MIDDLESEX COUNTY AND LOCAL MUNICIPAL PARTNERS JOINT MULTI-YEAR ACCESSIBILITY PLAN 2022-2027

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Introduction

Message from the Chair of the MAAC

The Middlesex Accessibility Advisory Committee's (MAAC) mandate is to assist Middlesex County and its Local Municipal Partners (LMP) in improving opportunities for persons with disabilities to participate in County wide programs and services. To achieve this goal, the MAAC consults on accessibility initiatives and projects, with the aim of identifying, removing and preventing barriers for persons with disabilities. The Committee consists of dedicated members that have lived experience or expertise, who are committed to making the County and its LMPs leaders in accessibility.

The Committee works with the County and its LMPs to enhance accessibility and improve the participation of all persons with disabilities, by providing a fully accessible community and support network. The MAAC is pleased to have the ongoing opportunity to work with the community, to provide support and advice on how to achieve the accessibility goals laid out in this plan over the next five years. This Joint Multi-Year Accessibility Plan acts as a roadmap on how the County and its LMPs will continue to work towards meeting the Provinces goal of making Ontario fully accessible by 2025.

The MAAC is committed to applying the principles of inclusion when reviewing accessibility projects and supporting initiatives set out in this plan. We continue to advocate to improve accessibility, and to raise awareness of the barriers that persons with disabilities face. The MAAC seeks to support the ongoing creation of a more inclusive community that celebrates its diversity and is welcoming to all members.

We have consulted on many accessibility projects, and have developed a great relationship with the County and its LMPs. The Committee is proud to have accomplished alongside the County and its LMPs, many accessibility initiatives over the last five years, and we have made great progress in removing barriers from our community. While we have made great strides, there is still much work to be done in order to achieve the standards set out in the *Accessibility for Ontarians with Disabilities Act, 2005.* This plan sets forth how and when we hope to not only achieve but exceed those standards and to continue to build a barrier free community for everyone to enjoy.

The MAAC is proud to present the new Joint Multi-Year Accessibility Plan, and is devoted to assisting the County and its LMPs in improving accessibility so that all persons with and without disabilities can actively take part in our community.

Councillor John Brennan,
Chair of the Middlesex Accessibility Advisory Committee

Executive Summary

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the County of Middlesex and its Local Municipal Partners (LMP) created a Joint Multi-Year Accessibility Plan, which builds on the accomplishments of the previous Joint MYAP.

The County and its LMPs continue to maintain compliance with the requirements under the AODA and the Integrated Accessibility Standards Regulations (IASR). This plan acts as an accessibility road map, detailing key initiatives and progress made, as well as goals and timelines to be achieved over the next 5 years. It demonstrates the commitment made to identifying, removing and preventing barriers for people with disabilities. It is designed to create a more accessible and inclusive community.

The plan is available online at the County of Middlesex's website, as well as on all of the Local Municipal Partner websites, and it is made available in an alternative format and/or with communication supports, upon request.

Statement of Commitment

The County of Middlesex, along with its Local Municipal Partners are committed to creating and maintaining a barrier-free County where everyone can live, work and play. This Joint Multi-Year Accessibility Plan, spanning 2022 to 2027, will act as a roadmap on our journey to meeting the Province's mandate of a fully accessible Ontario by 2025.

This commitment of removing barriers that prevent people with disabilities from accessing our goods, services and facilities was made through a streamlined, collaborative approach in an effort to realize efficiencies from both a planning and reporting perspective. Middlesex County, along with its 7 Local Municipal Partners, are committed to ensuring equal access and participation for people with disabilities.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are dedicated to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting, and where possible exceeding, our accessibility requirements under Ontario's accessibility laws.

Previous Joint Multi-Year Accessibility Plan

The previous Joint Multi-Year Accessibility Plan was created and approved by County Council in 2016 spanning to the end of 2021. During this time period, The County of Middlesex and its LMPs filed Accessibility Compliance Reports on a bi-annual basis to the Ministry for Seniors and Accessibility (formerly the Accessibility Directorate of Ontario). These reports were filed in 2015, 2017 and 2019, and were all under full compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

The previous Joint MYAP included information regarding timelines and deliverables on various accessibility initiatives taking place throughout Middlesex County between the years 2016-2021. It further included details from the County and each LMP regarding their accessibility achievements pertaining to training, accessible websites and web content, policies, purchasing, the libraries, feedback process, communication supports and accessible formats, and employment requirements. It set out future accessibility goals for the County and each LMP pertaining to training, design of public spaces, accessible customer service, websites and web content, and policies. The new Joint MYAP provides details on the accessibility progress made under the previous plan, and outlines the goals and timelines set for the next 5 years for the County and its LMPs.

Accessibility for Ontarians with Disabilities Act

The structure of the Joint Multi-Year Accessibility Plan is based upon requirements outlined under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA came into effect in 2005 with a goal to make the Province of Ontario fully accessible to all by 2025. The AODA is a law that sets out a process for developing and enforcing accessibility standards.

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time-frame for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish standards in areas like employment, transportation and the design of public spaces.

These standards fall under the Integrated Accessibility Standards Regulation O. Reg 191/11 (IASR). The IASR are laws that government, businesses non-profits and public sector organizations must follow to become more accessible and provide barrier-free service delivery.

Every 3 years the Accessibility for Ontarians with Disabilities Act is reviewed by an individual appointed by the Provincial government. In 2017, the Honorable David C. Onley was selected to undertake this review. Over the course of 2018, Mr. Onley held public consultations across the Province interviewing a wide array of individuals living with disabilities, as well as those working in the realm of accessibility. In 2019, Mr. Onley put forward 15 recommendations to the Minister of Seniors and Accessibility. With the goal of a fully accessible Ontario by 2025 quickly approaching, it is apparent that we as a Province are a far-cry from this 2005 vision. There is work to be done across all sectors: public, not for profit and private. For those interested in where to read more about the 15 recommendations made, visit: 2019 Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005.

Progress has certainly been made across all of these sectors with work still to come in the lead-up to and beyond 2025. As designated public sector leaders, the County of

Middlesex, along with its Local Municipal Partners have important roles to play in making continual and significant improvements relating to accessibility, not only in our built environments, but also in the way we deliver our day-to-day services to our residents. This Joint Multi-Year Accessibility Plan will act as our roadmap towards a fully accessible Ontario for all.

Middlesex Accessibility Advisory Committee

The Middlesex Accessibility Advisory Committee (MAAC) is a public committee that is comprised of people with disabilities, members of the community who are actively involved in a disability related profession or are caregiver for a person with a disability, and staff members from the County of Middlesex and all Local Municipal Partners. Participating municipalities include: County of Middlesex, Municipality of Adelaide Metcalfe, Municipality of Lucan Biddulph, Municipality of Middlesex Centre, Municipality of North Middlesex, Municipality of Southwest Middlesex, Municipality of Strathroy-Caradoc, Municipality of Thames Centre and the Village of Newbury.

Advisory Committee's are only required for municipalities with a population of 10,000 or more; however, Middlesex County and its Local Municipal Partners decided to form a committee to include all municipalities across the County regardless of population size. This allows the LMPs to ensure they have representation on the committee, to collaborate on accessibility projects and initiatives, and provide details to the MAAC regarding their ongoing work towards identifying, removing and preventing barriers.

The MAAC meets on a bi-annual basis and the majority of the committee is represented by people with disabilities. The purpose of the committee is to provide advice to Councils on the removal and prevention of barriers, consult on the accessibility of buildings, structure or premises, the Joint Multi-Year Accessibility Plan, site plans and drawings, and the implementation of accessibility standards and reports.

Per the AODA and the IASR, the County of Middlesex and its LMPs must consult the MAAC on the following:

- When establishing, reviewing and updating your Joint Multi-Year Accessibility Plans
- When developing accessible design criteria in the construction, renovation or placement of bus stops and shelters
- When determining the proportion of on-demand accessible taxicabs needed in your community
- On the need, location and design of accessible on-street parking spaces when building new or making major changes to existing on-street parking spaces
- Before building new or making major changes to existing recreational trails to help determine particular trail features

- On the needs of children and caregivers with various disabilities in their community when building new or making major changes to existing outdoor play spaces
- On the design and placement of rest areas along the exterior path of travel when building new or making major changes to existing exterior paths of travel

Accessibility Coordinator

The Accessibility Coordinator looks after accessibility in Middlesex County, and collaborates with its Local Municipal Partners on accessibility projects. The Accessibility Coordinator provides consultation on accessibility related projects. The Accessibility Coordinator is responsible for overseeing the implementation of accessibility standards for the corporation as well as providing ongoing training. Further, the Accessibility Coordinator works to identify accessibility issues, needs, resources and opportunities for integrated accessibility planning to ensure best practices are being implemented.

The Accessibility Coordinator acts as the main point of contact for accessibility related concerns across the County. Questions or concerns can be brought to the attention of the Accessibility Coordinator via the Accessible Feedback Form or by directly contacting them via email or phone (see the **Contact Information** section of the plan for details).

Plan Coordination and Implementation

Middlesex County supports the goals of the AODA, which seeks to meet Ontario's vision to make the province accessible by 2025. The County strives to be more accessible and inclusive for people with disabilities, and to ensure that accessibility measures are undertaken throughout all facilities and business operations. Accessibility is an integral part of all County initiatives, business practices, boards, committees, departments and divisions. The County of Middlesex and participating LMPs are committed to fulfilling the accessibility requirements under the AODA and IASR.

