



2010

JOINT ACCESSIBILITY PLAN

**County of Middlesex
Township of Adelaide Metcalfe
Township of Lucan Biddulph
Municipality of Middlesex Centre
Municipality of North Middlesex
Municipality of Southwest Middlesex
Municipality of Strathroy-Caradoc
Municipality of Thames Centre**

Approved by Middlesex County Council on August 24, 2010

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Municipal Jurisdiction (S) Participating In This Plan

County of Middlesex

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Township of Lucan Biddulph

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229 Main Street, P.O. Box 9, Parkhill ON N0M 2K0
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Municipality of Southwest Middlesex

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Janneke Newitt, Administrator - Clerk
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Municipality of Strathroy-Caradoc

52 Frank Street, Strathroy, ON N7G 2R4
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Municipality of Thames Centre

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Time Frame

The time frame covered by this accessibility plan is January 1, 2010 to December 31, 2010.

Population

73, 341 - (including the Village of Newbury)

Municipal Partner Description

The County of Middlesex is an upper tier municipality located in Southwestern Ontario, adjacent to the City of London. The municipality consists of seven local municipalities of which all but one (Village of Newbury) have agreed to the development of a joint accessibility plan.

Each municipality participating in the plan delivers a set of core services which it delivers based on the policies and by-laws of their respective municipal councils. The goal of joint plan is to promote consistent practice where it makes sense, and to retain local autonomy in areas where there is no consensus at that time. Part of each year's planning process will identify areas of common and divergent interests based on the decisions of each municipal partner.

The distribution of municipal services between the upper tier and local municipalities are outlined below:

Table A: Core Services

County of Middlesex	Adelaide-Metcalfe, Lucan-Biddulph, Middlesex Centre, North Middlesex, Southwest Middlesex, Strathroy-Caradoc and Thames Centre
Transportation (County Roads) Library & Information Services Social Services Planning & Economic Development (shared) Home for the Aged Emergency Management	Transportation (Local Roads) Culture, Parks Recreation & Heritage Treasury & Taxation Services Planning & Economic Development (shared) Building and Property Standards Weed & Animal Control Drainage and Flood Control Fire & Emergency Services Wastewater Collection Water Treatment Sewage Collection & Treatment Police Services (Strathroy-Caradoc only) Parking Solid Waste Management Provincial Offences Private Sewage Disposal Emergency Management Stormwater Management

Municipally-funded services under contract with third parties include:

Table B: Contracted Municipal Core Services

Contracted Service	Contractor
Police Services	Ontario Provincial Police Services Lucan Biddulph, Middlesex Centre, Southwest and North Middlesex have a contract different then Thames Centre and Adelaide Metcalfe
Social Housing	City of London
Provincial Offences Administration	City of London
Public Health	Middlesex-London Health Unit
Land Ambulance	Thames EMS
Waste Management	Contact Municipality for Details
Water Production and Distribution	Contact Municipality for Details

Consultation Activities

Middlesex Accessibility Advisory Committee

The Middlesex Accessibility Advisory Committee was consulted in the preparation of this Joint Accessibility Plan.

Duties of the County of Middlesex Accessibility Advisory Committee are:

- a) Work with County staff in the preparation of the County's Accessibility Plan in consultation with local municipalities for consideration by County Council.
- b) Advise Council on major accessibility issues related to the significant renovation, operation, purchase or lease of buildings or structures or parts of buildings or structures used as County and local municipal buildings with special attention to those that the public are encouraged to utilize through the review of site plans and drawings as described in Section 41 of the Planning Act.
- c) Identify any potential funding that could be available to assist with the removal of barriers for persons with disabilities.
- d) Research and report on specific matters referred to it by County Council.
- e) Perform other functions that are specified in the Regulations of the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act.
- f) Review site plans forwarded to the Committee by local municipalities

Accessibility Working Group

Working Group Member	Municipality/ Agency	Department Represented	Contact Telephone & email
Kathy Bunting	Middlesex County	All	(519) 434-7321 ext. 2250 kbunting@county.middlesex.on.ca
Stephanie Troyer-Boyd	Middlesex Centre	All	(519) 666-0190 ext. 225 boyds@middlesexcentre.on.ca
Angela Toth	Strathroy-Caradoc	All	(519) 245-1070 atoth@strathroy-caradoc.ca
Shirley Scott	North Middlesex	All	(519) 294-6244 shirley.scott@northwestmiddlesex.on.ca
Janneke Newitt	Southwest Middlesex	All	(519) 287-2015 JNewitt@southwestmiddlesex.ca
Fran Urbshott	Adelaide-Metcalf	All	(519) 247-3687 fran@adelaidemetcalf.on.ca
Margaret Lewis	Thames Centre	All	(519) 268-7334 ext. 222 mlewis@thamescentre.on.ca
Ron Reymer	Lucan-Biddulph	All	(519) 227-4491 rreymer@lucanbiddulph.on.ca

2009 Measures & Programs

Middlesex County Accomplishments – 2009

Accessible Information

The County's IT department is committed to improving the County's web page and in particular to make it easier for persons with disabilities to access the web page.

