MIDDLESEX ACCESSIBILITY ADVISORY COMMITTEE

MONDAY, JUNE 3, 2019 11:00 AM
Middlesex County Building
399 Ridout Street North, London

AGENDA

Members Present:

Warden Kurtis Smith, Councillor John Brennan, Councillor Allan Mayhew, Michele Ivanouski, David Sitlington, Mary Jane Steele, Leslie-Anne Steeper-Doxtator, Kathy Bunting, County Clerk; and Sam McFarlane, Accessibility Coordinator

A. CALL TO ORDER

1. Provision for Disclosure of Pecuniary Interest and General Nature Thereof

2. Election of Chair and Vice Chair

Moved by _____

Seconded by _____

That   be appointed Chair

Moved by _____

Seconded by _____

That   be appointed Vice Chair

3. Minutes

a) Minutes of the Middlesex Accessibility Advisory Committee meeting held on September 28, 2018
   A 3 - MAAC - June 3 - MAAC Minutes - September 28, 2018

Moved by _____

Seconded by _____

That the minutes of the Middlesex Accessibility Advisory Committee meeting held on September 28, 2018 be approved as presented.

4. Terms of Reference
   A 4 - MAAC - June 3 - Accessibility advisory committee- terms of reference-November 8, 2016
   A copy of the Middlesex Accessibility Advisory Committee Terms of Reference will be reviewed with the committee.

B.   **ACTION ITEMS**

1.   Taxicab Consultation
       B 1 - MAAC Action - June 3 - Taxicab Consultation
       - Report from Sam McFarlane, Accessibility Coordinator

Moved by _____

Seconded by _____

THAT the Middlesex Accessibility Advisory Committee recommend to local Councils that if any municipality alters their existing taxicab licensing bylaw or has taxicab licensing added to their portfolio, that the new by-law (or the amendment of an existing one) consider adding a clause that 1 in every _____ taxicabs licensed by any municipality in the County must be accessible as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 79 (4);
and THAT this document be forwarded to Middlesex County Council for information;

2.   On-Street Parking Consultation – Strathroy-Caradoc
       B 2 - MAAC Action - June 3 - On-street Parking Consultation - Strathroy-Caradoc
       - Report from Sam McFarlane, Accessibility Coordinator

Moved by _____

Seconded by _____

That the Middlesex Accessibility Advisory Committee provide support to the Municipality of Strathroy-Caradoc surrounding the placement of two on-street accessible parking spaces on Centre Street, adjacent to the Canada Post building; and that the committee supports the placement on each side on the entryway adjacent to the Canada Post building as outlined in graphic 1, it being noted that the on-street accessible parking space shall be painted with an accessible parking symbol and equipped with appropriate Rb-93 accessible parking signage.

C.   **CORRESPONDENCE AND INFORMATION ITEMS**

1.   County of Middlesex Joint Accessibility Plan 2016 to 2021
       C 1 - MAAC Info - June 3 - Combined - Middlesex - MYAP - 2016-2021 update

2.   Annual Accessibility Status Report for 2018
       C 2 - MAAC info - June 3 - Middlesex Annual Accessibility Status Report 2018 - Final

3.   Ontario Business Improvement Area Association (OBIAA) Accessible Main Street Advisory Committee Update
       C 3 - MAAC Info - June 3 - OBIAA Accessible Main Streets Follow Up
       - Report from Sam McFarlane, Accessibility Coordinator

4.   Trail Consultation Follow Up
       C 4 - MAAC Info - June 3 - Trail Consultation Follow Up
       - Report from Sam McFarlane, Accessibility Coordinator

Moved by _____

Seconded by _____

That Items C.1 – MAAC through C.4 – MAAC be received for information.

D.   INQUIRIES

E.   NEW BUSINESS

F.   ADJOURNMENT

Moved by _____

Seconded by _____

That the meeting adjourn at p.m.

Accessible formats and communication supports are available upon request. Please contact Kathy Bunting, County Clerk to make a request. kbunting@middlesex.ca

MIDDLESEX ACCESSIBILITY ADVISORY COMMITTEE
CAO Board Room, Middlesex County Building
Friday, September 28, 2018 at 12:00 noon

Members Present:
Albert Bannister, Chair; Councillor Kurtis Smith, Vice Chair; Warden Marigay Wilkins, Councillor Cathy Burghardt-Jesson, Patrick Coles, Michele Ivanouski; Kathy Bunting, County Clerk; and Sam McFarlane, Accessibility Coordinator

A.   CALL TO ORDER

1.   Provision for Disclosure of Pecuniary Interest and General Nature Thereof
None.

2.   Minutes Minutes of the Middlesex Accessibility Advisory Committee meeting held on June 19, 2017

Moved by Councillor Burghardt-Jesson
Seconded by Councillor Kurtis Smith
That the minutes of the Middlesex Accessibility Advisory Committee meeting held on June 19, 2017 be approved as presented.
Carried.

B.   ACTION ITEMS

1.   Trail Consultation
   - Report from Sam McFarlane, Accessibility Coordinator

Moved by Warden Wilkins
Seconded by Michele Ivanouski
That the draft "Recreational Trails – Consultation Document" be approved as amended by the Committee; that comments from local municipalities be compiled along with the general public survey, and that the Recreational Trails Guidelines be forwarded to local Councils for final approval.
Carried.

The amendments were as follows:

2. The need for, and location of, ramps on the trail.
   - Where environmentally practicable, restricting cross slopes to 2%, running slopes under 5%. Where this is not practicable, trail designer should consult with stakeholders to determine best possible outcomes. This could include warning measures such as signage (i.e. warning, ~~trail slope exceeds_____%, or simply~~ "caution steep slope") or in a less extreme case, an opportunity for

grade separation (ramps and or switchbacks). Ramps should be designed to meet and exceed Ontario Building Code and the Integrated Accessibility Standards Regulation Guidelines

iii. viewing areas,
- Viewing areas to be installed at the municipalities discretion
- Share characteristics of that of a rest area – likely larger
- Consider benches and surface type
- Best practices to include signage to support viewing area (infographics etc.) <u>along the accessible route</u>

iv. amenities on the trail, and
- Trail amenities to be installed at the municipalities discretion
- Amenities may include benches (to meet specs noted under rest areas), waste and recycling bins, bicycle racks and shade shelters
- <u>lighting</u>

2.   Site Plan Review
- Report from Sam McFarlane, Accessibility Coordinator

Moved by Pat Coles
Seconded by Councillor Smith
That "Site Plan Review" be added as a placeholder on future Middlesex Accessibility Advisory Committee Agendas.
Carried.

C.   CORRESPONDENCE AND INFORMATION ITEMS

1.   Ontario Business Improvement Area Association (OBIAA) Accessible Main Street Advisory Committee
- Report from Sam McFarlane, Accessibility Coordinator

It was noted that if anyone wishes to attend this meeting to advise the Accessibility Coordinator and County Clerk.

D.   INQUIRIES

E.   NEW BUSINESS

1.   2018 to 2022 Citizen Appointments to Boards and Committees.
Middlesex County will be advertising in the middle of October. Appointments will be made in December 2018. If you wish to be appointed to the Middlesex Accessibility Advisory Committee, you will need to complete the application form which will be posted on the county's web site.

2.   Final Meeting
      Albert Bannister, Chair, noted that this would be his last meeting and that
      he thoroughly enjoyed serving on this Committee for the past four years

F.   ADJOURNMENT

Moved by Warden Wilkins
Seconded by Councillor Burghardt-Jesson
      That the meeting adjourn at 1:05 p.m.
Carried.

_____   _____
County Clerk – Kathleen Bunting   Chair - Albert Bannister

COUNTY OF MIDDLESEX
JOINT ACCESSIBILITY ADVISORY COMMITTEE
TERMS OF REFERENCE

1.   MANDATE

The County of Middlesex Accessibility Advisory Committee is established in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and shall assist Middlesex County Council and local municipal councils in improving opportunities for persons with disabilities to participate in County programs and services.

The Accessibility Advisory Committee will achieve this goal by advising Middlesex County Council and local municipal councils on the development and implementation of a multi-year accessibility plan as required by the Act with a focus on the identification and removal of barriers to persons with disabilities.

Participating municipalities include: County of Middlesex, Municipality of Adelaide Metcalfe, Municipality of Lucan Biddulph, Municipality of Middlesex Centre, Municipality of North Middlesex, Municipality of Southwest Middlesex, Municipality of Strathroy-Caradoc, Municipality of Thames Centre and the Village of Newbury.

2.   DEFINITIONS

"barrier" means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communication barrier, an attitudinal barrier, a technological barrier or policy barriers.

"disability" means
Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

A condition of mental impairment;

A condition of a developmental disability;

A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

A mental disorder; or,

An injury for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997;

3.   **COMPOSITION**

The County of Middlesex Joint Accessibility Advisory Committee shall consist of five to nine members in combination with the following:

a) The majority of members (minimum three) must be persons with disabilities as defined under the Accessibility for Ontarians with Disabilities Act
b) A representative of an organization representing persons with disabilities.
c) A caregiver for a person with a disability.

In addition, the Warden shall be an ex-officio member.   Two members of County Council will be appointed for the term.

Members will be appointed by County Council for the term of Council or until their successors are appointed. All appointments are at the pleasure of Council.   Members are eligible for re-appointment.

A majority of members appointed including at least one elected member are required to constitute a quorum.

4.   **COMPENSATION**

Members shall be compensated in accordance with the existing policies of the County of Middlesex.

5.   **REIMBURSEMENT OF EXPENSES**

Members who are persons with disabilities will be provided at the County's expense with the resources related to their disability that are deemed necessary for them to fully participate in the Committee activities. The resources could include such things as transportation, sign language translation, Braille transcription etc. Any equipment shall remain the property of the County of Middlesex.

6.   **REPORTING STRUCTURE**

The County of Middlesex Accessibility Advisory Committee shall report to County Council through the CAO or County Clerk. The presentation of Committee activities shall be in the form of Report containing a record of those present at the meeting, the items considered and the recommendations of the Committee. The Committee shall report to County Council on an annual basis.

