



**ELGIN COUNTY AND  
LOCAL MUNICIPAL  
PARTNERS  
JOINT MULTI-YEAR  
ACCESSIBILITY PLAN  
2021-2026**

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## Introduction

### Message from the Chief Administrative Officers

On behalf of the Municipalities of Bayham, Central Elgin, Dutton Dunwich, West Elgin, Aylmer, Malahide, Southwold, and the County of Elgin, we are pleased to present the 2021-2026 joint Multi-Year Accessibility Plan (MYAP). This plan will act as a guide for the next 5 years, outlining our accessibility progress, goals and timelines.

The MYAP was created in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the O.REG 191/11 Integrated Accessibility Standards Regulation. We are proud of our accomplishments under our previous MYAPs, and look forward to continuing to support accessibility initiatives and projects in our community.

The plan demonstrates our commitment to identifying, removing and preventing barriers for persons with disabilities through accessibility planning, collaboration with the community, and implementation of our accessibility goals and initiatives.

The plan was developed by incorporating feedback from the public, community members with disabilities, and the Joint Accessibility Advisory Committee. The feedback helps to ensure that the goals we have set out in the plan meets the expectations of the members of our community.

We would like to take this opportunity to thank all that were involved in the creation of this plan, and for the ongoing efforts of the Joint Accessibility Advisory Committee in furthering our accessibility goals across the County of Elgin.

Through continuous achievements in accessibility, the County of Elgin and our seven Local Municipal Partners will continue to work towards providing an accessible and equitable environment, and community that encourages inclusion of all of its diverse members. In doing so, we are taking the steps necessary to support the Provincial Government's plan to make Ontario fully accessible by 2025.

Sincerely,

Thomas Thayer, CAO  
**The Municipality of Bayham**

Paul Shipway, CAO  
**The Municipality of Central Elgin**

Heather Bouw, CAO  
**The Municipality of Dutton Dunwich**

Magda Badura, CAO  
**The Municipality of West Elgin**

Andy Grozelle, CAO  
**The Town of Aylmer**

Adam Betteridge, CAO  
**The Township of Malahide**

Lisa Higgs, CAO  
**The Township of Southwold**

Julie Gonyou, CAO  
**The County of Elgin**

## **Executive Summary**

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), the County of Elgin and its Local Municipal Partners (LMP) have created a Joint Multi-Year Accessibility Plan, which builds on the accomplishments of the previous MYAP plans.

The County and its LMPs continue to maintain compliance with the requirements under the AODA and the Integrated Accessibility Standards Regulations (IASR). This plan acts as an accessibility road map, detailing key initiatives and progress made, as well as goals and timelines to be achieved over the next 5 years. It demonstrates the commitment made to identifying, removing and preventing barriers for people with disabilities. It is designed to create a more accessible and inclusive community.

The plan is available online at the County of Elgin's website, as well as on all of the Local Municipal Partner websites, and it is made available in an alternative format and/or with communication supports, upon request.

## **Statement of Commitment**

The County of Elgin, along with its Local Municipal Partners are committed to creating and maintaining a barrier-free County where everyone can live, work and play. This Joint Multi-Year Accessibility Plan, spanning from 2021 to 2026, will act as a roadmap on our journey to meeting the Province's mandate of a fully accessible Ontario by 2025.

This commitment of removing barriers that prevent people with disabilities from accessing our goods, services and facilities was made through a streamlined, collaborative approach in an effort to realize efficiencies from both a planning and reporting perspective. Elgin County, along with its 7 Local Municipal Partners, are committed to ensuring equal access and participation for people with disabilities.

We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We are dedicated to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting, and where possible exceeding, our accessibility requirements under Ontario's accessibility laws.

## **Elgin County's Previous Multi-Year Accessibility Plan**

The County of Elgin's previous Multi-Year Accessibility Plan was created and approved by County Council in 2015 spanning to the end of 2020. During this time period, The County of Elgin filed Accessibility Compliance Reports on a bi-annual basis to the Ministry for Seniors and Accessibility (formerly the Accessibility Directorate of Ontario). These reports were filed in 2015, 2017 and 2019, and were all under full compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

The previous Multi-Year Accessibility Plan, unlike the 2021-2026 iteration, focused only on accessibility initiatives at the County level. Further, under the previous model each Local Municipality was required to create their own Plan while preparing Annual Accessibility Status Reports to their respective Councils. In looking forward to the opportunity of renewing the Multi-Year Accessibility Plan, County staff wanted to take the opportunity to streamline the annual reporting process, while also creating a truly collaborative **Joint** Multi-Year Accessibility Plan.

## **Accessibility for Ontarians with Disabilities Act**

The structure of the Joint Multi-Year Accessibility Plan is based upon requirements outlined under the [Accessibility for Ontarians with Disabilities Act](#) (AODA). The AODA came into effect in 2005 with a goal to make the Province of Ontario fully accessible to all by 2025. The AODA is a law that sets out a process for developing and enforcing accessibility standards.

Ontario is the first province and one of the first jurisdictions in the world to enact specific legislation establishing a goal and time-frame for accessibility. It is also the first jurisdiction to legislate accessibility reporting and to establish standards in areas like employment, transportation and the design of public spaces.

These standards fall under the [Integrated Accessibility Standards Regulation O. Reg 191/11](#) (IASR). The IASR are laws that government, businesses non-profits and public sector organizations must follow to become more accessible and provide barrier-free service delivery.

Every 3 years the Accessibility for Ontarians with Disabilities Act is reviewed by an individual appointed by the Provincial government. In 2017, the Honorable David C. Onley was selected to undertake this review. Over the course of 2018, Mr. Onley held public consultations across the Province interviewing a wide array of individuals living with disabilities, as well as those working in the realm of accessibility. In 2019, Mr. Onley put forward 15 recommendations to the Minister of Seniors and Accessibility. With the goal of a fully accessible Ontario by 2025 quickly approaching, it is apparent that we as a Province are a far-cry from this 2005 vision. There is work to be done across all sectors: public, not for profit and private. For those interested in where to read more about the 15 recommendations made, visit: [2019 Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005](#).

Progress has certainly been made across all of these sectors with work still to come in the lead-up to and beyond 2025. As designated public sector leaders, the County of Elgin, along with its Local Municipal Partners have important roles to play in making continual and significant improvements relating to accessibility, not only in our built environments, but also in the way we deliver our day-to-day services to our residents.

This Joint Multi-Year Accessibility Plan will act as our roadmap towards a fully accessible Ontario for all.

## **Joint Accessibility Advisory Committee**

The Joint Accessibility Advisory Committee (JAAC) is a public committee that is comprised of people with disabilities, members of the community who are actively involved in a disability related profession or are caregiver for a person with a disability, and staff members from the County of Elgin and Municipality of Central Elgin. Advisory Committee's are only required for municipalities with a population of 10,000 or more. The JAAC meets on a quarterly basis and the majority of the committee is represented by people with disabilities. The purpose of the committee is to provide advice to Councils on the removal and prevention of barriers, consult on the accessibility of buildings, structure or premises, the Multi-Year Accessibility Plan, site plans and drawings, and the implementation of accessibility standards and reports.

## **Accessibility Coordinator**

The Accessibility Coordinator looks after accessibility in Elgin County, and collaborates with its Local Municipal Partners on accessibility initiatives. The Accessibility Coordinator provides consultation on accessibility related projects. The Accessibility Coordinator is responsible for overseeing the implementation of accessibility standards for the corporation as well as providing ongoing training. Further, the Accessibility Coordinator works to identify accessibility issues, needs, resources and opportunities for integrated accessibility planning to ensure best practices are being implemented.

The Accessibility Coordinator acts as the main point of contact for accessibility related concerns across the County. Questions or concerns can be brought to the attention of the Accessibility Coordinator via the Accessible Feedback Form or by directly contacting them via email or phone (see the **Contact Information** section of the plan for details).

## **Plan Coordination and Implementation**

Elgin County supports the goals of the AODA, which seeks to meet Ontario's vision to make the province accessible by 2025. The County strives to be more accessible and inclusive for people with disabilities, and to ensure that accessibility measures are undertaken throughout all facilities and business operations. Accessibility is an integral part of all County initiatives, business practices, boards, committees, departments and divisions. The County of Elgin and all participating Local Municipal Partners are committed to fulfilling the accessibility requirements under the AODA and IASR.

