

County of Lambton Accessibility Plan

2009



Table of Contents

PREFACE.....	1
OBJECTIVES OF THE PLAN.....	3
OPERATIONAL REVIEWS.....	4
Reviews for 2009	5
MONITORING PROCESS.....	6
Public Concerns	7
New Programs/Services.....	7
Budget.....	7
Site Plans.....	7
Previous Plans	8
COUNTY OF LAMBTON ACCESSIBILITY ADVISORY COMMITTEE.....	9
Purpose of the Committee	9
Functions of the Committee	9
Members of the Committee.....	9
COUNTY OF LAMBTON STAFF WORKING GROUP MEMBERS	10
ACCESSIBILITY COMMITTEE STRUCTURE	10
COUNTY OF LAMBTON SERVICES	11
Mission & Vision Statements.....	11
Appendix “A” –Libraries, Museums & Culture – Petrolia Library, Petrolia.....	13
Appendix “B” – Social Housing – 125 Euphemia Street, Sarnia	19
Appendix “C” –Social Housing – 150 Queen Street, Sarnia	22

PREFACE

The Ontarians with Disabilities Act 2001 (ODA) requires the County of Lambton to develop and implement an accessibility plan on an annual basis. The aim of this plan is to describe the process that the County of Lambton engaged in over the past year in an effort to identify, remove and prevent barriers for all in accessing County facilities and services.

In June 2005, the Accessibility for Ontarians with Disabilities Act 2005 (AODA) received Royal Assent and became law. The new law requires the government to work with the disability community and both the private and public sectors to jointly develop standards of accessibility. Standards will be set in both the public and private sectors to address the full range of disabilities – including physical, sensory, mental health, developmental and learning. The Accessibility Standards for Customer Service Reg. 429/07 came into effect January 1, 2008 and are the first set of standards to be developed. The new standards require the County of Lambton to be in compliance by January 1, 2010. The following are areas of significance that must be implemented.

- **Policies and Procedures** – The County is required to establish policies and procedures that govern the provision of its goods and services to persons with a disability. The policies must deal with: the use of assistive devices by persons with a disability; communicating with a person with a disability; the use of service animals and support persons; notice of disruptions; and feedback about how goods and services are provide to persons with a disability.
- **Training** – The County is required to provide training (about the provisions of goods and services to persons with a disability) by January 1, 2010 for “every person who deals with members of the public or other third parties on behalf of the provider, whether the person does so as an employee, agent, volunteer or otherwise”. Also, training must be provided to every person who participates in developing the County policies, procedures and practices governing the provision

of goods and services. These provisions will also apply to contractors delivering service to the public on behalf of the County.