7.   **RESOURCES**

The County Clerk's Department will provide administrative support, including the preparation of reports to the Committee of the Whole, distribution of agendas and the general administrative co-ordination of the meetings.   Other staff resources will be available as required.

8. PROCEDURE

All meetings will be conducted in accordance with the County of Middlesex Procedural By-law and practices.

The Committee does not have the authority to specifically direct the activities of County staff.

9. CHAIR AND VICE CHAIR

The Chair and Vice Chair of the Committee shall be elected at the first meeting of the Committee for the term of council.

10. DUTIES

The County of Middlesex Joint Accessibility Advisory Committee shall;

Work with County staff in the preparation of the Joint Multi Year Accessibility Plan in consultation with local municipalities for consideration by Middlesex County Council and local municipal councils.

Review municipal site plans described in Section 41 of the Planning Act.

Advise councils about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the participating councils may seek its advice.

Perform other functions that are specified in the Regulations of the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act.

Advise Councils on the accessibility for people with disabilities to a building, structure or premise that the council purchases, constructs or significantly renovates, or for which the council enters into a new lease.

11. MEETINGS

Meetings will be held on an as needed basis at the Call of the Chair or as directed by the Committee. The Committee will meet a minimum of two times per year.

Approved by Middlesex County Council on November 8, 2016

Middlesex Accessibility Advisory Committee

Meeting Date:	**June 3, 2019**
Submitted by:	**Sam McFarlane, Accessibility Coordinator**
SUBJECT:	**TAXICAB CONSULTATION**

BACKGROUND:

Municipalities are required to consult the public, people with disabilities and their Accessibility Advisory Committee to determine the proportion of on-demand accessible taxicabs required in the community. Further, any municipality that licenses taxicabs shall ensure that owners and operators of taxicabs are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip, and from charging a fee for the storage of mobility aids or mobility assistive devices. In addition, municipalities that license taxicabs shall ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab and make this information available in an accessible format to persons with disabilities.

ANALYSIS:

According to the Accessibility Coordinator's findings, in Middlesex County, Strathroy-Caradoc is the only municipality that licenses taxicabs. They have included all of the requirements listed above in their taxi licensing by-law. As an upper-tier Accessibility Advisory Committee, it is the MAAC's responsibility to consult on the proportion of on-demand accessible taxicabs required in the community. As only one of the lower-tier government's is responsible for licensing taxi-cabs, it is difficult for us to **require** a certain number of accessible taxicabs across the entire County with varying population demographics and densities. For reference, the Accessibility Coordinator compiled some information on how other municipalities are meeting these consultation requirements:

Brant County: taxi-cab licensing by-law: for every 3 taxicabs a company operates, 1 must be accessible. Licensing is done on a yearly basis. $120,000 transportation subsidized transportation program from Council

City of Thunder Bay: re-wrote their taxi-cab licensing by-law when it was placed back on the City's portfolio from Police Services Board. 1 in 10 taxis must be accessible

Town of Ajax: in an effort to encourage accessible taxi-cabs they offered accessible cabs free parking at their City Hall at any time

City of Ottawa: have a rural transportation system that falls under their Community Services umbrella – separate from the Para-transit system (specialized accessible transportation system)

All of this considered, all of these municipalities are either single tier governments or have a vast population density difference when compared to Middlesex County. It is of the Accessibility Coordinator's opinion that the legislation was geared more towards single tier, larger population centres. This makes it particularly difficult for Middlesex County to attempt to require taxicab companies to have accessible taxis on the road with generally small (or non-existent) fleets.

The Accessibility Coordinator reached out to other upper tier governments in Southwestern Ontario that share a similar population density and inquired about how they handle this same issue. Feedback was limited.

RECOMMENDATION:

THAT the Middlesex Accessibility Advisory Committee recommend to local Councils that if any municipality alters their existing taxicab licensing bylaw or has taxicab licensing added to their portfolio, that the new by-law (or the amendment of an existing one) consider adding a clause that 1 in every _____ taxicabs licensed by any municipality in the County must be accessible as defined in section 1 of Regulation 629 of the Revised Regulations of Ontario, 1990 (Vehicles for the Transportation of Physically Disabled Persons) made under the *Highway Traffic Act*. O. Reg. 191/11, s. 79 (4);

and THAT this document be forwarded to Middlesex County Council for information;

Middlesex Accessibility Advisory Committee

Meeting Date:	**June 3, 2019**
Submitted by:	**Sam McFarlane, Accessibility Coordinator**
SUBJECT:	**ON-STREET PARKING CONSULTATION – STRATHROY-CARADOC**

BACKGROUND:

When constructing or redeveloping existing on-street parking spaces, municipalities must consult on the need, location and design of accessible on-street parking spaces with the general public, persons with disabilities and their accessibility advisory committee. Off-street parking spaces have specific design requirements as laid out in the Integrated Accessibility Standards Regulation (IASR). Because of the case-by-case basis that comes along with on-street parking, it is difficult to take a one-size-fits-all approach. That is why municipalities are required to consult with AAC's, members of the public and individuals with disabilities.

ANALYSIS:

In an attempt to increase their accessible parking presence near the Frank Street and Centre Street intersection, the Municipality of Strathroy-Caradoc is looking at adding two accessible on-street parking spaces on the south side of Centre Street, adjacent to the Canada Post building. In any instance, it is always preferred to place accessible on-street parking spaces in a new-build or redesign environment. This will provide adequate space for cub cuts and logical spot placement in relation to access point and pedestrian circulation on a main street. Given the existing site conditions, the most logical placement, in the opinion of the Accessibility Coordinator is on both sides of the entryway to the Canada Post building parking lot off of Centre Street. Please see graphic 1 below. This location allows mobility device users the closest possible access to the sidewalk without having to navigate traffic. The accessible on-street parking spaces would replace the two existing on-street parking spaces with the parking space dimensions remaining the same. There would be a wheelchair symbol painted onto the parking space along with appropriate Rb-93 accessible parking signage added. Please see graphic 2 below for a similar model.

Graphic 1

Graphic 2

RECOMMENDATION:

That the Middlesex Accessibility Advisory Committee provide support to the Municipality of Strathroy-Caradoc surrounding the placement of two on-street accessible parking spaces on Centre Street, adjacent to the Canada Post building; and that the committee supports the placement on each side on the entryway adjacent to the Canada Post building as outlined in graphic 1, it being noted that the on-street accessible parking space shall be painted with an accessible parking symbol and equipped with appropriate Rb-93 accessible parking signage.

COUNTY OF MIDDLESEX
JOINT ACCESSIBILITY PLAN
2016-2021

TABLE OF CONTENTS

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 the following participating municipalities:

- 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**	Cathy Case, Acting CAO/Treasurer
Township of Lucan Biddulph **270 Main Street, 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**	Marsha Paley, CAO 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**	Stewart Findlater, CAO Margaret Alexander, Clerk
Village of Newbury **22910 Hagerty Road, Newbury, ON N0L 1Z0**	Betty Gordon, Clerk-Treasurer

8

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 development of policies
- Developing a multi-year accessibility plan
- Purchasing requirements
- Emergency and public safety information
- Public Libraries
- Report to the Accessibility Directorate of Ontario (2013)

2014-2021:
- Employment
- Training
- Feedback process
- Accessible formats and communication supports
- Accessible Websites and web content
- Report to the Accessibility Directorate of Ontario (2015, 2017, 2019, 2021)
- Design of Public Spaces Regulation
- Accessible Customer Service update

Middlesex County Accessibility Achievements

Training

- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
    - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
    - An overview of the Ontario Human Rights Code
    - How to interact and communicate with persons with various types of disability.
    - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
    - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
    - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers. This training is provided on an ongoing basis when new volunteers come on board.
- Trained staff on "creating accessible documents". The training includes:
    - The basics of how to build an accessible Word document
    - Tips and best practices
    - How to test for accessibility within a document
    - Plain language and colour contrast
    - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
    - Reviewing an accessible PDF
- Trained County Council on AODA requirements in February 2015.
- In-house web developer received training on the Web Content Accessibility Guidelines
- Assistive technology training was developed and provided to staff in the Strathroy, Lucan and Parkhill branches. This training is specific to the assistive technology that is available within those branches. (In class training has been provided, as well as an online module is available for new staff)

Accessible Websites and Web Content

- Mapping software
    - The County of Middlesex launched new mapping software in 2015. The software was launched in an effort to provide high quality mapping services to County residents. The mapping software is WCAG compliant.
- Templates
    - Created templates to assist in making documents accessible. This includes Council and Committee reports, job advertisements, bylaws, job descriptions, media release, newsletters and various finance documents.

- Websites updated in 2015
  - In 2015, the County undertook website re-design projects for the Middlesex County Library and the Economic Development websites. Both projects have been made accessible in accordance with the Web Content Accessibility Guidelines 2.0
- Accessible Emergency Plan
  - Community Emergency Management Plan is currently available in a web accessible format on the County's website. Alternate formats can be obtained by contacting the County Clerk's office.

Policies
- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Purchasing
- Amended purchasing policy in October 2013.
- Developed purchasing resource for staff in October 2013.

Library
- Materials available in the branches include: Large Print Books, eBooks (online), and audiobooks (CD's available, and downloadable)
- Patrons with disabilities can participate in the Canadian Equitable Library Association's (CELA) service and receive: Daisy books, Braille books and Described DVD's.
  - In addition, CELA has recently launched an online app called "Direct to Player". This allows patrons with an iPad or tablet to be able to directly download audiobooks onto their device.
  - CELA offers audio newspapers and magazines.
  - Patrons can sign up through the Library.
- Assistive technology is available at the Lucan, Strathroy and Parkhill Branches. Technology includes:
  - Dragon Naturally Speaking (voice recognition software)
  - JAWS (screen reading software)
  - ZoomText (screen magnification software)
  - Large Print Keyboards
  - Joystick mouse

Feedback Process
- Members of the public can submit their feedback using an online or printable form. The County welcomes feedback regarding accessibility.

- When the County receives feedback, the County Clerk will notify the appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the County will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats

- Through training, the County attempts to ensure that documents found on the County's website (through which the County has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the County Clerk to determine the appropriate format.

Employment Requirements

- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.
- Developed accommodations procedure to ensure that accommodation requests are documented.

