

County of Lambton Accessibility Plan

2010



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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.

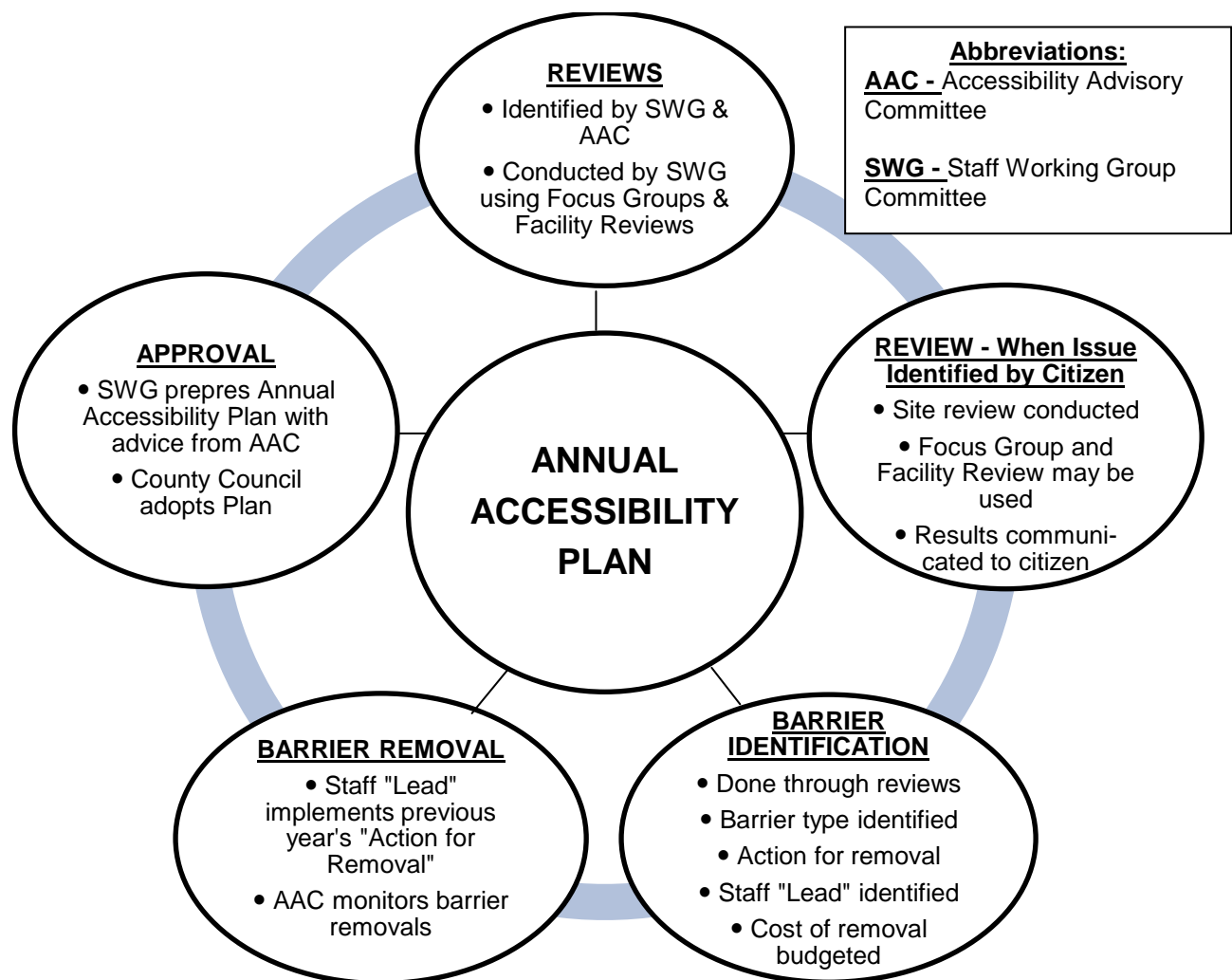
In December 2009, County Council approved Corporate Policy #401 - "Accessibility Standards for Customer Service, and Accessibility Customer Service and Training Protocol for Persons with Disabilities" (see Appendix "A").

In 2009, organizational changes were made with the current four (4) divisions being reorganized. This created a total of seven (7) divisions. Tracking of the barriers identified and removed are done by division, therefore; the total barriers identified/removed will not change, but the division they belong to will be updated to reflect to new divisions of the County.