The County's Accessibility Coordinator is responsible for the development of this plan, in consultation with the Middlesex Accessibility Advisory Committee, the public and persons with disabilities. All staff have a role to play in identifying, removing and preventing barriers. Employees who are engaged and knowledgeable are able to incorporate accessibility considerations into their daily business practices.

The public and persons with disabilities were consulted via an online survey regarding the establishment, reviewing and updating of the Joint Multi-Year Accessibility Plan. 48% of respondents were persons with disabilities. Questions were asked pertaining to the County and all Local Municipal Partners concerning topics on:

- Use of service animals and support persons in County or LMPs facilities
- Barrier-free accessible feedback process and inclusive customer service

- Requesting accessible formats and communication supports
- Accessible and barrier-free websites and web content
- Barrier-free recruitment process and accommodations
- Barrier-free public spaces, accessible parking and accessible pedestrian signals
- Assurance of barrier-free municipal-owned facilities
- Accessible barrier-free transportation services (Middlesex County and several LMPs)

Feedback was incorporated and taken to the MAAC to be reviewed and revised. Once the review by the MAAC and incorporation of feedback was completed, the final Joint MYAP was presented to Middlesex County Council for approval.

The final version of the MYAP approved by Council will be available on the County of Middlesex and Local Municipal Partners websites for the public to access. The MYAP is available in an accessible format and/or with communication supports, upon request.

Participating Municipalities

The Municipality of Middlesex Centre	10227 Ilderton Road, Ilderton, ON N0M 2A0
The Municipality of North Middlesex	229 Parkhill Main Street, Parkhill, ON N0M 2K0
The Municipality of Southwest Middlesex	153 McKellar Street, Glencoe, ON N0L 1M0
The Municipality of Strathroy-Caradoc	52 Frank Street, Strathroy, ON N7G 2R4
The Municipality of Thames Centre	4305 Hamilton Road, Dorchester, ON N0L 1G3
The Township of Adelaide Metcalfe	2340 Egremont Drive – RR #5, Strathroy, ON N7G 3H6
The Township of Lucan Biddulph	270 Main Street, Lucan, ON N0M 2J0
The Village of Newbury	22910 Hagerty Road, PO Box 130, Newbury, ON N0L 1Z0

Accountability: Evaluation, Reporting & Compliance

The success of a Joint Multi-Year Accessibility Plan of this nature relies on having clear and transparent methods of evaluating and reporting progress.

As laid out in the Integrated Accessibility Standards Regulation (IASR), designated public sector organizations are required to report to their respective Council's on an annual basis in the form of Annual Accessibility Status Report highlighting any

achievements relating to accessibility they have realized in the previous year. In this instance, where Local Municipalities are participating in a Joint Multi-Year Accessibility Plan, the Annual Accessibility Status Report will be presented to County Council and circulated following its receival and filing to all Local Municipal Council. These Annual Accessibility Status Reports are publicly available on the County's and LMPs websites.

Further, on a bi-annual cycle, all designated public sector organizations are required to file Accessibility Compliance Reports with the Ministry for Seniors and Accessibility. These Accessibility Compliance Reports come in the form of a fillable PDF, requesting specific information on how the organization is meeting is requirements under the AODA as well as the IASR. It is recognized that those in non-compliance with the requirements of the AODA and IASR may be subject to administrative penalties.

Like the Annual Accessibility Status Reports, the Accessibility Compliance Reports follow an open-government model and are made publicly available for residents to view and provide feedback on.

This Joint Multi-Year Accessibility Plan will be reviewed at least once every five years.

Overview of IASR Requirements

Part I – General Requirements

Overview
General Requirements section of the IASR requires the County and LMPs to:

- Implement and maintain policies governing how the organization achieves or will achieve accessibility by meeting its requirements under the AODA and the IASR
- Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies
- Establish, implement, maintain and document a Multi-Year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IASR
- Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so
- Ensure that training is provided on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on the *Ontario Human Rights Code* as it pertains to persons with disabilities

Part II – Information and Communications

Information and communications play an integral role in service delivery across all municipalities. It is imperative that information is shared in an accessible and barrier free manner, so that all residents can access information that may impact their day to day lives. It should be free of communication and technological barriers. The County

and LMPs will follow Universal Design principles and best practices when developing, implementing and maintaining information and communication strategies. This includes websites, print communications materials as well as face to face interactions.

Overview

The Information and Communications section of the IASR requires the County and LMPs to:

- Ensure processes for receiving and responding to feedback are accessible to persons with disabilities
- Provide or arrange for the provision of accessible formats and communications supports for persons with disabilities
- Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports
- Provide websites and web content conforming with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (live captioning and audio description are excluded from the accessible web requirements under the IASR)

Part III – Employment

The County of Middlesex and LMPs are committed to ensuring the employment life-cycle (finding, getting and keeping a job) is as inclusive and barrier free as possible. Effective workplaces provide diverse, inclusive and accessible employment experiences. Accessible recruitment is a powerful tool, it improves our ability to communicate, brings more people together and increases our competitive advantage as to not overlook quality, qualified potential employees. Human Resources, in conjunction with hiring directors and managers will work to ensure the County LMPs provides prospective and current employees a barrier-free employment process.

Overview

The Employment section of the IASR requires the County and LMPs to:

- Ensure the recruitment, assessment and selection process is accessible and barrier-free
    - This includes notifying job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request
- Notify successful applicants of our policies for accommodating employees with disabilities
- Provide accessible formats and communication supports for employees required to perform the employees job including information that is generally available to employees in the workplace

- Provide Workplace Emergency Response Information to employees who have a disability
- Provide documented Individual Accommodation Plans for employees with disabilities
- Develop and have in place a Return to Work process for employees who have been absent from work due to a disability
- Consider performance management, career development and advancement and redevelopment for employees with disabilities

Part IV -Transportation

This section applies only to the County of Middlesex. The County is dedicated to providing barrier free accessible transportation. The IASR put in place the Transportation Standard with a goal of making it easier for everyone to travel. Designing a transit system that provides universal access enables people with disabilities to have more transportation options and allows them to fully participate in the community of Middlesex County and connects residents via routes that go through the Municipality of Thames Centre, Oxford County and the City of London. Middlesex County Connect recognizes the diverse needs of all its riders and will respond by striving to provide services that are accessible to all. The County of Middlesex ensures that accessibility features and criteria are accounted for as it relates to the design, procurement of goods, services and facilities, and makes available all information pertaining to accessible equipment, accessibility features of the vehicles, routes and services provided.

Overview

The Transportation Standard requires the County to:

- Ensure universal access to specialized transportation provided by the County, that considers the abilities of its passengers and provides accommodations as required
- Provide details on the accessibility equipment and accessibility features of vehicles
- Give notice when there is a disruption of services or non-functioning accessibility equipment and to take reasonable steps to accommodate people with disabilities, as well as ensuring accessibility equipment is repaired as soon as practicable
- Provide training to employees, volunteers, third parties and all persons participating in providing transportation services in The County of Middlesex
- Notify riders of appointment booking and client cancellation policies
- Provide a detailed Emergency Preparedness and Response plan that ensures drivers are prepared and the bus is equipped for emergency situations
- Permit riders to have services animals or support persons at no additional cost

Part IV.1 – Design of Public Spaces (Accessible Built Environment)

The County of Middlesex and its LMPs will strive to ensure that new facilities are designed and built with Universal Design principles in mind. The Middlesex Accessibility Advisory Committee reviews all new County and Local Municipal Partner facility projects to ensure they are meeting relevant legislative requirements, while also looking for opportunities to go above and beyond as it relates to barrier-free design.

The Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Standard (DOPS) works hand in hand with the Ontario Building Code to ensure all new buildings and public spaces are barrier-free. Ontario Building Code Section 3.8: Barrier-Free Design outlines design requirements for buildings including but not limited to barrier-free paths of travel, washrooms (including universal), accessible signage, doorways and ramps. The DOPS focuses on building exteriors and ensuring public spaces are easily accessible to everyone including those with disabilities.

Overview

The Design of Public Spaces Standard requires the County and LMPs to:

- Meet the technical requirements as outlined in Part IV.1 for:
    - Recreational trails and each access routes
    - Outdoor public use eating areas
    - Outdoor play spaces
    - Exterior paths of travel (outdoor sidewalks and walkways, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian control signals, rest areas)
    - Off-street accessible parking
    - Service counters, fixed queuing guides and waiting areas
- Meet the consultation requirements as outlined in Part IV.1 for:
    - Recreational trails
    - Outdoor play spaces,
    - On-street parking
    - Rest areas
- Consultation is required with the general public, individuals living with disabilities as well as the Middlesex Accessibility Advisory Committee

Part IV.2 Customer Service

The County and LMPs are committed to providing a universally accessible customer service experience to all of its residents. All members of the Middlesex County and Local Municipal Partner communities will receive equitable and barrier-free customer service when interacting with municipal staff. All staff will receive training on how to

provide exceptional customer service to all residents including those living with disabilities.

