**Date:** January 13, 2025

**To:** Members of the Oshawa Accessibility Advisory Committee (O.A.A.C.)

**From:** Julie MacIsaac, Director, Diversity, Equity and Reconciliation

**Re:** **2024 Year End Status Update of the 2023-2027 Oshawa Accessibility Plan**

Please find attached the 2024 Year End Status Update of the 2023-2027 Oshawa Accessibility Plan Report for your review.

**Recommendation:**

1. That the City of Oshawa's 2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan provided as Attachment No. 1 to Report OAAC-25-01 be received as information; and,

2. That a copy of this report be included in the Information Package to Council.
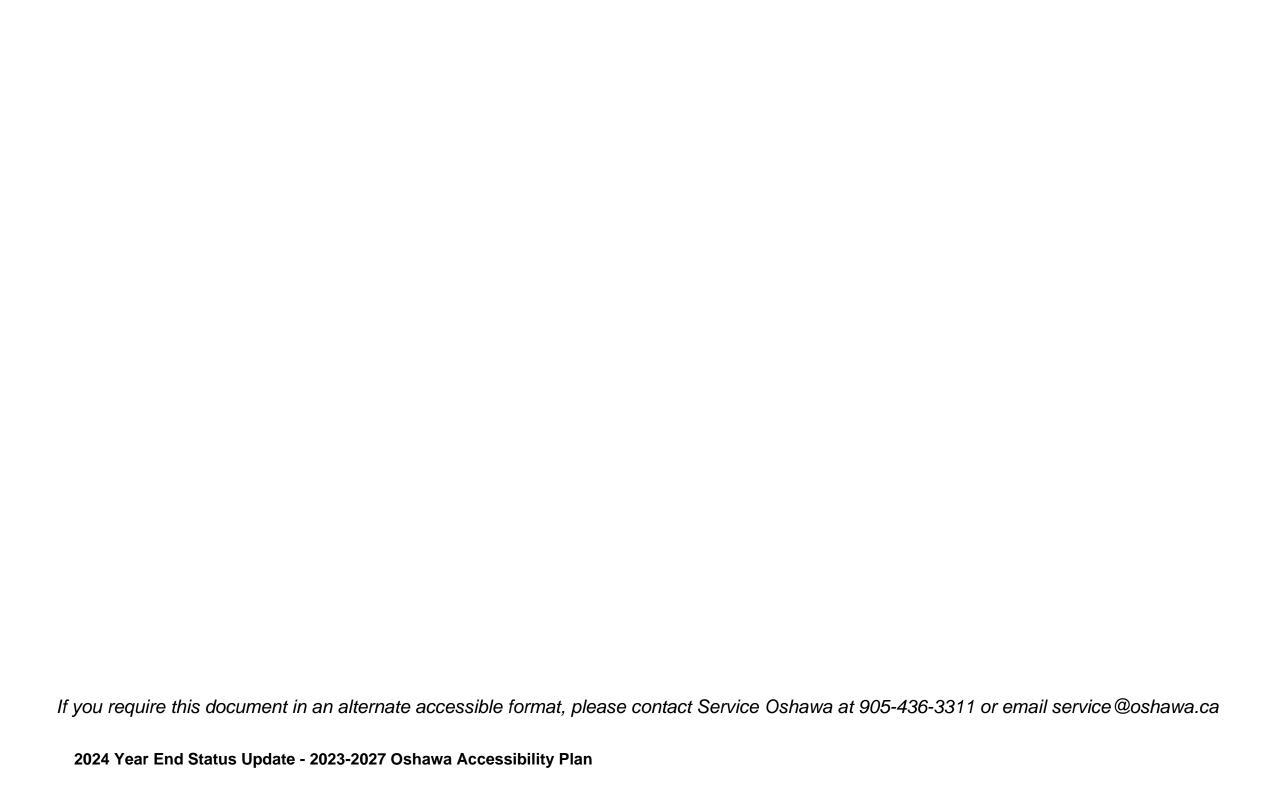
# Oshawa Accessibility Plan

**2023 – 2027**
**2024 Year End Update**

*If you require this document in an alternate accessible format, please contact Service Oshawa at 905-436-3311 or email service@oshawa.ca*

**2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan**

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# 2024 Year End Update - 2023-2027 Accessibility Plan

## Office of the Chief Administrative Officer – Corporate Communications (CAO-COM)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CAO-COM-1 Information/Communication Technological Website Accessibility | Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 compliance requirements. | Ongoing | • Assessment completed and plans implemented. | • Weekly and monthly assessments completed. |
| CAO-COM-2 Technological Website Usability | Implement Oshawa.ca search function and results to ensure information is findable. | Ongoing | • Development of "how to" videos to provide assistance. <br> • Other plans/improvements made. | • Ongoing improvements made <br> • ASL translation for the City's Land Acknowledgement added to website. |

