



Annual Accessibility Status Report

A SUMMARY OF MIDDLESEX COUNTY'S ACCOMPLISHMENTS TOWARDS INCLUSION IN 2016 - 2017

Objectives and Purpose

This is the second Annual Accessibility Report Status update of Middlesex County's Multi-Year Accessibility Plan. In 2016, Middlesex County released its second Multi-Year Accessibility Plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlined our strategy to prevent and remove barriers to accessibility, which included how we will meet phased-in requirements under the AODA.

This Status Report includes the accessibility initiatives that were completed in 2016 and 2017 to implement the strategy outlined in our Multi-Year Accessibility Plan.

Compliance Reporting

Middlesex County filed its fourth Accessibility Compliance Report in 2017 with the Accessibility Directorate of Ontario under the Ministry of Economic Development Trade and Employment Services.

Middlesex County's Commitment Statement

Middlesex County's statement of commitment establishes the vision and goals for the County to meet the legislated accessibility requirements. The County's statement of commitment is publicly available on the County website.

Middlesex County is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the County will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use or benefit from the County's goods, services, programs and facilities.
- Communicate with people with disabilities in a manner that takes into account the person's disability.

The County will promote accessibility by ensuring that compliance is met for all regulations made under the Accessibility for Ontarians with Disabilities Act, 2005. Timelines for compliance vary. In order to ensure that timelines are met, the County will establish, implement and maintain a multi-year accessibility plan. The plan will outline the County's strategy to prevent and remove barriers to people with disabilities.

Continuous Achievements in Accessibility

- The County focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.
- Middlesex County's Accessibility Policy was updated in 2016, outlining what the County has done to comply with the 2016 Integrated Accessibility Standards Regulations and what our customer and employees can expect as we move forward.
- Middlesex County Joint Accessibility Advisory Committee continues to meet and review accessibility initiatives.
- The County continues to comply with the requirements of the Customer Service Standards including continuing to train staff, volunteers and third parties who interact on behalf of the County on an ongoing basis.
- All library branches continue to provide accessible materials and communication supports upon request. In addition, the library has several accessible materials and resources available including but not limited to: large print books, audio books, Centre for Equitable Library Access (CELA) Library loan access, and accessible computer workstations at the Strathroy, Lucan and Parkhill Library Branches. (Accessible Workstation includes: ZoomText with high-contrast, large print keyboard; Dragon Naturally Speaking and joystick mouse.)
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.

Highlights of 2016 – 2017

- Procedures created to provide staff direction as it relates to Middlesex County's Accessibility Policy
 - Accessibility Training Procedure
 - Accessibility Feedback Procedure
 - Support Person Procedure
 - Request for Accessible Formats and communication Supports Procedure
 - Service Animals in the Workplace Procedure
 - Temporary Service Disruption Procedure
- Accessible Maintenance Procedure attached to Middlesex County's Multi-year Accessibility Plan
- Assisted partner municipalities with their consultation requirements under the Integrated Accessibility Standards Regulation
 - Accessible playground consultation
 - Rest areas on sidewalks consultation
- Filed 2017 Accessibility Compliance Report to the Accessibility Directorate of Ontario
- Secure funding under the Enabling Accessibility Fund in order to purchase assistive technology for the Dorchester Library branch as well as rest areas on walkways in North Middlesex
- Strathroy-Caradoc introduced Text with 911 emergency services for the Deaf and hearing impaired community
- Middlesex Centre completed a significant, accessible, portion of the Ilderton Rail Trail
- On-going training for staff on the Customer Service Standard
- On-going training for staff on creating accessible documents
- Accessibility Coordinator continues to work with local municipalities to ensure compliance with all regulations

Availability of the Plan and Status Report

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through Middlesex County's website: <http://www.middlesex.ca/living-here/accessibility>

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Accessible formats and communication supports available upon request.