Overview

The Customer Service Standard requires the County and LMPs to:

- Implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities
- Ensure policies are consistent with barrier-free principles, providing goods, services or facilities in a manner that respects the dignity and independence of persons with disabilities
- Provide persons with disabilities equal opportunity to that of others to obtain, use and benefit from the goods, services or facilities provided by the County or LMPs
- Allow the use of service animals and support persons to enable persons living with disabilities to obtain, use or benefit from goods, services or facilities
- Provide timely notice of Temporary Service Disruptions by identifying the reason for the disruption, its anticipated duration and a description of alternative facilities
- Provide training on how to interact and communicate with persons with various types of disability, how to interact with persons with disabilities who use an assistive device or require the assistance of a service dog, how to use equipment or devices available on County or LMPs premises and what to do if a person living with a disability is having difficulty accessing goods, services or facilities
- Create processes for receiving and responding to feedback about the manner in which the County provides goods, services or facilities to persons with disabilities

County of Middlesex
Part I – General Requirements

Progress

- County Accessibility Policy (HR 5.01) updated in April 2017 to address legislative changes to the Integrated Accessibility Standards Regulation (IASR) inclusive of an organizational commitment
- Middlesex County's first Joint Multi-Year Accessibility Plan created in 2016
- Annual Status Reports presented to County Council annually from 2015-2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015,2017 & 2019
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training overhaul on the Moodle training platform in 2018. Updated training modules to reflect legislative changes and best practices
- New Council orientation training provided in 2019

Goals

- Accessibility Policy review and update to meet in precise detail the requirements under the AODA and IASR while also including barrier-free best practices
- Continue to monitor ongoing and future IASR standards development review committee recommendations and possible legislative changes (mirror in respective policy updates and training updates as required)
- Specific consideration given to the newly proposed Health Care Standard and how this might intersect with the long term care portfolio of the County
- Create short, job-specific training modules to complement the standard, general on-boarding accessibility training
    - Ensure enrolment process includes affiliated training modules based on hiring department
- Employment standard focused training for Human Resources Staff & hiring managers
- Design of public spaces & accessible design focused training for engineering & facilities staff
- Procurement focused training for staff with purchasing authorization
- Customer service focused training for front line staff
- Information & communications training (specifically web accessibility focused) training for staff with authoring & upload authority for the County website
- Transportation training available for any local municipalities who add a transportation service to their working portfolio
- Support Human Resources in Transition to HR Downloads Training Platform
- Review and update Corporate Procurement Policy

- Create Accessible Elections Guide template to be used by Local Municipal Partners for 2022 Municipal Election including information on:
  - Remote voting as well as in-person voting relating to the accessible built environment and customer service standards under the IASR
  - Customer service and accommodation support for staff
  - Candidate information on accessibility and advertisements

Timelines
Ongoing
- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

2022-2024
- Accessible Elections Guide (Q1 2022)
- Accessibility policies and procedures review and update
- Procurement Policy review
- Support HR in Transition to HR Downloads training platform

2025-2027
- Job specific training modules

Part II – Information and Communications
Progress
- Middlesex.ca website created in 2016 to WCAG 2.0 Level A compliance
- County Council Reports and PowerPoint templates created in 2019 to meet WCAG 2.0 Level AA Compliance
- County Clerk received training on document accessibility within the agenda creation process in 2021
- Request for Accessible Formats and Communication Supports Procedure created in 2017
- Accessibility Feedback Procedure created in 2017
- Utilizing SiteImprove website enhancement platform for scheduled website crawls for accessibility compliance levels across all County and LMP websites

Goals
- ITS Strategic Plan
- Document training for website content uploaders as well as County Council report authors in both the Microsoft Suite and Adobe Pro DC platform
- Further leverage the SiteImprove platform to assist in eventual website redevelopment project utilizing quality assurance tools, SEO, privacy (Q1 2022)

- Continue to work towards WCAG 2.0 AA compliance - with a particular focus on a website redevelopment and significant content review - PDF's / pages that can be removed or moved into HTML content
  - website scanning tool will significantly assist in leveraging analytics to identify pages that are rarely/ never being viewed
  - Utilize accessibility tools and third-party screening software to determine where remaining compliance issues are
- Following website redevelopment - develop robust accessible document training strategy for website content uploaders onto the County Site, including library staff
  - Provide template of training to LMPs to use to train staff
  - Develop guide for third parties on accessible documents (PDFs)
  - Update guide on how to create accessible Word and PDF documents
- Review and update Request for Accessible Formats and Communication Supports Procedure
- Provide guided or one-on-one training on maintaining website compliance and accessible documents as needed/as requested to County staff and LMPs

Timelines

2022-2024
- Redevelop website so it better meets the WCAG 2.0 Level AA requirements (2022)
- Provide in-depth training on maintaining accessibility on the website and creating accessible documents
  - Update existing training to ensure it adheres to industry best practices

2025-2027
- Review and update Request for Accessible Formats and Communication Supports Procedure

Part III – Employment

Progress
- All job postings let the public know that accommodations are available upon request during the recruitment process
- HR Policy 5.02 - Accommodations Policy updated in 2016 to reflect legislative updates – encompassing vast majority of Employment standard requirements
- Emergency Workplace Response for Employees with Disabilities Policy created in 2012

Goals

- Review and update Accommodations Policy to reflect industry best practices and include S.32 from the IASR "Redeployment"
- Create Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
- Create Return to Work Process and Return to Work Plan for employees
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

Timelines

Ongoing

- Monitor potential changes to Employment standard from 2018 SDC Review

2022-2024

- Review and update Accommodations Policy
- Create Emergency Workplace Response for Employees with Disabilities
- Create new Return to Work Process and Return to Work Plan

2025-2027

- Update Human Resources Policies 3.10, 3.20 and 4.80

Part IV -Transportation

Progress

- Middlesex County Connect was established on September 21, 2020 to provide bus transportation between Oxford County, Thames Centre and London
- Transportation services are offered 6 days a week
- Middlesex County received the Community Transportation Grant Program funded by the Province of Ontario to establish Middlesex County Connect
- The service is contracted out to Voyago, who provides accessibility training on the Integrated Accessibility Standards Regulation and Ontario Human Rights Code to drivers and staff
- Each of the two busses are wheelchair accessible with high floor ramp access, with 2 wheelchair seats per bus, and is AODA compliant
- Middlesex County Connect offers ride free of charge to support persons accompanying a person with a disability who has a need for a support person
- Service animals are welcome on all busses alongside the owner
- Voyago and the County of Middlesex provides the public with information on accessibility equipment, features of the vehicles, routes and services and provide information in accessible formats, upon request

- In cases where the bus stop is temporarily inaccessible, riders can board or exit the bus at the nearest accessible and safe location
  - The operator will consider the preference of riders but the final determination of a safe location is left up to the operator

Goals

- Middlesex County is in the process of installing card readers on the bus to accept both debit and credit card payments with tap or chip in February 2022 to increase the accessibility and convenience for riders
- Ride guide brochures are and will continue to be distributed around the community and are being placed at selected stops in February 2022
  - Places the brochures will be available include Community Centres, libraries, Senior Centres, Municipal Offices etc.
  - The brochures include all service related information and full route and schedule information
  - Digital copies of the brochures will be made available online
- Installation of QR code signs to be installed at stop locations to allow riders to scan the code and be given access to all route and schedule information at the Middlesex County Connect web page (Spring 2022)
- Acquisition of an app technology for the service (2022-2023)
  - Middlesex County Connect will seek an app provider that can provide an app technology for riders that include many accessibility features
    - Example: a rider with a mobility disability can alert the driver before the bus arrives that they are in a wheelchair and the driver can respond that there is a wheelchair space available on board and they can help them board, if needed
  - The app will have the ability to trigger external announcements to a rider, providing a sense of security that the bus is nearby
  - Other features would include list of bus stops, live maps, and trip status notifications
  - The app will enable people to participate in public transportation, empowering them to benefit from increase access to employment, education, appointments, and leisure activities

Timelines

Ongoing

- Distribution of ride guide brochures at bus stops, places around the community and online (starting in February 2022)

2022-2024

- Installation of card readers on busses (February 2022)

- Installation of QR codes at bus stops (Spring 2022)
- Acquisition of an app technology for Middlesex County Connect (2022-2023)

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- Created:
    - Middlesex County Accessible Playground Consultation Document
    - Middlesex County County Recreational Trails Consultation Document
    - All acting as design guidelines for Middlesex County and local municipal partners including technical requirements, opportunities for best practices to go above and beyond compliance levels and incorporated consultations from members of the public, individuals living with disabilities as well as the Middlesex Accessibility Advisory Committee, staff and members of the public
- Accessible Maintenance Procedure created and attached as **Appendix A**

Goals

- Create Service Counter Design Guidelines including mobility device friendly access to be shared with local municipal partners
- Create Universal Washroom Emergency Call Button Alarm Procedure for all County facilities equipped with universal washrooms
- Continue to monitor potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program at both the County and Local level
- Create Facility Accessibility Audit Standards spanning across all County of Middlesex facilities including the Administration Building, Operations Building, Strathmere Lodge and County library facilities
    - Implement a Facility Audit Schedule
    - Develop design standards in line with Integrated Accessibility Standards Regulation (IASR) as well as Ontario Building Code (OBC) requirements for the accessible built environment outlining areas of improvement for all County facilities
    - Alternatively adopt a commonly used municipal Accessibility Design Standards document to base these audits off of (see City of Guelph Facility Accessibility Design Manual, City of London Facility Accessibility Design Standards etc.)
    - Use these tools to inform barrier-free facility improvement recommendations

Timelines

Ongoing
- Monitor potential funding opportunities for the accessible built environment

2022-2024
- Service Counter Design Guidelines
- Universal Washroom Emergency Call Button Alarm Procedure

