



**2012**

# **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 October 23, 2012**

**TABLE OF CONTENTS**

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Municipal Jurisdiction (S) Participating In This Plan .....3

Time Frame.....4

Population.....4

Middlesex Accessibility Advisory Committee .....6

Accessibiilty Working Group .....7

2011 Measures & Programs - Accomplishments.....8

2012 Measures & Programs - Goals.....11

## **Municipal Jurisdiction (S) Participating In This Plan**

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### **County of Middlesex**

399 Ridout Street North, London ON N6A 2P1  
Bill Rayburn, CAO Kathy Bunting, County Clerk  
Telephone: (519) 434-7321 ext. 2250 Fax: (519) 434-0638

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### **Township of Adelaide Metcalfe**

2340 Egremont Drive, R.R.# 5, Strathroy ON N7G 3H6  
Fran Urbshott, Administrator – Clerk - Treasurer  
Telephone: (519) 247-3687 Fax: (519) 247-3411

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### **Township of Lucan Biddulph**

33351 Richmond Street, P.O. Box 190, Lucan, ON N0M 2J0  
Ron Reymer, CAO Lisa deBoer, Clerk  
Telephone: (519) 227-4491 Fax: (519) 227-4998

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### **Municipality of Middlesex Centre**

10227 Ilderton Road, R.R. #2, Ilderton ON N0M 2A0  
Michelle Smibert, CAO Stephanie Troyer-Boyd, Clerk  
Telephone: (519) 666-0190 x232 Fax: (519) 666-0271

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### **Municipality of North Middlesex**

229 Main Street, P.O. Box 9, Parkhill ON N0M 2K0  
Jackie Tiedeman, Clerk  
Telephone: (519) 294-6244 Fax: (519) 294-0573

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### **Municipality of Southwest Middlesex**

153 McKellar Street, P.O. Box 218, Glencoe ON N0L 1M0  
Janneke Newitt, Administrator - Clerk  
Telephone: (519) 287-2015 Fax: (519) 287-2359

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### **Municipality of Strathroy-Caradoc**

52 Frank Street, Strathroy, ON N7G 2R4  
Ralph Coe, C.A.O. Angela Toth, Director of Corporate Services/Clerk  
Telephone: (519) 245-1070 Fax: (519) 245-6353

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### **Municipality of Thames Centre**

4305 Hamilton Road, Dorchester N0L 1G3  
Margaret Lewis, Clerk Liz Murray, Recreation and Facilities Manager  
Telephone: (519) 268-7334 Fax: (519) 268-3928

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## **Time Frame**

The time frame covered by this accessibility plan is January 1, 2012 to December 31, 2012.

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## **Population**

73, 341 - (including the Village of Newbury)

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## **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 eight 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 than Thames Centre and Adelaide Metcalfe
Social Housing	City of London
Provincial Offences Administration	City of London
Public Health	Middlesex-London Health Unit
Land Ambulance	Middlesex-London 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

Advertisements were placed in local newspapers requesting applications to the Middlesex Accessibility Advisory Committee. Middlesex County Council appointed the following four citizen appointments for the period December 2010 to December 2014.

### **Middlesex Accessibility Advisory Committee**

Name	Contact Information
Albert Bannister *	<a href="mailto:albertbann@sympatico.ca">albertbann@sympatico.ca</a>
Patrick Coles *	<a href="mailto:patcoles@sympatico.ca">patcoles@sympatico.ca</a>
Rein Minnema *	<a href="mailto:Rein_minnima@yahoo.ca">Rein_minnima@yahoo.ca</a>
Lee Reaume *	<a href="mailto:reaume@xplornet.ca">reaume@xplornet.ca</a>
Warden Jim Maudsley	<a href="mailto:warden@middlesex.ca">warden@middlesex.ca</a> or <a href="mailto:mayor@thamescentre.on.ca">mayor@thamescentre.on.ca</a>
Paul Hodgins	<a href="mailto:phodgins@lucanbiddulph.on.ca">phodgins@lucanbiddulph.on.ca</a>

\* citizens appointments

The County Clerk provides administrative support, including the preparation of reports, distribution of agendas and the general administrative co-ordination of the meetings.