The County's Accessibility Coordinator is responsible for the development of this plan, in consultation with the Joint Accessibility Advisory Committee, the public and persons with disabilities. All staff have a role to play in identifying, removing and preventing

barriers. Employees who are engaged and knowledgeable are able to incorporate accessibility considerations into their daily business practices.

The public and persons with disabilities were consulted via an online survey regarding the establishment, reviewing and updating of the Joint Multi-Year Accessibility Plan. 48% of respondents were persons with disabilities. Questions were asked pertaining to the County and all Local Municipal Partners concerning topics on:

- Use of service animals and support persons in County or LMPs facilities
- Barrier-free accessible feedback process and inclusive customer service
- Requesting accessible formats and communication supports
- Accessible and barrier-free websites and web content
- Barrier-free recruitment process and accommodations
- Barrier-free public spaces, accessible parking and accessible pedestrian signals
- Assurance of barrier-free municipal-owned facilities
- Accessible barrier-free transportation services (West Elgin)

Feedback was incorporated and taken to the Joint Accessibility Advisory Committee (JAAC) to be reviewed and revised. Once the review by the JAAC and incorporation of feedback was completed, the final Joint MYAP was presented to Council for approval.

The final version of the MYAP approved by Council will be available on the County of Elgin and Local Municipal Partners websites for the public to access. The MYAP is available in an accessible format and/or with communication supports, upon request.

### **Participating Municipalities**

The Municipality of Bayham	56169 Heritage Line, PO Box 160 Straffordville, ON N0J 1Y0
The Municipality of Central Elgin	450 Sunset Drive, St. Thomas, ON N5R 5V1
The Municipality of Dutton Dunwich	199 Currie Road, Dutton, ON N0L 1J0
The Municipality of West Elgin	22413 Hoskins Line Rodney, ON N0L 2C0
The Town of Aylmer	46 Talbot Street West, Aylmer, ON N5H 1J7
The Township of Malahide	87 John Street South, Aylmer, ON N5H 2C3
The Township of Southwold	35663 Fingal Line, Fingal, ON N0L 1K0

## **Accountability: Evaluation, Reporting & Compliance**

The success of a Joint Multi-Year Accessibility Plan of this nature relies on having clear and transparent methods of evaluating and reporting progress.

As laid out in the Integrated Accessibility Standards Regulation (IASR), designated public sector organizations are required to report to their respective Council's on an annual basis in the form of Annual Accessibility Status Report highlighting any achievements relating to accessibility they have realized in the previous year. In this instance, where Local Municipalities are participating in a Joint Multi-Year Accessibility Plan, the Annual Accessibility Status Report will be presented to County Council and circulated following its receipt and filing to all Local Municipal Council. These Annual Accessibility Status Reports are publicly available on the County's and LMPs websites.

Further, on a bi-annual cycle, all designated public sector organizations are required to file Accessibility Compliance Reports with the Ministry for Seniors and Accessibility. These Accessibility Compliance Reports come in the form of a fillable PDF, requesting specific information on how the organization is meeting its requirements under the AODA as well as the IASR. It is recognized that those in non-compliance with the requirements of the AODA and IASR may be subject to administrative penalties.

Like the Annual Accessibility Status Reports, the Accessibility Compliance Reports follow an open-government model and are made publicly available for residents to view and provide feedback on.

This Joint Multi-Year Accessibility Plan will be reviewed at least once every five years.

## **Overview of IASR Requirements**

### **Part I – General Requirements**

#### **Overview**

General Requirements section of the IASR requires the County and LMPs to:

- Implement and maintain policies governing how the organization achieves or will achieve accessibility by meeting its requirements under the AODA and the IASR
- Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies
- Establish, implement, maintain and document a Multi-Year Accessibility Plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the IASR
- Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so



- Ensure that training is provided on the requirements of the accessibility standards referred to in the Integrated Accessibility Standards Regulation and on the *Ontario Human Rights Code* as it pertains to persons with disabilities

## **Part II – Information and Communications**

Information and communications play an integral role in service delivery across all municipalities. It is imperative that information is shared in an accessible and barrier free manner, so that all residents can access information that may impact their day to day lives. It should be free of communication and technological barriers. The County and LMPs will follow Universal Design principles and best practices when developing, implementing and maintaining information and communication strategies. This includes websites, print communications materials as well as face to face interactions.

### **Overview**

The Information and Communications section of the IASR requires the County and LMPs to:

- Ensure processes for receiving and responding to feedback are accessible to persons with disabilities
- Provide or arrange for the provision of accessible formats and communications supports for persons with disabilities
- Provide emergency procedures, plans or public safety information in an accessible format or with appropriate communication supports
- Provide websites and web content conforming with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA (live captioning and audio description are excluded from the accessible web requirements under the IASR)

## **Part III – Employment**

The County of Elgin and LMPs are committed to ensuring the employment life-cycle (finding, getting and keeping a job) is as inclusive and barrier free as possible. Effective workplaces provide diverse, inclusive and accessible employment experiences. Accessible recruitment is a powerful tool, it improves our ability to communicate, brings more people together and increases our competitive advantage as to not overlook quality, qualified potential employees. Human Resources, in conjunction with hiring directors and managers will work to ensure the County and Local Municipal Partners provides prospective and current employees a barrier-free employment process.

### **Overview**

The Employment section of the IASR requires the County and LMPs to:

- Ensure the recruitment, assessment and selection process is accessible and barrier-free

- This includes notifying job applicants, when they are selected to participate in an assessment or selection process that accommodations are available upon request
- Notify successful applicants of our policies for accommodating employees with disabilities
- Provide accessible formats and communication supports for employees required to perform the employees job including information that is generally available to employees in the workplace
- Provide Workplace Emergency Response Information to employees who have a disability
- Provide documented Individual Accommodation Plans for employees with disabilities
- Develop and have in place a Return to Work process for employees who have been absent from work due to a disability
- Consider performance management, career development and advancement and redevelopment for employees with disabilities

## **Part IV -Transportation**

This section applies only to the Municipality of West Elgin. The Municipality is dedicated to providing barrier free accessible transportation. The IASR put in place the Transportation Standard with a goal of making it easier for everyone to travel. Designing a transit system that provides universal access enables people with disabilities to have more transportation options and allows them to fully participate in the community of West Elgin. The Four Counties Community Transportation service recognizes the diverse needs of all its riders and will respond by striving to provide services that are accessible to all. The Municipality of West Elgin ensures that accessibility features and criteria are accounted for as it relates to the design, procurement of goods, services and facilities, and makes available all information pertaining to accessible equipment, accessibility features of the vehicles, routes and services provided.

### **Overview**

The Transportation Standard requires the Municipality to:

- Ensure universal access to specialized transportation provided by the Municipality, that considers the abilities of its passengers and provides accommodations as required
- Provide details on the accessibility equipment and accessibility features of vehicles
- Give notice when there is a disruption of services or non-functioning accessibility equipment and to take reasonable steps to accommodate people with disabilities, as well as ensuring accessibility equipment is repaired as soon as practicable

- Provide training to employees, volunteers, third parties and all persons participating in providing transportation services in The Municipality of West Elgin
- Notify riders of appointment booking and client cancellation policies
- Provide a detailed Emergency Preparedness and Response plan that ensures drivers are prepared and the bus is equipped for emergency situations
- Permit riders to have services animals or support persons at no additional cost

## **Part IV.1 – Design of Public Spaces (Accessible Built Environment)**

The County of Elgin and LMPs will strive to ensure that new facilities are designed and built with Universal Design principles in mind. The Joint Accessibility Advisory Committee reviews all new County and Local Municipal Partner facility projects to ensure they are meeting relevant legislative requirements, while also looking for opportunities to go above and beyond as it relates to barrier-free design.

The Integrated Accessibility Standards Regulation (IASR) Design of Public Spaces Standard (DOPS) works hand in hand with the Ontario Building Code to ensure all new buildings and public spaces are barrier-free. Ontario Building Code Section 3.8: Barrier-Free Design outlines design requirements for buildings including but not limited to barrier-free paths of travel, washrooms (including universal), accessible signage, doorways and ramps. The DOPS focuses on building exteriors and ensuring public spaces are easily accessible to everyone including those with disabilities.

