dar Foundation offering prayer and teachings
- Canadian Arabic Orchestra
- Handi-Care International – charitable Performing arts event operated for and by persons of South Asian descent
- Oakville Chinese Network presented traditional music, drama and comedy celebrating Chinese new year
- Oakville Symphony performing classical works by Austrian, German, English and Russian composers

#### **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
- Continued offering Oakville’s history with the Underground Railroad at the museum and it is also included as targeted programming for elementary classes through the Community Classroom learning initiative

- 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 of Halton including Black History Month kick-off event, partnered on the annual Emancipation Day celebration, held virtually on August 1, 2020
- Hosted a podcast discussion of the history of Emancipation Day in Oakville with guest Lena Peters, anti-racism consultant, activist and artist
- Will collect and screen the Canadian Caribbean Association of Halton's "Legacy Voices" a documentary project in which local Black and Caribbean seniors tell their stories of life in Halton
- Released an enhanced virtual tour of the Museum online during the Museum's COVID-19 closure
- Released a series of Heritage Mondays live videos on Facebook – many of these featured Black history topics, including the story of Ira and Isabella Johnson's travails with the KKK
- 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 1,055 kilometres in annual sidewalk network inspection and trip ledge repair program
- 75 intersections equipped with audible pedestrian signals and 27 intersections equipped with pedestrian crossings
- Completed/nearly completed installation of accessible pedestrian signals in 17 locations in 2020 and 16 locations in 2019
- Installed 798 new tactile plates to sidewalk ramps and 16 new pedestrian crossings over the last two years

## **ServiceOakville**

- Equipped to provide service in over 150 languages including American Sign Language through Language Line Solutions over the phone, online and in-person. Equipped outside staff such as inspectors, officers, and fire department personnel with the Language Line Solutions app to use in the field
- 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 for individuals with a variety of different needs
- Provided SMS/email alerts for windrow program customers

- Continued to make available services accessible online through the Report a Problem tool for: parking enforcement, winter operations, road and sidewalk maintenance, garbage, park maintenance, and graffiti
- Added new services to accessible online Report a Problem tool for:
  - Barking dog complaints, construction noise, fireworks noise, construction dust, events and parties (noise), long grass on private property, splash pad concerns, pruning town trees, dead or dying town trees, graffiti on private property, neighbourhood traffic speed concerns, intersection traffic congestion
- Supported other online services including request for a certified tax statement, request for a property survey and submission of an electronic permit or application
- Provided after-hours call handling service, seven days a week 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)

## 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 a week during service hours, providing greater flexibility for customers
- Launched MagnusMode app, an online learning tool for residents with autism and other cognitive disabilities to learn how to confidently use conventional transit
- Partnered with MediSys Preventive Health Clinics in coordination with Burlington and Milton Transit's to review specialized transit applicants and conduct in-person assessments to determine eligibility
- Initiated one time program at White Oaks Secondary School where students travelled on Oakville Transit 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 with seniors groups including multi-cultural groups, 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