The booklet MISSED BU\$INESS? – How to attract more customers by providing better access to your business, published by the Toronto Association of Business Improvement Areas is an excellent resource. Copies of this booklet are available at all local municipal offices and public libraries in Middlesex County and posted on the County's web site.

Review of Site Plans

The Committee is active in reviewing site plans for County and local municipal buildings as submitted by the lower tier municipalities and providing advice on improving accessibility.

Accessibility at County Offices

Accessibility audits of County owned facilities have been completed in the past. Improvements related to accessibility are on going. The refurbishment of Middlesex County Administration Building second floor has been completed allowing the council chambers to be accessible for speakers.

Accessible Customer Service – Ontarians with Disabilities Act, 2005

A policy and procedure the Accessible Customer Services has been approved and implemented. All staff have received training.

Adelaide-Metcalf Accomplishments - 2009

Improvements were made to the newsletter and municipal website for the visually impaired.

Lucan-Biddulph Accomplishments - 2009

Lucan Biddulph installed new handicap accessible sidewalks as part of the Albert Street reconstruction project and on Chestnut Street, Saintsbury Line and Stanley Street.

Middlesex Centre Accomplishments – 2009

Middlesex Centre has installed automatic door openings at the Delaware Community Centre, along with improvements to the parking area for accessibility.

An accessible washroom facility was installed in Komoka Park.

The municipality has updated the Site Plan review process to include the provision of barrier free features. Subdividers are now required to provide barrier free sidewalks. Building permits for commercial, industrial, institutional and multi-residential buildings continue to be reviewed to ensure barrier free compliance with the Ontario Building Code.

Construction of the Wellness and Recreation Centre in Komoka has begun and it has been designed to ensure accessibility.

The municipality is ensuring fines are issued to those who are violating the handicap parking restrictions

North Middlesex Accomplishments - 2009

The former Satellite Office in Ailsa Craig was reconstructed for a Medical Building, with renovations geared to proper accessibility.

Sidewalk construction done yearly is done with accessibility in mind, taking into account width and contoured to enable easier access onto and off of the sidewalks.

Safety tape placed on steps into the Main Office to aid the visually impaired to better see the end of the step.

The new Satellite Office was renovated with new customer service counter being installed for better access to wheelchair usage.

Accessibility was a big part of the Arena Construction, with wider doors being installed; doors being provided with push button openers; and elevator installed.

Southwest Middlesex Accomplishments – 2009

Automatic entry doors installed at Glencoe Memorial Arena

Handicap parking provisions at the Memorial Arena were re-evaluated with more being installed and with better marking paint & signage

On-going by-law enforcement of designated handicap parking area

Annual re-painting of all handicap parking spots in the Municipality

Preparation of policies and procedures and implementation of staff training with respect to customer service accessibility legislation

Secured funding for the addition to the Ekfrid Community Centre to provide a barrier-free entrance and washrooms in the facility

On-going repair/replacement of sidewalks for improved accessibility

Secured funding for renovation to the aquatic facility pool house, the design of which is to include accessibility features

Strathroy-Caradoc Accomplishments - 2009

Municipal Staff implemented provincial regulations for Accessible Customer Service. Policy was developed and all staff received training.

Accessibility beyond the requirements of the Ontario Building Code was considered when reviewing plans for the renovations of the West Middlesex Memorial Center.

Illegal parking in handicapped parking areas was enforced and new handicapped spaces were designated.

New Playground equipment was installed at two Strathroy park locations. These new installations include accessibility features.

Thames Centre Accomplishments - 2009

Washroom renovations were completed in the Dorchester Community Centre, including handicapped stalls, lowered accessible wash basins and tilted mirrors.

The Municipality implemented Professional Development (PD) Days (staff training). The training for Accessible Customer Service Standards was completed in the fall for all staff as part of the PD day.

Part-time staff, volunteers and contractors directly involved in Thames Centre programs and businesses participated in Accessible Customer Service workshops that were held in the community.