Middlesex County Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop online training module and additional resources to help staff create accessible documents. (Training is currently provided in class)
- Develop CELA training for Library staff
- Develop Accessible Communications training for Library staff

Design of Public Spaces Regulation
- The County will ensure compliance with the Design of Public Spaces regulation as it applies to County owned public spaces.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content
- Continue to monitor websites to ensure WCAG compliance
- Develop strategy to ensure web document compliance for documents dating back to 2012.

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Township of Adelaide Metcalfe Accessibility Achievements

Training
- Trained staff on accessibility regulations as required.
- On-going training of staff on creating accessible documents.
- Training available to Council on AODA requirements in February 2013, hosted by Middlesex County.

Accessible Website and Web Content
- Website improvements made and on-going.

Policies
- Accessible Customer Service policy developed in 2009.
- Accessibility policy developed in 2013 which includes requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Accommodations in the Workplace policy developed in 2013 which outlines the process that staff must follow when requesting an accommodation and the process for accommodations during the recruitment process.

Communication Supports and Accessible Formats
- Through training, the Township attempts to ensure that documents found on the Township's website are accessible per the Web Content Accessibility Guidelines. This is an on-going process and documents are updated as staff time permits. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.
- 2014 Municipal Election. The Township used an alternative voting method (telephone/internet).

Employment Requirements
- The Accommodations in the Workplace policy (adopted in 2013) outlines the process for accommodations being provided during the recruitment process.

Township of Adelaide Metcalfe Accessibility Goals

Training

- Provide Department heads with information on how to remove barriers to accessibility through the recruitment process.
- Develop procedures to ensure that accommodation requests are documented.
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Provide (through Middlesex County) on-going training to help staff create accessible documents.

Website and Web Content

- Continue to monitor website to ensure WCAG compliance.
- Develop strategy to ensure web documents are compliant dating back to 2013.

Policies

- Continue to review Township policies to ensure they are consistent with the four principles of accessibility.
- Reformat Emergency Response Plan (currently posted on the website) to a more accessible format.
- Create a format to receive feedback from the public.

Design of Public Spaces Regulation

- The Township will ensure compliance with the Design of Public Spaces regulation as it applies to municipally owned public spaces. Municipal staff will advise developers of these regulations during consultation meetings.
- Ensure improvements to municipally owned facilities are reviewed and inspected for compliance.

Accessible Customer Service Standard update

- Review the updated Accessible Customer Service Standard in 2017 and implement as required.

15

Township of Lucan Biddulph Accessibility Achievements

Municipal Facilities
- Completed the construction of a new Township Office that included dedicated accessible parking spaces, entrance doors, service counter, washrooms and large monitors for Council meeting for presentations.

Municipal Elections
- In the 2014 Municipal Election the Township utilized an electronic voting system incorporating voting through telephone and secure internet connections. The Chief Electoral Office attended locations within the municipality that might have difficulty with the new system and assisted them with the process to ensure they had the ability to vote in the election (i.e. LTC Facilities and Senior Apartments). A kiosk was also set up at the Township Office and Library and staff at both locations were available for assistance in person or by phone.

Training
- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
  - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
  - An overview of the Ontario Human Rights Code
  - How to interact and communicate with persons with various types of disability.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers. This training is provided on an ongoing basis when new volunteers come on board.
- Trained staff on "creating accessible documents". The training includes:
  - The basics of how to build an accessible Word document
  - Tips and best practices
  - How to test for accessibility within a document
  - Plain language and colour contrast
  - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
  - Reviewing an accessible PDF
- Trained Township Council on AODA requirements in February 2015.

- Web developer received training on the Web Content Accessibility Guidelines

Accessible Websites and Web Content
- Templates
  - Developed templates to assist in making documents accessible.
- Websites updated in 2014
  - In 2014, the Township undertook a website re-design for municipality's website. This project have been made accessible in accordance with the Web Content Accessibility Guidelines 2.0
- Accessible Emergency Plan
  - Community Emergency Management Plan is currently available in a web accessible format on the Township's website. Alternate formats can be obtained by contacting the Clerk's office.

Policies
- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Purchasing
- Amended purchasing policy in October 2013.
- Developed purchasing resource for staff in October 2013.

Feedback Process
- Members of the public can submit their feedback using an online or printable form. The Township welcomes feedback regarding accessibility.
  - When the Township receives feedback, the Clerk will notify the appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the Township will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats
- Through training, the Township attempts to ensure that documents found on the Township's website (through which the Township has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.

Employment Requirements
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.
- Developed accommodations procedure to ensure that accommodation requests are documented.

Township of Lucan Biddulph Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop online training module and additional resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation
- The Township will ensure compliance with the Design of Public Spaces regulation as it applies to Township owned public spaces.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content
- Continue to monitor websites to ensure WCAG compliance

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Middlesex Centre Accessibility Achievements

Training
- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
  - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
  - An overview of the Ontario Human Rights Code
  - How to interact and communicate with persons with various types of disability.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers. This training is provided on an ongoing basis when new volunteers come on board.
- Trained staff on "creating accessible documents". The training includes:
  - The basics of how to build an accessible Word document
  - Tips and best practices
  - How to test for accessibility within a document
  - Plain language and colour contrast
  - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
  - Reviewing an accessible PDF
- Trained Municipal Council on AODA requirements in February 2015.

Accessible Websites and Web Content
- Mapping software
  - The County of Middlesex launched new mapping software in 2015. The software was launched in an effort to provide high quality mapping services to County residents. The mapping software is WCAG compliant.
- Templates
  - Created templates to assist in making documents accessible. This includes Council reports, bylaws and policies.
- Accessible Emergency Plan
  - Notice on municipal website that Emergency Management Plan in alternate format can be obtained by contacting the municipal office.

2014 Municipal Election
- 2014 municipal election was conducted using an online solution compliant with the guidelines as listed by the W3C technologies website principles which include organization, functionality and readability of information provided, as well as alternative ways of representing information (audio).
- The system used had full compliance with the Accessibility for Ontarians with Disabilities Act, 2005.
- A Municipal Election Accessibility Report was presented to Council in January 2015 in accordance with the Municipal Elections Act.

Policies
- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Purchasing
- Amended procurement policy in October 2013 and again in June 2016.
- Developed purchasing resource for staff in October 2013.

Feedback Process
- Developed a policy where members of the public can submit their feedback using an online or printable form. The municipality welcomes feedback regarding accessibility.
  - When feedback is received, the appropriate department is notified and arranges for the feedback to be followed up with.
- When seeking feedback from the public, the municipality will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats
- Through training, the municipality attempts to ensure that documents found on the municipal website (through which the municipality has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.

Employment Requirements
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Directors with information on how to remove barriers to accessibility throughout the recruitment process.

- Developed accommodations procedure to ensure that accommodation requests are documented.

Middlesex Centre Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop online training module and additional resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation
- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to Municipal owned public spaces.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content
- Continue to monitor website to ensure WCAG compliance
- Develop strategy to ensure web document compliance for documents dating back to 2012.

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Southwest Middlesex Accessibility Achievements

Training
- Trained staff on accessibility regulations in 2013. This training is provided on an on-going basis when new employees are hired. The training includes:
  - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard) - Power Point presentation.
  - An overview of the Ontario Human Rights Code
- Developed training document for volunteers. This training is provided on an on-going basis when new volunteers are recruited.
- On-going training of staff on creating accessible documents.
- Trained Council on AODA requirements in February 2013, hosted by Middlesex County.

Accessible Website and Web Content
- New website launched in 2014. Web designer advises that it has been made accessible in accordance with the Web Content Accessibility Guidelines (WCAG) 2.0.
- In 2015 revised templates for council reports, minutes and by-laws to ensure accessibility when posted to the web site.

Policies
- Accessible Customer Service policy developed in 2009.
- Accessibility policy developed in 2013 which includes requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Accommodations in the Workplace policy developed in 2013 which outlines the process that staff must follow when requesting an accommodation and the process for accommodations during the recruitment process.

Purchasing
- Passed a new Purchasing Policy in 2013, amended in 2014, that addresses accessibility.

Feedback Process
- Created a new feedback form that is available from the municipal website, the municipal office and other various municipal facilities. When feedback is received, the Administrator/Clerk will notify the appropriate department to make arrangements for the feedback to be followed up with in a timely manner.

Communication Supports and Accessible Formats
- Through training, the Municipality attempts to ensure that documents found on the Municipality's website are accessible per the Web Content Accessibility Guidelines. This is an on-going process and documents are updated as staff time permits. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.
- 2014 Municipal Election. The Municipality used an alternative voting method (telephone/internet).

Employment Requirements
- The Accommodations in the Workplace policy (adopted in 2013) outlines the process for accommodations being provided during the recruitment process.

Southwest Middlesex Accessibility Goals

Training
- Provide Department heads with information on how to remove barriers to accessibility through the recruitment process.
- Develop procedures to ensure that accommodation requests are documented.
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Provide (through Middlesex County) on-going training to help staff create accessible documents.

Website and Web Content
- Continue to monitor website and consult with web designer to ensure WCAG compliance.
- Develop strategy to ensure web documents are compliant.

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.
- Reformat Emergency Response Plan (currently posted on the website) to a more accessible format

Design of Public Spaces Regulation
- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to municipally owned public spaces. Municipal staff will advise developers of these regulations during consultation meetings.

Accessible Customer Service Standard update
- Review the updated Accessible Customer Service Standard in 2016 and implement as required.

Village of Newbury Accessibility Achievements

Training

- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
  - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
  - An overview of the Ontario Human Rights Code
- Developed training documents for volunteers and is provided on an ongoing basis when new volunteers are required.
- Trained council on April 13th, 2015 during a council meeting.

Policies

- Accessible Customer Service Policy – March, 2010
- Accessibility Standards for Customer Service – November, 2013
- Accommodations in the Workplace – November, 2013
- Purchasing – October 11th, 2016

Accessible formats

- The Village will provide or arrange for the provision of accessible formats and communication supports for person with disabilities in a timely manner and at a cost that is no more that the regular cost charged to other persons. The person making the request will be consulted to determine the suitability of an accessible format. When it is not practicable to provide an alternate format the Village will provide an explanation.