**Office of the Chief Administrative Officer – Legislative Services (CAO-LS)**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CAO-LS-1<br><br>Information/Communication<br><br>Live Chat | Reinstatement of Live Chat to website. | 2023 – 1st Quarter | • Reinstated to facilitate communication with residents<br>• Communication campaign developed to promote availability of service.<br>• # Interactions with Live Chat. | • Reinstatement completed in 2023.<br>• Average 358 chats/month.<br>• 4300 chat interactions. |
| CAO-LS-2<br><br>Information/Communication<br><br>Fillable Forms | Investigate opportunities to use existing technologies for online fillable form functionality. | 2024 | • # Staff trained.<br>• # Forms developed. | • Acquired Form Builder software to ensure online forms are fillable and accessible. Working with various departments to transition necessary forms to this software. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CAO-LS-3<br><br>Information/Communication<br><br>Internal Document Accessibility | Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2026 Municipal Election. | 2025-2026 | • Review previous election feedback for accessibility improvements.<br><br>• Research alternative voting methods that will remove voting barriers.<br><br>• Prepare and implement an Accessibility Municipal Election Plan with feedback from the public, groups representing people with disabilities and the O.A.A.C. | • Reviewed previous election in 2023.<br><br>• Currently researching alternative voting methods (specifically Internet Voting). To report in 2025 for Council to select a method(s).<br><br>• 2026 plan will be prepared in 2026 once we have method(s) of voting established. |
| CAO-LS-4<br><br>Information/Communication<br><br>Barrier Identification | Coordinate the special council meeting to receive comments from the public concerning Diversity, Inclusion and Accessibility. | Annually | • # Delegations to Council at special meeting.<br><br>• # Meeting attendees.<br><br>• # Recommendations. | • Held May 28, 2024 |

**2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CAO-LS-5<br><br>Information/Communication<br><br>Support Programs and Services | Provide information about support programs and services available in the community for people with disabilities. | Ongoing | • Document prepared identifying the #/type support requested through Service Oshawa. | Registrations as of November 30, 2024<br><br>• Side Blvd Grass Cutting Program – 23<br><br>• Bag Limit Program – 45<br><br>• Waste Cart Program – 2<br><br>• Snow Clearing Assistance Program - 2570 |

## Corporate and Finance Services – Finance Services - Financial Services and Procurement (CFS-FS-FSP)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-FS-FSP-1<br><br>Information/Communication<br><br>Vendor Accessible Requirements | Develop a checklist to be completed by vendors during the bid process to identify accessibility features of software as it relates to WCAG 2.0. | 2023 | • Checklist completed. | • Completed and revised in 2024. |
| CFS-FS-FSP-2<br><br>Information/Communication<br><br>Bidding Opportunities | Work with the Accessibility Coordinator to explore connecting with businesses who support/employee people with disabilities. | 2023 | • # Organizations/agencies connected with | • Statement created to encourage diverse businesses to bid on various City procurement processes. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-FS-FSP-3<br><br>Information/Communication<br><br>Request for Proposal Process | Develop a social procurement policy. | 2024-2026 | • Review completed of social/accessible procurement policy and practice.<br>• # Consultations completed.<br>• Policy developed. | • To start approx. 2025 |
| CFS-FS-FSP-4<br><br>Customer Service<br><br>Accessibility Accommodations | Programs identify need for accessibility accommodation in the annual budgets based on historical data. | Annually | • $ Allocated.<br>• Improvements achieved as a result.<br>• Public feedback results. | • Capital budget funds for accessibility built into project allocation<br>• Annual $100,000 capital funding for accessible pedestrian signal conversions.<br>• Annual $150,000 capital funding for OAAC recommended accessible improvement projects.<br>• Accessible requirements for individuals are accommodated in Branch budgets. |

**Corporate and Finance Services – Human Resource (CFS-HR)**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-1<br><br>Information/Communication<br><br>Accommodation Discussions | Automate tracking of accommodation plans and continue to incorporate into onboarding material. | 2023 | • Accommodation plans loaded into new Health and Safety Management software.<br><br>• Develop onboarding checklist for managers and include accommodation discussion | • New Health & Safety software implemented and being utilized for the tracking of accommodation plans |
| CFS-HR-2<br><br>Information/Communication<br><br>Job Postings | Review job posting language to proactively invite people of different backgrounds to apply and strengthen welcoming statements for diversity groups on job postings, and review language used and unnecessary requirements. | 2023 | • Language reviewed and updated as necessary.<br><br>• Review completed of unnecessary requirements. | • Complete |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-3<br><br>Employment<br><br>Accommodation Needs | Consider formal implementation of Work Life Program elements (job-sharing, flex hours and four-day work weeks) to be inclusive of employees who need flexible work arrangements. | 2024 | • Review of current work-life program material and development of next steps | • Move to 2025 due to other major initiatives in the Compensation & Benefits area |
| CFS-HR-4<br><br>Employment<br><br>Hiring Practices | Consult with other municipalities, organizations on their recruitment best practices for accessibility. | 2024 | • Networking and information sharing with other municipalities<br><br>• Future capstone project | • Regular information sharing with other municipalities on recruitment best practices. |
| CFS-HR-5<br><br>Employment<br><br>Recruitment | Research the use of alternative job boards, outreach and posting locations to attract individuals of diverse backgrounds to apply. | 2024 | • Information gathered on alternative posting sources<br><br>• Analysis on budget impacts and target audience numbers served/reached | • Ongoing review of job posting practices. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-6<br><br>Employment<br><br>Training and Education | Educate hiring managers on unconscious biases, accessible and equitable selection and hiring practices and the benefits of a diverse workforce. | 2024-2025 | • # Managers completed training.<br>• # Training sessions.<br>• # Hours in training. | • Unconscious Bias in the Hiring Process Training rolled out in 2024. 41 leaders attended one of three sessions.<br>• Additional recruitment workshops including this topic as a refresher. 51 leaders attended. |
| CFS-HR-7<br><br>Information/Communication<br><br>Recruitment | Engage with organizations and employment agencies serving equity seeking groups to establish diverse recruitment sources. | Ongoing | • Participation in job fairs, information events, meetings and discussions with applicable organizations and learning institutions | • Ongoing participation in job fairs through a variety of institutions and organizations. |
| CFS-HR-8<br><br>Employment<br><br>Training | Continue to work with applicable branches to utilize LMS use and enhance training topics and opportunities related to accessibility. | Ongoing | • Training sessions completed.<br>• Variety of new training topics available. | • Ongoing |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-9<br><br>Employment<br><br>Health and Safety | Include accessibility measures for persons with diverse disabilities in training delivery. | Ongoing | • Review training offerings for inclusion and accessibility measures | • Ongoing |