### **Overview**

The Design of Public Spaces Standard requires the County and LMPs to:

- Meet the technical requirements as outlined in Part IV.1 for:
  - Recreational trails and each access routes
  - Outdoor public use eating areas
  - Outdoor play spaces
  - Exterior paths of travel (outdoor sidewalks and walkways, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian control signals, rest areas)
  - Off-street accessible parking
  - Service counters, fixed queuing guides and waiting areas
- Meet the consultation requirements as outlined in Part IV.1 for:
  - Recreational trails
  - Outdoor play spaces,
  - On-street parking
  - Rest areas
- Consultation is required with the general public, individuals living with disabilities as well as the Joint Accessibility Advisory Committee

## **Part IV.2 Customer Service**

The County and LMPs are committed to providing a universally accessible customer service experience to all of its residents. All members of the Elgin County and Local Municipal Partner communities will receive equitable and barrier-free customer service when interacting with municipal staff. All staff will receive training on how to provide exceptional customer service to all residents including those living with disabilities.

### **Overview**

The Customer Service Standard requires the County and LMPs to:

- Implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities
- Ensure policies are consistent with barrier-free principles, providing goods, services or facilities in a manner that respects the dignity and independence of persons with disabilities
- Provide persons with disabilities equal opportunity to that of others to obtain, use and benefit from the goods, services or facilities provided by the County or LMPs
- Allow the use of service animals and support persons to enable persons living with disabilities to obtain, use or benefit from goods, services or facilities
- Provide timely notice of Temporary Service Disruptions by identifying the reason for the disruption, its anticipated duration and a description of alternative facilities
- Provide training on 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 service dog, how to use equipment or devices available on County or LMPs premises and what to do if a person living with a disability is having difficulty accessing goods, services or facilities
- Create processes for receiving and responding to feedback about the manner in which the County provides goods, services or facilities to persons with disabilities

# **County of Elgin**

## **Part I – General Requirements**

### **Progress**

- County Accessibility Policy (HR 2.130) updated in November 2016 to address legislative changes to the Integrated Accessibility Standards Regulation (IASR) inclusive of an organizational commitment
- Elgin County's first Multi-Year Accessibility Plan created in 2015
- Annual Accessibility Status Reports created and presented to County Council yearly from 2015-2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019
- Ministry for Seniors and Accessibility file review audit in April 2018 stating full compliance
  - Audit included accessibility policies and procedures, training requirements, accessible formats and communication supports and feedback processes
- Joint Accessibility Advisory Committee Terms of Reference update in 2019 and was made available on the Accessibility page of the County's website
- Integrated Accessibility Standards Regulation & Ontario Human Rights Code training overhaul on the Moodle training platform in 2018
  - Updated training modules to reflect legislative changes and best practices. Training modules downloaded onto Elgin County Homes Surge Learning training platforms
- New Council orientation training provided to a number of Local Municipal Partner Council members in 2018
- County of Elgin Procurement Policy updated in 2020 to include appropriate accessibility related verbiage

### **Goals**

- Accessibility Policy review and update to meet in precise detail requirements under the AODA and IASR while also including barrier-free best practices
- Look into recruiting new members to join the Joint Accessibility Advisory Committee from the County of Elgin or Municipality of Central Elgin
  - Discuss possibility of all LMPs having representation on the committee
- Continue to monitor ongoing and future IASR standards development review committee recommendations and possible legislative changes (mirror in respective policy updates and training updates as required)
  - Specific consideration given to the newly proposed Health Care Standard and how this might intersect with the long-term care portfolio of the County

- Create short, job-specific training modules to complement the standard, general on-boarding accessibility training. Ensure enrolment process includes affiliated training modules based on hiring department
  - Employment standard focused training for Human Resources Staff & hiring managers
  - Design of public spaces & accessible design focused training for engineering & facilities staff
  - Procurement focused training for staff with purchasing authorization
  - Customer service focused training for front line staff
  - Information & communications training (specifically web accessibility focused) training for staff with authoring & upload authority for the County website
  - Transportation training available for any local municipalities who add a transportation service to their working portfolio
- Create Accessible Elections Guide template for all Local Municipal Partners for 2022 Municipal Election including information on remote voting as well as in-person voting relating to the accessible built environment and customer service standards under the IASR
  - Provide Accessible Elections Guide template to LMPs to use

## **Timelines**

### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

### **2021-2023**

- Accessible Elections Guide (Q1 2022)
- Accessibility policies and procedures review and update

### **2024-2026**

- Job specific training modules

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment in 2017 to WCAG 2.0 Level A compliance
- County Council Reports and PowerPoint templates created in 2019 to meet WCAG 2.0 Level AA requirements
- Administrative Services staff training on document accessibility in 2018 & 2019
- Request for Accessible Formats and Communication Supports Procedure created in 2017

- Accessibility Feedback Procedure & Feedback Form updated in 2018

## **Goals**

- Continue to work towards WCAG 2.0 AA compliance - with a particular focus on a website redevelopment and significant content review - PDF's / pages that can be removed or moved into HTML content
  - website scanning tool will significantly assist in leveraging analytics to identify pages that are rarely/ never being viewed
  - Utilize accessibility tools and third-party screening software to determine where remaining compliance issues are
- Following website redevelopment - develop robust accessible document training strategy for website content uploaders onto the County Site, including library staff
  - Provide template of training to LMPs to use to train staff
  - Develop guide for third parties on accessible documents (PDFs)
  - Update guide on how to create accessible Word and PDF documents
- Review and update Request for Accessible Formats and Communication Supports Procedure
- Provide guided or one-on-one training on maintaining website compliance and accessible documents as needed/as requested to County staff and LMPs

## **Timelines**

### **2021-2023**

- Redevelop website so it better meets the WCAG 2.0 Level AA requirements (2023)
- Provide in-depth training on maintaining accessibility on the website and creating accessible documents
  - Update existing training to ensure it adheres to industry best practices

### **2024-2026**

- Review and update Request for Accessible Formats and Communication Supports Procedure

## **Part III – Employment**

### **Progress**

- All job postings let the public know that accommodations are available upon request during the recruitment process
- Accommodations in the Workplace Policy updated in 2014 to reflect legislative updates – encompassing vast majority of Employment standard requirements
- Emergency Workplace Response for Employees with Disabilities Policy created in 2012

## **Goals**

- Review and update Accommodations in the Workplace Policy to reflect industry best practices and include S.32 from the IASR “Redeployment”
- Review and update Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
- Create new Return to Work Process and Return to Work Plan for employees
- Update Human Resources Policy 3.10 “Hiring Procedure” and Human Resources Policy 3.20 “Posting, Advertising and Reporting” to include relevant recruitment, assessment and selection requirements under the IASR
- Update Human Resources Policy 4.80 “Performance Appraisal for all Staff” to include relevant sections of the IASR S. 30 “Performance management” and S. 31 “Career development and advancement”
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

## **Timelines**

### **Ongoing**

- Monitor potential changes to Employment standard from 2018 SDC Review

### **2021-2023**

- Create new Return to Work Process and Return to Work Plan (2021)
- Review and update:
  - Accommodations in the Workplace Policy
  - Emergency Workplace Response for Employees with Disabilities

### **2024-2026**

- Update Human Resources Policies 3.10, 3.20 and 4.80

## **Part IV.1 – Design of Public Spaces Accessible Built Environment**

### **Progress**

- Created:
  - Elgin County Accessible Playground Consultation Document
  - Elgin County Recreational Trails Consultation Document
  - Elgin county Accessible On-Street Parking Standard
  - Elgin County Rest Areas Consultation Document
    - All acting as design guidelines for Elgin County and local municipal partners including technical requirements, opportunities for best practices to go above and beyond compliance levels and incorporated consultations from members of the public, individuals



living with disabilities as well as the Joint Accessibility Advisory Committee

- New Elgin County Provincial Offences Administration building built in 2018 - entirely barrier-free equipped with universal washroom and accessible court room
- Council approval for Main entrance project
- Elgin County Heritage Centre constructed in 2017 –equipped with designated accessible parking and universal washroom
- Secured funding under the Enabling Accessibility Fund in the form of \$100,000 in 2020 for a new universal washroom in the County Administration Building basement
  - providing fully barrier-free washroom facilities for the first time on this floor level for staff and members of the public
- Installed adult sized change table in Shedden Library in 2018
- County Administration Building Accessibility Lift Procedure created in 2016
- Accessible Maintenance Procedure created and attached as **Appendix A**