2025-2027
- Facility Accessibility Audit Standards

Part IV.2 Customer Service

Progress
- Complete overhaul of the on-boarding accessibility training across the corporation, creating new accessibility module including customer service best practices
- Accessibility Policy (HR Policy 5.01) updated in April 2017 providing appropriate requirements as it relates to the Customer Service Standard
- Created Accessibility Feedback Procedure (2017)
- Created Accessibility Training Procedure (2017)
- Created Service Animals in the Workplace Procedure (2017)
- Created Support Persons Procedure (2017)
- Temporary Service Disruptions Procedure created and attached as **Appendix B**

Goals
- Accompanying the goals laid out in the General Requirements Section, the County will create a customer service focused training module for all County staff to complete in addition to the standard on-boarding accessibility training
- Update Service Animals in the Workplace Procedure to reflect best practices
- Review Accessibility Feedback Procedure and Form to ensure it is in-line with corporate communications strategy moving forward
- Ensure Temporary Service Disruption Procedure is part of on-boarding training

Timelines

2022-2024
- Customer service focused training module
- Review and update Service Animals in the Workplace Procedure

2025-2027
- Review Accessibility Feedback Procedure and Form

Municipality of Middlesex Centre
Part I – General Requirements

Progress

- Accessibility Compliance Audit Completion (2020/21)
- Middlesex Centre Accessibility Policy Updated
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training overhaul
- Updated corporate Procurement Policy, incorporating a barrier-free purchasing lens
- Updated training modules to reflect legislative changes and best practices

Goals

- Obtain Rick Hansen Designation (Ilderton Library/Komoka Wellness Centre)
- Look into recruiting new members to join an Accessibility Advisory Committee (2022-2026 Term of Council – Joint with Middlesex County)
- Accessibility Policy review and update to meet in precise detail requirements under the AODA and IASR while also including barrier-free best practices
- Employment standard focused training for Human Resources Staff & hiring managers
- Design of public spaces & accessible design focused training for engineering & facilities staff
- Information & communications training (specifically web accessibility focused) training for staff with authoring & upload authority for the Municipal website
- Create Accessible Elections Guide template for 2022 Municipal Election including information on:
    - Remote voting as well as in-person voting relating to the accessible built environment and customer service standards under the IASR
    - Customer service and accommodation support for staff
    - Candidate information on accessibility and advertisements
- Provide updated training for writing accessible reports for Council and Committees

Timelines

Ongoing

- Delivery of services through electronic and remote means, including an online based building permit application and review system (CloudPermit)

- Ongoing enhancements to electronic Council meetings, including expanded opportunities for public input and participation, both via phone and electronic participation
  o Increased information sharing regarding Council decisions through a Meeting Highlights document to complement existing information sharing.
- Annual Accessibility Status Reports
- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

2025-2027

- Any future redevelopment of Municipal Office and community center to include AODA/IASR compliance including but not limited to: barrier free washrooms

Part II – Information and Communications

Progress

- Type Residents can now attend meetings either virtually or by phone and meeting recordings can be accessed online via YouTube
- Compliance of Planning Act Notices

Goals

- Review and update processes for gathering feedback on web accessibility and document format accessibility

Timelines

Ongoing

- AODA Legislation - Website Accessibility – WCAG 2.0 Level AA; use SiteImprove to identify and resolve issues on a quarterly basis; continue to add AODA compliant documents
- Provide guided or one-on-one training on maintaining website compliance and accessible documents as needed/as requested
- Ensuring best practices for overall document accessibility (e.g., font size and selection, colour selection and contrast, simplified language, etc.)

2022-2024

- Provide in-depth training on maintaining accessibility on the website
- Introduction of Laserfiche scanning technology into a central repository

2025-2027

- Review and update Request for Accessible Formats and Communication Supports Procedure

Part III – Employment

Progress
- All job postings let the public know that accommodations are available upon request during the recruitment process
- Accommodations in the Workplace Policy updated
- Established Return to Work Process and Return to Work Plan for employees

Goals
- Review and update Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
- Continue to monitor potential changes to the Employment Standard under the IASR

Timelines
Ongoing
- AODA Legislation - Customer Service Training for all staff / new hires / others identified in legislation
- Monitor potential changes to Employment standard
- Continue to promote inclusion and diversity with the recruitment process
- Online application process that is AODA compliant

2022-2024
- Create new Return to Work Process and Return to Work Plan
- Review and update Accommodations in the Workplace Policy
- Emergency Workplace Response for Employees with Disabilities
- Update Human Resources Policies

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress
- Douglas B. Weldon Park Accessible Washrooms
- Denfield Park Play Structure (Accessible)
- Off Street Parking Renovations - Douglas B. Weldon Park, Delaware Community Centre and Ilderton Arena
- Removal of non Standard Sidewalks and replacement with AODA compliant sidewalks
- All new signage through the community i.e., park, trails, grant funds received for projects etc., included high contrast text and/or informative images

Goals

- Expansion of sidewalk network, creating connections to trails and other sidewalk facilities completing missing links
- Continue to monitor potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program
- Continue to include barrier free outdoor spaces, infrastructure etc., as capital or operational projects are identified and approved by council
- Ensure any major renovations are retrofitted to minimum meet Design of Public Spaces and Ontario Building Code specifications and standard

Timelines

Ongoing

- Monitor potential funding opportunities for the accessible built environment

2022-2024

- Deerhaven Park Play Structure-Accessibility Upgrade
- Kilworth Optimist Park Play Structure-Accessibility Upgrade
- Clear Skies Trail- Barrier free
- Ilderton Medical/Ilderton Library - Parking Lot Improvements (Rick Hansen)
- Delaware Lions Park Asphalt Parking Lot (pending cost analysis)
- Douglas B. Weldon Park Asphalt North Parking Lot - (pending cost analysis)
- Westbrook Park Play Structure-Accessibility Upgrade
- Municipal Office Renovations-Accessibility Upgrade
- Komoka Community Centre Accessibility Washroom Upgrades (pending)
- Ilderton Community Centre – Automatic Door
- Accessible Ilderton Recreation Facility (pending grant outcome)
- Poplar Hill Park Washroom Accessibility Upgrades
- Meadowcreek Park Playground Structure-Accessibility Upgrade
- Deerhaven Park Asphalt Parking Lot (pending cost analysis)
- Komoka Park Play Structure-Accessibility Upgrade (pending)
- Civic Square Komoka-Accessibility Upgrade
- Edgewater Trail- Barrier free
- Brantam Park Development-Accessibility Upgrade
- Ilderton Arena – Accessible Lobby Renovation (if keeping building beyond 2024)
- Ilderton Main Street Accessible bench installation
- The Community Improvement Plan

2025-2027

- Facility Accessibility Audit Standards

Part IV.2 Customer Service

Progress

- AODA Legislation - Customer Service Training for all staff / new hires / others identified in legislation
- AODA Legislation - Customer Service Training requirement for suppliers incorporated into all procurement processes
- Complete overhaul of the on-boarding accessibility training across the corporation, creating new accessibility module including customer service best practices
- Municipal Accessibility Policy updated providing appropriate requirements as it relates to the Customer Service Standard
- Created Accessibility Feedback Procedure and Accessibility Feedback Form
- Created Accessibility Training Procedure
- Created Assistive Device Procedure
- Created Support Persons Procedure
- Temporary Service Disruptions Procedure
- Implemented an online payment system (Paymentus)

Goals

- Accompanying the goals laid out in the General Requirements Section as it relates to job specific training, create a customer service focused training module for all Municipal staff to complete in addition to the standard on-boarding accessibility training

- Review and update Service Animals in the Workplace Procedure to reflect new industry best practices

- Review Accessibility Feedback Procedure and Form to ensure it is in-line with Corporate Communications Strategy moving forward

- Continue to provide accessible recreational opportunities

- Review processes to determine if more can be transitioned to provide online options as well as in person options to increase accessibility

Timelines

Ongoing

- Accessible customer service focused training module

2022-2024

- Municipal Diversity and Inclusion Policy In Progress
- Review and update Service Animals in the Workplace Procedure
- Ensure Temporary Service Disruption Procedure is included in communications related to on-boarding training
- Customer Service Review and policy creation

Municipality of North Middlesex
Part I – General Requirements

Progress

- North Middlesex adopted a Multi-Year Accessibility Plan in 2016 applicable for 2016-2021
- Updates to Accessibility Policy in 2016 to address legislative changes to the (IASR) inclusive of an organization commitment
- An update to the Multi-Year Accessibility Plan was completed in July of 2019, along with the annual status review
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility for years 2015, 2017, 2019 as required by the Ministry
- Accessibility training provided during on-boarding which is given by Human Resources staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code requirements
- North Middlesex developed a new procurement policy in 2020 that states the municipality will comply the requirements of the Ontario human Rights Code, the Accessibility for Ontarians with Disabilities Act, and its associated standards enacted through regulation, whenever possible
- North Middlesex was selected for a AODA Compliance Desktop Audit on December 1, 2020 and confirmation of compliance was received by email March 4, 2021

Goals

- Review and update Accessibility training modules, continue building the online training platform with updated modules and accurate, automated record tracking.
- Review and update Accessibility Policies to reflect industry best practices, continuing to meet AODA and IASR requirements
- Create an Accessible Municipal Elections Guide and/or Plan for 2022