## Accessibility Working Group

<b>Working Group Member</b>	<b>Municipality/ Agency</b>	<b>Department Represented</b>	<b>Contact Telephone &amp; email</b>
<b>Kathy Bunting</b>	Middlesex County	All	(519) 434-7321 ext. 2250 <a href="mailto:kbunting@middlesex.ca">kbunting@middlesex.ca</a>
<b>Julie DeVries</b>	Middlesex County	Library	(519) 434-7321 ext. 2338 <a href="mailto:jdevries@middlesex.ca">jdevries@middlesex.ca</a>
<b>Stephanie Troyer-Boyd</b>	Middlesex Centre	All	(519) 666-0190 ext. 225 <a href="mailto:boyds@middlesexcentre.on.ca">boyds@middlesexcentre.on.ca</a>
<b>Angela Toth</b>	Strathroy-Caradoc	All	(519) 245-1070 <a href="mailto:atoth@strathroy-caradoc.ca">atoth@strathroy-caradoc.ca</a>
<b>Jackie Tiedeman</b>	North Middlesex	All	(519) 294-6244 <a href="mailto:jackiet@northmiddlesex.on.ca">jackiet@northmiddlesex.on.ca</a>
<b>Janneke Newitt</b>	Southwest Middlesex	All	(519) 287-2015 <a href="mailto:JNewitt@southwestmiddlesex.ca">JNewitt@southwestmiddlesex.ca</a>
<b>Fran Urbshott</b>	Adelaide-Metcalf	All	(519) 247-3687 <a href="mailto:fran@adelaidemetcalf.on.ca">fran@adelaidemetcalf.on.ca</a>
<b>Margaret Lewis Or Liz Murray</b>	Thames Centre	All	(519) 268-7334 ext. 232 <a href="mailto:MLewis@thamescentre.on.ca">MLewis@thamescentre.on.ca</a> <a href="mailto:lizmurray@thamescentre.on.ca">lizmurray@thamescentre.on.ca</a>
<b>Lisa deBoer</b>	Lucan-Biddulph	All	(519) 227-4491 <a href="mailto:ldeboer@lucanbiddulph.on.ca">ldeboer@lucanbiddulph.on.ca</a>

## **2011 Measures & Programs**

### ***Middlesex County Accomplishments – 2011***

#### *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 website meets all AODA accessibility requirements.

#### *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 ongoing.

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 – 2011***

The training for Accessible Customer Service Standards has been completed and all new staff are trained.

Participation in seminars & joint measures undertaken by the Accessibility Advisory Committee (ongoing).

### ***Lucan-Biddulph Accomplishments – 2011***

The construction of a new accessible front entrance at the Lucan Community Memorial Centre with sliding doors was completed.

Renovations to the Lucan Scout Hall included new accessible washrooms and push button front door entrance was completed.

Staff will continue attend accessibility sessions at upcoming conferences and work on the new standards being released for 2013 as well as continue accessibility training.



### ***Middlesex Centre Accomplishments – 2011***

Ongoing repair/replacement of sidewalks for improved accessibility.

Ensured programs and activities at Wellness and Recreation Complex are accessible.

By-Law Enforcement staff actively enforced parking violations in designated handicap parking spaces.

### ***North Middlesex Accomplishments – 2011***

Documents are being prepared in “Arial” font, with a minimum Font size of “12” and only using black print on white background.

A review of the municipal website and ongoing enhancements for proper accessibility was undertaken.

There was enhancement to entrance doors as well as ramp access to the Main Municipal Office.

Ongoing replacement of sidewalks with urban areas of North Middlesex.

### ***Southwest Middlesex Accomplishments – 2011***

The Municipality upgraded the Ekfrid Community Centre parking lot to include handicap parking spots.

The Municipality repainted handicap parking spots at several other municipal facilities for greater visibility.

Staff have taken Training on requirements for implementation of the Integrated Standard Regulation.

The Municipality adopted a long-term sidewalk maintenance plan.

## ***Strathroy-Caradoc Accomplishments – 2011***

34 Frank Street Facility Renovations: Renovations to Strathroy Public Library and Museum Strathroy-Caradoc to integrate new social service offerings. Renovations include upgrades to user amenities with building code requirements related to accessibility implemented in all aspects of renovation (including new wheelchair accessible washrooms, service counter, automatic doors, accessible heights for light switches, handles and work surfaces, new concrete sidewalks at entrance and parking lot, convenient wheelchair parking, etc.). Completion: May 2012

Strathroy Cenotaph: Replacement of sidewalk at Strathroy cenotaph with widened concrete walkway (5' in width to accommodate veterans with mobility issues), level to street sidewalk to eliminate uneven surfaces. Completion: May 2012

Municipal Website: Development of new municipal website based on AODA standards and compliance with Provincial regulations related to Accessibility and Customer Service standards. Accessible features include font selection (colour, size, style), the implementation of Writing for the Web guidelines for AODA compliance for all website content, descriptions for all content (images, tables, headings, links, etc.) to describe the site to visitors using assistive devices such as BrowseAloud, optional Google Translate feature to make website content available in French, Portuguese and Dutch (based on Stats Canada demographic data for residents of Strathroy-Caradoc).

