



JOINT ELGIN/CENTRAL ELGIN
2009-2010
ANNUAL MUNICIPAL
ACCESSIBILITY PLAN

Adopted by County Council – December 10, 2009
Adopted by Central Elgin Council – January 25, 2010

INDEX

JOINT ELGIN/CENTRAL ELGIN MUNICIPAL ACCESSIBILITY PLAN (JAAC)

<u>SECTION</u>	<u>PAGE NO.</u>
Executive Summary	1
Mission Statement	1
Aim	2
Objectives	2
Municipal Highlights, Population and Organizational Structure	
County of Elgin	2
Municipality of Central Elgin	2
Establishment of Accessibility Working Group	3
Co-Ordinators	3
Members of JAAC	3
County of Elgin/Municipality of Central Elgin Commitment to Accessibility Planning	4
Achievements from October 2007-September 2008	4
Barrier Identification Methodologies	7
Barriers Identified and Status of Elimination	8
Mandatory Accessibility Standards	14
Focus for 2010	14
Review and Monitoring Process	15
Communication of the Plan	15
Recommendations	15
Signature Page	15
Appendix “A” – County of Elgin 2009 Summary of Barriers Addressed	16
Appendix “B” – Municipality of Central Elgin 2009 Summary of Barriers Addressed	18
Appendix “C” – Joint County of Elgin and Municipality of Central Elgin 2009 Initiatives	18

**JOINT ELGIN/CENTRAL ELGIN
ANNUAL MUNICIPAL ACCESSIBILITY PLAN
2009-2010**

EXECUTIVE SUMMARY

The purpose of the *Ontarians with Disabilities Act, 2001 (ODA)* is to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in life. To this end, the *ODA* mandates that each municipality with a population of over 10,000 forms a committee to identify accessibility barriers with membership composed of a majority of persons with disabilities and to prepare and publish annual accessibility plans.

An *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* became effective June 13, 2005. In addition to requirements of the *ODA*, an Accessibility Standards Advisory Council advises the Province on the process for the development of accessibility standards and the progress made by Standards Development Committees in developing proposed accessibility standards. Legislation includes that Ontario is to be barrier-free by the year 2025. Until repealed, the *ODA* remains in effect as well.

This is the seventh annual plan prepared by the Elgin/Central Elgin Joint Accessibility Advisory Committee (*JAAC*). The report describes: (1) the measures/achievements of the County of Elgin and the Municipality of Central Elgin (Elgin/Central Elgin) over the past year, and (2) the measures committed to be taken during the current year (2009-2010), to identify, remove and prevent barriers to persons with disabilities who use the facilities and services of Elgin/Central Elgin, including employees, volunteers, visitors, and other members of the community.

This year, Elgin/Central Elgin committed itself to the continual improvement of access to municipally-owned or leased premises, facilities and services for employees, volunteers, and visitors with disabilities; the participation of persons with disabilities in the development and review of its annual accessibility plan; and the provision of quality services to all members with disabilities within its jurisdictional community.

The accessibility working group, in its first annual plan, identified 70 barriers to persons with disabilities. The most significant findings were that Elgin/Central Elgin facilities are not fully wheelchair/mobility/vision/hearing accessible. Over the next several years, budgets need to include funds to eliminate these barriers. For 2010, the *JAAC* recommends removing as many barriers as possible in Central Elgin and in the County of Elgin, or as legislated by Provincial standards.

MISSION STATEMENT

The *JAAC* adopted the following as its Mission Statement:

“To identify, remove and prevent barriers to persons with disabilities who use the facilities and services of the County of Elgin and the Municipality of Central Elgin, including employees, volunteers, visitors, and all members of our Community.”

AIM

This report describes: (1) the measures that Elgin/Central Elgin have taken in the past, and (2) the recommendations from the *JAAC* for measures to be undertaken by Elgin/Central Elgin during the year 2009-2010, to identify, remove and prevent barriers to persons with disabilities who use the facilities and services of Elgin/Central Elgin, including employees, volunteers, visitors, and other members of the community.