Timelines

Ongoing

- Accessible Municipal Elections Guide 2022
- Reporting requirement –Compliance Report (2023, 2025, 2027)
- Review of Accessibility Policies ongoing as required

Part II – Information and Communications

Progress

- Continual training of staff on creation and distribution of Accessible documents for both hard copy and electronic means
- Website redevelopment (launched June 2021) maintaining WCAG 2.0 Level A
- Residents can now participate in meetings virtually or by phone – meetings are also live streamed and posted to the North Middlesex YouTube channel
- Implementation of Assistive Listening Devices for use in the Council Chambers available for Council, staff and members of the public
- Introduction of Laserfiche scanning technology into central repository
- Implemented Paymentus making credit card payments an acceptable and accessible form of payment to residents
- Use of CloudPermit Building program, allowing for electronic submission of Building Permits increasing the accessibility of municipal services without having to come to the office

Goals

- Ongoing training of staff for creating accessible documents and promoting that requests for alternate formats will be accommodated whenever possible
- Implement practice to ensure Accessibility compliance (i.e. screen reading capabilities) on Social Media platforms for both post and graphics are used

Timelines

Ongoing

- Accessible document training – Includes following Tips and best practices provided through our Accessibility Coordinator
- Ensuring accessibility compliance is maintained on Social Media platforms and Website. When the new website was launched in 2021
  - Documents were not uploaded from old website as they were not all compliant
  - Careful consideration is being taken when uploading documents to ensure they remain in an accessible format
- Continue to update and revise policies as needed

Part III – Employment

Progress

- All job postings let the public know that accommodations are available upon request during the recruitment process
- Online application process for job postings

Goals

- The Municipality is committed to ongoing support for employees who have been absent from work and who require an accommodation plan to return to work.

Timelines

Ongoing

- Monitor potential changes to Employment standard from 2018 SDC Review

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- Continuation of the accessible sidewalk program for new or replacement which takes into account 60 inches wide with tactical plates at intersections
- New off street hard surface public parking lot developed in 2020 that has accessible parking signs and spaces
- Accessibility updates done to the Ailsa Craig Community Centre washrooms (2020)
- Redevelopment of the Parkhill Coronation Park Splash Pad
  - North Middlesex consulted with members of the public, and persons with disabilities regarding the needs of children and caregivers with respect to this project (2021)

Goals

- Continue to include barrier free outdoor spaces, infrastructure etc., as capital or operational projects are identified and approved by Council
- Ensure any major renovations are retrofitted to minimum meet Design of Public Spaces and Ontario Building Code specifications and standard
- Ensure all park washrooms are accessible by 2025
  - This primarily requires accessible pathways to our washroom facilities
- Install door openers to increase accessibility throughout the North Middlesex Arena and Fitness Centre
- Ensure all RFP's for playgrounds identify accessible play features for inclusive play

Timelines

Ongoing

- Continue to monitor funding opportunities that is available to ensure all new or redevelopment projects meet the IASR and Ontario Building Code requirements

2022-2024

- Redevelopment of Parkhill Main St.
  - o This will include adhering to industry construction standards and AODA best practices for rebuilding roads, curb, sidewalks (i.e. tactile plats, tapered curb alignment, etc…)
- New Parkhill Fire station, adherence to accessibility guidelines including accessible parking and a universal washroom on both the Fire and EMS sides of the building
- continuation of the accessible sidewalk program for new or replacement which takes into account 60 inches wide with tactical plates at intersections

Part IV.2 Customer Service

Progress

- Maintain compliance and seek out opportunities to improve customer service via. Options of payment, and continuous training for staff as it relates to providing persons with disabilities equitable opportunities to access municipal facilities, and services
- Education for Staff training is ongoing to ensure Customer Service needs are being met. Most recently in October 2021 staff were provided First Aid Mental Health Training two-day training
  - o It was well received and will be incorporated into annual training

Goals

- Implementation and introduction of online resident portal (Vadim iCity 2022)
- 2022 Municipal Election will be conducting using an alternative voting method (Internet and Telephone)
  - o This will allow electors to vote from home where they would have their specific assistive devices
  - o If elector assistance is needed the Municipality will undertake the necessary steps to provide this help in a format as requested
- Provide Notice to the public in various formats for any disruption of services that may occur in the Municipality

Timelines

2022-2024

- 2022 Implementation and introduction of online resident portal, relating to Citizen Self-Service capabilities, Property Tax e-billing, Water/Waste Water Billing modules (Vadim iCity 2022)
- 2022 Intelivote Systems Inc. – Voting Platform for Municipal and School Board Election

Municipality of Southwest Middlesex
Part I – General Requirements

Progress

- Municipality of Southwest Middlesex Multi-Year accessibility plan created in 2016
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training through HR Downloads in 2020 to include legislative changes and best practices
- Training is provided on an on-going basis when new employees are hired. The training includes, review of the Accessibility for Ontario with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR), Ontario Human Rights Code, development training for volunteers and on-going training of staff on creating accessible documents
- Accessibility Compliance Report filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2021
- New Council orientation training provided in 2019

Goals

- Continue to work with the County on Accessibility Policy review and update to meet the requirements under the AODA and IASR while also including barrier-free best practices
- Continue to support Human Resources with HR Downloads to include legislative changes and best practices
- Review and update Corporate Procurement Policy
- Create a 2022 Accessible Elections Plan for the Municipality including information on remote voting as well as in-person voting relating to the accessible built environment and customer service

Timelines

Ongoing

- Website documents and publications
- Procurement policy accessibility requirements for staff to follow

2022-2024

- Accessible Elections Guide (Q1 2022)
- Accessibility Policy review and update
- Procurement Policy review
- HR download requirements

2025-2027

- Job specific training modules
- Accessible Elections Guide
- Accessibility Policy review and update
- Procurement Policy review
- HR download requirements

Part II – Information and Communications

Progress

- Southwest Middlesex.ca website created in 2021; accessible in accordance with the Web Content Accessibility Guidelines (WCAG) 2.0
- Southwest Middlesex Reports and PowerPoint templates created to meet WCAG 2.0 Level AA Compliance
- Council reports, minutes and by-law templates designed to ensure accessibility when posted to the website
- Request for Accessible Formats and Communication Supports Procedure created
- Accessibility Feedback Procedure
- Website enhancement platform for accessibility compliance_Saft3y!

Goals

- Accessibility Policy review and update to meet in precise detail the requirements under the AODA and IASR while also including barrier-free best practices
- Continue to monitor ongoing and future IASR standards development review committee recommendations and possible legislative changes (mirror in respective policy updates and training updates as required)
- Create short, job-specific training modules to complement the standard, general on-boarding accessibility training. Ensure enrolment process includes affiliated training modules based on hiring department
  - Employment standard focused training for Human Resources Staff & hiring managers
  - Design of public spaces & accessible design focused training for engineering & facilities staff
  - Procurement focused training for staff with purchasing authorization
  - Customer service focused training for front line staff
  - Information & communications training (specifically web accessibility focused) training for staff with authoring & upload authority for the Municipal website
- Review and update Corporate Procurement Policy

Timelines

Ongoing

- Accessibility Policy review to ensure legislative requirements are met
- Job specific training pertaining to accessibility
- Update Corporate Procurement Policy

Part III – Employment

Progress

- Ensure the recruitment, assessment and selection process is accessible and barrier-free. This includes notifying job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request
- Notify successful applicants of our policies for accommodating employees with disabilities
- Provide accessible formats and communication supports for employees required to perform the employees job including information that is generally available to employees in the workplace
- Provide workplace emergency response information to employees who have a disability
- Provide documented individual accommodation plans for employees with disabilities
- Develop and have in place a return to work process for employees who have been absent from work due to a disability
- Consider performance management, career development and advancement and redevelopment for employees with disabilities

Goals

- Review and update Accommodations Policy to reflect industry best practices and include S.32 from the IASR "Redeployment"
- Create Return to Work Process and Return to Work Plan for employees
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

Timelines

Ongoing

- Review and update Accommodations Policy to reflect industry best practices and include S.32 from the IASR "Redeployment"
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- Accessible updates made to the following:
    - Glencoe Library
    - Glencoe Daycare

Goals

- Make accessible updates to the following:
    - Glencoe Arena Renovations
    - Appin Play Equipment

Timelines

2022-2024

- Make accessible updates to the following:
    - Glencoe Arena Renovations
    - Appin Play Equipment

Part IV.2 Customer Service

Progress

- Accessibility Policy updated in April 2017 providing appropriate requirements as it relates to the Customer Service Standard

Goals

- Accompanying the goals laid out in the General Requirements Section as it relates to job specific training, create a customer service focused training module for all Municipal to complete in addition to the standard on-boarding accessibility training
- Review and update Service Animals in the Workplace Procedure to reflect new industry best practices
- Review Accessibility Feedback Procedure and Form to ensure it is in-line with corporate communications strategy moving forward

Timelines

Ongoing

- Review and update Service Animals in the Workplace Procedure to reflect new industry best practices
- Review Accessibility Feedback Procedure and Form to ensure it is in-line with corporate communications strategy moving forward

Municipality of Strathroy-Caradoc
Part I – General Requirements

Progress

- Accessibility Policy updated in April 2017 to address legislative changes to the Integrated Accessibility Standards Regulation (IASR) inclusive of an organizational commitment
- Strathroy-Caradoc's second Joint Multi-Year Accessibility Plan created in 2016
- Joint Annual Accessibility Status Reports created and presented to County Council yearly from 2016-2021
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017, 2019 & 2021
  - Desk audit completed in 2018 and compliance requirements were met
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training completed on HR Downloads for onboarding orientation
- Municipal Council accessibility training provided via HR Downloads (2019)
- Transitioned to HR Downloads Training Platform (2018)