Built Environment

- The Village will ensure that interior and exterior spaces conform to appropriate legislation, including but not limited to, the Ontario Building Code and the Design of Public Spaces – Ontario Regulation 191/11

North Middlesex Accessibility Achievements

Training
- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
  - A review of the *Accessibility for Ontarians with Disabilities Act* and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard) On-Line Training and Quiz
  - An overview of the Ontario Human Rights Code
  - How to interact and communicate with persons with various types of disability.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers. This training is provided on an ongoing basis when new volunteers come on board.
- Ongoing Training of staff on "creating accessible documents". The training includes:
  - The basics of how to build an accessible Word document
  - Tips and best practices
  - How to test for accessibility within a document
  - Plain language and colour contrast
  - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
  - Reviewing an accessible PDF
- Trained Council on AODA requirements in February 2015 at County of Middlesex.

Accessible Websites and Web Content
- Templates
  - Created templates to assist in making documents accessible. This includes Council reports, bylaws and minutes on an ongoing basis as time permits for staff with ongoing daily workload
- Websites updated in 2014 and 2016
  - In 2014, the Municipality launched a new website. The website has been made accessible in accordance with the Web Content Accessibility Guidelines 2.0. In 2016, the Municipality is undergoing an update to the website and will ensure compliance with the regulations are met in consultation with the web designer

- 2014 Municipal Election – Alternative Voting Method (Telephone/Internet)
  1. See attached report on how accessibility requirements were met.

25

- Accessible Emergency Plan
  - Community Emergency Management Plan is currently available on the municipal website and in hard copy at the administration office front counter. Alternate formats can be obtained by contacting the Clerk's office.

Policies

- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Purchasing

- Amended purchasing policy in October 2013.
- Reviewed with Manager in October 2013.

Feedback Process

- Members of the public can submit their feedback using the form printed from the municipal website or in person through the municipal office. The Municipality welcomes feedback regarding accessibility.
  - When the Municipality receives feedback, the Clerk will notify the CAO and appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats

- Through training, the Municipality attempts to ensure that documents found on the Municipality's website (through which the Municipality has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Clerk to determine the appropriate format.

Employment Requirements

- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.
- Developed accommodations procedure to ensure that accommodation requests are documented.

North Middlesex Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop training resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation
- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to municipal owned public spaces. The municipal staff will advise developers of these regulations to be considered during consultation meetings.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content
- Continue to monitor and update websites to ensure WCAG compliance
- Develop strategy to ensure web document compliance for documents dating back to 2012.

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Municipality of Strathroy-Caradoc Accessibility Achievements

Training

- Trained staff on accessibility regulations in 2013. This training is provided on an ongoing basis when new employees are hired. The training includes:
    - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
    - An overview of the Ontario Human Rights Code
    - How to interact and communicate with persons with various types of disability.
    - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
    - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
    - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Trained staff on "creating accessible documents". The training includes:
    - The basics of how to build an accessible Word document
    - Tips and best practices
    - How to test for accessibility within a document
    - Plain language and colour contrast
    - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
    - Reviewing an accessible PDF
- Trained Council on AODA requirements
- Assistive technology training was developed and provided to staff in the Strathroy.
- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.

Accessible Websites and Web Content

- Websites updated in 2016
    - Launched a new website in 2016. All web content conforms to the Accessibility for Ontarians with Disabilities Act (AODA), 2005, which calls for accessibility levels according to the World Wide Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Level A, at a minimum
    - To illustrate the Municipality's commitment to a high level of website accessibility as quickly as possible, the websites conform to the WCAG 2.0 Level AA, well ahead of the January 1, 2021, date required by AODA regulations.

- o Documents (PDF, Microsoft Word, Microsoft PowerPoint) dated Jan. 1, 2012, or later are posted to the website as AODA compliant.
    - o For all historical documents (PDF, Scans, Microsoft Word, and Microsoft PowerPoint) dated prior to Dec. 31, 2011, every effort is made to make the document available and AODA-compliant. If a document provided on the website contains elements that are inaccessible, an alternative method of access will be provided.
    - o Developed standardized and accessibility compliant staff report template for implementation in 2016 to ensure content meets web content accessibility guidelines.
  - Accessible Emergency Plan
    - o Community Emergency Management Plan is currently available in a web accessible format on the Municipality's website. Alternate formats can be obtained by contacting the Clerk's office.

Municipal Buildings
- Installed new directional signage for the Strathroy-Caradoc municipal office (52 Frank Street, Strathroy) to improve way-finding, including clear identification for the location of accessible washrooms within the facility
- Installation of new, accessible height service counters at the recreation department reception area and environmental services/roads departments reception area located within the Strathroy-Caradoc municipal office (52 Frank Street, Strathroy)
- Improved lighting for accessible ramp at the side entrance to the Strathroy-Caradoc municipal office (52 Frank Street, Strathroy)
- New non-slip rubber surface coating applied to the front steps of the Strathroy-Caradoc municipal office (52 Frank Street, Strathroy)
- Improvements made to the automatic pushbutton operators installed on the front entrance door of the Strathroy Library/Museum facility (34 Frank Street, Strathroy)
- Replacement automatic pushbutton operator installed on the games room/hall entry at the Strathroy & Area Seniors Centre facility (137 Frank Street, Strathroy)

Policies
- Accessible Customer Service policy developed in 2009
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard. Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process

Purchasing
- Amended purchasing policy in 2014.
- Developed purchasing resource for staff in October 2013.

Feedback Process
- Members of the public can submit their feedback using an online or printable form. The Municipality welcomes feedback regarding accessibility.
  - When the Municipality receives feedback, the Municipal Clerk will notify the appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats
- Through training, the Municipality attempts to ensure that documents found on the Municipality's website (through which the Municipality has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process and documents are being updated. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Municipal Clerk to determine the appropriate format.
- Upgraded our Police and Fire Dispatch Centre (including Middlesex County) to allow for Text to 911 for hearing and speak impaired callers.

Employment Requirements
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.
- Developed accommodations procedure to ensure that accommodation requests are documented.

Municipality of Strathroy-Caradoc's Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop online training module and additional resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation
- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to municipally owned public spaces.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Future Goals

- New automatic pushbutton operators installed on the doors of the public washrooms located in the Strathroy Library/Museum facility (34 Frank Street, Strathroy) to enhance accessibility
- Improvements planned for the accessible parking area at the Strathroy & Area Seniors Centre facility (137 Frank Street, Strathroy), with existing concrete surface (failing) to be replaced with new asphalt surfacing and marked to current accessible parking space standards
- Colour contrast strip to be added to the edge of each step of the new non-slip rubber surface coating that was applied to the front steps of the Strathroy-Caradoc municipal office (52 Frank Street, Strathroy) in 2015

Municipality of Thames Centre Accessibility Achievements

Training
- Trained Council Members and Department Heads on the new Accessibility Policy in 2013.
- Trained staff on accessibility regulations in 2014. This training is provided on an ongoing basis when new employees are hired. The training includes:
  - A review of the Accessibility for Ontarians with Disabilities Act and its regulations (including the Accessible Customer Service Standard and the Integrated Accessibility Standard)
  - An overview of the Ontario Human Rights Code
  - How to interact and communicate with persons with various types of disability.
  - How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
  - How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
  - What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.
- Developed training document for volunteers (including committee members). This training is provided on an ongoing basis when new volunteers come on board.
- Trained staff on "creating accessible documents". This was provided to admin staff in 2014 and 2015. This training includes:
  - The basics of how to build an accessible Word document
  - Tips and best practices
  - How to test for accessibility within a document
  - Plain language and colour contrast
  - A review of making Excel spreadsheets and PowerPoint presentations accessible (this is provided to staff based on job duties)
  - Reviewing an accessible PDF
- Trained Council Members on AODA requirements in 2015.
- The In-house web developer was informed of the Web Content Accessibility Guidelines in 2013.

Accessible Websites and Web Content
- Templates
  - Created templates to assist in making documents accessible. This includes Council and Committee reports, and by-laws. The Municipal Staff are working towards making other web documents accessible, ie. job advertisements, job descriptions, media releases, newsletters, etc.
- Accessible Emergency Plan

32

- Community Emergency Management Plan is currently available in a web accessible format on the Municipality's website. Alternate formats can be obtained by contacting the Municipal Clerks office.

Policies
- Developed Accessible Customer Service policy in 2009.
- Developed Corporate Accessibility policy which includes the requirements under the Accessible Customer Service Standard and the Integrated Accessibility Standard.
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process.
- Developed Modified Work Policy in 2013.

Purchasing
- Amended purchasing policy in November 2013 and again in November 2014.
- Developed purchasing resource for staff in November 2014.

Feedback Process
- Members of the public can submit their feedback using the feedback form available at the Municipal Office or on the Municipality's website. The Municipality welcomes feedback regarding accessibility.
  - When the Municipality receives feedback, the Municipal Clerk will notify the appropriate department and make arrangements for the feedback to be followed up with.
- When seeking feedback from the public, the Municipality will provide accessible formats and/or communication supports to members of the public upon request.

Communication Supports and Accessible Formats
- Through training, the Municipality attempts to ensure that documents found on the Municipality's website (through which the Municipality has control) are accessible per the Web Content Accessibility Guidelines. This is an ongoing process. Members of the public can request documents in accessible formats or communication supports needed to attend meetings. Members of the public should contact the Municipal Clerk to determine the appropriate format.
- Developed a procedure for requests for an alternate format or communication support in 2015. This information has been forwarded to the Department Heads who would be responding to these types of requests.

Employment Requirements
- Developed Accommodations in the Workplace policy which outlines the process that staff must follow when requesting an accommodation. The policy also outlines the process for accommodations being provided during the recruitment process (includes Accessible Recruitment Guidelines).

33

- Provided Department Heads with information on how to remove barriers to accessibility throughout the recruitment process.
- Developed accommodations procedure to ensure that accommodation requests are documented.

Accessible Taxis

- Conducted a survey to assist the Municipality in determining the proportion of accessible taxicabs need in the community. The results were presented to Council for their information in September 2013.

