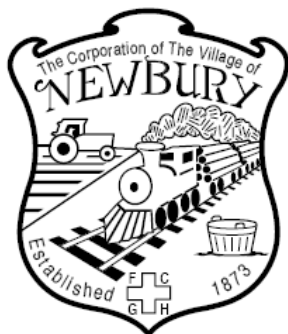
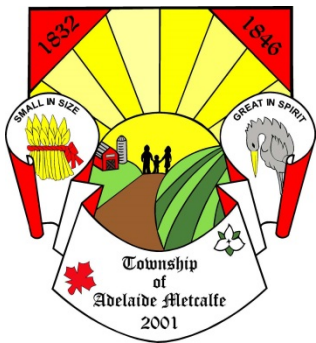




County of Middlesex Joint Accessibility Plan 2013 – 2015



Introduction

Accessibility for Ontarians with Disabilities Act

In June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) was enacted into law. The AODA is more comprehensive and prescriptive than the Ontarians with Disabilities Act from 2001 and applies to the public sector, as well as private and non-profit organizations. The AODA requires the development of accessibility standards, compliance deadlines, and administrative penalties for non-compliance.

The fundamental purpose of the AODA is to ensure that Ontario is accessible by 2025. Ontario is the first and only Canadian jurisdiction to regulate accessibility standards.

Standards Development Committees were established in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Each standard has established implementation targets and compliance requirements for obligated organizations.

The AODA requires accessibility of goods, services, facilities, accommodation, employment as well as information and communications.

Implementation Strategy

Middlesex County supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The County is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all County initiatives, business practices, boards, committees departments and divisions. The County and all participating municipalities are committed to fulfilling the requirements.

Participating Municipalities

This multi-year accessibility plan is prepared jointly between the County of Middlesex and participating municipalities. The participating municipalities include:

- 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
- Village of Newbury

Statement of Commitment

Middlesex County and the participating municipalities are committed to eliminating barriers and improving accessibility for people with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

Middlesex County recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. Middlesex County is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Middlesex Accessibility Advisory Committee

The AODA requires municipalities to establish an Accessibility Advisory Committee, where the population exceeds 10,000.

The Middlesex Accessibility Advisory Committee is a public committee that is comprised of people with disabilities and staff members from the County and local municipalities. The purpose of the committee is to provide advice to Councils on the removal and prevention of barriers.

Monitor and Review

This Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Middlesex County's strategy and meet the requirements under the Integrated Accessibility Standards Regulation.

Plan coordination

The County's Accessibility Coordinator is responsible for the development of this plan, in consultation with the participating municipalities and the Accessibility Advisory Committee.

Municipal Contact Information

Municipality	Contact
County of Middlesex 399 Ridout Street North London ON N6A 2P1	Jennifer Cowan, Accessibility Coordinator Kathy Bunting, County Clerk
Township of Adelaide Metcalfe 2340 Egremont Drive, R.R.#5 Strathroy, ON N7G 3H6	Fran Urbshott, Administrator-Clerk-Treasurer
Township of Lucan Biddulph 33351 Richmond St., P.O. Box 190 Lucan, ON N0M 2J0	Ron Reymer, CAO Lisa deBoer, Clerk
Municipality of Middlesex Centre 10227 Ilderton Road, R.R. #2 Ilderton, ON N0M 2A0	Michelle Smibert, CAO Stephanie Troyer-Boyd, Clerk
Municipality of North Middlesex 229 Main Street, P.O. Box 9 Parkhill ON N0M 2K0	Jackie Tiedeman, Clerk
Municipality of Southwest Middlesex 153 McKellar Street, P.O. Box 218 Glencoe, ON N0L 1M0	Janneke Newitt, Administrator-Clerk
Municipality of Strathroy-Caradoc 52 Frank Street Strathroy, ON N7G 2R4	Ralph Coe, CAO Angela Toth, Director of Corporate Services/Clerk
Municipality of Thames Centre 4305 Hamilton Road, Dorchester ON N0L 1G3	Margaret Lewis, Clerk Greg Borduas, CAO
Village of Newbury 22910 Hagerty Road, Newbury, ON N0L 1Z0	Betty Gordon, Clerk-Treasurer