## **Goals**

- Create Service Counter Design Guidelines including mobility device friendly access to be shared with Local Municipal Partners
  - Consider placement and location of information, signage, brochures etc.
- Create Universal Washroom Emergency Call Button Alarm Procedure for all County facilities equipped with universal washrooms
- Continue to monitor potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program at both the County and Local level
- Create Facility Accessibility Audit Standards spanning across all County of Elgin facilities including the Administration Building, Heritage Centre, POA Building, all County long-term care homes and County library facilities
  - Implement a Facility Audit Schedule outlining how often County facilities should be reviewed
  - Develop design standards in line with Integrated Accessibility Standards Regulation (IASR) as well as Ontario Building Code (OBC) requirements for the accessible built environment outlining areas of improvement for all County facilities
  - Alternatively adopt a commonly used municipal Accessibility Design Standards document to base these audits off of (see City of Guelph Facility Accessibility Design Manual, City of London Facility Accessibility Design Standards etc.)

- Use these tools to inform barrier-free facility improvement recommendations
- Incorporate barrier-free transportation initiatives and infrastructure in the future Elgin County Transportation Master Plan
- Administration Building renovation project:
  - Elevator project projected to start in November 2021

## **Timelines**

### **Ongoing**

- Monitor potential funding opportunities for the accessible built environment
- Monitor timing and implementation for Elgin County Transportation Master Plan

### **2021-2023**

- Service Counter Design Guidelines
- Universal Washroom Emergency Call Button Alarm Procedure
- Accessible elevator project in County Administration Building (2021-2022)

### **2024-2026**

- Facility Accessibility Audit Standards

## **Part IV.2 Customer Service**

### **Progress**

- Complete overhaul of the on-boarding accessibility training across the corporation, creating new accessibility module including customer service best practices
- County Accessibility Policy (HR 2.130) updated in November 2016 providing appropriate requirements as it relates to the Customer Service Standard
- Created Accessibility Feedback Procedure and Accessibility Feedback Form (2018)
- Created Accessibility Training Procedure (2017)
- Created Service Animals in the Workplace Procedure (2017)
- Created Assistive Device Procedure – Administration Building lift (2017)
- Created Support Persons Procedure (2017)
- Temporary Service Disruptions Procedure created and attached as **Appendix B**

### **Goals**

- Accompanying the goals laid out in the General Requirements Section as it relates to job specific training, create a customer service focused training module for all County staff to complete in addition to the standard on-boarding accessibility training

- Review and update Service Animals in the Workplace Procedure to reflect new industry best practices
- Review Accessibility Feedback Procedure and Form to ensure it is in-line with Corporate Communications Strategy moving forward
- Ensure Temporary Service Disruption Procedure is included in communications related on-boarding training
- New platform lift installed in Old South elevator shaft to ensure rear entrance remains accessible after completing Administrative Building Renovations

## **Timelines**

### **2021-2023**

- Customer service focused training module
- Review and update Service Animals in the Workplace Procedure
- Ensure Temporary Service Disruption Procedure is included in communications related to on-boarding training
- Updated Administration Building Lift Procedure when Administration Building Project is complete

### **2024-2026**

- Review Accessibility Feedback Procedure and Form

# **Municipality of Bayham**

## **Part I – General Requirements**

### **Progress**

- Municipality of Bayham adopted a Multi-Year Accessibility Plan in 2015, applicable for 2015-2020
- An update to the Multi-Year Accessibility Plan was completed in 2018.
- Annual Status Report for 2020 on the Municipal website
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019
- Council orientation training provided to Bayham Council in 2018

### **Goals**

- Work with Elgin County on an Accessible Elections Guide for the 2022 Municipal and School Boards Election
- Work with Elgin County and other Elgin County lower-tier municipalities on a Joint Elections Plan, if deemed applicable
- Continue to monitor ongoing and future IASR standards development review committee recommendations and possible legislative changes

### **Timelines**

#### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

#### **2021-2023**

- Accessible Elections Guide (Q1 2022)
- Joint Elections Plan (Q1-Q2 2022)
- Ongoing Accessibility Policy reviews and updates as deemed necessary

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment to WCAG 2.0 Level A compliance
- Accessible Formats and Communications processes established

### **Goals**

- Continue to work towards WCAG 2.0 Level AA compliance including potential for website revamp in 2023-2024
  - Current focus on colour contrasting and determining degree of PDF scan and review requirements

- Current website may not be fully compatible with common site crawling applications (Monsido & SiteImprove)
- Review and update processes for gathering feedback on web accessibility and document format accessibility

## **Timelines**

### **2021-2023**

- Review and update processes for gathering feedback on web accessibility and document format accessibility
- Commence process for a website revamp to ensure compliance

### **2024-2026**

- Continue with website revamp processes if not complete by Q4 2023

## **Part III – Employment**

### **Progress**

- All job postings let the public know that accommodations are available upon request during the recruitment process
- Accommodations language in Bayham Health & Safety Policy updated in 2016

### **Goals**

- Review and update Accommodations in the Workplace Policy to reflect industry best practices
- Continue to monitor potential changes to the Employment Standard under the IASR as a result of 2018 Standards Development Committee (SDC) review

## **Timelines**

### **Ongoing**

- Monitor potential changes under IASR and AODA

### **2021-2023**

- Review and update Accommodations in the Workplace Policy

## **Part IV.1 – Design of Public Spaces**

### **Accessible Built Environment**

### **Progress**

- Renovation and accessibility upgrades to Stratfordville Community Centre and Municipal Office in 2016
- Grant received and process commenced for expansion of Stratfordville Community Centre including accessible public amenities

- Ongoing sidewalk improvements as part of Bayham’s capital program

### **Goals**

- Completion of Straffordville Library Accessible Lift in 2021 (grant for project was a 2019 grant)
- Touchless retrofits identified in 2022-2031 capital budget
- Straffordville Community Centre works to be completed in 2022-2023 including accessible public walking trail
- Planned upgrades to Port Burwell ball diamond and tennis court

### **Timelines**

#### **Ongoing**

- Ongoing sidewalk improvements as part of Bayham’s capital program
- Monitor grant opportunities for accessible built environment projects

#### **2021-2023**

- Straffordville Community Centre works to be completed in 2022-2023 including accessible public walking trail
- Planned upgrades to Port Burwell ball diamond and tennis court

## **Part IV.2 Customer Service**

### **Progress**

- Upgrades to Straffordville Community Centre / integration of Municipal Office and associated accessibility features
- Website redevelopment to WCAG 2.0 Level A compliance including sections regarding Accessibility and Service Animals within facilities

### **Goals**

- Review Accessibility Feedback processes to ensure compliance with accessibility needs and requirements
- Council Chamber upgrades identified in 2025 for facilitation of hybrid meetings

### **Timelines**

#### **2021-2023**

- Review Accessibility Feedback processes to ensure compliance with accessibility needs and requirements

#### **2024-2026**

- Council Chamber upgrades identified in 2025 for facilitation of hybrid meetings

# **Municipality of Central Elgin**

## **Part I – General Requirements**

### **Progress**

- Updates to Accessibility Policy in 2016 to address legislative changes to the (IASR) inclusive of an organizational commitment
- Council adopted Multi-Year Accessibility Plan for 2016-2021
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) for years 2015, 2017 and 2019 as required by the Ministry
- Accessibility training provided during on-boarding which is given by Human Resources staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code (OHRC) requirements
- As a member of County of Elgin/Central Elgin Joint Accessibility Advisory Committee (JAAC)
  - Terms of reference were updated in 2019
- Developed Guide to Accessibility Requirements for purchasing goods, services and facilities for the Municipality of Central Elgin

### **Goals**

- Investigate updating accessibility training modules, possibly online training platform with updated modules and accurate, automated record tracking
- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements
- Create an Accessible Municipal Elections Guide for 2022