Municipality of Thames Centre Accessibility Future Goals

Training
- Develop comprehensive purchasing training and deliver to staff responsible for making purchases.
- Develop online training module and additional resources to help staff create accessible documents. (Training is currently provided in class)

Design of Public Spaces Regulation
- The Municipality will ensure compliance with the Design of Public Spaces regulation as it applies to Municipal owned public spaces.

Accessible Customer Standard update
- Review the updated Accessible Customer Service standard in 2016 and implement as required.

Websites and Web Content
- Continue to monitor websites to ensure WCAG compliance
- Develop strategy to ensure web document compliance for documents dating back to 2012.
- Update municipal website to ensure it is WCAG compliant

Policies
- Continue to review policies to ensure they are consistent with the four principles of accessibility.

Repeal of Ontarians with Disabilities Act

The Ontarians with Disabilities Act (ODA) established the foundation for accessibility in the public sector by requiring municipalities to establish Accessibility Advisory Committees and develop accessibility plans. These have been municipal requirements since the legislation was enacted in 2001.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was established. The AODA allowed for the development of accessibility standards to be developed by the Province of Ontario. The Ontario government has removed sections of the ODA which are comparable to those addressed by the AODA or its regulations.

Effective December 1, 2015, twelve sections of the ODA have been repealed. These sections are largely duplicated or addressed in a comparable manner by the AODA or its regulations. This change will positively reduce the administrative burden on municipalities.

In particular, three sections of the ODA that directly impact municipalities were repealed as follows:

- Section 11 - Municipal Accessibility Plans
    - the ODA Requirement to Develop Annual Accessibility Plans
    - the AODA requires municipalities to develop multi-year accessibility plans.

- Section 12 - Accessibility Advisory Committees
    - the ODA Requirement for Municipalities to Develop Accessibility Advisory Committees (AACs)
    - the AODA requires that the majority of AAC members be persons with disabilities and provides for an expanded scope of the committee when compared with ODA-related requirements.

- Section 13 - Municipal Goods and Services
    - the ODA Requirement for Municipalities to Ensure Accessible Procurement of Goods and Services
    - the AODA requires all broader public sector organizations to incorporate accessibility into procurements of goods, services and facilities, including kiosks.

All other ODA requirements continue to be in effect. The AODA remains Ontario's primary accessibility law and municipalities will continue to be required to comply with applicable requirements in that statute and its regulations.

Accessibility committees and plan requirements from the ODA are duplicated in the AODA and therefore are unchanged.

Annual Accessibility Status Report

A SUMMARY OF MIDDLESEX COUNTY'S ACCOMPLISHMENTS TOWARDS INCLUSION IN 2018

Objectives and Purpose

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

This Status Report includes the accessibility initiatives that were completed in 2018 to implement the strategy outlined in our Multi-Year Accessibility Plan.

Compliance Reporting

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

Middlesex County's Commitment Statement

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

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

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

1

Continuous Achievements in Accessibility

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

Highlights of 2018

- Secured funding under the Enabling Accessibility Fund in order to provide significant upgrades to the Municipality of Southwest Middlesex's council chambers. Upgrades will provide audio (including voice amplification and improved acoustics) and video components to build a more accessible Council experience for members of the public and members of Council.
- Secured funding under the Enabling Accessibility Fund for accessible washrooms installation at the Delaware Community Centre in Middlesex Centre.
- Streamlined online accessibility training for staff on-boarding
- Site plan review added to the Joint Accessibility Advisory Committee agendas
- Accessible election practices across all local municipalities during municipal election
- Accessible pedestrian control signals installed at Hamilton Road and Bridge Street as well as Hamilton Road and Dorchester Road, Thames Centre
- North Middlesex created a portable, accessible ramp used to provide increased access to outdoor events and inaccessible entryways
- Second accessible entrance sourced at Parkhill Leisure Club, North Middlesex with accompanying accessible route and accessible parking
- New accessible entrance to the Lucan Community Centre (automated sliding doors and entrance to doors)
- Ilderton Rail Trail project completion - A large portion of the trail is now accessible with Middlesex Centre providing an asphalt section of the trail
- On-going training for staff on the Integrated Accessibility Standards Regulation (IASR) and the Accessibility for Ontarians with Disabilities Act (AODA)
- Accessibility Coordinator continues to work with local municipalities to ensure compliance with all regulations

Availability of the Plan and Status Report

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

Contact Information

For more information contact:

Phone　　　　519-434-7321

Fax　　　　　519-434-0638

Email　　　　kbunting@middlesex.ca or smcfarlane@middlesex.ca

Mail　　　　　County Clerk

　　　　　　　County of Middlesex

　　　　　　　399 Ridout St. N, London ON N6A 2P1

　　　　Accessible formats and communication supports available upon request.

Middlesex Accessibility Advisory Committee

Meeting Date: **June 3, 2019**

Submitted by: **Sam McFarlane, Accessibility Coordinator**

SUBJECT: **ONTARIO BUSINESS IMPROVEMENT AREA ASSOCIATION (OBIAA) ACCESSIBLE MAIN STREET ADVISORY COMMITTEE UPDATE**

BACKGROUND:

Over the last few months, the Accessibility Coordinator has worked with the "Accessibility for Main Streets Advisory Committee", organized by the Ontario Business Improvement Area Association (OBIAA) in partnership with the Government of Ontario, to create a "Business of Accessibility Handbook". This handbook aims to provide business owners with low-cost, no-cost ways to make their business more accessible. The final product was released to BIA's across the province a few weeks ago. The handbook is attached.

Attachment

The Business of Accessibility

How to Make Your Main Street Business Accessibility Smart

OBIAA™

Produced by
The Ontario BIA
Association

The Business of Accessibility

How to Make Your Main Street Business Accessibility Smart

Produced by
The Ontario BIA Association

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires businesses with one or more employees to meet a number of accessibility requirements in the areas of customer service, information and communications, employment, and the built environment. The AODA Design of Public Spaces (DOPS) does not only apply to a building's physical structure and businesses are not required to do retrofits. However, there are many ways businesses can be more accessible and inclusive of all customers.

This handbook offers no cost and low cost suggestions, gathered from those with first-hand experience, to inspire businesses to become more inclusive of people with access needs.

The Ontario BIA Association (OBIAA) acknowledges the guidance provided by the Accessible Main Street Project Advisory Committee, the project leadership of Constance Exley (Accessibility Ontario), and the financial support of the Ontario Government.

Table of Contents

Often the greatest limitation of a person's ability is the attitudes of other people.
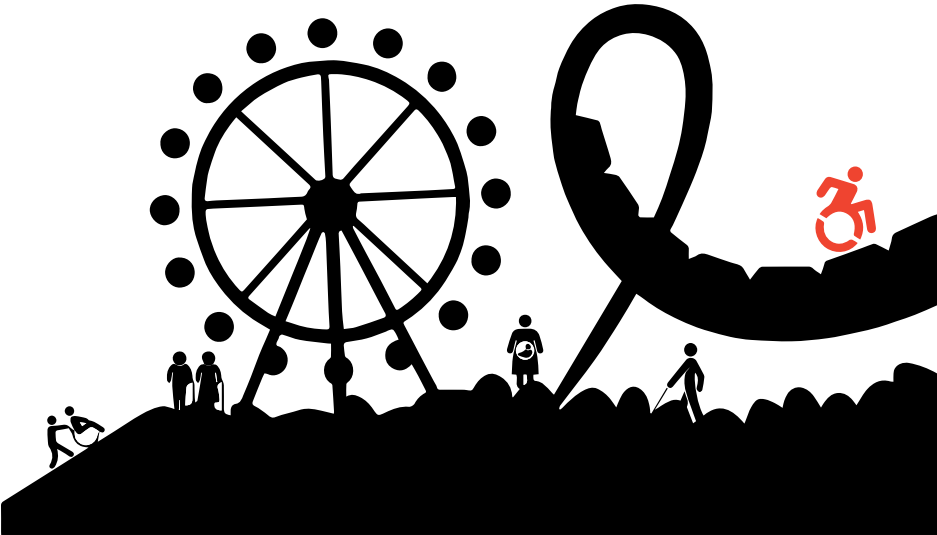
Illustration: Accessibility Ontario

15 %
Pain

10%
Mobility

4 most common disabilities

7%
Mental Health

10%
Flexibility
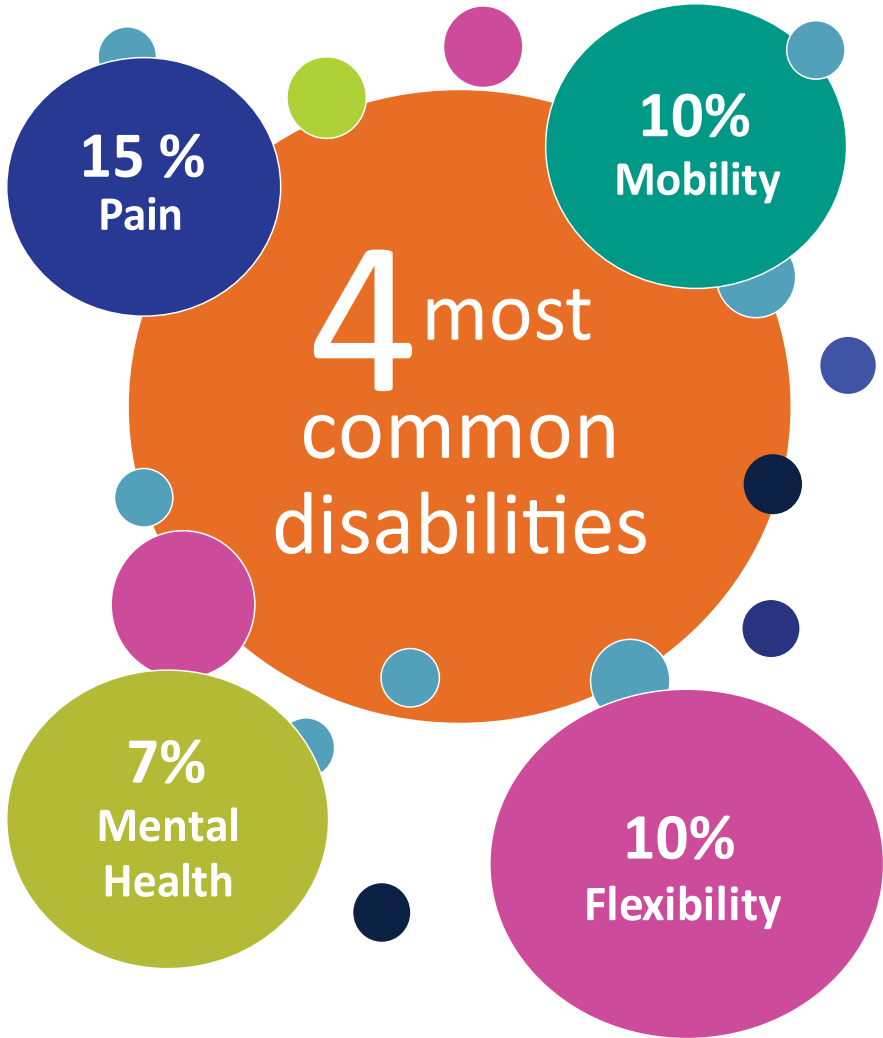
53% of the population in Ontario has a disability or is related to someone who has a disability.[1]

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1   https://tgam.ca/2Ep8WsW

Accessibility Matters

As a business, your success depends on making sure that your customers have a positive experience. Taking measures to improve the accessibility of your business will make you more attractive to people who have access needs, as well as their friends, families, and colleagues.