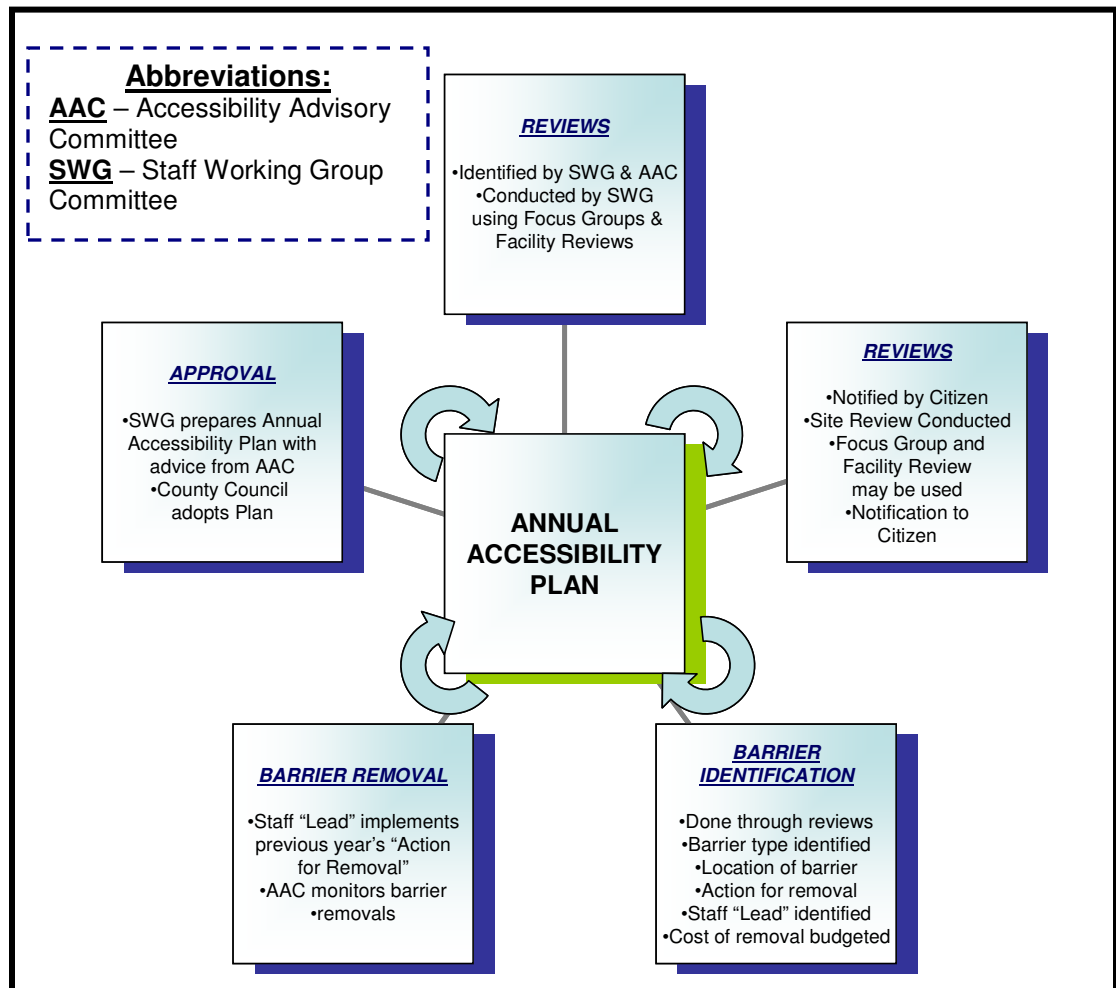
- **Reporting** – The County will be required to provide annual reports in a prescribed format that has not yet been defined. However, it is known municipalities will need to include documents that describe their policies and procedures related to the customer service standard and will be required to document and track their training. Further, documents developed under the customer service standard are required to be accessible for the public in formats that take into account the person's disability.

Staff is currently developing the policies and procedures required by the Accessibility Standards for Customer Service Regulation.

OBJECTIVES OF THE PLAN

The objectives of this plan are to:

1. Describe the process that the County of Lambton engaged in over the past year in an effort to identify, remove and prevent barriers for all in accessing County facilities and services (see diagram below).
2. Provide the community an update on the removal of barriers that were identified in past years in the County's Accessibility Plan and inform the public what is being done by the County of Lambton to ensure its services are accessible to all.
3. Identify the facilities and services that the County of Lambton will review in the coming year to identify barriers to people with disabilities.



OPERATIONAL REVIEWS

The County of Lambton’s Staff Working Group conducts operational reviews regarding accessibility of programs, services and facilities. The methodology utilized in an operational review includes conducting “Staff Focus Group” sessions and the completion of a site inspection utilizing a “Facilities Services Checklist” which identifies accessibility standards adopted by the Staff Working Group. The barrier types examined include:

- ◆ natural
- ◆ architectural
- ◆ communications / information
- ◆ attitudinal
- ◆ policy & procedure
- ◆ technological

This year, the following locations / programs were reviewed:

- ◆ Libraries, Museum & Culture - Petrolia Library, Petrolia; (Appendix “A)
- ◆ Social Housing - 125 Euphemia Street, Sarnia; and, (Appendix “B”
- ◆ Social Housing - 150 Queen Street, Sarnia. (Appendix “C”)

The chart below summarizes the types of barriers identified at these locations:

Program / Location	Type of Barrier	No. of Barriers
Libraries, Museums & Culture – Petrolia Library, Petrolia	Architectural	6
	Communications/Information	1
Social Housing – 125 Euphemia Street, Sarnia	Architectural	4
	Communications/Information	1
Social Housing – 150 Queen Street, Sarnia	Architectural	3
	Communications/Information	1
	Natural	1
TOTAL		17

Reviews for 2009

At its July 18th, 2007 meeting, the County Advisory Committee recommended that the AODA Plan cover the period from January to December to accommodate the budgetary process. The Plan will go to County Council in the Fall of each year as per the AODA Regulations.