## Corporate and Finance Services – Human Resources - Diversity, Equity and Reconciliation (CFS-HR-DER)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-1<br><br>Employment<br><br>Training | Provide information and training about Accessibility to new Council/Corporate Leadership Team. | 2023 | • # People trained.<br>• # Training sessions.<br>• # Hours trained. | • Education session for City Council completed in 2023.<br>• Annual coordination of a Special Council meeting held to address community issues related to accessibility, diversity and inclusion.<br>• In 2024, 279 staff were trained through iLearn on AODA and Human Rights. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-2<br><br>Employment<br><br>Training | Roll out the Age Competencies Training developed with TeachingCity to City staff and OSCC staff. | 2023 | • # Staff trained.<br>• # Hours trained. | • Rolled out in 2023. In 2024 17 staff enrolled in the training. |
| CFS-HR-DER-3<br><br>Information/Communication<br><br>Website Access | Work with Communications to provide ASL messages on the website. | 2023 | • Consult with people who are Deaf and hard of hearing and agencies that support them.<br>• Provide ASL engagement messaging.<br>• # Engagement website participants.<br>• # Requests for service and feedback provided. | • The City's Land Acknowledgement was provided in ASL on the website 2024, in expansion of the ASL messages added to main page and community engagement page in 2023. |
| CFS-HR-DER-4<br><br>Information/Communication<br><br>Accessibility Awards Program | Review and revise the Accessibility Awards program. | Start 2023 | • Review completed.<br>• Revisions implemented. | • New checklist used for one nomination in 2024. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-5<br><br>Employment<br><br>Training | Revise the Inclusive Language Manual, the Equity Lens and the importance of plain language. Roll out an associated training/communication program internally and externally as appropriate. | 2023-2024 | • Conduct research and assessment.<br>• Manual updated.<br>• # Staff provided training workshop.<br>• # Training sessions provided.<br>• # Hours trained. | • Deferred to 2025 |
| CFS-HR-DER-6<br><br>Information/Communication<br><br>Population Analysis | Conduct an analysis of Oshawa's aging population and people with disabilities and communicate internally and externally. | 2023-2024 | • Provide training to staff to conduct analysis.<br>• # Staff trained.<br>• Analysis completed.<br>• # Presentations.<br>• # People informed. | • Oshawa Community Trends report completed in 2023 to review Census data from 2016-2021<br>• Report used for input into Oshawa Strategic Plan in 2024. |
| CFS-HR-DER-7<br><br>Information/Communication<br><br>Stock photos | Increase the number of photos representing people with disabilities for use in corporate print and on-line material. | 2023-2025 | • # photos collected | • Deferred to 2025 |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-8<br><br>Customer Service<br><br>Accessibility Assurance Certificates | Research types of Accessibility Assurance Certificates and decide which Certificate is preferable from vendors; continue to run accessibility checks on out of the box products. | 2024 | • Complete research and analysis.<br>• Implement a certificate for analysis. | • Deferred to 2025 |
| CFS-HR-DER-9<br><br>Information/Communication<br><br>Community Engagement | Develop an approved internal procedure for staff to engage with O.A.A.C. and people with lived experience for projects/policies /services etc. | 2024 | • Procedure completed.<br>• # consultations held with O.A.A.C.<br>• # of participants with lived experience consulted. | • Deferred to 2025 |
| CFS-HR-DER-10<br><br>Employment<br><br>Recognition | Implement a Corporate program to recognize individual or departmental staff achievements in accessibility. | 2024 | • # recognized<br>• # achievements | • Deferred to 2025 |