Goals

- Accessibility Compliance reporting to be completed in 2023, 2025 & 2027
- Continue monitor and update the Joint Multi-Year Accessibility Plan in accordance with any changes made to the IASR Standards
- Accessibility Policy review and update to meet in precise detail the requirements under the AODA and IASR while also including barrier-free best practices
- Create short, job-specific training modules to complement the standard, general on-boarding accessibility training. Ensure enrolment process includes affiliated training modules based on hiring department
- Create Accessible Elections Guide for all local municipal partners for 2022 Municipal Election including information on remote voting as well as in-person voting relating to the accessible built environment and customer service
- Create Accessible Elections Plan for 2022 Municipal Elections

Timelines

Ongoing

- Compliance Reporting
- Accessibility Policy Review

2022-2024

- Accessible Election Plan (2022)

- Accessible Election Guide (2022)

2025-2027
- Job Specific Training

Part II – Information and Communications

Progress
- Created an Accommodations Policy for employees with disabilities (2018)
- Redevelopment of corporate website to ensure compliance with WCAG 2.0 Level AA
- Redesigned and relaunched the following websites in accordance with the WCAG 2.0 Level AA requirements:
  - Museum (2018)
  - Economic Development (2019)
  - Police Services (2021)
- Utilize Siteimprove to help screen website to ensure compliance with WCAG 2.0 Level AA (2017)
- Implemented Closed Captioning for live and archived Council and Committee meetings through e-Scribe (2021)
- Web form created for Accessible Customer Feedback (2016)
- Web form creating for Residence Services to report any problems (2018)
  - Uses an accessible feedback form
- Ensured PDF Documents meets accessibility requirements (Ongoing)

Goals
- Utilize Siteimprove and e-Scribe to continue identifying PDF documents that need updating to ensure compliance with the AODA
- Website, accessible documents and accessible social media training
- Update Municipal Branding Policy to incorporate accessible signage strategies
  - Will allow for improvements in colour contrast and font size and type

Timelines
Ongoing
- Utilize Siteimprove and e-Scribe to identify PDF documents that need updating
- Training on Website, Accessible PDF Documents and Social Media

2022-2024
- Update Municipal Branding Policy (2022)

Part III – Employment

Progress

- All job postings let the public know that accommodations are available upon request during the recruitment process (ongoing)
- Included language within employment contracts notifying new employees if they require accommodations they are available
- AODA training through HR Downloads (ongoing)
- Included in orientation presentation the availability of accommodations to make staff aware that these are available to them

Goals

- Review and update Accommodations Policy to reflect industry best practices and include S.32 from the IASR "Redeployment"
- Create Return to Work Process and Return to Work Plan for employees
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review
- Update existing platform to Dayforce to allow better access to documents, scheduling and other employment related info for Municipal employees

Timelines

Ongoing

- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

2022-2024

- Update existing platform to Dayforce (2022)
- Create Return to Work Process and Return to Work Plan for employees (2023-2024)
- Review and update Accommodations Policy (2023-2024)

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- Relocated Customer Service Counter at Town Hall 52 Frank St. to an accessible entry with ramps and barrier free entry with wave technology
- Upgraded Washrooms to include automatic openers with wave technology at the Gemini Sportsplex
- Upgraded Family Washroom to approved AODA compliant WR at the Gemini

- Upgrade washrooms to include automatic openers at the Caradoc Community Centre
- Strathroy Library renovation included a fully compliant AODA washroom with adult change table and wave technology
- Installed an adult change table in family change room at pool
- Installation of trails in accordance to the County's guidance document
- Installation of a number of playgrounds in accordance to the County's guidance document – South Creek, Alexandra Park, Fairgrounds Recreation Complex
- Caradoc Street reconstruction –meets AODA compliance (2019-2021)
- Updated design standards in October 2021
    - Includes accessibility requirements per the IASR and AODA
    - Language incorporated regarding accessible requirements for: off-street parking spaces, sidewalks, accessible trails, on-street parking, streetlights, crosswalk buttons, etc.

Goals

- Convert washroom into a fully compliant AODA washroom minus the adult change table utilizing wave technology (2022)
- Construction of an All Wheels Park –skate park (2022)
- Construction of basketball court to include adjustable nets to accommodate all skill levels and ability
- Installation of Playgrounds in accordance with the County's guidance document
- Installation of trials in accordance with the County's guidance document and the Municipal Trails Master Plan
- Upgrading undersized sidewalks to AODA standards in Mt Brydges, Strathroy and Melbourne – adding tactile plates at all ramps (2022-2030)
- Queen Street Reconstruction in Strathroy (2022)
    - accommodating more street lighting, widening sidewalks with tactile plates at all ramps and installing bike lanes
- Downtown Boulevard improvements (2023)
    - replacing boulevards (surface discontinuities) and adding accessible parking spaces, including tactile plates at all ramps.
- Drury Lane Reconstruction (2023)
    - Replacing undersized sidewalks including tactile plates at all ramps, widening the road to accommodate multi use
- Replacing at grade rail crossings to accommodate smooth transitions for accessibility (2019 – ongoing)

Timelines

Ongoing

- Installation of Playgrounds in accordance with County's guidelines (2022-2027)
- Installation of trails in accordance with County's guidelines and Municipal Trails Master Plan
- Replacing at grade rail crossings to accommodate smooth transitions for accessibility (2019 – ongoing)

2022-2024

- Convert washroom to fully compliant AODA washroom (2022)
- Construction of All Wheels Park (2022)
- Upgrading undersized sidewalks to AODA standards in Mt Brydges, Strathroy and Melbourne (2022-2030)
- Queen Street Reconstruction in Strathroy (2022)
- Downtown Boulevard improvements (2023)
- Drury Lane Reconstruction (2023)

Part IV.2 Customer Service

Progress

- AODA Customer Service training for Municipal Council (2019)
- AODA Customer Service training provided through HR Downloads platform during onboarding (2018-onward)
- The following information is included in the Accessibility Policy:
  - Temporary Service Disruptions
  - Service Animal and Support Persons
  - Accessible Feedback
  - Accessible Format and Communication Support
  - AODA Training

Goals

- Review Customer Service Accessibility Policy and make updates as needed

Timelines

Ongoing

- Review Customer Service Accessibility Policy and make updates as needed

Municipality of Thames Centre
Part I – General Requirements

Progress

- "Accessible Maintenance Practices" was adopted and attached as Appendix '1' to the Municipality's Multi-Year Accessibility Plan (February 2017)
- Updates to Corporate Accessibility Policy to address legislative changes to the (IASR) inclusive of an organizational commitment (2017)
- Council adopted Multi-Year Accessibility Plan for 2016-2021
- Annual status provided to County yearly from 2015-2021
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017, 2019 and 2021 as required by the Ministry
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training overhaul on the Moodle online accessibility training platform. Updated training modules to reflect legislative changes and best practices (2018)
- Accessibility training provided during on-boarding which is given by Clerk's Department staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code (OHRC) requirements
- New procurement policy adopted (2021)

Goals

- Support Treasury/Finance in Transition to a new Human Resources Program Platform that will include onboarding/accessibility training
- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements
- Create an Accessible Municipal Elections Plan for 2022
- New joint Multi-Year Accessibility Plan for 2022-2027

Timelines

Ongoing

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

2022-2024

- Accessible Elections Plan 2022
- New joint Multi-Year Accessibility Plan for 2022-2027
- Support Treasury/Finance in Transition to a new Human Resources Program Platform that will include onboarding/accessibility training

2025-2027
- Accessibility Policy review and update

Part II – Information and Communications

Progress
- Thames Centre website created in 2019 to WCAG 2.0 Level A compliance
- Created accessible templates for staff included in council agenda postings (2016)
- Administrative staff received training on document accessibility within the agenda creation process (2018)
- Request for Accessible Formats and Communication Supports Procedure created and placed on website (2017)
- Accessibility Feedback Procedure created in (2017)
- Updated "Accessibility Regulations for Contracted Services" Form placed in the Municipality RFP's/Tenders (2020)
- Implemented and coordinated livestreamed electronic council meetings (2020)

Goals
- Maintain WCAG 2.0 Level AA compliance for website content
- Document training for website content uploaders as well as Administrative staff report authors in both the Microsoft Suite and Adobe Pro DC platform
- Review and upgrade where needed, request for accessible formats and communications supports procedure

Timelines
Ongoing
- Maintain WCAG 2.0 Level AA compliance

2022-2024
- Accessible document training

2025-2027
- Continue to update and revise policies as needed to meet AODA and IASR requirements

Part III – Employment

Progress
- Accommodations Policy created to reflect legislative updates encompassing vast majority of Employment standard requirements (2016)
- All job postings let the public know that accommodations are available upon request during the recruitment process

Goals

- Ensure that Human Resources Policies reflect best practices and IASR requirements
- Review and update Accommodations Policy
- Create Emergency Workplace Response for Employees with Disabilities Policy

Timelines

Ongoing

- Continue to ensure that Human Resources Policies reflect best practices and IASR requirements