OBJECTIVES

This Plan:

1. Recommends the process by which Elgin/Central Elgin can identify, remove and prevent barriers to persons with disabilities.
2. Reviews earlier efforts to remove and prevent barriers to persons with disabilities.
3. Lists the facilities, policies, programs, practices, and services that *JAAC* recommends Elgin/Central Elgin to review in the coming year to identify barriers to persons with disabilities.
4. Describes the measures Elgin/Central Elgin should undertake in the coming year to identify, remove and prevent barriers to persons with disabilities.
5. Describes how Elgin/Central Elgin would make this accessibility plan available to the public.

MUNICIPAL HIGHLIGHTS, POPULATION AND ORGANIZATIONAL STRUCTURE

COUNTY OF ELGIN

The County of Elgin is situated along the north shore of Lake Erie and encompasses more than 187,966 Ha. with a population of 44,482 citizens 2008 figures from MPAC. The County is an "upper tier" municipality, which includes seven constituent "lower-tier" municipalities within the County structure, and one separated City. Each of these has their own separate system of governance. Corporate headquarters is located at the County Administration Building, 450 Sunset Drive, St. Thomas, partway between the City of St. Thomas and Port Stanley.

Areas of jurisdiction under the County corporate structure include responsibility for: County Council directives, by-laws, policies and procedures; protection of County assets and expenditures; design and construction of the County Road System; administration of Ontario Court of Justice and Provincial Offences operation; County Libraries (11 branches plus 1 main office); Museum; Archives; operation of three Long-Term Care Homes; emergency services (emergency response, 9-1-1, land ambulance, co-ordination of policing contract for 6 municipalities); a regional approach to Economic Development and Tourism Services; Ontario Works/Social Services (administered through City of St. Thomas); protection of County forest cover; and severing of land.

MUNICIPALITY OF CENTRAL ELGIN

The Municipality of Central Elgin is a progressive, dynamic urban and rural municipality, located on the shores of Lake Erie in the heart of southwestern Ontario connected by 370 kms. of municipal roads. The Municipality of Central Elgin encompasses 325 square kms, in area and has a population of 12,042 citizens (2008 figures from MPAC).

The Municipality of Central Elgin is a “lower tier” municipality with its own separate system of governance within the County of Elgin structure. The Administration Office for the Municipality of Central Elgin is located at 450 Sunset Drive, North Wing, St. Thomas.

Areas of jurisdiction under the Municipality of Central Elgin structure include: Council by-laws, policies and procedures; protection of Central Elgin assets and expenditures; Strategic Planning; Building Inspection; By-law Enforcement; Zoning/Committee of Adjustment; Municipal Roads System; Sanitary Sewer; Storm Sewers and Municipal Drains; Potable Water; Parks and Recreation; and Solid Waste.

THE ACCESSIBILITY WORKING GROUP

Establishment of the Joint Accessibility Advisory Committee

In accordance with the *ODA* legislation, the Councils for the County of Elgin and the Municipality of Central Elgin formed an optional joint accessibility advisory committee in 2002, known as the Elgin/Central Elgin Joint Accessibility Advisory Committee (*JAAC*). The Committee is comprised of five persons representing all geographic areas of the County of Elgin with the majority of membership being persons with disabilities.

The responsibilities of the *JAAC* are as follows:

- Identify barriers to persons with disabilities in all facilities, regulations, policies, programs, practices and services offered by Elgin/Central Elgin.
- List facilities, regulations, policies, programs, practices and services that cause or may cause barriers to persons with disabilities.
- Identify barriers that are to be removed or prevented in the coming year.
- Describe and recommend how these barriers should be removed or prevented in the coming year.
- Prepare an annual report on these activities, for approval by the Councils of the County of Elgin and the Municipality of Central Elgin, and make the plan available to the public.
- Review building plans and make recommendations on accessibility issues.

Co-ordinators

The Deputy Clerk position for the Municipality of Central Elgin and the Building Sciences Technologist position for the County of Elgin were appointed by the respective Councils as the Co-ordinators of the *JAAC* to provide administrative support and assistance.