It is true that many people benefit from a step-free building, or one that has a ramp, including wheelchair users, parents with strollers, or delivery providers. It is also true that many of your customers have access needs that have nothing to do with ramps, for example someone with hearing loss, dementia, or diminishing vision, or a concussion.
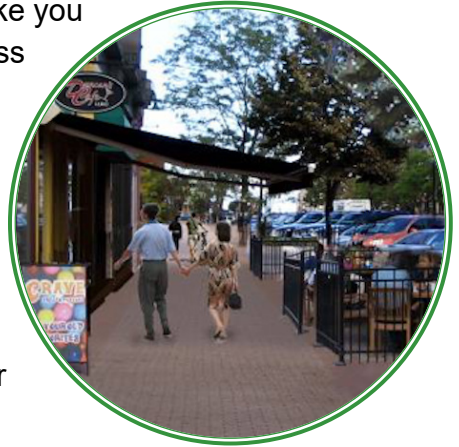
Everyone knows that Canada's population is aging. 33% of boomers will retire with at least one disability[1] and the demand for greater accessibility will continue to increase.

People with disabilities and aging consumers are a large and growing group. They want to spend money in their communities and they are very loyal to businesses that meet their needs. Businesses would do well to attract these potential customers by removing as many access barriers as possible, especially since many barriers can be so easy to remove once you know about them.

Accessibility encompasses more than renovations. Simple no-cost, low-cost modifications can quickly improve access and we invite you to consider the tips and best practices offered in this booklet, as well as the resources provided at the end.

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1   https://bit.ly/2tJY9oh

3

Frequently Asked Questions

Who is this handbook for?

For any business, professional, or organization and its staff. Everyone has a role to play in making a business welcoming of all customers.

Why is accessibility important to my business?

Accessibility = business! People with access needs will choose a business where they feel welcome and where they can easily get the products and services they want. Remember: **A happy customer tells a friend but an unhappy customer tells everyone!**

Do I have to make my business accessible?

Yes, actually you do. The Accessibility for Ontarians with Disabilities Act (AODA) requires all organizations with one or more employees to meet a number of accessibility requirements in the areas of customer service, employment, training, information, communications, and more. As well, the Ontario Human Rights Code requires you to accommodate individuals with disabilities 'to the point of undue hardship'. However, you do not need to retrofit your space. For more information on your legal obligations, see the Resources section at the end of this handbook.

My business is in a building with a lot of steps so I can't be accessible to people with disabilities. Or can I?

Many people, with or without a disability, would benefit from a ramp but many of your customers have access needs that have nothing to do with steps. This includes customers who have hearing loss, are partially sighted, have a learning disability, or live with chronic pain.

About 1% of Ontarians use a wheelchair or scooter as their primary mode of transportation so access issues are not always about door widths, ramps and elevators.[1]

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1   https://bit.ly/2SzWWtJ

Three Features of an Accessible Business

1. **Welcoming and friendly staff** who have had accessibility training. (Customer Service)

2. **Easy to access information** on the accessibility of the business's space, products and services. (Information and Communications

3. **Accessibility considerations** given to the design and layout. (Built Environment)

	Permanent	Temporary	Situational
Touch	One arm	Arm injury	New parent
See	Blind	Cataract	Distracted driver
Hear	Deaf	Ear infection	Bartender
Speak	Non-verbal	Laryngitis	Heavy accent

Who benefits from accessibility?

Everyone

Anyone

You

Illustrations: Accessibility Ontario

5
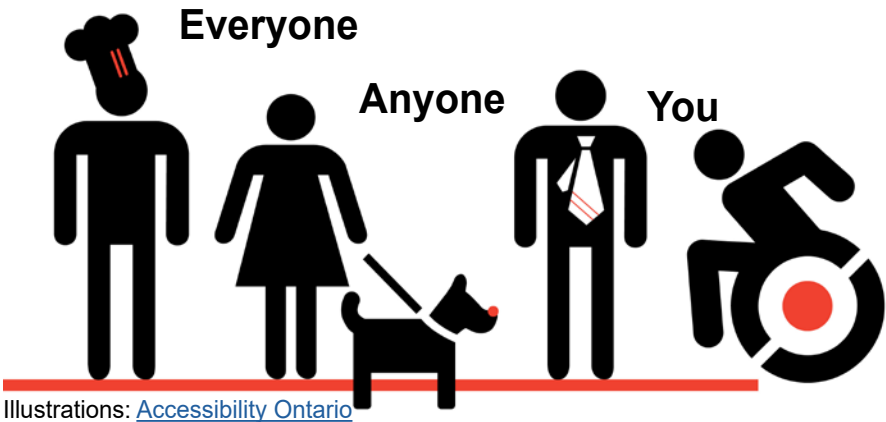
Heritage & Second Floor Businesses

There are many businesses in Ontario that operate in a heritage building or on a second floor. While most of those buildings do not have an elevator or an accessible entrance, such barriers do not affect 90% of people with disabilities. Examples of common access needs include requiring large print, needing additional lighting or a reduction in background noise.

If you are thinking of making some renovations to a heritage building, work with accessibility and conservation specialists, as well as individuals with disabilities, to find the most appropriate, barrier free renovations. Your municipal Planning and Building Departments and local Accessibility Advisory Committee can also be tremendously helpful in coming up with creative solutions.

Shortly after Savon Dubois opened its business in Uxbridge, owner Anne Dubois got a ramp made to address the step at her entrance. As luck would have it, Savon Dubois is connected to its neighbour, Blue Heron Books, by an inside, accessible door. This has allowed the bookstore to welcome customers who had previously not been able to get in because of the three steps at their door.

6

Building Exterior

Doorway Tips

- Use lever door handles.
- Choose doors that can be opened with one hand only.
- Make doorways as wide as possible. 38 inches is the required minimum width for a wheelchair.
- Make door frames colour contrasting to the walls or surfaces around them.
- Put signs, logos, or coloured strips on glass and glazed doors.
- Install a doorbell with appropriate signage if you don't have automatic doors.
- Use a secondary entrance if you have one that is wider and step-free. Post directional signage.

Entrance Tips

- Create a permanent, sloped entry way.
- Make your own temporary ramp or get a lightweight and roll-up ramp from suppliers, such as MobilityBasics.ca, StopGap, or Staples.
- Have good lighting and no shadows.

Path of Travel Tips

- Make sure the path from the parking area is smooth, level, and non-slip.

- Sandwich boards, freestanding movable signs, merchandise racks, etc. should be avoided if possible or placed outside the path of travel.
- Planters can be used to draw attention and direct attention to your entrance but ensure that they are out of the main path of travel and do not narrow the entrance way.

7

Customer Service
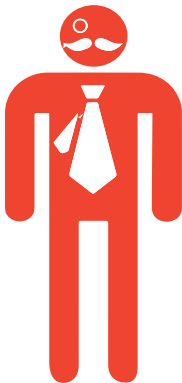
Between 2016 and 2041, the number of seniors aged 65 and over is projected to more than double.

Aging baby boomers account for 33% of the population but 55% of the discretionary income.[1]

1   https://bit.ly/2N7wyZu

1/3 of Ontarians over the age of 65 have a disability.
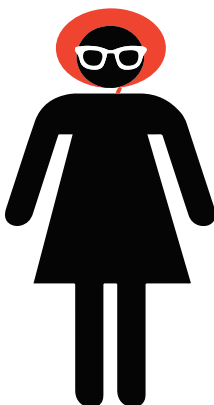
70% of disabilities are non-apparent.[2]

2   https://bit.ly/2HN7vo8

Be creative about the ways you can serve customers who cannot get into your location.

- Offer online shopping on your accessible website.
- Serve a customer outside if it is a small item.
- Shop for the customer and bring the goods to them.
- Offer in home service.
- Let customers call you with a list of what they want and have their shopping ready for a quick pick up.
- Offer a weekly delivery service or alternate drop off location.
- Allow a customer to book an appointment instead of waiting in line.

Invite customers to contact you if they are having difficulty accessing your goods or services.

Illustrations: Accessibility Ontario

Service Animals

Service animals assist people with a wide range of disabilities and illnesses, including autism, diabetes, epilepsy, anxiety and post-traumatic stress disorder (PTSD). The most common type of service animal is a guide dog, but other animals can also serve in this role, such as rabbits, horses, cats, and parrots. Service animals don't always wear a vest or harness and, if necessary, you can ask for proof in the form of documentation. Note that if you have a no-pet policy, it cannot apply to a service animal.

Don't Assume...

- That a person with a disability needs assistance. Always ask first.
- That only people with white canes or accompanied by service animals have low or no vision.
- That a person who is unable to speak clearly is unable to understand.
- That a person having difficulty speaking or is slurring words is inebriated. There could be many reasons, including a stroke or a recent trip to the dentist.
- That your staff know how to provide accessible customer service to people with various access needs. Train them - it's the law!