**2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-11<br><br>Employment<br><br>Training | Develop KPIs to measure internal accessibility training impact. | 2025 | • Quarterly status reports about the # of pdfs posted to the City's website.<br><br>• Survey results from training sessions. | • 2025 |
| CFS-HR-DER-12<br><br>Employment<br><br>Accessibility Training | Review and revise the Staff/Volunteer Accessibility On-Boarding program and process. | 2025 | • Revisions completed.<br><br>• # Trained. | • 2025 |
| CFS-HR-DER-13<br><br>Employment<br><br>Staff Census | Work with DEI and HR staff to plan next employee demographic census. | 2025 | • Plan completed | • 2025 |
| CFS-HR-DER-14<br><br>Information/Communication<br><br>Internal Communications for Staff | Develop a process/procedure to ensure that PDFs, WORD documents, RFPs and other internal files are accessible and identify future needs regarding accessibility of other internal communication resources. | 2025-2026 | • Research completed.<br><br>• Process/procedure developed.<br><br>• # Accessible internal files available. | • 2025-2026 |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-15<br><br>Information/Communication<br><br>Key Performance Indicators (K.P.I.) | Develop KPIs for non-legislated policies and initiatives, including accessibility through a lens of intersectionality. | 2025-2026 | • # K.P.I.s generated.<br>• $ provided in budget to meet initiatives.<br>• Outcomes of initiatives. | • 2025-2026 |
| CFS-HR-DER-16<br><br>Information/Communication<br><br>Accessibility Plan Development | Develop the next Accessibility Plan. | 2026 | • Plan developed and approved by Council with O.A.A.C. and community/staff engagement. | • 2026 |
| CFS-HR-DER-17<br><br>Employment<br><br>Accessible Document Training | Coordinate corporate accessible document training, as required. | Annually | • # Sessions held.<br>• # Staff trained.<br>• # Hours trained. | • 9 Sessions held for Accessible Document training in 2024. 79 staff completed 42.75 hours of training. |
| CFS-HR-DER-18<br><br>Employment<br><br>Mentoring Day | Celebrate Disability Mentoring Day. | Annually | • # Mentors/mentee matches. | • Opportunity no longer available with agency. |
| CFS-HR-DER-19<br><br>Information/Communication<br><br>Partnership Development | Continue to collaborate with the Region of Durham on a wide variety of initiatives related to accessibility. | Ongoing | • # Initiatives in partnership.<br>• Outcomes of initiatives. | • Currently investigating opportunity for regional accessible document training. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-20<br><br>Information/Communication<br><br>Partnerships | Explore opportunities through TeachingCity to advance accessibility initiatives. | Ongoing | • # Partnerships strengthened.<br>• # student participants. | • Collaborated with Ontario Tech Health Sciences course on Healthy Aging to investigate effects of lack of print media on older adults.<br>• Launch of Dungeons and Dragons program for Autistic Youth in partnership with Trent University Durham GTA. |
| CFS-HR-DER-21<br><br>Information/Communication<br><br>Accessibility Awareness | Lead internal accessibility awareness programs and advocate for change within the organization. | Ongoing | • # Awareness Programs.<br>• # Changes instituted. | • Celebrated National AccessAbility Week.<br>• Launched the StopGap Pilot Project.<br>• Partnered with the Region of Durham on a survey regarding availability of accessible taxis. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-HR-DER-22<br><br>Information/Communication<br><br>Support to O.A.A.C. | Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee. | Ongoing | • # meetings held.<br>• # events attended. | • 6 + Monthly committee and subcommittee meetings held<br>• Hosted joint Accessibility and Diversity Committee networking event<br>• Coordinated 4 committee public awareness events |
| CFS-HR-DER-23<br><br>Information/Communication<br><br>Accessible Document Process | Continue to address items identified in the Accessibility Document Review. | Ongoing | • # Changes implemented.<br>• Quarterly Accessible Documents completed. | • Annual training completed in 2024. |
| CFS-HR-DER-24<br><br>Information and Communication<br><br>Policies/Procedure Development/Review | Continue to ensure that community members with lived experience from the O.A.A.C. when developing and/or reviewing policies/procedures, projects and strategies. | Ongoing | • Development of a comprehensive process that is communicated to staff.<br>• # Policies/processes reviewed by those with lived experience. | • Staff continuing to bring projects to O.A.A.C. meetings to gather their feedback. |

## Corporate and Finance Services – Information Technology Services (CFS-ITS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| CFS-ITS-1<br><br>Design of Public Spaces<br><br>Meeting Rooms | Establish standard for technology within meeting rooms to ensure accessibility for users. | 2023 | • Standard completed<br>• Meeting room audits completed. | • New technology has been installed in multiple rooms at City Hall, as well as Fire Halls. The COD and Civic Recreation Centre have also been outfitted with this technology. |
| CFS-ITS-2<br><br>Information/Communication<br><br>Recreation Software Replacement | Conduct a scan to establish accessibility baseline levels. | 2023 | • Scan completed. | • Scanning in place permanently<br>• Item Complete |
| CFS-ITS-3<br><br>Information/Communication<br><br>Intranet Replacement | Execute a scan to establish baseline accessibility levels. | 2023 | • Scan completed. | • Scanning in place permanently<br>• Item Complete |
| CFS-ITS-4<br><br>Information/Communication<br><br>Land Management Software Solution | Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0 compliance. | 2025 | • Compliance achieved. | • Scanning being configured and implemented. |

## Community and Operations Services - Parks Facilities Maintenance (COS-PFM)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-PFM-1<br><br>Design of Public Spaces<br><br>Maintenance | When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available. | Ongoing | • # occasions when required. | • 15 notices posted in 2024. |