Members of the JAAC

Elgin/Central Elgin appointed the following members to the *JAAC*

Working Group Member	Municipality/Agency	Department	Telephone/E-mail
Ms. Jenny Phillips	Chair	<i>JAAC</i>	519 762-2862 jennyphillips@golden.net
Ms. Sylvia Hofhuis	Vice-Chair – represents Elgin and Central Elgin Councils	<i>JAAC</i>	519 782-3541 shofhuis13@yahoo.ca

Mr. Tom Marks	Acting Vice-Chair – represents Elgin and Central Elgin Councils	JAAC	519 631-4860 tmarks@centralelgin.org
Vacant position	Member	JAAC	
Vacant position	Member	JAAC	
Ms. Dianne Wilson	Municipality of Central Elgin	Administration	519 631-4860 dwilson@centralelgin.org
Mr. Cole Aicken	County of Elgin	Engineering Services	519 631-1460 x 4 caicken@elgin-county.on.ca

ELGIN/CENTRAL ELGIN COMMITMENT TO ACCESSIBILITY PLANNING

The Councils for the County of Elgin and the Municipality of Central Elgin adopted its first Accessibility Plan on September 23, 2003, and has adopted Annual Accessibility Plans each year thereafter, to identify and eliminate accessibility barriers to disabled persons. Elgin/Central Elgin is committed to:

- The continual improvement of access to Elgin/Central Elgin premises, facilities, and services for employees, volunteers, visitors, and other members of the community.
- participation of persons with disabilities in the development and review of its annual accessibility plans.
- provision of quality services to all employees, volunteers, visitors, and other members of the community.

The Councils of Elgin/Central Elgin authorized the JAAC to prepare annual accessibility plans that will enable Elgin/Central Elgin to meet these commitments.

ACHIEVEMENTS FROM OCTOBER 2007-SEPTEMBER 2008

- The JAAC prepared the sixth annual Joint Elgin/Central Elgin Municipal Accessibility Plan, which was adopted by both Councils.
- Awareness and resolution of accessibility barriers has been promoted throughout the various departmental staff with the importance of addressing these barriers emphasized. Departments are budgeting towards elimination of barriers over the next several years.
- The JAAC reviewed site plans for Elgin/Central Elgin and made recommendations to improve accessibility to the new or renovated facilities. Plans reviewed were renovations to Suite 307, Administrative Building; Construction of the new Ambulance Base in Aylmer; Site plan for ramps, Port Stanley Beach.

ELGIN

- Administration Building - Topigs Canada moved into new office on 3rd Floor - complete renovations for barrier-free access; 3'-0" wide doors throughout office area with barrier-free lever hardware; no switches higher than 48"; 5'-0" turning radius in all rooms.
- Administration Building - Renovated Mainline office on 2nd floor - added 3'-0" wide front entrance door complete with barrier-free lever hardware.
- Administration Building - Renovated Scott Avery's office on 2nd floor - added 3'-0" wide front entrance door complete with barrier-free lever hardware.
- Administration Building - Renovated Coffee News office on 2nd floor - added 3'-0" wide front entrance door complete with barrier-free lever hardware.
- Administration Building - Added power door operators to the Men's and Women's Washrooms on the 1st floor.
- Administration Building - Administrative Services moved to the 3rd Floor - complete renovations for barrier-free double entrance doors; wide hallways and doorways; lowered reception desk area; no switches higher than 48"; lowered hooks in closets; washroom facilities with lever hardware, open area under sink, grab bar etc. - open area under kitchen sink, microwave on moveable cart; 5'-0" turning radius in all rooms.
- Administration Building - Museum on the 4th floor added new 3'-0" wide double entrance doors complete with barrier-free lever hardware.
- Administration Building – Renovated the Human Resources area - 3'-0" wide entrance door added; kitchen with lever hardware; door handles changed to lever style; fire extinguisher lowered; lowered reception desk area.
- Human Resources - Health & Safety orientation packages are now available in large font.
- Libraries - All library branches now have public use headphones to assist those with a visual loss. (Technological Barrier)
- Libraries - Dutton Library - Replaced most of the shelving with new accessibility compliant shelving; repositioned information desk for better visibility; lowered a section of the desk to allow better access.
- Aylmer Ambulance Base – Architects and Engineers designed new base to be totally barrier-free.
- Bobier Villa - Nurses Station Desk - New counter top added with roll under area for wheelchairs.
- Bobier Villa - Wall mounted hair dryer installed so residents can now stay in their personal mobility device while drying their hair.

