



2009

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 27, 2009

TABLE OF CONTENTS

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

Time Frame..... 4

Population..... 4

Middlesex Accessibility Advisory Committee..... 5

Accessibiilty Working Group 6

2008 Measures & Programs - Accomplishments 6

2009 Measures & Programs - Goals 9

Municipal Jurisdiction (S) Participating In This Plan

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

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

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

Municipality of Middlesex Centre

10227 Ilderton Road, R.R. #2, Ilderton ON N0M 2A0
Cathy Saunders, CAO/ Clerk
Telephone: (519) 666-0190 x232 Fax: (519) 666-0271

Municipality of North Middlesex

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

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

Municipality of Strathroy-Caradoc

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

Municipality of Thames Centre

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

Time Frame

The time frame covered by this accessibility plan is January 1, 2009 to December 31, 2009.

Population

69,024 - 2006 Census (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 and Strathroy-Caradoc 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. As part of their review of the first and subsequent plans, the Committee identified the following priorities:

- Conducting accessibility audits on municipal facilities
- Increase awareness activities through public education
- Develop a site plan review process that targets input on selected site plans of interest to the Accessibility Committee
- Create an Accessibility page on the County web site, including a Life Event Bundle for families faced with accessibility needs for disabled and elderly family members
- Encourage new minimum standards for public washrooms in public and private facilities
- Encourage local municipalities and private landowners to adopt and active enforcement program for parking by-laws
- Encourage the creation of minimum standards for handicapped parking spots, particularly in public and privately owned facilities which are regularly used, eg. medical facilities

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
Cathy Saunders	Middlesex Centre	All	(519) 666-0190 saunders@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 furbshott@bellnet.ca
Margaret Lewis	Thames Centre	All	(519) 268-7334 ext. 232 mlewis@thamescentre.on.ca MLewis@thamescentre.on.ca
Ron Reymer	Lucan-Biddulph	All	(519) 227-4491 rreymer@lucanbiddulph.on.ca

2008 Measures & Programs

Middlesex County Accomplishments – 2008

Strathmere Lodge, Home for the Aged

The development of the new Strathmere Lodge incorporated features to accommodate elderly and disabled individuals.

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.

In addition the County's on line business directory is in the process of being amended by including accessibility related questions. It is the intention that businesses that have made accommodations for persons with disabilities will have such accommodations noted in the business directory. As an example, a person with a disability, or a member of their family, will know that a restaurant has a wheel chair accessible ramp, and by checking the business directory they can know that information in advance.

Accessibility = good business

By educating the public, and in particular the inclusion of accessibility questions on the County's business directory, the Middlesex Accessibility Advisory Committee is promoting the idea that if your business is accessible to persons with disabilities you will be expanding the potential for your business, and not limiting it.

The booklet MISSED BUSINESS? – 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.

Review of Site Plans

The Committee is active in reviewing site plans as submitted by the lower tier municipalities, and providing advice on improving accessibility. The Committee is sensitive that it in no way wants to impede the planning process.

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.

Adelaide-Metcalf Accomplishments - 2008

Improvements were made to the newsletter for the visually impaired.

Lucan-Biddulph Accomplishments - 2008

The plan to install an automatic door opener on the municipal building has been put on hold pending the construction of an addition/renovation to the Municipal building in 2009 to 2010.

Lucan Biddulph installed new handicap accessible sidewalks as part of the Albert Street reconstruction project. There were previously no curbs or sidewalks in this area.

Middlesex Centre Accomplishments - 2008

Middlesex Centre has installed automatic door openings at the Coldstream Community Centre in Coldstream and at the Ilderton Arena and provides barrier free access to both the Ilderton Arena and Curling Club.

The municipality has prepared a new Site Plan Manual for the Municipality that will include provisions for barrier free buildings for the public.

North Middlesex Accomplishments - 2008

West Park Construction – contoured streets and curbs to enable easier accessibility

Distributed Accessibility Pamphlets to businesses when possible in an effort to encourage meeting 2010 deadlines for improvements

Forwarded plans to Middlesex Accessibility Committee to review and approvals

Replaced playground equipment at Coronation Park and contributed to cost of playground equipment at a local school

Southwest Middlesex Accomplishments – 2008

The ad-hoc committee formed to provide a recommendation to Council on improved accessibility to the Ekfrid Community Centre reported in 2008, recommending an addition that will include a larger, barrier-free foyer and barrier-free washrooms. The report was approved in principle and staff instructed to prepare a financial plan and time line for the project.

Main floor washrooms at the municipal arena were retrofitted to remove barriers.

On-going improvements to the municipal web site.