## ***Thames Centre Accomplishments – 2011***

Ongoing Accessible Customer Service training was provided.

Thames Centre staff continued to review the municipal website with the intent of identifying ways the site may be enhanced for those with visual and hearing impairments.

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

Renovations were completed to the existing facility of the newly expanded Thames Centre Recreation Complex-Dorchester. Construction included a LULA Elevator (Limited Use Limited Application), accessible dressing rooms complete with washrooms and a new accessible viewing area extending out into the spectator stands on the second level.

The parking lot at the Thames Centre Recreation Complex – Thorndale was repaved and included marked accessible parking and a van drop off area.

## **2012 Measures and Programs**

### ***Middlesex County – Goals for 2012 – including joint programs***

*Site Plan Review* – on going. (joint)

*Web page Improvement* – The County's web page has been updated and County IT staff can 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. Accessible Customer Service Policy and Procedure has been approved and implemented. All staff received training and all newly hired staff are required to take training also.

### ***Adelaide-Metcalf – Goals for 2012***

The municipality will continue to improve the Municipal website and the newsletter (ongoing).

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

The municipality will continue staff training in accordance with legislation. (ongoing)

### ***Lucan-Biddulph – Goals for 2012***

Lucan Biddulph began construction of a new public works facility that has accessible washrooms and entrance.

The Community Economic Development website will be redesigned to meet the new web design accessibility standards.

Lucan Biddulph has applied for a grant to make back entrance of community centre accessible via automated doors.

### ***Middlesex Centre – Goals for 2012***

Middlesex Centre is planning a revision of our website later this year and it is hoped that enhancements for those with visual impairments (text sizes) can be introduced.

Middlesex Centre will continue with ongoing monitoring and increased enforcement of designated handicap parking spaces.

Middlesex Centre plans on making front counter improvements to ensure accessibility – planning work will be undertaken on this project in 2012.

Middlesex Centre will ensure that employees who have a disability will have an individualized emergency response plan for use in an emergency.

Middlesex Centre will be prepared to provide accessible formats of public emergency information.

### ***North Middlesex – Goals for 2012***

The Municipality will continue with plans for constructing and/or renovation of the Library and Municipal Offices to comply with accessibility regulations

The Municipality will continue with the sidewalk program to ensure municipal sidewalks are level and have proper slope with access from roads onto sidewalks

### ***Southwest Middlesex – Goals for 2012***

The Municipality will continue with the program of installing automatic door openers at municipal facilities.

The Municipality will continue modifications to new Utility Department garage entrance to ensure greater accessibility.

The Municipality will add one or two (if space permits) handicap parking spots at municipal office.

## **Strathroy-Caradoc – Goals for 2012**

Revision of all online municipal documents into accessible PDF formats.

Development of a New Official Plan for Strathroy-Caradoc which will incorporate policies related to accessibility. (there are currently no policies in the official plan which relate to accessibility) It is proposed that similar wording to the following would be incorporated in the new Official Plan:

*A key component of a liveable community is universal physical access. Universal physical access to publicly accessible spaces and building will be ensured by:*

- *Creating a connected network of streets, parks and open spaces that are universally accessible, including sidewalks with unobstructed pathways and curb cuts at corners on all streets; and*
- *Requiring that plans for all new buildings, additions and developments meet the requirements of the Province and any additional accessibility standards or policies developed by the Municipality.*

## **Thames Centre – Goals for 2012**

The municipality will continue to provide ongoing Accessibility Standards for Customer Service training for all staff, volunteers and contractors to better serve and identify people with all forms of special needs. The new Integrated Standards as required for 2012 will be implemented (ie. Emergency Preparedness/Workplace Emergency Response).

The municipality will participate in seminars and joint measures being undertaken by the Middlesex Accessibility Advisory Committee. Thames Centre staff will continue to submit local site plans and drawings to the Middlesex Accessibility Advisory Committee in relation to providing advice.

Thames Centre staff will continue to review the municipal website with the intent of identifying ways the site may be enhanced for those with visual and hearing impairments.

The Thames Centre Recreation Complex – Thorndale will be fully accessible in 2012 (including accessible washrooms and painting to enhance the facility for the visually impaired).

The washrooms in the Mezzanine of the Thames Centre Recreation Complex – Dorchester will be fully accessible and will include painting to enhance the facility for the visually impaired).

All new Trail construction will meet the standards required under the Accessibility for Ontarians with Disabilities Act. All new sidewalks will be installed to meet the new built standards under the Accessibility for Ontarians with Disabilities Act.