- Bobier Villa - Family Room - new phone installed for residents.
- Elgin Manor - Front offices - lowered mailboxes in front office area for better accessibility.
- Elgin Manor - Melissa Garden(Exterior) - new signage installed at wheelchair level.
- Elgin Manor - Smoking Shelter(Exterior) - replaced damaged cement pad to provide a smoother surface; replaced frosted plastic sheeting with smoked glass for visibility.
- Terrace Lodge - Activation Room Renovations - 3'-0" wide double entrance doors with barrier-free hardware; added new kitchen cabinetry with roll under area and roll under kitchen sink with lever hardware;
- Terrace Lodge - Courtyard Sidewalks/ Pads (Exterior) - 2m wide walkways installed to accommodate wheelchairs and scooters.
- Public Health Unit - New reception desk with lower section purchased.
- Public Health Unit - Doors replaced with lever handles ongoing.

CENTRAL ELGIN

- Port Stanley Beach - Barrier-free ramps constructed through the Blue Flag Program.
- C.A. Bell Medical Centre - Barrier-free accessible doors installed.

JOINT INITIATIVES

- County of Elgin and Municipality of Central Elgin - The domain name AccessElgin.ca has been secured as the web address for joint Elgin/Central Elgin accessibility issues and links. It is anticipated the site would be developed over the next few years.

BARRIER IDENTIFICATION METHODOLOGIES

The Working Group used the following barrier identification methodologies:

Methodology	Description	Status
Promotion and awareness of accessibility barriers and JAAC activities	The JAAC will be sending letters to the local Chambers of Commerce and BIAS to increase their awareness of the new Accessibility Standards coming out.	Ongoing
Staff reviewed accessibility barriers in all facilities	Staff inspected owned premises and identified accessibility barriers.	Ongoing
Accessibility website	The JAAC requested establishment of a website, linked from the County of Elgin homepage. The website would house the JAAC Minutes, annual Accessibility Plans, accessibility information and links to sites of interest to visitors. The site would also act as a public forum for input into accessibility issues.	Design and content of the website is in the development stage. The Chair's husband has agreed to design the website. Staff to maintain the site is to be determined. All content is to be reviewed by the JAAC prior to posting on the website.
Plan Approvals	The JAAC reviews renovation/construction plans to ensure accessibility barriers are addressed prior to construction	Plans reviewed were renovations to the Main Sery, Terrace Lodge; Barrier-free Accessibility Ramp Upgrade, Administration Building;
Five -Year review of all County owned buildings	Staff inspected owned premises and identified accessibility barriers.	Ongoing

BARRIERS IDENTIFIED

The JAAC identified 70 barriers in 2003. The Councils of Elgin and Central Elgin adopted the recommendations of the JAAC to begin eliminating these barriers. As well, when new or renewal Leases are discussed, (e.g. Libraries and vehicles) consideration would be given to eliminate accessibility barriers as previously identified.

The Barriers were prioritized into categories as follows:

- #1 – High Importance – measures to be undertaken to address the barrier as soon as possible
- #2 – Medium Importance – measures to be undertaken to address the barrier within the next five years
- #3 – Low Importance – measures to be undertaken to address the barrier when renovations occur.

The following list contains the barriers completed during 2009 and those remaining:

INFORMATION/COMMUNICATION/POLICY BARRIERS

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
1	Signage throughout all buildings to be in Braille or routed letters no higher than 4 feet (1.22 m) from the floor, and in a standardized location. Note: Acquisition of signage was delayed pending possible criteria for lettering etc. from the new Provincial AODA Built Environment standard.	Planned but delayed.	Planned but delayed.
1	Elevator floor buttons and selection panel to include Braille and be positioned no higher than 4 feet (1.22 m) from the floor. Emergency telephone to be positioned no higher than 4 feet (1.22 m) from the floor.	Temporary Braille signage installed in Admin. Bldg. and Terrace Lodge. Redesign of these elevators and other buildings ongoing	Temporary Braille signage installed in Port Stanley Arena. Redesign of interior of elevator in this and other buildings ongoing
1	Voice or chime enunciators for floor positions to be installed in elevators	Planned 2012 – Admin. Bldg. Other areas ongoing	Ongoing
1	Create website version for persons with visual loss	Resources may be available through web browsers	Resources may be available through web browsers
1	Re-mark suitably sized accessible parking spaces and install signage worded to include the fine amount	Ongoing – Admin. Building(Complete)	Ongoing – Beach Area's and Arena (Completed)
2	Voice or buzzer indicators at traffic lights to be installed in built-up, urban areas where pedestrians may cross the street	To be investigated and planned for 2012	To be investigated and planned for 2012

INFORMATION/COMMUNICATION/POLICY BARRIERS (cont'd.)