Timelines and Deliverables

Outcomes

- People with disabilities will have access to accessible services
- People with disabilities will have access to alternate formats and communication supports for any information that the County produces
- A barrier-free recruitment process
- Greater accessibility in County-owned facilities
- County staff able to identify barriers to accessibility and actively seek solutions to prevent and remove barriers

Approach

- Develop policies and procedures
- Incorporate accessibility into planning processes
- Train staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications

Timelines

2012- 2013

The County will ensure compliance is met in relation to:

- The development of policies and commitment statement
- Developing a multi-year accessibility plan
- Purchasing and kiosk requirements
- Emergency information (public and workplace)
- Public Libraries (accessible formats of materials)
- Taxi-cab requirements (equal fares, on-demand accessible taxis)

2014-2016

The County will ensure compliance is met in relation to:

- Employment (recruitment, assessment, selection, return to work, accommodation plans, performance management, etc.)
- Training
- Feedback process
- Accessible formats and communication supports
- Accessible websites and web content

County of Middlesex

Requirement	Compliance	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed Corporate Accessibility Policy (May, 2013) • Developed Accommodations and Emergency Response Workplace Policy (July 2013) 	1. Review existing policies to ensure they are consistent with the four principles of accessibility.
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	Large: January 1, 2013	<ul style="list-style-type: none"> • Plan reviewed by AAC in October, and adopted by County Council in November 2013. 	1. Update plan in 2014/2015
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed accessible procurement guideline • Updated purchasing policy (October 2013) • Sign off sheet developed for all Contracted Services 	1. Train staff on making accessible purchases.
<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: 	Large: January 1, 2014	<ul style="list-style-type: none"> • Training will be ready in early 2014 for staff. • Training will be provided on the regulations and the OHRC 	Develop and train staff accordingly.

Requirement	Compliance	Actions Taken To Date	Goals
<ul style="list-style-type: none"> All employees and volunteers Persons providing goods or services on behalf of the organization and; All persons involved in developing the organizations policies. 			
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p>		<ol style="list-style-type: none"> Review current processes Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015</p> <p>Small: January 1, 2016</p>		<ol style="list-style-type: none"> Review and amend existing procedure Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<ul style="list-style-type: none"> Included blurb on website indicating that the emergency plan is available upon request. (August 2013) 	<ol style="list-style-type: none"> Include a statement in the Emergency Plan outlining this.
<p>Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.</p>	<p>Level A – January 1, 2014</p>	<ul style="list-style-type: none"> Working with IT to ensure website update is WCAG accessible. 	<ol style="list-style-type: none"> Develop a procedure to assess existing web content. Develop a training program for staff to

Requirement	Compliance	Actions Taken To Date	Goals
	Level AA – January 1, 2021	<ul style="list-style-type: none"> • Anticipate training staff on accessible documents in 2014. 	<p>understand how to create accessible web documents.</p> <ol style="list-style-type: none"> 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant.
Provide access to or arrange for the provision of access to accessible materials within the Library system.	January 1, 2013	<ul style="list-style-type: none"> • Large Print books • Audio books (CDs) • MP3 audio books, playable on Daisy readers (through CNIB) • Downloadable audio books • eBooks • Hand-held text magnifiers to read newspaper and other in-branch materials 	<ol style="list-style-type: none"> 1. Determine what is currently available and advertise on website.
All employment requirements	January 1, 2014		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
All design of public spaces requirements	January 1, 2016		<ol style="list-style-type: none"> 1. Assess requirements and develop a plan to ensure compliance.

Municipality of North Middlesex (printed Nov27/13)

Requirement	Compliance	Actions Taken To Date	Goals
<p>Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>Policies were prepared and approved by Council for General Accessibility , Accommodations and Emergency Response and Workplace Information for Staff On October 22, 2013. These policies were circulated via email to all users and council for their review.</p>	<ol style="list-style-type: none"> 1. Policies to develop: <ul style="list-style-type: none"> • General Accessibility • Accommodations • Emergency Response and Workplace Information for staff 2. Review existing policies to ensure they are consistent with the four principles of accessibility.
<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>The municipality annually provides an update to the Accessibility Advisory Committee on what steps were taken in the current year and actions in the future to bring the municipality into compliance. A new shared services building is being constructed in Parkhill which will house the administration offices of the municipality, Service Ontario and the Library. This will take into account regulations under this Act. It will have barrier free access to the entire building, countertops at appropriate levels for customer service, accessible public washrooms etc.</p>	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.