2022-2024

- Review and update Accommodations Policy

2025-2027

- Create Emergency Workplace Response for Employees with Disabilities

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- Established Accessible Maintenance Practices to ensure that any newly constructed or redeveloped elements will have procedures for preventative and emergency maintenance of the accessible elements in public space
  - These practices were adopted by Council at its regular meeting held on February 6, 2017 and attached as Appendix "1" to the Municipality's Multi - Year Accessibility Plan (2017)
- Established Accessible Playground Consultation and Exterior Paths of Travel — Rest Area Consultation documents. The documents were approved by Council at its regular meeting held on October 16, 2017 (2017)
- New sidewalk installed in Putnam and Harrietsville meeting current AODA specifications including accessible ramps (2019)
- Construction of a new Field House at the Field of Dreams - Outdoor Recreation Complex that is fully accessible (3245 Hamilton Road) (2019)
- Installation of new accessible Playground Equipment at the Field of Dreams Outdoor Recreation Complex (3245 Hamilton Road) (2019)
- Paved a new trail at the Field of Dreams — Outdoor Recreation Complex (3245 Hamilton Road) (2019)
- Renovated pool with new access ramp into the pool and making the pool building accessible (ramp into building, widened doorways, installed new accessible partitions and an accessible reception counter) (2020)

- Installed new walking trail at Thorndale park (stone dust base — which is considered accessible) (2020)
- Installed new Slo-Pitch City walking train (stone dust) (2020)
- Installed new length of sidewalk at front of Dorchester Park between ball diamonds and the Flight Exec Centre (2020)
- stops in Dorchester and Thorndale as part of the County transit initiative started in 2020 (2020)
- Installed new barrier-free automatic sliding door in place of standard swing doors between lobby and north ice pad at FlightExec Centre (2021)
- Installed new playground structure at Thorndale Park, complete with accessible features (2021)
- Installed phase 1 of walking path lights at Dorchester Park (2021)
- Built new Fieldhouse at Thorndale Park, complete with barrier-free family washroom (2021)
- Completed new community centre in Thorndale, to AODA compliance (2021)
- Hired professional playground inspector to audit half of our playgrounds (with other half being budgeted for next year) (2021)
- Installed new microphone system in Council Chambers to enhance audio for those in live attendance at meetings as well as for those listening remotely on-line (2021)
- Added 10 new benches outside of facilities and along walking trails various locations across the municipality (2021)
- Replaced 6 picnic tables with new wheelchair accessible picnic tables at various locations across the municipality
- Council formed the new Accessibility & Inclusivity Advisory Committee (2021)
- New sidewalk replacement on King Street in Thorndale meeting current AODA specifications including accessible ramps (2021)
- Widened and resurfaced Richmond Street in Dorchester including hard-surfacing shoulders to allow safer pedestrian / vehicular movement (2021)

Goals
- New sidewalk installation in Porters Subdivision in Dorchester meeting current AODA specifications including accessible ramps. (2022-2023)
- Oakwood Drive sidewalks in Dorchester updated to include accessible ramps. (2022)
- Completion of second and final phase of walking path lights at Dorchester Park
- Hire professional playground inspector to audit second half of our playgrounds
- Install a full accessible and inclusive playground at Dorchester Park

- Include accessibility as a key component in the update of the Community Services & Facilities Master Plan, with input/involvement not only from residents but also from the Municipality's Accessibility & Inclusivity Advisory Committee
- Audit and improve existing walking paths on municipal lands to enhance accessibility
- Continue to expand/extend accessible sidewalks and walking paths across the municipality
- Continue to replace existing picnic tables with accessible versions.
- Continue to add new benches outside of facilities and along walking paths at various locations across the municipality
- Explore opportunities to introduce BlindSquare (or similar technology) at municipal properties (accessible GPS-app developed for the blind)
- Addition to the Senior Centre and VON office at the FlightExec Centre

Timelines

Ongoing

- Audit and improve existing walking paths on municipal lands to enhance accessibility
- Continue to expand/extend accessible sidewalks and walking paths across the municipality
- Continue to replace existing picnic tables with accessible versions.
- Continue to add new benches outside of facilities and along walking paths at various locations across the municipality

2022-2024

- Completion of second and final phase of walking path lights at Dorchester Park
- Hire professional playground inspector to audit second half of our playgrounds
- Install a full accessible and inclusive playground at Dorchester Park
- Include accessibility as a key component in the update of the Community Services & Facilities Master Plan, with input/involvement not only from residents but also from the Municipality's Accessibility & Inclusivity Advisory Committee
- Explore opportunities to introduce BlindSquare (or similar technology) at municipal properties (accessible GPS-app developed for the blind)
- Addition to the Senior Centre and VON office at the FlightExec Centre

Part IV.2 Customer Service

Progress

- Complete overhaul of the on-boarding accessibility training across the corporation, creating new accessibility module including customer service best practices

- Accessibility Policy (CP-A-3.1) updated in 2017 included following procedures:
  - Created Accessibility Training Procedure (2019
  - Created Accessibility Feedback Procedure (2017)
  - Created Temporary Service Disruption Procedure (2017)
  - Created Service Animals in the Workplace Procedure (2017)
  - Created Support Persons Procedure (2017)
  - Staff position dedicated to Communications on website/social media, etc. (2021)

Goals

- As noted under General Requirements Section, support Treasury/Finance in Transition to a new Human Resources Program Platform with a focus on customer service for all staff to complete in addition to the standard on-boarding accessibility training
- Ensure Temporary Service Disruption Procedure is included in on-boarding training for staff responsible for corporate communications
- Review Accessibility Feedback Procedure and Form to ensure it is in-line with corporate communications strategy moving forward

Timelines

2022-2024

- Review and update customer service related policies and procedures as needed
- Ensure Temporary Service Disruption Procedure is included in on-boarding training for staff responsible for corporate communications

2025-2027

- Continue to review and monitor procedures and policies

Township of Adelaide Metcalfe
Part I – General Requirements

Progress

- The Township established the first Multi-Year Accessibility Plan in conjunction with the County of Middlesex (2016)
- The Township implemented a series of Accessibility Policies and Procedures, including:
  - Accessibility Policy (2017)
  - Accessibility Feedback Procedure (2017)
  - Accessibility Elements, Design of Public Spaces Standards (2017)
  - Accessibility – Request for Accessible Formats (2017)
  - Accessibility – Service Animals (2017)
  - Accessibility – Support Person (2017)
  - Accessibility – Temporary Service Disruption (2017)
  - Accessibility – Training Procedure (2017)
  - Accessibility – Accommodations Policy (2021)
- New Council Accessibility Orientation provided in 2019
- Procurement Policy updated to include Accessible language (2020)
- Employment Recruitment/Job Advertisement template revised to include Accessible language

Goals

- Review all current accessibility policies, procedures, and associated accessibility records to ensure ongoing compliance
- Accessibility Policy review and update to meet in precise detail the requirements under the AODA and IASR while also including barrier-free best practices
- Development of new internal comprehensive employee accessibility training platform which includes record-keeping, reporting, and automated reminders through Township Electronic Document Management Software (Laserfiche)
- Participate in the development of an Accessible Elections Guide for all LMPs for 2022 Municipal Election including information on remote voting as well as in-person voting relating to the accessible built environment and customer service

Timelines

Ongoing

- Review all current accessibility policies, procedures, and associated accessibility records to ensure ongoing compliance

2022-2024

- Participate in the development of an Accessible Elections Guide for all local municipal partners for 2022 Municipal Election including information on remote voting as well as in-person voting relating to the accessible built environment and customer service
- Development of new internal comprehensive employee accessibility training platform which includes record-keeping, reporting, and automated reminders through Township Electronic Document Management Software (Laserfiche)
- Procedure to ensure development applications (Applications for Site Plan Control) are reviewed by Middlesex Accessibility Advisory Committee

Part II – Information and Communications

Progress

- Adelaide Mecalfe website created in 2021 to WCAG 3.0 Level A compliance
- Request for Accessible Formats and Communication Supports Procedure and Accessibility Feedback procedure created in 2017
- Implemented webpage dedicated to Accessibility information including processes for receiving and responding to feedback (2021)
- Utilizing SiteImprove website enhancement platform for scheduled website crawls for accessibility compliance levels across all County websites as well as local municipal partners

Goals

- Review Emergency Response Plan and amendments to ensure accessibility and make available through municipal website
- Continue to evaluate priority documents and make documents accessible through municipal website
- Review the accessible communications through the development of a Communications strategy
- Document training for website content uploaders as well as Council report authors in both the Microsoft Suite and Adobe Pro DC platform
- Further leverage the SiteImprove platform to assist in eventual website redevelopment project utilizing quality assurance tools, SEO, data privacy as well as website analytics

Timelines

Ongoing

- Review Emergency Response Plan and amendments to ensure accessibility
- Continue to evaluate priority documents and make documents accessible through municipal website

2022-2024
- Develop an Accessible Communications Strategy
- Document training for website content uploaders as well as Council report authors in both the Microsoft Suite and Adobe Pro DC platform
- Document training for website content uploaders as well as Council report authors in both the Microsoft Suite and Adobe Pro DC platform

Part III – Employment

Progress
- Implemented new Accommodations Policy to include a process of accommodating during recruitment, selection, orientation, working conditions, career development/advancement and performance management (2021)
- All job postings let the public know that accommodations are available upon request during the recruitment process

Goals
- Review and update Accommodations Policy to reflect industry best practices
- Create Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
- Create Return to Work Process and Return to Work Plan for employees