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
1	Hiring and interviewing policies to include accommodation procedures for persons with disabilities	Completed	Ongoing
2	Human Resources and Health & Safety reading material, policies, warnings, notices, to be in multi-formats.	Alternate formats will be made available as per new Accessibility Standard for Customer Service Policy.	Alternate formats will be made available as per new Accessibility Standard for Customer Service Policy.
2	Fire pull station and extinguishers to be lowered to no higher than 4 feet (1.22 m) from floor	Planned 2010 – Admin. Building	Under discussion
2	PC's for public use to be compatible for Braille translation software. Purchase screen readers (e.g. Job Access With Screen Reading). Purchase Braille software and keyboard (e.g. Dragon Dictate) that a person uses to dictate information and it writes it down. Install Braille embosser and soundtrack on narrative	Libraries (except Vienna) installed Zoom Text Magnifier/Reader program to assist patrons with vision loss. Neo Speech voice recognition is being investigated. Windows XP has accessibility options for users	n/a
2	Investigate computers to communicate with persons with hearing/vision loss	JAAC concluded front counter staff could handle situations appropriately	JAAC concluded front counter staff could handle situations appropriately

PHYSICAL/ARCHITECTURAL BARRIERS

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
General			
1	When new/renewal Leases are discussed, consideration to be given to barriers identified throughout Plan	Ongoing	Ongoing
1	All interior exit doors require panic bars	Ongoing	Ongoing
1	Investigate book drop off zones for libraries	Ongoing	n/a
1	Lower shelving in libraries or ask for staff assistance in interim	Ongoing – Dutton 80% Completed.	n/a

PHYSICAL/ARCHITECTURAL BARRIERS (cont'd.)

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
General			
1	Portion of bars/rods in coat closets and hooks in lockers to be lowered or purchase hook & rod devices that hang from existing rods to lower level	Ongoing.	Belmont Arena new addition under discussion. Other areas ongoing.
1	Vertical difference in elevation not to exceed 12mm (sidewalks)	Ongoing	Ongoing
1	Require extenders on fans and mini blinds to allow for adjusting	Completed	Ongoing
1	Disabled parking space(s) to be identified, signed and promoted for buildings, shopping, beach areas	To be discussed at Joint Administrators' meeting	To be discussed at Joint Administrators' meeting
2	Install power operators on exterior main entrance doors	Ongoing	Ongoing
2	Power door operator control button to be located 3-4 feet (.91-1.22 m) from doorway to allow for opening	Under discussion	Under discussion
2	All access ramps and washrooms to have minimum turnaround radius of 5 feet (1.52 m)	Ongoing	Ongoing
2	All access ramps to be minimum unobstructed width of 3 feet (.91 m) inside railings	2012 – Administration Building	Ongoing
2	All door widths to be minimum of 3 feet (.91 m)	Ongoing	Ongoing
2	All turn-type knobs to be replaced with lever style	Ongoing	Ongoing
2	Lower section of concession counters	n/a	Ongoing
2	Paths to be constructed to provide access to playgrounds/sports fields	n/a	To be considered in 2010
2	Playground equipment to be barrier free or add on barrier free section	n/a	To be considered in 2010
3	Mailroom in Administration Building to be rebuilt. Mailroom in Central Elgin to be redesigned.	Completed	Ongoing
3	Installation of non-glare/indirect lighting in offices and work stations	Grids on lighting being replaced with grids that reflect light downwards.	Ongoing

PHYSICAL/ARCHITECTURAL BARRIERS (cont'd.)