<p>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>The municipality has a Guide to Accessibility Requirements for purchasing goods, services and facilities and Accessibility regulations for contracted services has been adopted and will be incorporated into our Procurement By-law #38 of 2008 which will also be amended with a statement that outlines the applicable Acts and Regulations to be complied with. Training will be provided to staff on this new procedure.</p>	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.
<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>Large: January 1, 2014</p> <p>Small: January 1, 2015</p>		<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p> <p>Small: January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.

<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015</p> <p>Small: January 1, 2016</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<p>A statement to this effect is on our municipal website - staff were also advised that if documents are required that we contact the Accessibility Co-ordinator at the County for assistance in obtaining the required format</p>	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.
<p>Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.</p>	<p>Level A – January 1, 2014</p> <p>Level AA – January 1, 2021</p>	<p>The Municipality is currently working on a new webpage which will be launched in early 2014 that will take into account compliance regulations within the accessibility guidelines.</p>	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant. 5. Audit current Library website to determine level of compliance. 6. Make recommendations to the Library Board to address deficiencies.

Provide access to or arrange for the provision of access to accessible materials within the Library system.	January 1, 2013		<ol style="list-style-type: none"> 1. Audit and assess current Library materials from an accessibility perspective. 2. Determine and advertise on website what is currently available. 3. Research alternative technologies to assist with compliance.
All employment requirements	January 1, 2014		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
Design of Public Spaces	January 1, 2016		
Accessible Taxis	January 1, 2013	A survey was posted on our municipal website during the month of September and generated very minimal response.	

Village of Newbury

Requirement	Compliance	Actions Taken To Date	Goals
<p>Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation</p>	<p>Large: January 1, 2013</p>	<ul style="list-style-type: none"> • Developed Accessibility Policy (Nov. 2013) • Developed Accommodations and Emergency Response Workplace Policy (Nov. 2013) 	<ol style="list-style-type: none"> 1. Review existing policies to ensure they are consistent with the four principles of accessibility. 2. To have Policy 1.1 Accessibility and Policy 1.2 Accommodations approved by Council on Dec. 9th, 2013. 3. To have Newbury's Plan approved by Council on Dec. 9th, 2013.
<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.</p>	<p>Large: January 1, 2013</p>	<ul style="list-style-type: none"> • Plan will be taken to Council in November 2013. 	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.

<p>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.</p>	<p>Large: January 1, 2013</p>	<ul style="list-style-type: none"> • Developed accessible procurement guideline • Updated purchasing policy (October 2013) • Sign off sheet developed for all Contracted Services 	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.
<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>Large: January 1, 2014</p>	<ul style="list-style-type: none"> • Training will be ready in early 2014 for staff. • Training will be provided on the regulations and the OHRC 	<p>Develop and train staff accordingly.</p>

<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015 Small: January 1, 2016</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<ul style="list-style-type: none"> • Included blurb on website indicating that the emergency plan is available upon request. (August 2013) 	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.

<p>Ensure websites and web content is compliant with the Web Content Accessibility Guidelines.</p>	<p>Level A – January 1, 2014 Level AA – January 1, 2021</p>	<ul style="list-style-type: none"> • Working with IT to ensure website update is WCAG accessible. • Anticipate training staff on accessible documents in 2014. 	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant.
<p>All employment requirements</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
<p>All design of public spaces requirements</p>	<p>January 1, 2016</p>		

Township of Lucan Biddulph

Requirement	Compliance	Actions Taken To Date	Goals
<p>Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>Developed Corporate Accessibility Policy (December 2013)</p> <p>Developed Accommodations and Emergency Response Workplace Policy (December 2013)</p>	<p>1. Policies to develop:</p> <ul style="list-style-type: none"> • General Accessibility • Accommodations • Emergency Response and Workplace Information for staff <p>2. Review existing policies to ensure they are consistent with the four principles of accessibility.</p>
<p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>Plan taken to Municipal Council on December 16th, 2013 and forwarded to County Council for insertion into their plan. The complete plan will be posted on the County and municipal websites.</p>	<p>1. Develop a plan</p> <p>2. Consult with the public</p> <p>3. Consult with the Accessibility Advisory Committee</p> <p>4. Post the plan on the website.</p>
<p>Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.</p>	<p>Large: January 1, 2013</p> <p>Small: January 1, 2014</p>	<p>Developed accessible procurement guideline.</p> <p>Updated purchasing policy (December 2013)</p> <p>Sign off sheet developed for all contracted services.</p>	<p>1. Amend Purchasing policy and procedures to include statement.</p> <p>2. Develop purchasing resource for staff.</p> <p>3. Train staff on making accessible purchases.</p>