### **Timelines**

#### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

#### **2021-2023**

- Accessible Municipal Elections Guide (2022)

#### **2024-2026**

- Accessibility training updates

## **Part II – Information and Communications**

### **Progress**

- Investigated options for accessible document training
- Implementation of alternative format request form

### **Goals**

- Website redevelopment maintaining WCAG 2.0 Level AA compliance (2021)
- Review and upgrade where needed, request for accessible formats and communications supports procedure

### **Timelines**

#### **2021-2023**

- Accessible document training

#### **2024-2026**

- Continue to update and revise policies as needed to meet AODA and IASR requirements

## **Part III – Employment**

### **Progress**

- All municipal job postings provide a clause to let the public know that accommodations are available upon request during the recruitment process
- Created Emergency Workplace Response for Employees with Disabilities Policy (2013)
- Created Accommodations for Employees with Disabilities Policy (2016)

### **Goals**

- Update Emergency Workplace Response for Employees with Disabilities Policy
- Ensure that Human Resources Policies reflect best practices and IASR requirements

### **Timelines**

#### **Ongoing**

- Continue to ensure that Human Resources Policies reflect best practices and IASR requirements

#### **2021-2023**

- Continue to update and revise policies as needed to meet AODA and IASR requirements and industry best practice



## **Part IV.1 – Design of Public Spaces**

### **Accessible Built Environment**

#### **Progress**

In consultation with the County of Elgin/Central Elgin Joint Accessibility Advisory Committee (JAAC), the Municipality of Central Elgin is able to utilize the following documents in place of their respective consultation requirements as outlined above

- Elgin County Accessible Playground Consultation Document
- Elgin County Recreational Trails Consultation Document
- Elgin County Accessible On-Street Parking Standard
- Elgin County Rest Areas Consultation Document

Recreational trails and each access routes completed since 2016 include:

- Trail under bridge on Belmont Road at Kettle Creek Drive
- Turvey Park walking and access trails (asphalt)
- Eastwood Park trails

Outdoor public use eating areas

- None

Outdoor play spaces completed since 2016 include:

- Turvey Park which incorporated accessible play features

Exterior paths of travel (outdoor sidewalks and walkways, ramps, stairs, curb ramps, depressed curbs, accessible pedestrian control signals, rest areas) completed since 2016 includes:

- Belmont Road Crosswalk
- Bridge Street Crosswalk
- Freeman Court Sidewalk
- Crescent Avenue Sidewalk
- Woodland Road Sidewalk
- Battram Avenue Sidewalk
- Lynhurst Avenue Sidewalk
- Hillcrest Avenue Sidewalk
- George Street Sidewalk
- Hill Street Sidewalk
- High Street Sidewalk
- Compass Trail Sidewalk

- Old Field Lane Sidewalk
- Lincoln's Cove Sidewalk
- Snyders Avenue Sidewalk
- Helen Court Sidewalk
- Walkway from Helen Court to West Street
- Robin Ridge Drive Sidewalk

Off-street accessible parking completed since 2016 include:

- Little Beach Parking Area (3 spaces)
- Main Beach Parking Lot (2 spaces)
- Visitor Centre Parking Lot (3 spaces)

Service Counters, fixed queuing guides and waiting areas completed since 2016 include:

- Visitor Centre

To meet the consultation requirements as outlined in Part IV.1 for

- Recreational trails
- Outdoor play spaces
  - Eastwood Park Open House to support park development
- On-street parking
  - Main Beach and Little Beach Parking areas consultation with the County of Elgin/Central Elgin Joint Accessibility Advisory Committee (JAAC)
- Rest areas
  - All portable washrooms in rest areas have accessible features

## **Goals**

- Continue to explore and monitor potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart and Investing in Canada Infrastructure Program

## **Timelines**

### **Ongoing**

- Monitoring of potential funding opportunities

## **Part IV.2 Customer Service**

### **Progress**

- Created Alternative Format Request Form -Accessibility Standards for Customer Service
- Created Compliant/Suggestions Form -Accessibility Standards for Customer Service
- Created Accessibility Training Procedure (2017)
- Developed Best Practices and Procedures pamphlet -Accessibility Standard for Customer Service

### **Goals**

- As noted under General Requirements Section, continue to investigate updating accessibility training modules, possibly online training platform with a focus on customer service for all staff to complete in addition to the standard on-boarding accessibility training
- Ensure Temporary Service Disruption Procedure is included in on-boarding training for staff responsible for corporate communications

### **Timelines**

#### **2021-2023**

- Investigate customer service focused training module
- Review and update customer service related policies and procedures as needed

#### **2024-2026**

- Continue to review and monitor procedures and policies

# **Municipality of Dutton Dunwich**

## **Part I – General Requirements**

### **Progress**

- Accessibility Policy updated in 2018 to address legislative changes to the Integrated Accessibility Standards Regulation (IASR) inclusive of an organizational commitment providing staff with direction on implementing these expectations
- Multi-Year Accessibility Plan created in 2016 and expires at the end of 2021
- Annual Accessibility Status Report updated 2019 and adopted by Council
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019
- Accessibility on-boarding training provided by HR staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code (OHRC) requirements

### **Goals**

- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements
- Review and update corporate Procurement Policy, incorporating a barrier-free purchasing lens
- Consider updating accessibility training modules onto an all-encompassing, online training platform with updated modules and accurate, automated record tracking once the new website and employee portal has been established

### **Timelines**

#### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR

#### **2021-2023**

- Continue to investigate viable new digital (drone technology) and accessible opportunities for tourism, economic development and events so everyone can enjoy and access these either in person or online

## **Part II – Information and Communications**

### **Progress**

- Residents can now attend meetings either virtually or by phone and meeting recordings can be made available by request
- Introduction of Laserfiche scanning technology into a central depository

- All employees now have access to more documentation when requested by residents to ensure successful continuity of providing services
- Applied for a grant to upgrade website (eSolutions) to provide an online residential portal and self-service opportunities
  - This platform will integrate with existing eSCRIBE Software
- Implemented e-transfer payments for items such as Landfill, Building Permits, Planning Department Fees (i.e., other general accounts that cannot currently be paid through online banking such as water and taxes)

## **Goals**

- Council approved – October 13, 2021 to hire an individual to assist staff in ensuring continuity of accessible scanned content
- Review and update the Election Accessibility Plan for the 2022 Election

## **Timelines**

### **Ongoing**

- Continue to populate Laserfiche central depository
- Continue to seek out grants for new accessible technology opportunities

### **2021-2023**

- Continue to populate Laserfiche central depository
- Prioritize a residential and staff portal if successfully secure eSolutions grant
  - If unsuccessful prioritize web software procurement during the 2022 budget process
- Continue to investigate viable new digital (drone technology) to promote tourism, economic development and events so everyone can enjoy in person or online

## **Part III – Employment**

### **Progress**

- Emergency workplace Response for Employees with Disabilities Policy 2014
- Hiring Policy RR 04-2014 updated September 2018 and 2019 to address legislative changes during the recruitment and onboarding process
- All job postings let the public know that accommodations are available upon request during the recruitment process

### **Goals**

- Review Accommodations in the workplace January 21, 2021 (no changes)
  - The Municipality is committed to supporting employees who have been absent from work and who require and accommodation plan to return to work

## **Timelines**

### **2021-2023**

- Continue to promote inclusion and diversity with the recruitment process
- Online application process once a public portal has been developed

## **Part IV.1 – Design of Public Spaces Accessible Built Environment**

### **Progress**

- All sidewalks as planned will be 60” wide with tactile plates at intersections.
- New sidewalk with tactile plates, which includes the following:
  - Currie Road,
  - John Street,
  - Annabella Street,
  - Marsh Line (east of Currie),
  - Wesley Street,
  - Talbot Line in Wallacetown, and
  - Both sides of Gordon Street to Currie Road
- A section of the sidewalk on Chestnut Street leading to the school included tactile plates
- New crosswalk at Miller Road by Sons of Scotland park includes 60” width with tactile plates at intersections as well as wheelchair accessible entrance ramping
- All new signage through the community i.e., park, trails, grant funds received for projects etc., included high contrast text and/or informative images using a sans serif font and anti-glare materials