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
General			
3	Workstations to be adjustable	Sit/stand workstation purchased.	Being tested
3	Curb cuts and sidewalk ramps to be included in new construction and others to be retrofitted	Ongoing, completed during new construction.	90% of existing curbs & sidewalks have been retrofitted. Others done during new construction
3	Water coolers to be barrier free	Completed	Ongoing
3	Lifts and/or elevators to other floors or basements to be installed if necessary	Ongoing	Ongoing
3	Provide accessible scooter/storage locations in Homes for Seniors and not-for-profit housing	Ongoing	n/a
3	All thresholds to be level with flooring or entrances	Planned 2012 – Eng. Serv.; Bobier Villa. Others ongoing.	Ongoing C.A. Bell Medical Centre - Completed
3	All light switches to be lowered to no higher than 4 feet (1.22 m) from the floor	Under discussion	Under discussion
3	Storage of parts and chemicals to be moved to an accessible area	Ongoing	Ongoing
3	Should an employee with physical limitations require the use of a leased vehicle to perform duties, an accessible vehicle will be leased	Policy adopted, Completed	Policy adopted, Completed
3	Power control panels to be lowered (access to fuses/breakers)	Ongoing – device to reach switches being investigated	Ongoing – device to reach switches being investigated
Kitchens			
2	Lower section of counter, provide accessible sink and cupboard area, and sufficient space for wheelchair access in kitchens available for public or employee use	Planned 2010 – Cultural Services. Other areas ongoing	Port Stanley Arena lower section of counter–alternatives to be completed in 2010. Others ongoing.
3	Microwaves to be at an accessible height and placement or purchase moveable carts	Ongoing	Planned 2010 – Belmont Arena Others ongoing.

PHYSICAL/ARCHITECTURAL BARRIERS (cont'd.)

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
Office Ergonomics			
1	Office furniture to be repositioned to allow clear 3' (.91m) access	Ongoing	Ongoing
2	Equipment stands (fax, printer, etc.) to be at accessible height or be adjustable	Planned - 2010 Libraries. Other areas by 2012	Ongoing
2	Reception desks to have lower section or be adjustable	Planned 2010 – Econ. Dev.; Cultural Services. Other areas ongoing; Public Health - Completed	Complete
2	Mailing machines to be at accessible height or adjustable	Completed	Ongoing
3	Replacement desks to be adjustable and with rounded corners	Completed	Upon new purchase.
3	Computer workstations – desks and chairs to be adjustable	Ongoing	Ongoing
3	Photocopiers to have controls at accessible height	Not available on the market yet. Assistance available upon request.	Not available on the market yet. Assistance available upon request.
3	Filing cabinets to be no higher than 4 drawers or purchase revolving side file cabinets	Completed	Ongoing
3	Lower shelving and informational material	Ongoing	Ongoing
3	Grates in floor to be level with flooring material	Ongoing	Ongoing
3	Lower control buttons for garage doors and wash bay	Ongoing	Ongoing
Washrooms			
2	Provide barrier free washroom facilities as per the Ontario Building Code	Not necessary to renovate office washrooms if accessible washrooms are available in close proximity. Ongoing	Not necessary to renovate office washrooms if accessible washrooms are available in close proximity. Ongoing

PHYSICAL/ARCHITECTURAL BARRIERS (cont'd.)

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
3	Showers require a bench, well-anchored grab bars, and handheld showerheads. All controls to be within easy reach	n/a	Ongoing

TECHNOLOGICAL BARRIERS

CATEGORY	BARRIER AND RESOLUTION	STATUS ELGIN	STATUS CENTRAL ELGIN
2	Purchase headsets for computer access for persons with vision loss	Funding being pursued for Libraries. Other areas ongoing	Ongoing
3	Outfit telephones with volume control/flashing light and large keypad	Admin. Bldg. telephones have volume control and flashing light. Large keypad phones can be purchased as required. Other areas ongoing	Upon new purchase
3	Install rotational lighting on fire alarm systems	Ongoing	Ongoing
3	Relocate or lower heat thermostats no higher than 4 feet (1.22 m) from the floor	Ongoing	Ongoing

MANDATORY ACCESSIBILITY STANDARDS

The Ontario Government is issuing five sets of standards under the Accessibility for Ontarians with Disabilities Act, 2005 (the "AODA") to achieve the vision of a barrier-free Ontario by 2025. The first set are the Accessibility Standards for Customer Service, Ontario Regulation 429/07 ("OR 429/07"). These are now the law and municipalities must have policies, practices and procedures in place by January 1, 2010.