The County Accessibility Advisory Committee selected three sites / programs to be reviewed for 2009. They are:

- ◆ Senior Services - North Lambton Lodge, Forest
- ◆ Housing Services - 103 Fane Street, Corunna
- ◆ Libraries, Museums & Culture – Sarnia Library, Sarnia

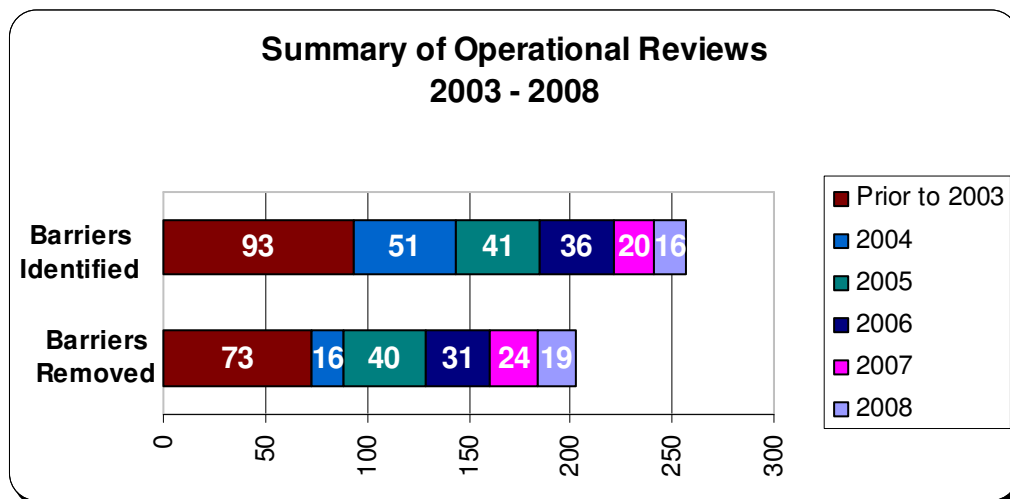
MONITORING PROCESS

The County of Lambton's Accessibility Plan is prepared by the County of Lambton Staff Working Group with advice from the County Accessibility Advisory Committee. The Plan is then presented to Lambton County Council every September. Once the Plan is approved by County Council, management begins implementing the recommendations of the Plan. The County Accessibility Advisory Committee monitors the implementation process throughout the year at their regular meetings to ensure barrier identification and removals occur as scheduled.

Annually, a summary of previously identified barriers is forwarded to the appropriate Manager/Supervisor for an update on whether the barrier has been removed. These updates are then recorded on a summary spreadsheet that keeps track of barriers identified and barriers removed on an ongoing basis. To date, 78.99% of identified barriers have been removed.

The following chart shows the ongoing effort to reduce the number of barriers to services and facilities operated by the County of Lambton. The chart indicates:

- ◆ the number of barriers **identified** by operational / focus group reviews (257)
- ◆ the number of identified barriers that have been **removed** (203)



Public Concerns

The following procedure is followed by the County of Lambton:

- ◆ Accessibility issues received by the County from the public are forwarded to the Chairperson of the Staff Working Group. The Chairperson assigns the issue to be investigated to the appropriate Working Group member of the Division in question.
- ◆ A site visit and review is conducted, the results of which are added to the upcoming year's plan as recommended by the Accessibility Advisory Committee.

A response regarding the results of the review is forwarded by the appropriate County staff or official, to the person who initially notified the County of the accessibility issue.

New Programs/Services

New programs and service plans are prepared by the Managers and forwarded to the appropriate Committee for approval. For programs that require a bylaw to be in place before implementation a bylaw is prepared and reviewed by the Solicitor.

Budget

In the 2004-2005 Accessibility Plan, it was recommended that "a budget line be created in all departments for the purpose of recording expenses associated with AODA barrier removal". In 2007, the County of Lambton incorporated a budget line into the chart of accounts. This line is solely used for expenses associated with removing barriers of accessibility that have been identified in the County's Accessibility Plan.