**Community and Operations Services - Recreation Services (COS-RS)**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RS-1<br><br>Customer Service<br><br>Registration | Use "how-to" videos more consistently to streamline program registration (e.g., for Parks and Recreation programs). | 2023 | • # Published materials in Alternative languages<br><br>• # Videos prepared.<br><br>• # People/public engaged in development.<br><br>• # People accessing the videos.<br><br>• # Customer feedback. | • 8 "How To" videos were created to assist with Online Registration system in August 2023. Videos can be viewed with closed captions and with different languages.<br><br>• 637 video views combined with "Welcome to activeOshawa Online" having 293 views since August 2023.<br><br>• Online Help page has been viewed 10,134 times total with 6698 unique visitors |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RS-2<br><br>Customer Service Programming for Older Adults | Provide opportunities for older adults to participate in social, recreational and continuing education programs. | 2023 | • # Opportunities for older adults to participate in programs.<br>• # Older adults participating in programs. | • Increased Pickleball playing time at Delpark Homes Centre and Donevan Recreation Complex since 2023. Donevan - 10 hours a week total/10 participants - average; Delpark – 15 hours a week/30 participants average.<br>• Pickleball began at Childrens Arena in Winter 2024. Currently offered 4 days/week, 17.5 hours of playing time. Average 40 players per 1.5hr session<br>• Held Aquafit-athon in cooperation with OSCC 55+ - 33 participants. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RS-3<br><br>Customer Service<br><br>Programming for Older Adults | Create and promote volunteer opportunities for older adults. | 2023 | • Prepare promotional tools to recruit older adults.<br><br>• Develop a volunteer recruitment of older adults plan.<br><br>• # Older adults recruited. | • No development at this time. |
| COS-RS-4<br><br>Design of Public Spaces<br><br>Facility Access/Use | Explore improved methods of wayfinding at recreation facilities.<br><br>i.e. wayfinding map for outdoor features i.e. fields; virtual facility tours to identify features available. | 2023 | • Development of wayfinding map and virtual tours for outdoor features i.e. fields, facilities<br><br>• Consultation completed with O.A.A.C./public/groups regarding improvements | • 6 additional accessible parking spaces added to Delpark Homes Centre parking lot. Location of spaces were reviewed and received support from OAAC. |
| COS-RS-5<br><br>Customer Service<br><br>Customer Service Awareness | Provide accessibility training for staff in related to invisible disabilities, different communication abilities, mental health, first aid, inclusion, physical assistance. | Ongoing | • | • Training sessions held in Mental Health First Aid (30 participants –over 3 sessions: 4.5 hours.<br><br>• Ongoing De-escalation Training – 111 staff trained since 2023. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RS-6<br><br>Customer Service<br><br>Assistive Devices | Support use/training of various communication devices and methods for customer service staff i.e. apps, tablets. | Ongoing | • # Training sessions.<br>• # Trained.<br>• # Hours of training. Training for assisting diverse populations | • No development at this time. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RS-7<br><br>Customer Service<br><br>Programming Options for People with Disabilities | Explore programming options for people with disabilities. | Ongoing. | • Consult with the public/O.A.A.C. and research other groups/municipal programming.<br><br>• # Opportunities. | • Volt Hockey Program began at Children's Arena in Fall 2024 and continuing into 2025. Collaborated with Variety Village of Toronto on program start up. Also received a provincial grant through Enabling Change Program for staffing, development of program manual<br><br>• Continue to offer and expand inclusion specific programs.<br><br>• Sensory friendly options provided for special events such Oshawa Celebrates, Festive Family Swim, Pumpkin Plunge, Spring Splash<br><br>• One to one support continues to be provided for a variety of recreation programs and camps. |

## Community and Operations Services - Road Operations (COS-RO)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COS-RO-1<br><br>Design of Public Spaces<br><br>Parking Spaces | Repainting of accessible symbols in the on–street/parking lot accessible parking stalls. | Annually or as required. | • # Parking spaces repainted. | • 46 accessible symbols were repainted in 2024 |
| COS-RO-2<br><br>Transportation<br><br>Installation of Accessible Pedestrian Signals (A.P.S.) | The Region of Durham maintains A.P.S. request locations. Identified locations in Oshawa signalized intersections would be financed through the City's budget. | Annually | • # Locations recommended to the Region of Durham. | • One intersection per year is budgeted at an approximate cost of $100,000.  The identified 2024 location was Bond/McMillan, and the project is in progress. |

## Community and Operation Services – Community Support Services – Parking (COS-CSS-P)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| COM-CSS-P<br><br>Design of Public Spaces<br><br>Review quantity and location of municipal on-street/parking lot accessible parking spaces | Respond to requests for additional on street/municipal parking lot parking spaces in downtown Oshawa. | Requests are reviewed on a case by case basis. | • Prepare a listing of the location and number of accessible spaces located.<br><br>• # Requests for change.<br><br>• # Additional spaces provided. | • Oshawa Municipal Parking System Map updated Dec 9, 2024 with 32 Off-Street Locations and 16 On-Street Locations; updated map is on City's website.<br><br>• There are no current requests received for additional accessible parking spaces in Oshawa. |

## Economic and Development Services – Building Services (EDS-BS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-BS-1<br><br>Information/Communication<br><br>Public Information | Continue to provide on-line accessible documents. | Ongoing | • # Forms made accessible. | • 40 percent completed. |