Customer Service Tips

- Never pet a service animal. They are working!
- Use electronic payment devices with accessible features, such as tactile and colour contrasting buttons, large print numbering, flexible cord (or cordless) for seated user, and voice activated.
- Have a pen and paper on hand to use as an alternative form of communication.
- Use 'people first' language, e.g. a person with vision loss.

9

Space Layout and Design

Consider redesigning the layout of your restaurant or shop, where possible, to allow your customers to comfortably circulate. In cases where your space has limitations, be ready to offer alternatives. For example, a staff member could offer to describe the layout of the space or read aloud the menu (or price tags). Keep aisles free from obstacles, such as boxes waiting to be unpacked.

Colour Contrast

Colour contrast and brightness are easy ways to increase the accessibility of your space - inside and out. The more visually different the colours, the greater the contrast.

Consider colour contrast in these areas:

- Door openings
- Walls
- Paths of travel
- Counters
- Signage
- Floor
- Display tables
- Steps

Aim for a colour and brightness contrast of at least 50%, but higher is better. The colour and brightness (overall lightness or darkness) contrast on signs should be at least 70%. See the Resources section for a colour contrast checker.

Service Counters and Waiting Areas

By law, all businesses must make both service counters and waiting areas accessible if they are building a new one or making major changes to an existing one. Service counters, either indoors or outdoors, can be desks or

Learn about the accessibility requirements for buildings such as entrances, ramps, elevators and washrooms in Ontario's Building Code.

counter spaces where people have face to-face conversations with staff to receive service, such as reception desks, ticketing windows, food service counters and check-out counters. Check the Resources section of this handbook to get more information on your AODA requirements in this area.

Customer Service Tips

- Have seating available for customers waiting for service.
- Organize your space so there is room for wheelchairs, scooters, and walkers to circulate easily.
- Have clear sight lines between the entrance and the counter so that staff can easily see when a customer needs assistance.
- Place goods, particularly the most popular ones, within reach of someone using a wheelchair or create a catalogue of your stock.
- Post a sign to tell customers when an accessibility feature is temporarily unavailable and who to contact for more information.
- Use a ramp inside your space if there are stairs.
- Create a queuing path that has a different surface or texture, and colour contrasts with the surrounding floor.
- Provide accessible signage and other wayfinding strategies.
- Print price tags and product labels in a minimum of 14pt font.

Mary Be Kitchen is a new business in Toronto's Yonge and St. Clair neighbourhood. Great attention and thought was given to accessibility in a number of areas, including a gradual, permanent, ramp to the front door, an automatic front door opener, a spacious interior layout and accessible washroom.

Mary Be Kitchen is one of many Toronto businesses profiled on AccessTO.ca

Seasonal Tips

- Occasional mats (e.g. runners used in bad weather) should be level with the floor surface and/or have a gently beveled edge, so as not to create a tripping hazard.
- Keep walkways, stairs, ramps and entrances clear of snow and ice.
- Use sand, not salt which is harmful to service animal paws.
- Ensure surfaces are firm and slip resistant.

Accommodations

Accommodations are required by law under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Invite your customers to tell you if they want your information in alternative formats. For example, say "please ask us for this information in alternative formats" instead of "this information is available in alternative formats upon request". And, don't assume 'alternative formats' always means Braille - it could mean large print or in audio format.

The wheelchair accessible symbol was updated by the Accessibility Icon Project to display an active, engaged image, with focus on the person with disability.

A Day Downtown in a Wheelchair

Terry Guiel, ED of the Downtown Peterborough BIA, spent a day in a wheelchair to better understand the accessibility barriers people were facing. "I found out quickly how hard it is to find a change room large enough for a wheelchair. I learned about fears of knocking over something expensive because the aisles are too close together. Curbs, railroad tracks and bumpy sidewalks actually hurt your insides. Some stores I couldn't even enter, no matter how much I wanted to."

Read more Terry's experience and insights: https://bit.ly/ 219AI78

13

Information and Communications

Designing marketing materials, signage and websites that are both accessible and attractive is relatively easy if you follow a few key principles. Don't underestimate the impact that small changes, like increased font size, proper placement, and plain language can have.

Print and Digital Tips

- A minimum of 12 points (Arial equivalent), preferably 14-16 points for printed materials.
- Use easy-to-read fonts, such as sans-serif fonts (e.g., Helvetica, Verdana, Arial).
- Avoid using highly stylized typefaces.
- Avoid using lots of capital letters for more than a couple of words.
- Avoid underlining, all caps and italicizing large volumes of text.
- Left justify all text. Do not centre or fully justify.
- Aim for good visual contrast between text and background.
- Avoid putting text over images.
- Keep a good balance between space given to images versus text.
- Use images to support your text.
- When creating a Braille document, Grade 1 is recommended.

Illustrations: Accessibility Ontario

Website Tips

- Post images of your building (rooms, entrance, reception, customer area, key facilities and spaces) and your service (e.g.menu).

- Include a text alternative to describe each picture. Check that all the images on your website have ALT text.

- Give a clear text description or add a sentence to explain what the link is about. For example 'click here for details about our upcoming events.'

Signage Tips

- Use a plain (sans serif) font such as Arial, Helvetica and Verdana.

- Use good colour contrast between the sign background and the text.

- For people with vision loss, white lettering on a dark background is generally easier to read than dark lettering on a white background.

- Keep information short and simple.

- Use consistent placement of signs, generally at eye-level but above head level to be seen from a distance.

- Ensure signage is non-reflective.

- Ensure signs around your space are clearly visible and not obstructed or covered.

- Provide signage at each decision point where a choice of paths is available.

- Use symbols and pictograms, especially for common features, like exits and washrooms.

- Use Sentence case - an initial uppercase letter and then lowercase text.

- Avoid small font sizes – a minimum of 16 point for large print information and notices, and still bigger for signs, depending upon viewing distance.

Lighting

Lighting preferences and needs can vary from person to person. The same level of light may be fine for a fully sighted person, excessive for someone with glaucoma and too low for someone with macular degeneration. However, generally people require more light as they age and for some people sufficient lighting helps to prevent injuries and falls when navigating a space. People with hearing loss also need adequate lighting to lip-read and people with vision loss rely on good lighting to maximize their ability to see finer detail.

Lighting Tips

- Use uplighting and indirect lighting, reflecting light onto a ceiling or wall so as to not create strong shadows or glare.
- In general, provide illumination that is 25 to 50 percent higher than the standard illumination levels.
- Check light fixtures from all angles to ensure no glare or reflection.
- Place lights so that they are evenly distributed. Have task lighting in key places, such as counters and entry key pads.
- Put lighting on dimmers so that they can be adjusted as needed.
- Install blinds to prevent the glare of sunlight.
- Offer customers clip-on lights or a lighted magnifying glass for greater illumination.

16

Accessibility is a journey

Almost everyone will experience a disability at some point in their lives - whether due to aging, a chronic disease, illness, or an injury. With seniors and people with disabilities representing 40% of Ontario's income over the coming years, a focus on access and inclusion is a smart and sustainable business investment.[1]

1. Start with small, easy to implement changes. Make a plan for how you will accomplish other tasks in due course.

2. Get feedback from your customers on the changes you've made and ask if they have any other suggestions.

3. Let your customers know that they can ask for assistance with their access needs. Together you can find a suitable solution.

4. Ensure you are compliant with the Accessibility for Ontarians with Disabilities Act (see the Resources section to get more information).

5. Talk to your local BIA, fellow business owners, and disability organizations to identify other access barriers and the best ways to remove them.

6. Set aside a budget every year to make more costly accessibility improvements. Explore municipal, provincial and federal grants to match your budget.

7. And, tell your customers the ways in which you are accessible, including your service and delivery options, on-site wayfinding, amenities, website, signage, staff training, entrance, etc.

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1   https://bit.ly/2N7wyZu

All Access Downtown Guelph

Celebrating Accessibility in Downtown Guelph

The Downtown Guelph BIA has been working hard to increase the accessibility of its main streets and businesses. The BIA, in partnership with GAP (Guelph Accessibility Project) and the City of Guelph's "Age Friendly" initiative, held a one-day event to profile and celebrate the significant improvements made in their downtown's accessibility. The BIA created and distributed a map to the public which highlighted accessible parking, washrooms, curb cut-outs and benches. They also created an Accessibility Toolkit for their business members with excellent customer service tips.

OBIAA Accessibility Awards

People with disabilities and seniors hold the key to the economic and social prosperity of businesses and communities across Ontario. 53% of Ontario's population has a disability or is related to someone who has a disability. As business owners, residents, neighbours and friends, we are all being called on to be more responsive, creative, inclusive and forward-thinking.

For many years now, OBIAA has had a focus, along with its BIA members, to support main street businesses to become accessible - meeting their AODA obligations, diversifying their staff team, and removing built environment barriers. In 2015, OBIAA created an annual "Main Street Accessibility" Award to recognize demonstrated leadership by BIAs and businesses.

New in 2019!
OBIAA is a champion for accessibility. We strive to encourage and help our BIAs and their Business Members to become more accessible. What started as a category specific award is now a criteria for all Awards submissions.

Collingwood BIA was the first recipient of the "Main Street Accessibility" Award for their Streetscape Revitalization Project. This photo shows the redesigned sidewalks that allow for a clear, uninterrupted path of travel.