County Council adopted the Accessibility Standard for Customer Service April 28, 2009. The policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario Regulation 429/07) and addresses the following:

- (a) The provision of goods and services to persons with disabilities;
- (b) The use of support persons by persons with disabilities;
- (c) Customer feedback regarding the provision of goods and services to persons with disabilities;
- (d) Notice of temporary disruptions in services and facilities;
- (e) The use of service animals by persons with disabilities;
- (f) Notice of availability and format of documents;
- (g) Training; and
- (h) The use of assistive devices by persons with disabilities.

This policy applies to all persons who deal with members of the public or other third parties on behalf of the County of Elgin, whether the person does so as an employee, member of Council, agent, volunteer, student on placement, or otherwise and all persons who participate in developing the County's policies, practices and procedures governing the provision of goods and services to members of the public or other third parties.

All County employees will have received the required Accessibility Customer Service training by the end of 2009.

FOCUS FOR 2010

By-Laws, Policies, Practices, Services to be reviewed

The JAAC will review various by-laws, policies, practices, and services to determine their effect on persons with disabilities as follows:

- Design and development of an accessibility website. The domain name AccessElgin.ca has been reserved and design and development of the website will be undertaken over the next two or three years.
- Planning, building practices, subdivision policies, and development of a criteria list.
- Disabled parking spaces in core business areas. A survey has been returned by local municipalities detailing the number and location of municipal parking spaces for persons with disabilities in their respective municipality.
- Follow up with Elgin and Central Elgin staff to ensure policies and procedures are being developed to comply with the Mandatory Customer Service Standard.
- Promotion and public awareness.

REVIEW AND MONITORING PROCESS

The JAAC will meet regularly to review progress and staff would be reminded, through personal contacts or by e-mail, about their roles in implementing the Plan. The Chair/Vice-Chair will request to attend a meeting(s) with Senior Management Teams to review the progress of accessibility barrier elimination.

COMMUNICATION OF THE PLAN

Copies of the plan are to be available at the County of Elgin Administrative Services front counter, Municipality of Central Elgin front counter, County Libraries, local municipal offices, and on the County of Elgin and on the Municipality of Central Elgin websites. On request, the report can be made available on computer disk, or in large print.

The domain name of AccessElgin.ca has been secured and the website will be developed over the next few years. The website, once in operation, would house JAAC Minutes, annual Accessibility Plans, accessibility information and links to sites of interest to visitors. The site would also act as a public forum for input into accessibility issues.

RECOMMENDATIONS

THAT the Elgin/Central Elgin Joint Accessibility Advisory Committee recommends to the Council for the County of Elgin and to the Council for the Municipality of Central Elgin that the following barriers to persons with disabilities be addressed during 2010:

1. All barriers identified by departmental staff for elimination in 2010, which are detailed on Pages 8-13 of the Plan, are to be scheduled for completion during 2010, or as legislated by Provincial Standards, within budgetary limitations; and further,

THAT Elgin and Central Elgin staff work toward development and implementation of processes and policies to comply with the new Mandatory Accessibility Standards.

Respectfully Submitted

Jenny Phillips, Chair

Sylvia Hofhuis, Vice Chair

Tom Marks, Acting Vice Chair

APPENDIX "A"