## Economic and Development Services – Business and Economic Development Services (EDS-BEDS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-BEDS-1<br><br>Design of Public Spaces<br><br>Accessibility Grants/ Community Improvement Plans (Urban Growth Centre and Simcoe Street South) | Process grant applications to land owners in the Urban Growth Centre area and in the Simcoe Street South area. Grants are subject to funding availability. | Annually-Quarter 1 and 3. | • # Grants received.<br>• # Grants awarded.<br>• # Accessibility projects/improvements made. | • 15 Grants received: 14 UGC, 1 SSS<br>• 11 Grants awarded: 11 UGC, 0 SSS<br>• 7 Accessibility projects complete in UGC |
| EDS-BEDS-2<br><br>Information/Communication<br><br>Grant Awareness | Clearly identify funds available to businesses and developers for accessibility enhancements i.e. grants, CIPs on the City website. | Annually | • Update to website provided.<br>• # Views/inquiries received.<br>• # Grants/$ provided. | • Website updates completed<br>• 1,823 Views and 37 Inquiries received<br>• $75,606.50 provided to 7 grants. |
| EDS-BEDS-3<br><br>Information/Communication<br><br>Restaurant Guide | Prepare promotional tool to identify accessibility features of restaurants. | Annually | • Tool completed. | • Ongoing |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-BEDS-4<br><br>Information/Communication<br><br>Gather statistical information regarding use of mobility devices/aids in the downtown | Investigate ways to work cross-functionally with other branches in order to use more precise technologies for measuring vehicle/pedestrian traffic. | Annually | • Traffic count completed and comparison made from previous years. | • Traffic counts were undertaken by the Region of Durham. |
| EDS-BEDS-5<br><br>Design of Public Spaces<br><br>Inventory of barriers to entry – downtown stores and restaurants | Downtown vacancy and assessment of barriers to enter commercial stores and restaurants will be conducted. | Annually | • Assessment completed.<br><br>• Recommendations developed with feedback from people with lived experience. | • Ongoing |

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## Economic and Development Services – Engineering Services (EDS-ES)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-ES-1<br><br>Design of Public Spaces<br><br>Active Transportation | Explore opportunities to increase active transportation among accessibility community during the Integrated Transportation Master Plan (I.T.M.P.) update.<br><br>Host discussions with the accessibility community throughout the study. | 2023 | • Identify active transportation opportunities near older adult housing.<br><br>• # Discussions held. | • I.T.M.P. update will be completed at the end of 2026<br><br>• RFP includes consultation with Accessibility communities and consideration for Accessibility community needs in any recommendations.<br><br>• Minimum 4 discussions will be held. |
| EDS-ES-2<br><br>Design of Public Spaces<br><br>Active Transportation | Respond to requests to add rest stops and/or benches along active transportation routes, in the downtown and at facilities to meet the needs of people with disabilities and older adults when possible. | 2023 | • Identify opportunities for benches or rest stops. | • Continue to identify opportunities for benches or rest stops. (Reviewed for provision of benches in 2 applications). |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-ES-3<br><br>Design of Public Spaces<br><br>E-Scooter Pilot | Have discussions with the accessibility community prior to launch and throughout the pilot. | 2023 | • Assessment and improvements recommended | • Ongoing.<br><br>• Recommendations for future pilot will include feedback received from O.A.A.C.<br><br>• Discussions will be held prior to launch of each season, if program was to be continued.  Will continue to receive feedback throughout the program. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-ES-4<br><br>Customer Service<br><br>Transportation Options | Recommend awareness and/or education program when implementing new programs or facilities. | Ongoing | • # Tools created.<br>• # People reached. | • Ongoing.<br>• Websites and educational information available in accessible formats.<br>• Public information Centers and other educational/promotional events such as Shape Oshawa and Bike month to promote healthy, safe, accessible active transportation activities in the City of Oshawa. |
| EDS-ES-5<br><br>Design of Public Spaces<br><br>Older Adult Pedestrian Safety | Explore solutions to increase safety for older adult pedestrians. | Ongoing | • Research solutions to increase safety and prepare recommendations for improvement. | • Ongoing.<br>• Recommended improvements to increase safety for older adult pedestrians during design of public spaces. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-ES-6<br><br>Design of Public Spaces<br><br>Road construction | Use accessibility lens with transportation studies, designs, road construction /reconstruction to ensure safety and access.<br><br>Continue to circulate designs to Accessibility Program Coordinator for review. | Ongoing | • # Review of lens for road construction completed.<br><br>• .# Consultations with public, organizations to ensure accessibility. | • Ongoing. On going – consultation with various community groups and stakeholders to ensure accessibility. |

## Economic and Development Services – Planning Services (EDS-PS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| EDS-PS-1<br><br>Design of Public Spaces<br><br>Site Plan, Rezoning Reviews | Review plans monthly for accessibility features with the O.A.A.C. | Ongoing | • # applications reviewed. | • 12 applications reviewed. |
| EDS-PS-2<br><br>Design of Public Spaces<br><br>Review Planning Studies | Review plans/studies for accessibility with the O.A.A.C. as necessary. | Ongoing | • # studies reviewed. | • 3 studies reviewed. |