Site Plans

The County's Accessibility Advisory Committee has a responsibility to review site plans under the AODA. In 2006, the Committee adopted a "Barrier-Free Site Plan Approval Checklist" that is utilized by the County's Planning Department. The Department reviews each site plan ensuring these items are addressed prior to awarding or recommending a permit.

Previous Plans

Barriers identified in previous Plans are recorded on a continual record. Annually the list is reviewed by the appropriate Manager and updated with information on barriers identified and barriers removed. This continual record is reviewed annually by the County Accessibility Advisory Committee.

COUNTY OF LAMBTON ACCESSIBILITY ADVISORY COMMITTEE

Purpose of the Committee

The purpose of the Committee is to advise Lambton County Council on the preparation, implementation and effectiveness of its accessibility plan annually. The Committee shall also provide advice to Council on the accessibility for persons with a disability to a building, structure or premise, or part of a building, structure or premise:

- ◆ that the County purchases, constructs or significantly renovates;
- ◆ for which the County enters into a new lease; or,
- ◆ that a person provides as municipal capital facilities under an agreement entered into with the Council in accordance with Section 210.1 of the Municipal Act.

Functions of the Committee

The Committee reviews, and provides comments on and recommends changes to the annual accessibility plan drafted by the County of Lambton Accessibility Staff Working Group. During the year, the Committee reviews the Focus Group and Operational Reviews completed by the County Staff Working Group. Comments and recommendations are included in the Operational Review spreadsheet.

Members of the Committee

A majority of the Committee must be members of the Community with a disability and are appointed by County Council. On December 13, 2006, County Council passed the following motion:

#6: Perry/Gilliland: That Lonny Napper be appointed as Chair of the County of Lambton Accessibility Advisory Committee (two year term).

Carried.

Appointed members are:

- ◆ Lonny Napper – Chairperson, Lambton County Councillor
- ◆ Debbie Draganits – City of Sarnia
- ◆ Jim Stapleton – Town of Petrolia
- ◆ Gordon Dingle – City of Sarnia
- ◆ Luana Cameron – City of Sarnia
- ◆ George Leenhouts – Staff Member, County of Lambton
- ◆ Doug Ball – Staff Member, County of Lambton

COUNTY OF LAMBTON STAFF WORKING GROUP MEMBERS

Corporate Services Division

- ◆ Charles Fisher, Finance Department
- ◆ Dinesh Bhargava, Information Technology

Community Services Division

- ◆ Paula Crozier, Housing Services
- ◆ April James, Libraries, Museums & Cultural Services

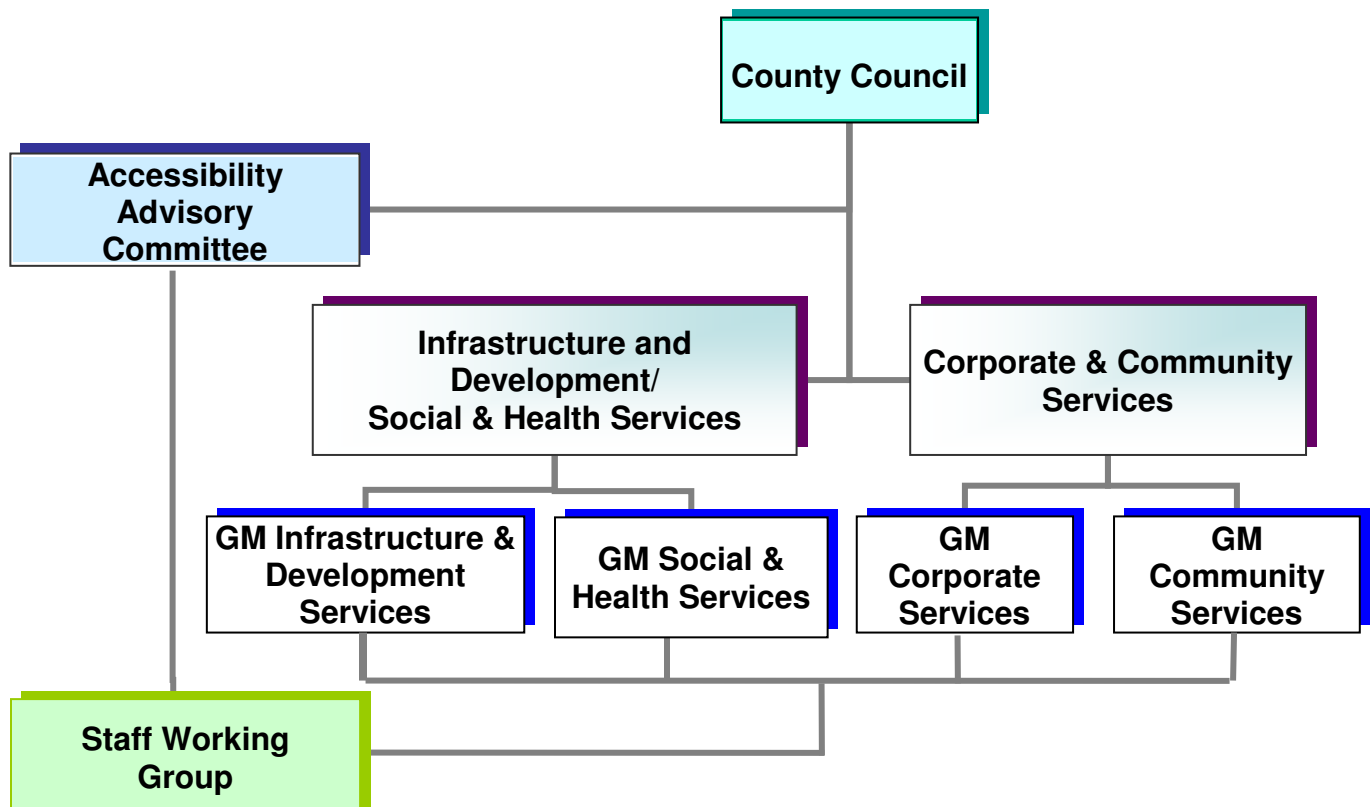
Infrastructure & Development Services Division