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>Large: January 1, 2014</p> <p>Small: January 1, 2015</p>	<p>Training will be ready early in 2014 for staff.</p>	<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p> <p>Small: January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015</p> <p>Small: January 1, 2016</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<p>Included a statement on the website indicating that the emergency plan is available upon request (2012)</p>	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.

Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.	Level A – January 1, 2014 Level AA – January 1, 2021	Currently working with County IT department to ensure website will be WCAG accessible. Anticipate training by County to staff in 2014 on accessible documents.	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant. 5. Audit current Library website to determine level of compliance. 6. Make recommendations to the Library Board to address deficiencies.
Provide access to or arrange for the provision of access to accessible materials within the Library system.	January 1, 2013	n/a	<ol style="list-style-type: none"> 1. Audit and assess current Library materials from an accessibility perspective. 2. Determine and advertise on website what is currently available. 3. Research alternative technologies to assist with compliance.
All employment requirements	January 1, 2014	Staff policies developed December 2013.	<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
Design of Public Spaces	January 1, 2016		
Accessible Taxis	January 1, 2013	Complete online survey December 2013.	

Municipality of Middlesex Centre

November 20, 2013

Requirement	Compliance	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	January 1, 2013	<p>Developed General Accessibility Policy – approved by Council on July 24, 2013.</p> <p>Developed Accommodations Policy and Employee Workplace Emergency Response Plan – approved by Council on September 18, 2013.</p>	<ol style="list-style-type: none"> 1. Policies to develop: <ul style="list-style-type: none"> • General Accessibility • Accommodations • Emergency Response and Workplace Information for staff 2. Review existing policies to ensure they are consistent with the four principles of accessibility.
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	January 1, 2013	Developed a Multi-Year Accessibility Plan – approved by Council on November 20, 2013.	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	January 1, 2013	<p>Updated Procurement Policy to include statement on accessibility criteria when procuring – approved by Council on October 16, 2013.</p> <p>Developed accessible procurement guidelines.</p>	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>January 1, 2014</p>	<p>Training for staff on the requirements of the Accessibility Standard and Ontario Human Rights Code will be provided in late 2013 or early 2014. Developed sign off sheet for all Contracted Services – September 2013.</p>	<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<p>Added statement on Municipality's website indicating that the emergency response plan is available in accessible format upon request.</p>	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.

Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.	Level A – January 1, 2014 Level AA – January 1, 2021		<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant.
Provide access to or arrange for the provision of access to accessible materials within the Library system.	January 1, 2013	N/A	<ol style="list-style-type: none"> 1. Audit and assess current Library materials from an accessibility perspective. 2. Determine and advertise on website what is currently available. 3. Research alternative technologies to assist with compliance.
All employment requirements	January 1, 2014		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
Design of Public Spaces	January 1, 2016		
Accessible Taxis	January 1, 2013	Survey posted on municipal website for month of June 2013. 9 responses received. Council received information report on September 4, 2013.	Conduct another survey in 5 years to determine if the need for accessible taxicabs in the community has increased.

Corporation of the Municipality of Strathroy-Caradoc

Requirement	Compliance	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed Corporate Accessibility Policy (To Council in November, 2013) • Developed Accommodations and Emergency Response Workplace Policy (November, 2013) 	<ol style="list-style-type: none"> 1. Review existing policies to ensure they are consistent with the four principles of accessibility.
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	Large: January 1, 2013	<ul style="list-style-type: none"> • Plan taken to Council in November 2013. 	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed accessible procurement guideline • Updated purchasing policy (early 2014) • Sign off sheet developed for all Contracted Services 	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>Large: January 1, 2014</p>	<ul style="list-style-type: none"> • Training will be ready in early 2014 for staff. • Training will be provided on the regulations and the OHRC 	<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff
<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<ul style="list-style-type: none"> • Included statement on website indicating that the emergency plan is available upon request. 	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.