**Safety and Facilities Services – Facilities Management Services (SFS-FMS)**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-1<br><br>Transportation<br><br>Electric Vehicle Charging Stations | Investigate a standard detail for EV parking. | 2023 | • Review completed.<br>• Standard recommended for inclusion in O.A.D.S. | • A Standard Detail has been finalized and ready for next revision of O.A.D.S. |
| SFS-FMS-2<br><br>Design of Public Spaces<br><br>Accessibility Parking at City Facilities | Re-examine the distance of travel from accessible parking to city facility entrances. Evaluate the need for additional rest areas. | 2023 | • Audits completed at all facilities<br>• # modifications implemented | • Delpark – ample accessible parking allocation. Some >80m to entrance; bench/rest area provided at mid-point.<br>• As a result of the audit, six new spaces have been identified and created at Delpark. |
| SFS-FMS-3<br><br>Design of Public Spaces<br><br>Size of Family Change Rooms | Re-audit existing family change rooms for maneuverability. | 2023 | • Review with other municipalities<br>• Audit completed<br>• # modifications made | • Audits completed at three major recreation facilities and all were found to comply with OADS. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-4<br><br>Design of Public Spaces<br><br>Meeting Rooms | Conduct audits of meeting spaces to identify potential barriers to staff to attend. | 2024 | • Complete meeting room audits with feedback from staff, user groups, O.A.A.C. etc. regarding meeting room barriers.<br><br>• Generate a plan of action for addressing barriers to participation. | • New technology has been installed in multiple rooms at City Hall, as well as Fire Halls. The COD and Civic Recreation Centre have also been outfitted with this technology. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-5<br><br>Customer Service<br>Parks, Trail, Path Usage | Explore opportunities to increase older adult usage of parks, trails and paths. | 2024 | • Research other municipalities /gather public/O.A.A.C. feedback for gaps. | • 2024 Audits were completed at Nipigon Park, Patricia Tot lot, and Stone Street Playground with the OAAC.<br><br>• In addition, the Parks Enhancement Program provided accessible seating in the form of shade tables or benches in 13 locations.<br><br>• New designs consider incorporation of all ages and abilities. Design considerations include accessible routes, pathways, ramps, handrails, seating areas, fitness equipment and signage. Other amenities may include the addition of shade trees and shade structures to provide shaded seating areas. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-6<br><br>Design of Public Spaces<br><br>Corporate Signage Standard Review | Update signage standards for city facilities, parks and trails to ensure consistency and accessibility. | 2025 | • Review completed.<br>• # changes implemented.<br>• Staff training provided. | • 2024 - New parks include Goldpoint, Greenbriar, Conant and Sunnyside, Pump House Marsh, Silverado – New fully compliant signage.<br>• Older parks signage being addressed on an ongoing basis through Operations. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-7<br>Design of Public Spaces<br>Facility Barrier Removal | Coordinate capital improvements to remove accessibility barriers identified by audits in City facilities using the Council approved Oshawa Accessibility Design Standards (O.A.D.S.) with budget or grant approval. | Annually | • # Upgrades made.<br>• $ Spent.<br>• Grants applied for/received. | • Grant application submitted for modernization of an elevator at the Civic Recreation Complex.<br>• City Hall accessible washroom complete.<br>• One grant for Mary St lease space; modify entrance door to comply with OADS.<br>• Robert McLaughlin Library main entrance ramp design nearing completion.<br>• Donevan Recreation Complex main door modification ongoing. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-8<br><br>Design of Public Spaces<br><br>Identification of Barriers | Prioritize and audit/re-audit City facilities that have been upgraded or improved with members of the O.A.A.C. Three (3) per year. | Annually | • Re-audits completed.<br>• Inventory/budget updated. | • Re-audits completed for 2024 with O.A.A.C. include: Centre St Parking Garage 1 Elevator, Tribute Communities Centre, Laval Community Centre Entrance and Parking lot, A.T.M.P. Link 4, Deer Valley and Florrell Drive Park. |
| SFS-FMS-9<br><br>Design of Public Spaces<br><br>Identification of Barriers | Prioritize and audit City facilities based on the City's facility audit program. | Annually | • Audits completed.<br>• Inventory/budget updated. | • Audits completed internally in accordance with the facility audit program.<br>• 2024 Accessibility Improvements budget allocated to improve accessibility to an existing park. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-10<br><br>Design of Public Spaces<br><br>Built Environment Improvement Plan | Generate a list of potential parks/trails grant accessibility projects and continue to monitor funding opportunities (e.g. provincial or federal grants, Rick Hansen Foundation). | Annually | • List generated<br>• Grants applied for<br>• Grants received. | • Application submitted for the track at Civic Recreation Complex in 2024.<br>• Approved Capital listing is utilized as potential for future grant project opportunities. |
| SFS-FMS-11<br><br>Design of Public Spaces<br><br>Park Development/ Redevelopment | Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee. | Annually | • # Audits completed. | • 2024 Audits completed with O.A.A.C. include Stone Street Playground, Nipigon Park, and Patricia Tot Lot. |
| SFS-FMS-12<br><br>Design of Public Spaces<br><br>Plans and Studies Review | Review applicable new park development and redevelopment plans, for accessibility features as it relates to O.A.D.S./A.O.D.A. and present to the O.A.A.C. when applicable. | Ongoing | • # Plans and studies reviewed. | • A.T.M.P. Trail Link 3, Kedron Parkette 8, Medallion Parkette, Everglades Park, and Knights of Columbus access pathway and stairs, development and/or redevelopment designs were presented to O.A.A.C. in 2024. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FMS-13<br>Design of Public Spaces<br>Maintaining Areas | When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available. | Ongoing | • # occasions when required | • 19 occasions. |