Timelines
Ongoing
- Continue to monitor potential changes to Employment Standard under the IASR

2022-2024
- Create Emergency Workplace Response for Employees with Disabilities
- Create new Return to Work Process and Return to Work Plan

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress
- Participated in and implemented the Middlesex County Accessible Playground Consultation Document at local level
- Participated in and implemented Middlesex County Recreational Trails Consultation Document at local level
- All acting design guidelines for Middlesex County and LMPs including technical requirements, opportunities for best practices and consultations from members of the public, individuals living with disabilities as well as the MAAC

- Built a new park pavilion in Kerwood, Ontario which includes accessible/barrier-free washrooms and kitchenette facilities (2021)

Goals
- Develop Procedure to ensure development applications (Applications for Site Plan Control) and significant developments are reviewed by the Middlesex Accessibility Advisory Committee in a timely manner
- Continue to monitor funding opportunities for the accessible built environment
- Implement accessible/barrier-free to the built environment of a planned municipal office renovation

Timelines
Ongoing
- Continue to monitor potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program at both the County and Local level

2022-2024
- Develop Procedure to ensure development applications are reviewed by Middlesex Accessibility Advisory Committee in a timely manner
- Implement accessible/barrier-free to the built environment of a planned municipal office renovation

Part IV.2 Customer Service

Progress
- Created Accessibility Feedback Procedure (2017)
- Created Accessibility Training Procedure (2017)
- Created Temporary Service Disruption Procedure (2017)
- Created Service Animals in the Workplace Procedure (2017)
- Created Support Persons Procedure (2017)
- Created Accommodations Policy (2021)

Goals
- Comprehensive Review of above-noted polices to ensure continued compliance

Timelines
2022-2024
- Comprehensive Review of above-noted polices to ensure continued compliance

Township of Lucan Biddulph
Part I – General Requirements

Progress
- 2018 Municipal Election voting continued to be provided online or by telephone voting. This provided all residents the ability to vote at home/office and increased accessibility options for voters
  - As per, The *Municipal Elections Act, 1996* we completed an Accessible Elections Plan
- Completed a new compliant website in 2021
- The Department of Parks & Recreation added new features to the playground structures to provide increased accessibility/transfer stations and sensory activities
- Continued to provide AODA Legislation –Customer Service Training refresher for all staff and training for new hires
- Continued to update Municipal Policies and Procedures in relation to AODA regulations
- Initiated recording of Council and Committee Meetings that are published on Youtube

Goals
- Complete an Accessibility Audit for the business core of Lucan and Granton communities with consultation from urban planners, Municipal and County Staff including the County of Middlesex's Accessibility Coordinator
- Offer the 2022 Municipal Election voting method by internet or telephone
- Complete an Accessible Elections Plan for the election

Timelines
Ongoing
- Develop mobile application for website content
- Consult MAAC on renovation at Lucan Biddulph Community Memorial Centre

2022-2024
- Complete Accessibility Audit for Lucan and Granton
- Finalize installation of new playground at Lucan Biddulph Community Memorial Centre
- Offer Municipal Election voting by internet or telephone (2022)
- Accessible Election Plan (2022)

Part II – Information and Communications

Progress

- Developed a feedback from on the Municipal Website
- Developed a service disruption notice on the Municipal Website
- Continued to offer the ability to provide documents in accessible formats
- Emergency Management Plan includes procedures/plans to support those with accessibility challenges
- Implemented a new website in 2021 conforming with the current Web Content Guidelines

Goals

- Develop a mobile application for the Municipal Website

Timelines

2022-2024

- Develop a mobile application for the Municipal Website (2022-2023)

Part III – Employment

Progress

- Developed a recruitment, assessment and selection process is accessible and barrier-free which included notifying job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request
- Continue to notify successful applicants of our policies for accommodating employees with disabilities
- Developed policy that provides accessible formats and communication supports for employees
- Developed a workplace emergency response information to employees who have a disability
- Provided documented individual accommodation plans for employees with disabilities
- Developed a return to work process for employees who have been absent from work due to a disability

Goals

- Continue to ensure compliance with employment policies in relation to the AODA standards

Timelines

Ongoing

- Continue to ensure compliance with employment policies in relation to the AODA standards

Part IV.1 – Design of Public Spaces
Accessible Built Environment

Progress

- The Department of Parks & Recreation added new features to the playground structures to provide increased accessibility/transfer stations and sensory activities
- Constructed new sidewalk curb ramps during road reconstruction projects
- Installed new traffic light with audible crossing features and new curb ramps

Goals

- The Department of Parks & Recreation will be undergoing a renovation project at the Lucan Biddulph Community Memorial Centre and will be adding new accessible parking, playground features
- Continue to add new sidewalk curb ramps when doing road reconstruction
- Finalize the installation of new playground structures at the Lucan Biddulph Community Memorial Centre

Timelines

2022-2024

- Renovation Project at the Lucan Biddulph Community Memorial Centre (2022-2023)

Part IV.2 Customer Service

Progress

- Developed and implemented policies and procedures to comply with the Customer Service Standards
- Continue to provide training of staff on customer service standards and how to interact and communicate with persons with various types of disabilities

Goals

- Continue to ensure to implement policies and procedures to comply with the Customer Service Standards
- Continue to provide training of staff on customer service standards and how to interact and communicate with persons with various types of disabilities

Village of Newbury
Part I – General Requirements

Progress

- Launched new website in November 2021

Goals

- Review and update Accessibility Plan
- Review and update Accessibility related policies
- Establish training program for staff and Council members

Timelines

2022-2024

- Review and update Accessibility Plan
- Review and update Accessibility related policies
- Improve Accessibility training

Part II – Information and Communications

Progress

- Launched new website in November 2021

Goals

- Maintain website content in accessible format
- Ensure communications are available in alternate formats

Timelines

Ongoing

- Website content review and update

Part III – Employment

Goals

- Develop policies related to accessible employment

Timelines

Ongoing

- Ensure job advertisements acknowledge accommodations

2022-2024

- Policy Development

Part IV.2 Customer Service

Goals

- Review and update current Customer Service Standard policy

Timelines

2022-2024

- Review Newbury Customer Service Standard and update as required

Communication

This plan will be available on Middlesex County's website, located at middlesex.ca

A print copy of this plan is also available by contacting the County's Accessibility Coordinator.

Local Municipal Partner Websites:

Municipality of Middlesex Centre: middlesexcentre.on.ca

Municipality of North Middlesex: northmiddlesex.on.ca

Municipality of Southwest Middlesex: southwestmiddlesex.ca

Municipality of Strathroy-Caradoc: strathroy-caradoc.ca

Municipality of Thames Centre: thamescentre.on.ca

Township of Adelaide Metcalfe: adelaidemetcalfe.on.ca

Township of Lucan Biddulph: lucanbiddulph.on.ca

Village of Newbury: newbury.ca

Feedback

The County of Middlesex is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you!

Do you have any thoughts or feedback on what has been accomplished so far? Please contact us with your questions and ideas: Middlesex Accessibility Feedback Form

Contact Information

Phone: 519-631-1460 x 167

Fax: 519-633-7785

Mail: Sarah Savoie, Accessibility Coordinator
Middlesex County Administration Offices
399 Ridout Street North, London, ON, N6A 2P1

Email: ssavoie@middlesex.ca

This document is available in accessible format and/or with communication supports, upon request.

Appendix A

Accessible Maintenance Procedure

HR Policy 5.01 - Accessibility

Purpose:

To meet the requirements under the Integrated Accessibility Standards Regulation (O.Reg 191/11), Design of Public Spaces Standard (Section 80.44) Maintenance of Accessible Elements.

The County will ensure that any newly constructed or redeveloped elements provided for under the Design of Public Spaces Standard will have procedures for preventative and emergency maintenance of the accessible elements in public spaces.

Scope:

Under the Integrated Accessibility Standards Regulation (O.Reg 191/11) organizations are required to include procedures for preventative and emergency maintenance of the accessible elements in public spaces in their Multi-Year Accessibility Plans. In addition, procedures dealing with temporary disruptions when accessible elements required under this Part are not in working order.

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped, that include:

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking

Application:

Departments that maintain elements listed under Scope:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
  - Annual inspections, or more frequently as per the Minimum Maintenance Standards.
  - After storms or events that might affect accessible elements
  - As part of any reports of vandalism or complaints

- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg 191/11) and the Municipality's corresponding policy:
    o Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.
    o Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.
- Notify the Road Supervisor for the affected Municipality (where applicable)
- Repair as soon as practicable

Appendix B

Temporary Service Disruptions

HR Policy 5.01 –Accessibility

Purpose:

The purpose of this procedure is to establish guidelines for providing notification of temporary disruptions of service to people with disabilities. These notices may be for either planned or unexpected disruptions of service.

Implementation:

Notices for both unexpected and planned service disruptions will be provided in a variety of formats that will take into account a range of disabilities and will outline:

- The reason for the disruption;
- Its anticipated duration;
- A description of alternative facilities or services, if any are available; and,
- Contact information.

Notices for unexpected service disruptions will be posted as soon as possible, using large, clear print and plain language at the physical entrances to the facility and throughout the facility (if required) and in any other location that the County deems is necessary.

Notices for planned service disruptions will be posted using large, clear print and plain language at the physical entrances to the facility, and throughout the facility where necessary. In addition, planned service disruptions that are intended to last more than 48 hours will be posted on the County's website.