### **Goals**

- Continue to include barrier free outdoor spaces, infrastructure etc., as capital or operational projects are identified and approved by council
- Ensure any major renovations are retrofitted to minimum meet Design of Public Spaces and Ontario Building Code specifications and standard

## **Timelines**

### **Ongoing**

- Continue to monitor funding opportunities and ensure all projects meet the IASR and Ontario Building Code requirements

## **Part IV.2 Customer Service**

### **Progress**

- In consultation with the County of Elgin & Central Elgin Joint Accessibility Advisory Committee, the Municipality is able to utilize the following documents:
  - Elgin County Accessible Playground Consultation Document
  - Elgin County Recreational Trails Consultation Document
  - Elgin County Accessible On-Street Parking Standard
  - Elgin County Rest Areas Consultation Document
- Installed new accessible splashpad in the Sons of Scotland Park in 2018 with accessible play features
- Ensured all new signage for trails, parks and roads were compliant with ISAR technical minimum standards i.e., anti-glare, high contrast, correct size and positioning
  - Signs installed at the Buttermilk Bog, Pool, Sons of Scotland and the Trail
  - Other signs are community signage
- Successfully secure a grant for a digital sign located at the Municipal office on the main street Currie Road
  - Providing high visibility to residents and people leaving the 401 corridors

### **Goals**

- Resident online portal to conduct personal business or access to public central depository
- Continue to provide accessible recreational opportunities

### **Timelines**

#### **Ongoing**

- Implementation and introduction of online resident portal

# **Municipality of West Elgin**

## **Part I – General Requirements**

### **Progress**

- Accessibility Policies updated in 2021
- Multi-Year Accessibility Plan in conjunction with Elgin County in 2015 and expired at the end of 2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019
- Accessibility on-boarding training provided by HR staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code (OHRC) requirements, which includes online video options
- Desk Audit completed in 2021 by Ministry for Seniors and Accessibility

### **Goals**

- Review and update corporate Procurement Policy, incorporating a barrier-free purchasing lens
- Create better tracking of accessibility training
- Provide updated training for writing accessible reports for Council and Committees

### **Timelines**

#### **Ongoing**

- Working with Elgin County Accessibility Coordinator on developing training for staff
- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

#### **2021-2023**

- Writing accessible reports training before the end of 2022
- Review procurement policy
- Ensure transit policies are up to date

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment in 2020 to WCAG 2.0 Level AA compliance
- Accessibility Feedback Procedure & Feedback Form created in 2018



## **Goals**

- Review Request for Accessible Formats and Communications supports Procedure and Accessibility Feedback Procedure & Feedback Form for potential areas to upgrade above and beyond IASR requirements
- Training for staff on accessible Social Media posting
- Purchase of Accessibility scanning software for website to ensure compliance is maintained

## **Timelines**

### **Ongoing**

- Receive accessible document training for document authors and staff website content writers
- Accessibility Feedback Procedure & Feedback Form review and updates to ensure compliance

### **2021-2023**

- Update request for Accessible Formats and Communication Supports Procedure

## **Part III – Employment**

### **Progress**

- All job postings include a statement about being an equal opportunity employer and that accommodation for accessibility purposes can be requested (2018)
- Updated Workplace Accommodation and Emergency Procedures for Accessibility policies (2021)

## **Goals**

- Ensure that Human Resources policies reflect best practices and IASR standards

## **Timelines**

### **Ongoing**

- Ensure that Human Resources policies reflect best practices and IASR requirements by conducting annual reviews

## **Part IV -Transportation**

### **Progress**

- Creation of Four Counties Transit Service Accessibility Policy (2019)
- Creation of Four Counties Transit Accessibility Training (2020)

## **Goals**

- Ensuring policies and training standards are met as per the IASR

## **Timelines**

### **Ongoing**

- Review and update all Four Counties Transit Service Policies to ensure they are meeting industry best practices and IASR Transportation Standard

### **2021-2023**

- Procurement of a new Accessible Transit Bus

## **Part IV.1 – Design of Public Spaces**

### **Accessible Built Environment**

### **Progress**

- Creation of accessible parking spot in West Lorne on Main Street (2018)
- Installation of a barrier free playground in Miller Park (2020)
- Creation of accessible parking spaces at Miller Park (2019)
- Redevelopment of Municipal Office to include barrier free washroom for public use, barrier free work spaces and improve accessibility to office
  - Received Enabling Accessibility Fund –small projects Grant (2020)

### **Goals**

- Applied for Enabling Accessibility Fund – mid-sized projects Grant to provide improvements to accessibility at all recreation facilities, including pathways, washrooms, change rooms at pool and sliding entrance doors at facilities (2021)
- Redevelopment of all public washrooms to include barrier free washrooms and improve accessibility (Arena, Recreation Centre, Pool, Marina and Beach, Miller Park)
- Creation of multi-use pathways to link barrier free playground equipment and other amenities within Miller Park
- Redevelopment of change room at Rodney Community Pool to include lift and accessible change table, accessible showers and improved accessible doorways to and from pool
- Creation of a barrier free washroom within Recreation Centre
- Continue to work with the County Accessibility Coordinator monitoring potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program

## **Timelines**

### **Ongoing**

- Applying for grants to improve accessibility within all Municipal buildings

## **2021-2023**

- Redevelopment of all public washrooms to include barrier free washrooms and improve accessibility –Arena, Recreation Centre, Pool, Marina and Beach, Miller Park (pending funding approval)
- Creation of multi-use pathways to link barrier free playground equipment and other amenities within Miller Park (pending funding approval)
- Redevelopment of change room at Rodney Community Pool to include lift and accessible change table, accessible showers and improved accessible doorways to and from pool (pending funding approval)
- Creation of a barrier free washroom within Recreation Centre (pending funding approval)

## **Part IV.2 Customer Service**

### **Progress**

- Incorporated Customer Service Policy with updated Accessibility Policy meeting appropriate requirements (2021)
- Created accessible feedback form and policy (2019)
- Provided refresher training to staff on accessible customer service (2020)
- Developed on-boarding accessible customer service training video in conjunction with Elgin County Accessibility Co-Ordinator (2020)

### **Goals**

- Create Temporary Service Disruption Procedure
- Create Service Animals in the Workplace Procedure
- Create Support Persons Procedure
- Review and update accessibility feedback procedure while including an accessibility feedback form for members of the public
- Ensure Temporary Service Disruption Procedure is included in on-boarding training for staff responsible for corporate communications

### **Timelines**

#### **Ongoing**

- Update the policies and procedures to better align them with IASR and AODA requirements and industry best practice
- Create the following procedures:
  - Temporary Service Disruption Procedure
  - Service Animals in the Workplace Procedure
  - Support Persons Procedure
- Ensure staff are trained at on-boarding on the Temporary Service Disruption Procedure

# **Town of Aylmer**

## **Part I – General Requirements**

### **Progress**

- Multi-Year Accessibility Plan created in 2015 and expired at the end of 2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2017, 2018, 2019
- Updated all HR Policies to correspond with introduction of the Integrated Accessibility Standards Regulation (2017)
- Updated accessibility training for all staff at the Town of Aylmer to include the IASR (2017)
- Updated the orientation training to align with HR Policy and training updates with respects to the IASR (2017)
- Provided training on the IASR to Council members (2016)

### **Goals**

- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements
- Review and update corporate Procurement Policy, incorporating a barrier-free purchasing lens
- Updating accessibility training modules onto an all-encompassing, online training platform with Laserfiche with updated modules and accurate, automated record tracking
- Review to ensure compliance with the IASR and implement drafted policies pertaining to accessibility
  - Accessible Elections Guide (2022)

### **Timelines**

#### **Ongoing**

- Continue monitoring the IASR to ensure policies and procedures reflect best practices and any changes made by the Standards Development Committee

#### **2021-2023**

- Review and implement an Accessible Elections Guide (2022)
- Utilize new Laserfiche platform to better track accessibility training
- Update Procurement By-Law 34-19 to reflect current Accessibility criteria (2022)

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment in 2020 to WCAG 2.0 Level AA compliance