- ◆ George Leenhouts, Facilities Services
- ◆ Jan Lembke, Infrastructure & Development Services

Social & Health Services Division

- ◆ Doug Ball, Social Planning & Program Support - Chairperson
- ◆ Anne Archer, Ontario Works
- ◆ Kevin Churchill, Community Health Services

ACCESSIBILITY COMMITTEE STRUCTURE



COUNTY OF LAMBTON SERVICES

The Corporation of the County of Lambton is a municipal entity that is identified as an upper-tier municipality. With a wide range of responsibilities, such as public health, emergency medical services, building inspection services, and the operation of a provincial offences court to name but a few, the Corporation provides valuable services to the area's 128,204 residents. With a staff of 1,230 and a budget of \$163.5 million, the County's staff delivers programs and services through four main divisions:

- ◆ Corporate Services - www.lambtononline.com/corporate_services
- ◆ Community Services - www.lambtononline.com/community_services
- ◆ Infrastructure & Development Services - www.lambtononline.com/infrastructure_development_services
- ◆ Social & Health Services - www.lambtononline.com/social_health_services

Each Division is managed by a General Manager, who reports directly to the Chief Administrative Officer, who in turn reports to Lambton County Council. More information about the County of Lambton is available at www.lambtononline.ca

Mission & Vision Statements

The following Mission Statement has been developed for the County of Lambton:

Lambton County is a community dedicated to economic growth, environmental stewardship and an enhanced quality of life through:

- The provision of responsive and efficient services.
- Collaborative efforts with our municipal and community partners.

The following Vision was developed:

Lambton County

Caring ✧ Growing ✧ Innovative

Appendix “A”
Petrolia Library
Operational Review

Lambton County Operational Review

<i>Review Information</i>			<i>Identified Barriers</i>					
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
COMMUNITY SERVICES DIVISION								
LIBRARIES, MUSEUMS & CULTURE DEPARTMENT								
4200 Petrolia Line, Petrolia	AR	23-May-08	Space - Lack of space for people in wheelchairs to maneuver.	1. Move DVD rack.	\$400.00	Manager, Libraries, Museums & Culture	2009	
4200 Petrolia Line, Petrolia	AR	23-May-08	Sidewalk - Sidewalk in front of the library and to accessible ramp is cobblestone and is rough and uneven.	1. Advise Town of Petrolia's Accessibility Committee Chairperson.		AODA Chairperson	October 2008	November 2008
4200 Petrolia Line, Petrolia	AR	23-May-08	Washrooms - Door knobs in ladies and staff washroom – should be lever style.	1. Advise Town of Petrolia's Accessibility Committee Chairperson.		AODA Chairperson	October 2008	November 2008