<p>Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.</p>	<p>Level A – January 1, 2014 Level AA – January 1, 2021</p>	<ul style="list-style-type: none"> • Working with IT to ensure website update is WCAG accessible. • Anticipate training staff on accessible documents in 2014. 	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant.
<p>All employment requirements</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance
<p>All design of public spaces requirements</p>	<p>January 1, 2016</p>		<ol style="list-style-type: none"> 1. Consult with building department staff to clarify requirements

Southwest Middlesex

* Some compliance deadlines for Small municipalities, including Southwest Middlesex, vary from those required for Large municipalities.

Requirement	Compliance *	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed Accessibility Policy (December 2013) • Developed Accommodations and Emergency Response Workplace Policy (December 2013) 	<ol style="list-style-type: none"> 1. Review existing policies to ensure they are consistent with the four principles of accessibility.
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed multi-year accessibility plan (December 2013) 	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	Large: January 1, 2013	<ul style="list-style-type: none"> • Developed new purchasing policy (December 2013) • Developed accessible purchasing guideline (December 2013) 	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>Large: January 1, 2014</p>		<ol style="list-style-type: none"> 1. Develop and train staff accordingly. Training on regulations & OHRC will be ready early in 2014. 2. Sign off sheet to be developed for all contracted services
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>Large: January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps and best practises for establishing feedback processes
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>Large: January 1, 2015</p> <p>Small: January 1, 2016</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff

Ensure that the Emergency Plan is available in accessible formats, upon request.	January 1, 2012	<ul style="list-style-type: none"> Included blurb on website indicating that the emergency plan is available upon request. (December 2013) 	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.
Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.	<p>Level A – January 1, 2014</p> <p>Level AA – January 1, 2021</p>	<ul style="list-style-type: none"> Working with IT to ensure website update is WCAG accessible. Anticipate training staff on accessible documents in 2014 (after website update) 	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant. 5. Audit current Library website to determine level of compliance. 6. Make recommendations to the Library Board to address deficiencies.
All employment requirements	January 1, 2014		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance 2. Develop resources, policies and materials as necessary to ensure compliance

Municipality of Thames Centre

Requirement	Compliance	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	January 1, 2013	<p>Developed Corporate Accessibility Policy (July 2013).</p> <p>Developed Accommodations Policy and Employee Emergency Response Plan (October 2013).</p>	<ol style="list-style-type: none"> 1. Policies to develop: <ul style="list-style-type: none"> • General Accessibility • Accommodations • Emergency Response and Workplace Information for staff 2. Review existing policies to ensure they are consistent with the four principles of accessibility.
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	January 1, 2013	Developed a Multi-Year Accessibility Plan (to be taken to Council December 2013).	<ol style="list-style-type: none"> 1. Develop a plan 2. Consult with the public 3. Consult with the Accessibility Advisory Committee 4. Post the plan on the website.
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	January 1, 2013	<p>Developed accessible procurement guideline.</p> <p>Updated Purchasing Policy (November 2013).</p> <p>Developed sign off sheet for all Contracted Services (August 2013).</p>	<ol style="list-style-type: none"> 1. Amend Purchasing policy and procedures to include statement. 2. Develop purchasing resource for staff. 3. Train staff on making accessible purchases.

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code (OHRC) as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>January 1, 2014</p>	<p>The Council, Directors and Committee Members received training on the new Accessibility Policy (August/September 2013).</p> <p>Training will be ready in early 2014 for staff.</p> <p>Training will be provided on the regulations and the OHRC.</p>	<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff

<p>Ensure that the Emergency Plan is available in accessible formats, upon request.</p>	<p>January 1, 2012</p>	<p>Included a statement in front of the Municipality's Emergency Plan as well as on the Municipality's website that the Emergency Plan is available in accessible formats upon request (2012).</p>	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.
<p>Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.</p>	<p>Level A – January 1, 2014 Level AA – January 1, 2021</p>	<p>Working with IT to ensure website update is WCAG accessible.</p> <p>Anticipate training staff on accessible documents in 2014.</p>	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant. 5. Audit current Library website to determine level of compliance. 6. Make recommendations to the Library Board to address deficiencies.
<p>All employment requirements</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance. 2. Develop resources, policies and materials as necessary to ensure compliance.