- Provided basic overview of WCAG 2.0 Level AA requirements to all staff
- Training provided by the website vendor on web accessibility
- Request for Accessible Formats and Communication Supports Procedure section created and added to the Accessibility Policy (2017)
- Added an Accessibility Feedback Procedure & Feedback section in the Accessibility Policy (2017)
- Emergency Services Department implemented an app available to the public that provides accessible emergency notifications (2018)

## **Goals**

- Update Town Council Reports and PowerPoint templates via Laserfiche to ensure continued compliance with the WCAG 2.0 Level AA
- Corporate training on website accessibility and accessible documents for administrative staff

## **Timelines**

### **Ongoing**

- Continue to ensure templates are in accessible format and provide updated templates to all staff on an ongoing basis
- Provide accessibility training to administrative staff on web compliance and accessible documents on an ongoing basis to ensure compliance with IASR requirements

### **2021-2023**

- Created and implemented an accessible logo to confirm that documents have been screened for accessibility and who to contact for accessible formats (2021)

## **Part III – Employment**

### **Progress**

- Review and update Accommodations Policy to reflect industry best practices
- Redeveloping the Recruitment section of the webpage to ensure it is user friendly and aligns with the IASR requirements
  - Notify public of changes to recruitment process to ensure applicants are aware of accommodation procedures
- Review and update Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
  - Potential development of specific Emergency Response Plans based on specific disabilities

## **Goals**

- Review and update Accommodations Policy to reflect industry best practices
- Redeveloping the Recruitment section of the webpage to ensure it is user friendly and aligns with the IASR requirements
  - Notify public of changes to recruitment process to ensure applicants are aware of accommodation procedures
- Review and update Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
  - Potential development of specific Emergency Response Plans based on specific disabilities

## **Timelines**

### **Ongoing**

- Redevelopment of the Recruitment section of the website to improve recruitment process and ensure alignment with the IASR requirements
- Review of the Accommodation Policy and Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices

## **Part IV.1 – Design of Public Spaces Accessible Built Environment**

### **Progress**

- New Gazebo beside Town Hall meets the Ontario Building Code requirements and consultation with the builder was done to ensure the following:
  - The creation of a barrier free path of travel
  - The entrance width would accommodate mobility devices and equipment
  - All accessibility requirements were met per the IASR

### **Goals**

- Secured a Covid-19 Resiliency Fund to make renovations to Town Council Chambers that will aim to improve social distancing as well as accessibility
- Renovation project on the Town Council Chambers will improve the following:
  - Provide access to a separate public entrance with an accessible barrier-free washroom
  - Enlarge the Council Chambers to make it easier to access to improve accommodation options
  - Upgrading the technology in the Council Chambers to improve assistive services (closed captions, audio output, visibility of agendas/content)
  - Install a ramp to connect the adjoining buildings where the new Council Chambers will be located

## **Timelines**

### **2021-2023**

- Renovation project to Town Council Chambers will be completed providing better access to the Chambers and accommodations for people with disabilities

## **Part IV.2 Customer Service**

### **Progress**

- Introduced new policies regarding Accessibility Service Animals in the Workplace, Accessibility Support Persons and Temporary Service Disruptions to account for the IASR requirements (2017)
- Accessible Customer Service training and quiz taken by all Town of Aylmer staff
- New website greatly assists with resident or visitor access to important Town of Aylmer information

### **Goals**

- Training on Customer Service to improve knowledge on accessibility and accommodations, as well as how to interact with people with various types of disabilities
- Review processes to determine if more can be transitioned to provide online options as well as in person options to increase accessibility
- Ongoing monitoring of IASR requirements to ensure that policies and procedures are aligned with Customer Services Standard and industry best practices
- Implement new online processes for providing public services to the community. This includes integration of the public facing Laserfiche portal to assist with property tax payment, building inspection services, vital statistics related information etc.

## **Timelines**

### **Ongoing**

- Review of policies and procedures to align it with best practices and IASR
- Training provided to all staff on Customer Service processes and interactions with persons with various types of disabilities

### **2021-2023**

- Review of processes to provide multiple means of accessing the processes (in person or online)

# **Township of Malahide**

## **Part I – General Requirements**

### **Progress**

- Accessibility Policy updated in 2016 to address legislative changes to the Integrated Accessibility Standards Regulation (IASR) inclusive of an organizational commitment
- Multi-Year Accessibility Plan created in 2015 and expired at the end of 2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019
- Accessibility on-boarding training provided by HR staff covering Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation (IASR) and Ontario Human Rights Code (OHRC) requirements

### **Goals**

- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements
- Review and update corporate Procurement Policy, incorporating a barrier-free purchasing lens
- Consider updating accessibility training modules onto an all-encompassing, online training platform with updated modules and accurate, automated record tracking

### **Timelines**

#### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

#### **2021-2023**

- Procurement Policy update
- Accessibility Policy review and update

#### **2024-2026**

- Accessibility training updates

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment in 2020 to WCAG 2.0 Level AA compliance
- Request for Accessible Formats and Communication Supports Procedure created in 2017



- Accessibility Feedback Procedure & Feedback Form updated in 2018

## **Goals**

- Receive accessible document training for document authors/ staff website content uploaders
- Review Request for Accessible Formats and Communications supports Procedure and Accessibility Feedback Procedure & Feedback Form for potential areas to upgrade above and beyond IASR requirements

## **Timelines**

### **2021-2023**

- Accessible document training

### **2024-2026**

- Review Request for Accessible Formats and Communications Supports Procedure and Accessibility Feedback Procedure & Feedback Form

## **Part III – Employment**

### **Progress**

- All job postings let the public know that accommodations are available upon request during the recruitment process
- Human Resources Policy B-4.3 Accommodating Special Needs updated in 2013

### **Goals**

- Update HR Policy B-4.3 Accommodating Special Needs to reflect industry best practices and IASR requirements
- Create Emergency Workplace Response for Employees with Disabilities Policy to reflect industry best practices
- Create new Return to Work Process and Return to Work Plan for employees

### **Timelines**

#### **2021-2023**

- Update HR Policy B-4.3 Accommodating Special Needs
- Create Emergency Workplace Response for Employees with Disabilities
- Create new Return to Work Process and Return to Work Plan

## **Part IV.1 – Design of Public Spaces**

### **Accessible Built Environment**

#### **Progress**

- In consultation with the County of Elgin & Central Elgin Joint Accessibility Advisory Committee, the Township of Malahide is able to utilize the following documents in place of their respective consultation requirements as outlined above
  - Elgin County Accessible Playground Consultation Document
  - Elgin County Recreational Trails Consultation Document
  - Elgin County Accessible On-street Parking Standard
  - Elgin County Rest Areas Consultation Document
- Installed new playground equipment in 2019 at Mill Street Park in Springfield incorporating accessible play features
- Sidewalk installations at Wonnacott Park in Port Bruce in 2018
- Hard surfacing, accessible parking installed at the observation deck In Port Bruce in 2019
- Additional accessible picnic tables purchased at both Port Bruce, Malahide Community Place and Mill Street Park across 2018 & 2019
- Engineered Wood Fibre (EWF) installed in 2018 at the playground area in Port Bruce, providing significant upgrades to the previous surface

#### **Goals**

- No major built environment/ capital projects planned at this time – most municipal building is fairly new and not considering any significant renovations over the next 5 years
- Continue to work with the County Accessibility Coordinator monitoring potential funding opportunities for the built environment relating to accessibility under the Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program

#### **Timelines**

##### **Ongoing**

- Monitor funding opportunities

## **Part IV.2 Customer Service**

#### **Progress**

- Accessibility Policy updated in 2016 meeting appropriate requirements as it relates to the Customer Service Standard
- Created Accessibility Feedback Procedure (2017)

- Created Accessibility Training Procedure (2017)
- Created Temporary Service Disruption Procedure (2017)
- Created Service Animals in the Workplace Procedure (2017)
- Created Support Persons Procedure (2017)

## **Goals**

- Accompanying the goals laid out in the General Requirements Section as it relates to job specific training, consider creating a customer service focused training module for all Township staff to complete in addition to the standard on-boarding accessibility training
- Review and update Service Animals in the Workplace Procedure to reflect new industry best practices
- Review and update accessibility feedback procedure while including an accessibility feedback form for members of the public
- Ensure Temporary Service Disruption Procedure is included in on-boarding training for staff responsible for corporate communications