Lambton County Operational Review

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
4200 Petrolia Line, Petrolia	TE	23-May-08	Computers - Require larger computer screens and programs.	1. Purchase larger screens, special keyboards for at least one computer. <u>October 2008</u> – JAWS, a screen read with print functions is in the process of being installed in every library branch. This will eliminate the need for huge computer screens. The keyboards will be budgeted for 2009.	\$500	Manager, Libraries, Museums & Culture	2009	

Lambton County Operational Review

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
4200 Petrolia Line, Petrolia	AR	23-May-08	Back Entrance - An accessible entrance is marked, but there are no automatic door operators.	1. Advise Town of Petrolia's Accessibility Committee Chairperson.		AODA Chairperson	October 2008	November 2008
4200 Petrolia Line, Petrolia	AR	23-May-08	Ramp - Ramp has no hand rail or landing for wheelchairs.	1. Advise Town of Petrolia's Accessibility Committee Chairperson.		AODA Chairperson	October 2008	November 2008
4200 Petrolia Line, Petrolia	AR	23-May-08	Parking - The designated space is too narrow.	1. Advise Town of Petrolia's Accessibility Committee Chairperson.		AODA Chairperson	October 2008	November 2008

Appendix “B”
125 Euphemia Street, Sarnia
Operational Review

Lambton County Operational Review

Review Information			Identified Barriers					
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
COMMUNITY SERVICES DIVISION								
HOUSING SERVICES DEPARTMENT								
125 Euphemia St., Sarnia (61units)	AR	22-Mar-08	Accessible Entrance - No accessible entrance to facility.	1. Requires automatic door openers	\$5,000.00	Manager Housing Services	December 2009	
125 Euphemia St., Sarnia (61units)	CI	22-Mar-08	Elevator - Elevator door is not easy to identify - same colour as walls.	1. Paint elevator door frame. Further discussions required with Property Manager.	\$150.00	Manager Housing Services	December 2009	
125 Euphemia St., Sarnia (61units)	AR	March 22, 2008	Stair Nosing - Are uneasy to identify.	1. Paint stair nosing with identifiable colour.	\$100.00	Manager Housing Services	October 2008	

Lambton County Operational Review

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
125 Euphemia St., Sarnia (61units)	AR	22-Mar-08	Handrails - Handrails are uneasy to identify.	1. Repaint hand rails.	\$150.00	Manager Housing Services	December 2009	
125 Euphemia St., Sarnia (61units)	AR	22-Mar-08	Glass Door - Glazed doors do not have a coloured band at eye level.	1. Install colour band.	\$100.00	Manager Housing Services	October 2008	

Appendix “C”

150 Queen Street, Sarnia

Operational Review

Lambton County Operational Review

Review Information			Identified Barriers					
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
COMMUNITY SERVICES DIVISION								
HOUSING SERVICES DEPARTMENT								
150 Queen St., Sarnia (60 units)	NA	19-Mar-08	Accessible Parking - Designated spaces require widening and appropriate symbol painted with appropriate colour.	1. Widen accessible spaces and paint with appropriate symbol and colour of paint.	\$500.00	Manager Housing Services	October 2008	
150 Queen St., Sarnia (60 units)	CI	19-Mar-08	Elevator - Door is not easy to identify.	1. Paint elevator door frame. Further discussions required with Property Manager.	\$150.00	Manager Housing Services	December 2008	
150 Queen St., Sarnia (60 units)	AR	19-Mar-08	Handrails - Handrails are uneasy to identify.	1. Repaint hand rails.	\$100.00	Manager Housing Services	December 2008	

Lambton County Operational Review

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
150 Queen St., Sarnia (60 units)	AR	19-Mar-08	<u>Glass Door</u> - Glazed doors do not have a coloured band at eye level.	1. Install colour band.	\$50.00	Manager Housing Services	December 2008	
150 Queen St., Sarnia (60 units)	AR	19-Mar-08	<u>Stair Nosing</u> - Are uneasy to identify.	1. Paint with appropriate colour to identify.	\$100.00	Manager Housing Services	December 2008	