On-going Accessible Customer Service Standards training is being conducted for new staff, volunteers and contractors.

A new municipal website was introduced in 2009. Thames Centre staff continues to review the municipal website with the intent to identify ways that the site may be enhanced for those with visual and hearing impairments.

Review of the role of the MAAC related to providing advice on local site plans and drawings is ongoing.

Inclusion of accessibility issues in the Community Services Governance Study was conducted by the Municipality for recreation facilities and programs, leisure and cultural activities and programs, and other services related to volunteer organizations and groups.

The Municipality will participate in seminars and joint measures being undertaken by the Middlesex Accessibility Advisory Committee.

Federal and Provincial funding sources were awarded to Thames Centre for a new Recreation Facility. Plans were forwarded to the Middlesex Accessibility Advisory Committee for review and recommendations for improved accessible functionality. The facility is currently under construction and will be fully accessible, with plans in place to provide fully accessible seating and viewing area, brail signage, highlighted traffic flow flooring for visual impairments and hearing devices for hearing impairments.

Thames Centre adopted a Personal Attendant for Leisure (P.A.L.) card that allows all personal attendants free admittance for Thames Centre programs and events.

2010 Measures and Programs

Middlesex County – Goals for 2010 – including joint programs

Site Plan Review – on going. (joint)

Web page Improvement – The County's IT staff will provide assistance to lower tier municipalities in improving the accessibility of web pages. (joint)

Municipal staff will participate, when possible, in education programs or training workshops.

Adelaide-Metcalf – Goals for 2010

The municipality will continue to improve the Municipal website and the newsletter for the visually impaired (on going)

The municipality will participate in seminars & joint measures being undertaken by the Accessibility Advisory Committee. (on going)

The municipality built a new fire hall which is completely wheelchair accessible including automatic doors.

The municipality will continue staff training with respect to Customer Service in accordance with legislation.

Lucan-Biddulph – Goals for 2010

A handicapp accessible splashpad will be constructed in the Elm Street Optimist Park.

New Public Works Building and Office architectural drawings are being drafted for physical construction in 2011 and 2012 pending approval of the new incoming municipal Council.

Grant application was submitted under HRSDC for Accessibility Improvements to Office sidewalk, power door operator, front counter improvements, etc., have been put on hold as the HRSDC grant for the renovations was not approved.

Middlesex Centre – Goals for 2010

Ensuring an accessible 2010 election process.

The municipal website will be reviewed and it is hoped that enhancements for those with visual impairments (text sizes) can be introduced.

The construction of the Wellness and Recreation Centre will be ongoing and this facility has been designed to ensure accessibility.

Continued staff training with respect to Customer Service in accordance with legislation.

North Middlesex – Goals for 2010

Continue to consider accessibility during any urban road paving or sidewalk construction.

Site Plans to be considered will be forwarded to the Middlesex County Accessibility Committee for review and approval.

Continue to keep accessibility in mind while upgrading playground equipment in our parks.

Southwest Middlesex – Goals for 2010

Completion of the renovation to the Ekfrid Community Centre

Completion of the renovation to the aquatic facility pool house

Formulation of barrier-free voting provisions for the 2010 municipal election

Initiate discussions with Middlesex County on how the web site may be further improved to enhance accessibility

Incorporate a visual accessibility evaluation of information provided to the public in paper format as part of the over-all appraisal of those documents before they are distributed

Strathroy-Caradoc – Goals for 2010

The West Middlesex Memorial Center will be renovated, accessibility will be enhanced and an elevator will be installed.

Staff will continue to participate in seminars and workshops

Accessibility beyond the requirements of the Ontario Building Code will be considered in all commercial, industrial and institutional development in Strathroy-Caradoc in consultation with the MAAC.

Illegal parking in handicapped parking areas will continue to be monitored and enforced by our Police Service and Municipal By-law Enforcement Officer.

Thames Centre – Goals for 2010

Accessible Customer Service Standards training will continue for all staff, volunteers and contractors to better serve and identify people with all forms of special needs.

The municipality will participate in seminars and joint measures being undertaken by the Middlesex Accessibility Advisory Committee.

A new website was introduced in 2009. The Thames Centre staff will continue to review the municipal website with the intent to identify ways that the site may be enhanced for those with visual and hearing impairments.

Inclusion of accessibility issues in the Community Services Governance Study will be implemented in 2010 by the Municipality for recreation facilities and programs, leisure and cultural activities and programs, and other services related to volunteer organizations and groups.

The Thames Centre staff will continue to seek ways to improve accessibility issues and implement measures to ensure quality inclusion for the recreation facility.