New, accessible sidewalk installed as part of the Mill Street reconstruction project.

Strathroy-Caradoc Accomplishments - 2008

A new customer service counter was installed in order to facilitate accessibility to the public.

Handicapped access directional signage was installed at the Town Hall.

Accessibility was considered in all commercial, industrial and institutional development in Strathroy-Caradoc and recommendations from the Middlesex Accessibility Advisory Committee were considered.

Municipal staff participated in training programs and workshops.

Automatic doors were installed at the Mt. Brydges Library.

Thames Centre Accomplishments - 2008

The inclusion of accessibility issues in the Community Services Master Plan Study being 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 Community Services Master Plan Study was adopted by municipal council in November 2007.

An accessibility audit of Municipal buildings has been completed.

Staff participated in seminars and workshops.

Continuing to review the municipal website with the intent to identify ways the site may be enhanced for those with visual and hearing impairments.

Review of the provincial regulations for accessibility for customer service to achieve compliance by 2010.

An application has been made to both Federal and Provincial funding sources to receive available grant money for new recreational facilities. If awarded, the new facilities will be fully accessible.

2009 Measures and Programs

Middlesex County – Goals for 2009 – 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)

Business Directory – the County's online business directory has been amended to include accessibility related questions. As business listings are added and/or updated, the questionnaire will include accessibility questions that will be reflected on the County's interactive data base available to the public (County)

Facility Improvements – on going (County) The refurbishment of the remainder of the Middlesex County Administration Building is proceeding.

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

Review of the Provincial regulations for Accessible Customer Service to achieve compliance in 2010

Adelaide-Metcalf – Goals for 2009

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)

Lucan-Biddulph – Goals for 2009

The plan to install an automatic door opener on the municipal building has been put on hold pending the construction of an addition/renovation to the Municipal building in 2009 or 2010.

Lucan Biddulph continues to install new handicap accessible sidewalks as part of the Albert Street reconstruction project. There were previously no curbs or sidewalks in this area.

Grant application was submitted under HRSDC for Accessibility Improvements to Office sidewalk, power door operator, front counter improvements, etc.

Middlesex Centre – Goals for 2009

Automatic door openings were installed at the Delaware Community Centre, along with improvements to the parking area for accessibility.

Reconstruction of an accessible washroom facility at Komoka Park.

Renovations to the Delaware Library to provide accessibility.

The Site Plan review process continues 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.

Preparation of Policies and Procedures and implementation of staff training with respect to Customer Service in accordance with legislation.

Commencement of the construction of the Wellness and Recreation Centre in Komoka that will be designed to ensure accessibility.

By-law Enforcement will be issuing tickets for those violating the handicap parking restrictions

North Middlesex – Goals for 2009

Study and provide information and input to the setup of the moved Satellite Office

Apply contrasting tape on the Main Office steps to aid site impaired.

Upgrade and addition to the arena and community centre area with accessibility in mind (install elevator, widen doors, improve washrooms, contour grounds for accessibility)

Continual work on accessibility plan

Bold print on printed notices

Southwest Middlesex – Goals for 2009

Anticipate construction of the addition to the Ekfrid Community Centre (barrier-free entrance and washrooms) to be completed by December 31, 2009.

Installation of sliding entrance doors and automatic interior doors at the municipal arena (subject to grant funding being approved).

Investigation of optional, barrier-free voting methods for the 2010 election.

Staff participation in education and training seminars on accessibility.

Implementation of the customer service regulations under the *Accessibility for Ontarians with Disabilities Act*.

On-going repair/replacement of sidewalks will include accessibility provisions.

Discussions with developers on the merits of constructing barrier-free housing (no outside steps, etc.).

Inventory and analysis of existing handicap parking opportunities in the urban centres.

On-going enforcement of illegal parking in designated handicap areas.

Strathroy-Caradoc – Goals for 2009

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 enforced.

Implementation of Provincial regulations for Accessible Customer Service. Policy will be development and staff will receive training prior to the end of this year.

Accessibility beyond the requirements of Ontario Building Code will be considered when renovating the West Middlesex Memorial Center this year, the MAAC will also be consulted.

Thames Centre – Goals for 2009

Installation of a power operated door for the auditorium doors at the Community Centre.

Staff participation in seminars and workshops.

New website will be introduced in 2009, Thames Centre hopes to include enhancements for those with visual and hearing impairments.

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

Conduct training for Thames Centre customer service and all staff to better serve and identify people with all forms of special needs.

Inclusion of accessibility issues in the Community Services Master Plan Study being 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.

Renovations completed on the washroom in Dorchester Community Centre, including handicapped stalls, lowered accessible wash basins and tilted mirrors.