## **Timelines**

### **2021-2023**

- Customer service focused training module
- Review and update Service Animals in the Workplace Procedure
- Ensure Temporary Service Disruption Procedure is included in communications related to on-boarding training
- Review and update accessibility feedback procedure

### **2024-2026**

- Review Accessibility Feedback Procedure and Form

# **Township of Southwold**

## **Part I – General Requirements**

### **Progress**

- Accessibility policy updated in 2019 to address Accessible Maintenance procedures relating to any newly constructed or redeveloped elements provided for under the Design of Public Spaces Standard.
- Multi-Year Accessibility Plan created in 2016 and expired at the end of 2020
- Accessibility Compliance Reports filed with the Ministry for Seniors and Accessibility (formerly Accessibility Directorate of Ontario) in 2015, 2017 & 2019

### **Goals**

- Review and update Accessibility Policy to reflect industry best practices, continuing to meet AODA and IASR requirements

### **Timelines**

#### **Ongoing**

- Monitoring ongoing and future potential updates to the IASR via Standards Development Committee Recommendations

#### **2021-2023**

- Accessibility Policy review and update

## **Part II – Information and Communications**

### **Progress**

- Website redevelopment in 2021 to WCAG 2.0 Level AA compliance
- Accessibility Feedback Procedure and Feedback Form updated in 2019
- Accommodation Policy updated in 2019

### **Goals**

- Receive accessible document training for document authors/ staff website content uploaders

### **Timelines**

#### **2021-2023**

- Accessible document training

#### **2024-2026**

- Web content to meet success criteria 1.2.4 Captions (Live)
- Web content to meet success criteria 1.2.5 Audio Descriptions (Pre-Recorded)

## **Part III – Employment**

### **Progress**

- All job postings let the public know that accommodations are available upon request during the recruitment process
- Accommodation Policy updated in 2019

### **Goals**

- Review and update Emergency Workplace Response for Employees with Disabilities procedure
- Review and update the Return to Work Process and Return to Work Plan

### **Timelines**

#### **2021-2023**

- Review and update the:
  - Emergency Workplace Response for Employees with Disability procedure
  - Return to Work Process and Return to Work Plan

## **Part IV.1 – Design of Public Spaces Accessible Built Environment**

### **Progress**

- In consultation with the County of Elgin and Central Elgin Joint Accessibility Advisory Committee, the Township of Southwold is able to utilize the following documents in place of their respective consultation requirements as outlined above:
  - Elgin County Accessible Playground Consultation Document
  - Elgin County Recreational Trails Consultation Document
  - Elgin County Accessible On-street Parking Standard
  - Elgin County Rest Areas Consultation Document
- Completion of a new accessible playground at the Talbotville Meadows Subdivision Park
- Completion of accessible walking trails at parks in Shedden, Fingal and Talbotville

### **Goals**

- Completion of new accessible playground and pavilion at the Shedden Open Space Park – 2021
- Continue to work with the County Accessibility Coordinator monitoring potential funding opportunities for built environment relating to accessibility under the

Enabling Accessibility Fund, Ontario Trillium Foundation, Canadian Tire Jumpstart, Investing in Canada Infrastructure Program

## **Timelines**

### **Ongoing**

- Monitor funding opportunities

## **Part IV.2 Customer Service**

### **Progress**

- Created Accessibility Feedback Procedure (2019), updated (2019)
- Created Accessibility Training Procedure (2017), updated (2019)
- Created Temporary Service Disruption Procedure (2017)
- Created Service Animals in the Workplace Procedure (2017)
- Created Support Persons Procedure (2017)
- Updated Accommodation Policy (2019)

### **Goals**

- Conduct a thorough review of all customer service policies and procedures (Accessibility Feedback Procedure, Accessibility Training, Temporary Service Disruption Procedure, Service Animals in the Workplace Procedure, Support Persons Procedure, and Accommodation Policy), and update accordingly
- Provide annual training to staff on customer service policies and procedures
- Provide bi-annual training to all Township of Southwold Volunteers and Committee members on customer service policies and procedures

## **Timelines**

### **2021-2023**

- Conduct a thorough review of all customer service policies and procedures (Accessibility Feedback Procedure, Accessibility Training, Temporary Service Disruption Procedure, Service Animals in the Workplace Procedure, Support Persons Procedure, and Accommodation Policy), and update accordingly.
- Provide annual training to staff on customer service policies and procedures

### **2024-2026**

- Provide bi-annual training to all Township of Southwold Volunteers and Committee members on customer service policies and procedures

## Communication

This plan will be available on Elgin County's website, located at [www.elgincounty.ca](http://www.elgincounty.ca). A print copy of this plan is also available by contacting the County's Accessibility Coordinator.

### Local Municipal Partner Websites:

Municipality of Bayham: <https://www.bayham.on.ca/>

Municipality of Central Elgin: <https://www.centralelgin.org/en/index.aspx>

Municipality of Dutton Dunwich: <https://www.duttondunwich.on.ca/>

Municipality of West Elgin: <https://www.westelgin.net/en/index.aspx>

Town of Aylmer: <https://aylmer.ca/>

Township of Malahide: <https://www.malahide.ca/en/index.aspx>

Township of Southwold: <https://www.southwold.ca/en/index.aspx>

## Feedback

The County of Elgin is committed to ensuring accessibility is a reality throughout all facilities and business operations. There is still so much to accomplish, and as we progress, we would like to hear from you!

Do you have any thoughts or feedback on what has been accomplished so far? Please contact us with your questions and ideas: [Elgin County Accessibility Feedback Form](#)

## Contact Information

**Phone:** 519-631-1460 x 167

**Fax:** 519-633-7785

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450 Sunset Drive, St. Thomas ON N5R 5V1

**Email:** [ssavoie@elgin.ca](mailto:ssavoie@elgin.ca)

**This document is available in accessible format and/or with communication supports, upon request.**

## **Appendix A**

### **Accessible Maintenance Procedures**

#### **Maintenance of Accessibility Elements**

##### **Design of Public Spaces Standard**

###### **Purpose:**

To meet the requirements under the Integrated Accessibility Standards Regulation (O.Reg 191/11), Design of Public Spaces Standard (Section 80.44) Maintenance of Accessible Elements

###### **Practices**

To ensure that any newly constructed or redeveloped elements provided for under the Design of Public Spaces will have procedures for preventative and emergency maintenance of the accessible elements in public spaces.

###### **Scope**

Organizations shall ensure that their Multi-Year Accessibility Plan includes procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part and procedures dealing with temporary disruptions when accessible elements required under this Part are not in working order.

The Design of Public Spaces Standard applies to public spaces that are newly constructed or redeveloped, that include:

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking

###### **Application**

Departments that maintain elements listed under Scope:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
  - Annual inspections, or more frequently as per the Minimum Maintenance Standards
  - After storms or events that might affect accessible elements
  - As part of any reports of vandalism or complaints
- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified



- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg 191/11) and the Municipality's corresponding policy:
  - o Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available
  - o Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website
- Notify the Road Supervisor for the affected Municipality (where applicable)
- Repair as soon as practicable

## **Appendix B**

### **Temporary Service Disruptions**

If a temporary service disruption is planned the County will give notice of the disruption.

Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.

Procedures for specific service disruptions will be developed, and a copy of the procedures will be available to individuals upon request.

Notice will be given by posting the information in a conspicuous place as well as by posting the information on the County or Library website.

### **Temporary Service Disruptions Procedure**

#### **Purpose**

The purpose of this procedure is to establish guidelines for providing notification of temporary disruptions of service to people with disabilities. These notices may be for either planned or unexpected disruptions of service.

#### **Implementation**

Notices for both unexpected and planned service disruptions will be provided in a variety of formats that will take into account a range of disabilities and will outline:

- The reason for the disruption;
- Its anticipated duration;
- A description of alternative facilities or services, if any are available; and,
- Contact information.

Notices for unexpected service disruptions will be posted as soon as possible, using large, clear print and plain language at the physical entrances to the facility and throughout the facility (if required) and in any other location that the County deems is necessary.

Notices for planned service disruptions will be posted using large, clear print and plain language at the physical entrances to the facility and throughout the facility where necessary. In addition, planned service disruptions that are intended to last more than 48 hours will be posted on the County's website.