## Safety and Facilities Services – Fire Services (SFS-FS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-FS-1<br>Employment<br>Recruitment | Recruit firefighters, and other service professions, in local high schools and colleges on a yearly basis, through job fairs, flyers, posters, and email and social media campaigns. | Annually | • # Marketing tools prepared.<br>• # Events/occasions.<br>• # Attending.<br>• # Inquiries/requests for additional information.<br>• # Social media views.<br>• # Recruited | • Utilized social media for hiring in Spring 2024. |

## Safety and Facilities Services – Municipal Law Enforcement and Licensing Services (SFS-MLELS)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| SFS-MLELS-1<br><br>Transportation<br><br>On-demand accessible cabs | Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11. | Annually | • # Accessible on demand accessible cabs licenses issued/active.<br>• Percentage change in the number of licenses issued/active.<br>• # Incidents reported where public needs are not met.<br>• • Identification of any demand related issues to be addressed i.e. time of day, size of vehicle. | • 4 active/issued accessible Taxicab plates in 2023.<br>• 20% less active/issued taxicab plates (5) from 2023.<br>• 2 complaints related to availability.<br>• Joint meetings held with Durham lakeshore municipalities to discuss increasing availability of accessible taxicabs. |
| SFS-MLELS-2<br><br>Transportation<br><br>Audits/Inspections | Verification that cabs and cab drivers are meeting the requirements identified in Ontario Regulation 191/11. | Ongoing | • # audits/inspections completed<br>• # of audits/inspections in compliance with requirements. | • Annual inspection completed in April 2024.<br>• 4 inspections for 4 accessible taxicab plates. |

## Oshawa Senior Community Centres - (OSCC)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| OSCC-1<br><br>Design of Public Space<br><br>Signage | Install universal accessible signage (braille) at John St. Branch. | 2023 | • # Signs installed. | • Completed |
| OSCC-2<br><br>Customer Service<br><br>Housing and Community Support Options | Provide community referrals and forms to assist seniors navigate housing options. Support Durham Access to Social Housing (D.A.S.H.) applicants with D.A.S.H. website. | Ongoing | • Track # of referrals provided.<br><br>• Track # of DASH applicants supported. | • Completed. |

## Oshawa Accessibility Advisory Committee – (O.A.A.C.)

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| O.A.A.C.-1<br><br>Information/Communication<br><br>Public Awareness | Prepare a "Growth of Accessibility" display in celebration of Oshawa's 100th Anniversary. | 2024 | • # People who visited display.<br><br>• # Volunteer hours. | • No action taken. |

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| O.A.A.C.-2<br><br>Information/Communication<br><br>Resident and Business/Community Accessibility Awards | Identify and honour businesses and citizens at a Special Council meeting on accessibility/inclusion issues. | Annually | • Event held.<br>• # People/groups recognized with awards. | • Special Council meeting held 2024.<br>• 1 organization recognized. |
| O.A.A.C.-3<br><br>Information/Communication<br><br>Public Awareness | Host a public information display at the Oshawa Canada Day event. | Annually | • Attended event.<br>• # People who visited display. | • Attended the 2024 Canada Day event. |
| O.A.A.C.-4<br><br>Information/Communication<br><br>Public Awareness | Host an Accessibility Awareness event at Tribute Community Centre or sports event. | Annually | • Attended event.<br>• # People who visited display.<br>• # Volunteer hours. | • Attended an Oshawa Generals game in October, and promoted Accessibility Trick or Treating. |
| O.A.A.C.-5<br><br>Information/Communication<br><br>Public Awareness | Participate at community events as time permits to promote accessibility awareness. | Ongoing | • # Events attended.<br>• # People who visited display.<br>• # Volunteer hours. | • Attended the 2024 Peony Festival.<br>• Attended the 2024 Indigenous Cultural Celebration. |

**2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan**

| Area of Focus | Action to be taken | Timing | Key Performance Indicators | 2024 Status Update |
|---|---|---|---|---|
| O.A.A.C.-6<br><br>Information/Communication<br><br>Education/Community Outreach | Learn about the services community agencies provide for people with disabilities. | Ongoing | • # Community agency presentations provided. | • No development at this time. |
| O.A.A.C.-7<br><br>Information/Communication<br><br>Public Awareness | Prepare social media (i.e. Facebook, Twitter, etc.) announcements to promote accessibility awareness and City programs, services and facilities. | Ongoing | • # Announcements prepared. | • Prepared social media campaign for National AccessAbility Week/Red Shirt Day.<br>• Flag raising ceremony held at City Hall. |
| O.A.A.C.-8<br><br>Information/Communication<br><br>Community Outreach | Assist staff with educational campaign regarding the StopGap Ramp Pilot Program. | 2024 | • # Businesses visited | • O.A.A.C. visited businesses in downtown promoting the StopGap Ramp Pilot Program. |

**2024 Year End Status Update - 2023-2027 Oshawa Accessibility Plan**