All Design of Public Spaces	January 1, 2016		
Accessible Taxis	January 1, 2013	<p>The Municipality conducted a survey to assist the Municipality in determining the proportion of accessible taxicabs needed in the community (July 2013).</p> <p>The results were presented to Council for their information (September 2013).</p>	Conduct another survey in 5 years to determine if the need for accessible taxicabs in the community is greater.

Municipality of Adelaide Metcalfe

Requirement	Compliance	Actions Taken To Date	Goals
Establish, maintain and implement accessibility policies outlining how the organization will achieve accessibility through meeting the requirements referred to in the Regulation	January 1, 2013	<p>Developed Corporate Accessibility Policy (July 2013).</p> <p>Developed Accommodations Policy and Employee Emergency Response Plan (October 2013).</p>	<p>1. Policies to develop:</p> <ul style="list-style-type: none"> • General Accessibility • Accommodations • Emergency Response and Workplace Information for staff <p>2. Review existing policies to ensure they are consistent with the four principles of accessibility.</p>
Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategies to prevent and remove barriers to accessibility.	January 1, 2013	Developed a Multi-Year Accessibility Plan (to be taken to Council December 2013).	<p>1. Develop a plan</p> <p>2. Consult with the public</p> <p>3. Consult with the Accessibility Advisory Committee</p> <p>4. Post the plan on the website.</p>
Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it's not practicable to do so.	January 1, 2013	<p>Developed accessible procurement guideline.</p> <p>Updated Purchasing Policy (November 2013).</p> <p>Developed sign off sheet for all Contracted Services (August 2013).</p>	<p>1. Amend Purchasing policy and procedures to include statement.</p> <p>2. Develop purchasing resource for staff.</p> <p>3. Train staff on making accessible purchases.</p>

<p>Ensure that training is provided on the requirements of the accessibility standard and on the Ontario Human Rights Code (OHRC) as it pertains to people with disabilities.</p> <ul style="list-style-type: none"> • Training is required for: • All employees and volunteers • Persons providing goods or services on behalf of the organization and; • All persons involved in developing the organizations policies. 	<p>January 1, 2014</p>	<p>The Council, Directors and Committee Members received training on the new Accessibility Policy (August/September 2013).</p> <p>Training will be ready in early 2014 for staff.</p> <p>Training will be provided on the regulations and the OHRC.</p>	<p>Develop and train staff accordingly.</p>
<p>Ensure processes for receiving and responding to feedback take into account the needs of people with disabilities.</p> <p>This requirement is in addition to the requirements made under Ontario Regulation 429/07 (Accessibility Standards for Customer Service)</p>	<p>January 1, 2014</p>		<ol style="list-style-type: none"> 1. Review current processes 2. Work with Accessibility Coordinator to determine next steps.
<p>Develop (or expand upon) a procedure to accept requests from the public regarding accessible formats or communication supports.</p>	<p>January 1, 2015</p>		<ol style="list-style-type: none"> 1. Review and amend existing procedure 2. Communicate procedure to staff

Ensure that the Emergency Plan is available in accessible formats, upon request.	January 1, 2012	Included a statement in front of the Municipality's Emergency Plan as well as on the Municipality's website that the Emergency Plan is available in accessible formats upon request (2012).	<ol style="list-style-type: none"> 1. Include a statement in the Emergency Plan outlining this.
Ensure websites and web content are compliant with the Web Content Accessibility Guidelines.	Level A – January 1, 2014 Level AA – January 1, 2021	Working with IT to ensure website update is WCAG accessible. Anticipate training staff on accessible documents in 2014.	<ol style="list-style-type: none"> 1. Develop a procedure to assess existing web content. 2. Develop a training program for staff to understand how to create accessible web documents. 3. Work with IT to ensure new website is accessible 4. Audit website and content on a regular basis to ensure the website/content is still compliant. 5. Audit current Library website to determine level of compliance. 6. Make recommendations to the Library Board to address deficiencies.
All employment requirements	January 1, 2014		<ol style="list-style-type: none"> 1. Assess current employment processes to determine gaps related to compliance. 2. Develop resources, policies and materials as necessary to ensure compliance.