**COUNTY OF ELGIN
ACHIEVEMENTS FROM OCTOBER 2008 TO OCTOBER 2009
TOWARDS ELIMINATION OF ACCESSIBILITY BARRIERS**

Department/Building	Barrier Addressed
<p><i>Administration Building</i></p> <ul style="list-style-type: none"> - Exterior Ramps - Administrative Services - Human Resources - Fire Alarm System - Mailroom - SCM Office - Alzheimer's Office 	<p>Barrier-free Accessibility Ramp Upgrade – existing south wheelchair ramp to be removed and replaced with a new vestibule/ loading dock c/w a vertical lift; new 3'-0" wide entry door c/w lever hardware and power door operator; 5'-0" turning circle on both levels.</p> <p>New power door operator to be installed on main entry door.</p> <p>New power door operator to be installed on main entry door.</p> <p>New fire alarm panel to be installed; fire pull stations to lowered; fire bells to be replace with new horn strobes.</p> <p>Mailroom was relocated – new 3'-0" wide door installed c/w lever hardware; 34" counter top installed c/w a roll under area; shelves installed no higher than 5'-0" off the ground; 5'-0" turning circle.</p> <p>Renovated vacant area for new tenant – new 3'-0" wide doors installed c/w lever hardware; 5'-0" turning circles in all rooms.</p> <p>Renovated Alzheimer's Offices – new 3'-0" wide doors installed c/w lever hardware; 3'-0" wide hallways; 5'-0" turning circles in all rooms.</p>
<p><i>Long Term Care Homes</i></p> <ul style="list-style-type: none"> - Bobier Villa - Elgin Manor 	<p>Interlock Brick Removal– existing interlocking bricks to be removed and replaced with concrete to accommodate wheeled equipment (scooters, wheelchairs, walkers, etc) Adding small concrete pads along existing sidewalks for rest areas.</p> <p>Family Room Renovation – moved room closer to the front of the building for better accessibility; new 3'-0" wide entry door installed c/w lever hardware; barrier-free washroom c/w 5'-0" turning circle.</p>

<p>- Terrace Lodge</p>	<p>Laundry Room Reno – Expansion to the existing laundry room will provide increased floor area and better accessibility within.</p> <p>OG/ GG Lounge Reno – new 6’-0” wide double entrance doors installed c/w lever hardware; 5’-0” turning circles within.</p> <p>Servery Renovation – new 2’-10” lower counter installed c/w roll under area; new 3’-6” door opening.</p> <p>Drop-in Centre Renovation – new 6’-0” wide double entrance doors installed c/w lever hardware; new 3’-6” hallway entry door installed c/w lever hardware; new 3’-0” door installed c/w lever hardware leading into Adult Day Tub Room.</p>
<p><i>Elgin County Libraries</i></p>	
<p><i>Ambulance Stations</i></p> <p>- Aylmer Base</p>	<p>New Ambulance Base designed to be totally barrier-free.</p>
<p><i>Accessible Customer Service Standard (O. Reg. 429/07)</i></p>	<p>Accessible Customer Service Policy’s, Practices and Procedures were approved by County Council April 16, 2009.</p> <p>Our Accessibility Training has started and we have trained 66 employees to date. The Homes staff/volunteers are being done in August and September and Council/Management in November. All staff and volunteers will be trained by December 31, 2009. New hires after October 1, 2009 will receive ACS training during their scheduled H&S/ACS orientation so that will be ongoing.</p> <p>Health & Safety materials or orientation packages is now available in large font. All other HR materials or documents can be made available upon request.</p>

APPENDIX "B"
MUNICIPALITY OF CENTRAL ELGIN

**ACHIEVEMENTS FROM OCTOBER 2008 TO OCTOBER 2009
TOWARDS ELIMINATION OF ACCESSIBILITY BARRIERS**

Department/Building	Barrier Addressed
<p><i>Accessible Customer Service Standard</i> (O. Reg. 429/07)</p>	<p>Accessible Customer Service Policy's, Practices and Procedures were approved by County Council April 16, 2009.</p> <p>Our Accessibility Training has started and we have trained 66 employees to date. The Homes staff/volunteers are being done in August and September and Council/Management in November. All staff and volunteers will be trained by December 31, 2009. New hires after October 1, 2009 will receive ACS training during their scheduled H&S/ACS orientation so that will be ongoing.</p> <p>Health & Safety materials or orientation packages is now available in large font. All other HR materials or documents can be made available upon request.</p>
<p>Roads Department</p>	<p>Sidewalks and Curb Cuts – 3834.95m² (2.56 km) of sidewalks where completed which includes 19 curb cuts. Central Elgin is now at an estimated 90% completion.</p>

Oct/09

APPENDIX "C"

**COUNTY OF ELGIN AND MUNICIPALITY OF CENTRAL ELGIN
2009 JOINT INITIATIVES**

Department/Building	Barrier Addressed

Oct/09