19

Accessibility Checklist

Entrances

	No Cost	Low Cost	Medium Cost
Accessible door hardware		■	
Automatic door opener			■
Non-slip, temporary ramps		■	
Good lighting		■	
Permanent sloped ramp			■
Hand railings			■
Colour contrast on door frame		■	
Signs, logos, or coloured strips on glass and glazed doors		■	
Doorbell		■	
Use secondary entrance if more accessible	■		
Directional signage	■		
Permanent, sloped entrance			■
Unobstructed paths of travel	■		
Smooth, non-slip paths		■	

Signage

	No Cost	Low Cost	Medium Cost
Large, clear font	■		
Plain language	■		
Good contrast	■		
Clearly visible	■		
Not obstructed or covered	■		
Not blocking paths	■		
Short, simple information	■		
Consistent placement	■		
Non-reflective	■		
Use pictograms	■		

Websites

	No Cost	Low Cost	Medium Cost
Post images of your building	■		
Include ALT text to describe pictures	■		
Clear explanation for links	■		

Customer Service

	No Cost	Low Cost	Medium Cost
Staff trained on accessible customer service		■	
Multiple ways for customers to give feedback	■		
Appropriate and respectful language	■		
Let customers know that they can ask for assistance	■		
Never pet a service animal	■		
Have a pen and paper on hand	■		
Electronic payment devices with accessible features	■	■	
Online shopping			
In-home service	■		
Weekly delivery service		■	
Quick pick-up	■		
Appointment option	■		

Building Interior

	No Cost	Low Cost	Medium Cost
Sufficient and well placed lighting	■		
Good visual contrast		■	
Paths of travel free from obstacles	■		
Easy navigation for wheelchairs, scooters, and walkers	■		
Goods within easy reach	■		
Price tags in large font	■		
Accessible signage and wayfinding information	■		
Seasonal/transition mats level with the floor surface	■		

Documents

	No Cost	Low Cost	Medium Cost
Minimum 12 point, sans serif fonts	■		
No highly stylized typefaces	■		
Left justify all text	■		
Good visual contrast between text and background	■		
Avoid putting text over images	■		
Use images to support your text	■		

Resources

Accessibility Legislation

Accessibility for Ontarians with Disabilities Act, 2005:
https://bit.ly/2eKrmcN

Ministry for Seniors and Accessibility: https://bit.ly/1WlUIE9

Ontario Building Code (Section 3.8): https://bit.ly/2GJdcas

Ontario Human Rights Code: https://bit.ly/1O4Rmfs

Accessibility Resources

Ontario BIA Association: https://bit.ly/2NoOhJN

Tips on Serving Customers with Disabilities: https://bit.ly/2TeGF1K

Dos and don'ts on designing for accessibility: https://bit.ly/2caeHyl

Illustrated Technical Guide to the Design of Public Spaces:
https://bit.ly/2SZBNOM

Clearing Our Path: Creating accessible environments for people
impacted by blindness: https://bit.ly/2Vi7xeC

Facility Accessibility Design Standards (Mississauga, 2015)

Technical Guide: Design of Accessible Public Spaces:
https://bit.ly/2F6VuM4

The Business Case to Build Physically Accessible Environments:
https://bit.ly/2HoajHH

WebAIM: Colour Contrast Checker: https://bit.ly/2ALPtTp

Guide for Small Business: Making Your Business Accessible for
People with Disabilities: https://bit.ly/2tEt2KE

A Day Downtown in a wheelchair (Peterborough BIA):
https://bit.ly/2I9AI7B

Accessibility Ontario: https://accessontario.com

OBIAA™

Published 2019.

Print copies can be purchased at www.blurb.ca

Digital copies available at www.OBIAA.com

Contact your local BIA for additional support and resources.

Middlesex Accessibility Advisory Committee

Meeting Date:	**June 3, 2019**
Submitted by:	**Sam McFarlane, Accessibility Coordinator**
SUBJECT:	**TRAIL CONSULTATION FOLLOW UP**

BACKGROUND:

Municipalities are required to consult the public, people with disabilities and their Accessibility Advisory Committee as it pertains to making recreational trails accessible. On the September 28, 2018 meeting date, the Middlesex Accessibility Advisory Committee (MAAC) approved the Recreational Trails – Consultation Document.

ANALYSIS:

The Recreational Trails – Consultation Document consists of legislative trail design requirements taken directly from the Integrated Accessibility Standards Regulation (IASR) that pertain to any new or redeveloped recreational trails in Middlesex County. In addition to the design requirements, a number of other trail components (slope of trail, need for and location of ramps, the need for, design and location of rest areas, passing areas, viewing areas and amenities) were consulted on by the MAAC as well as members of the general public and individuals with disabilities. This data was collected via survey in late 2018. The final product was approved by the MAAC and circulated to lower tiers for approval and adoption for immediate implementation in the construction of new or redevelopment of existing recreational trails.

Attachment

Recreational Trails Consultation Document & Guidelines

Background

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 with the overarching goal for making Ontario accessible for people with disabilities by the year 2025. Under this legislation, an accessible Ontario is to be achieved through the development, implementation and enforcement of accessibility standards.

Accessibility features in the exterior environment will be regulated primarily through the Integrated Accessibility Standards Regulation (IASR) (O. Reg 191/11).

The IASR requires municipalities to consult the public, people with disabilities and their municipal accessibility advisory committee on the design of recreational trails to develop design solutions that reflect local conditions and meet the needs of all users. This applies to new or redeveloped existing recreational trails that the Municipality intends to maintain. The following design components must be consulted on:

1. The slope of the trail.

2. The need for, and location of, ramps on the trail.

3. The need for, location and design of,

　　i. rest areas,

　　ii. passing areas,

　　iii. viewing areas,

　　iv. amenities on the trail, and

　　v. any other pertinent feature. O. Reg. 413/12, s. 6.

In addition to these consultation requirements, as per the IASR, all municipalities shall ensure that any recreational trails that they construct or redevelop, and that they intend to maintain, meet the following technical requirements:

1. A recreational trail must have a minimum clear width of 1,000 mm.

2. A recreational trail must have a clear height that provides a minimum head room clearance of 2,100 mm above the trail.

3. The surface of a recreational trail must be firm and stable.

4. Where a recreational trail has openings in its surface,

　　i. the openings must not allow passage of an object that has a diameter of more than 20 mm, and

Version Date: December 2018

ii. any elongated openings must be orientated approximately perpendicular to the direction of travel.

5. Where a recreational trail is constructed adjacent to water or a drop-off, the trail must have edge protection that meets the following requirements:

i. The edge protection must constitute an elevated barrier that runs along the edge of the recreational trail in order to prevent users of the trail from slipping over the edge.

ii. The top of the edge protection must be at least 50 mm above the trail surface.

iii. The edge protection must be designed so as not to impede the drainage of the trail surface.

6. Despite paragraph 5, where there is a protective barrier that runs along the edge of a recreational trail that is adjacent to water or a drop-off, edge protection does not have to be provided.

7. The entrance to a recreational trail must provide a clear opening of between 850 mm and 1,000 mm, whether the entrance includes a gate, bollard or other entrance design.

8. A recreational trail must have at each trail head signage that provides the following information:

i. The length of the trail.

ii. The type of surface of which the trail is constructed.

iii. The average and the minimum trail width.

iv. The average and maximum running slope and cross slope.

v. The location of amenities, where provided. O. Reg. 413/12, s. 6.

(2) The signage referred to in paragraph 8 of subsection (1) must have text that,

(a) has high tonal contrast with its background in order to assist with visual recognition; and

(b) includes characters that use a sans serif font. O. Reg. 413/12, s. 6.

(3) Where other media, such as park websites or brochures, are used by the obligated organization to provide information about the recreational trail, beyond advertising, notice or promotion, the media must provide the same information as listed in paragraph 8 of subsection (1). O. Reg. 413/12, s. 6.

Application

In consultation with the Middlesex Accessibility Advisory Committee, lower tier municipalities, members of the public and individuals with disabilities, a group of recreational trail design guidelines have been developed with municipal best practices in mind.

Design

Trail Slope

- Where environmentally practicable, restrict cross slopes to 2%, running slopes under 5%
- Where this is not practicable, trail designer should consult with stakeholders to determine best possible outcomes
- Outcomes may include warning measures such as signage: "Caution, steep slope" or in a less extreme case, an opportunity for grade separation (ramps and or switchbacks).

Ramps

- Ramps should be designed to meet and exceed Ontario Building Code and the Integrated Accessibility Standards Regulation

Rest Areas

- Rest areas shall be put on trails where space is available. Benches to be incorporated into rest areas where possible and at the discretion of the municipality.
- Benches shall:
  o Have a seat height between 450mm and 500mm
  o Have arm and back rests
    ▪ Consider placing an arm rest in the middle of the bench to avoid individuals sleeping on them
  o Be of contrasting colour to their background
- Rest areas shall:
  o Be adjacent and away from the accessible path of travel
  o Ensure ground surfaces are firm, stable and slip resistant
  o Ensure colour contrast strips distinguish the path of travel from the rest area itself
  o Provide a clear space of 3353mm wide by 1525mm deep
- The distance between rest areas is at the discretion of the municipality
  o Consider every 250m + or – 50m based on site conditions for the first 1000m of trail

Version Date: December 2018

Passing Areas

- Passing areas (strategic trail widening) to be installed at the municipalities discretion based on reported high volume areas and or trail intersections
- Minimum 300mm widening at 5000mm to 10000m long

Viewing Areas

- Viewing areas to be installed at the municipalities discretion
- Share characteristics of that of a rest area – likely larger
- Benches and surface type to mimic that of rest areas
- Best practice to include signage to support viewing area (infographics etc.) Sign panels shall be installed with tops no higher than 2.4m and no lower than 1.8m. Signage to be on primary accessible trail route

Amenities

- Trail amenities to be installed at the municipalities discretion
- Amenities may include benches (to meet specs noted under rest areas), waste and recycling bins, bicycle racks, shade shelters and lighting

Public Survey Feedback

On November 1, 2018, a survey went out to the general public in Middlesex County regarding accessible recreational trails. The survey was posted on the County website as well as the local municipalities' website. Consisting of 16 questions, the survey was geared to collect high level information from members of the community that use the trails in Middlesex County and what they would like to see on those trails. Of the 51 respondents, 8 individuals identified as living with a disability. The survey spanned across the entire County with data being collected from all local municipalities. The survey closed November 26, 2018.

Some statistical highlights include:

- 74% of respondents felt it was important to include rest areas on trails
    - 76% of those respondents felt it was important to incorporate benches into those rest areas
- 88% of respondents felt that rest areas should be spread out evenly throughout the trail
- 60% of respondents felt it was important to have passing areas on trails
- 72% of respondents felt it was important to have viewing areas on trails
    - 74% of these respondents would like to see signage supporting these viewing areas
- 80% of respondents would like to see waste and recycling bins on trails

Version Date: December 2018