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:

- ◆ Senior Services, North Lambton Lodge; (Appendix “B”)
- ◆ Housing Services - 103 Fane Street; Corunna and, (Appendix “C”)
- ◆ Libraries, Museums & Culture - Sarnia Library, Sarnia. (Appendix “D”)

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

| Program / Location | Type of Barrier | No. of Barriers |
|---|---|-----------------|
| Senior Services - North Lambton Lodge, Forest | Architectural Communications/Information | 0 |
| Housing Services - 103 Frane Street, Corunna | Architectural Communications/Information | 0 |
| Libraries, Museums & Culture - Sarnia Library, Sarnia | Architectural Communications/Information | 3 |
| TOTAL | | 3 |

Reviews for 2010

The County Accessibility Advisory Committee directed that the Staff Working Group to review as many as possible of the County libraries that have not already been reviewed in 2010. This will include the following libraries:

- 10035 Museum Rd., Grand Bend
- 2618 Hamilton Road, Sarnia
- 3251 River Street, Alvinston
- 16 Smith Street, Arkona
- 1540 Duncan Street, Brigden
- 6707 Camlachie Road, Camlachie
- 417 Lyndock Street, Corunna
- 1534 Fourth Street, Courtright
- 531 Florence Street, Florence
- 61 King Street, Forest
- 15 Gill Road, Grand Bend
- 6504 James Street, Inwood
- 1362 Lambton Mall Road, Sarnia
- 3021 Confederation Line, Wyoming
- 1166 Emily Street, Mooretown
- 4596 Oil Springs Line, Oil Springs
- 220 Michigan Ave., Pt. Edward
- 9997 Pt. Franks Road, Pt. Franks
- 1279 Shetland Road, Shetland
- 3536 St. Clair Parkway, Sombra
- 115 Main Street, Thedford
- 5317 Nauvoo Road, Watford
- 1349 Main Street, Wilkesport
- 536 Niagara Street, Wyoming
- 507 Stodard Street, Port Lambton
- 124 Christina Street, Sarnia

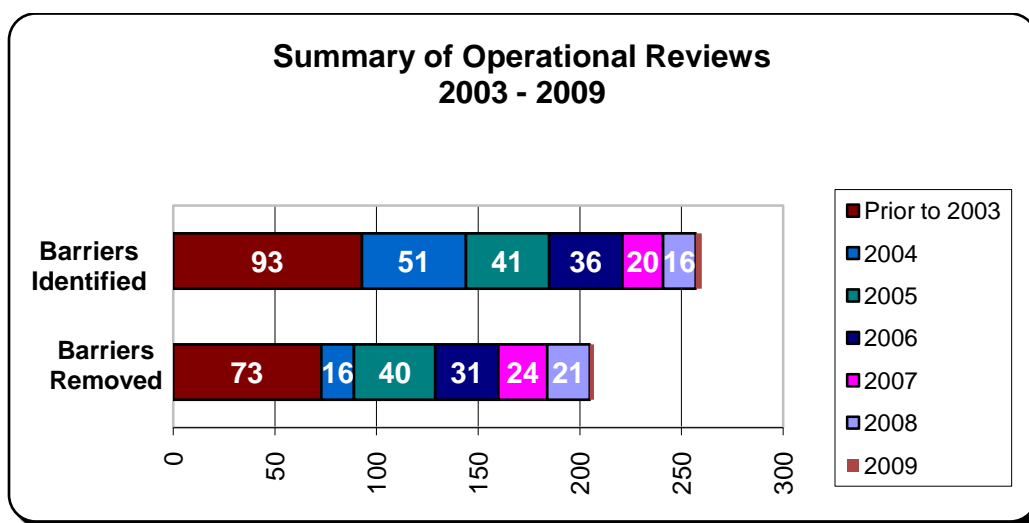
MONITORING PROCESS

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. 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, 79.62% 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 (260)
- ◆ the number of identified barriers that have been **removed** (207)



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 January 20, 2010, County Council passed the following motion:

#1: Gillis/Perry: That Lonny Napper be appointed as Chair of the County of Lambton Accessibility Advisory Committee (one year term). Carried.

Appointed members are:

- ◆ Lonny Napper – Chairperson, Lambton County Councilor
- ◆ 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

Cultural Services Division

- ◆ Krystyna Stalmach

Corporate Services Division

- ◆ Lois Gilmour

Financial Services Division

- ◆ George Leenhouts

Infrastructure & Development Services Division

- ◆ Jerry Weerdenburg

Social Services Division

- ◆ Doug Ball, Social Planning & Program Support - Chairperson

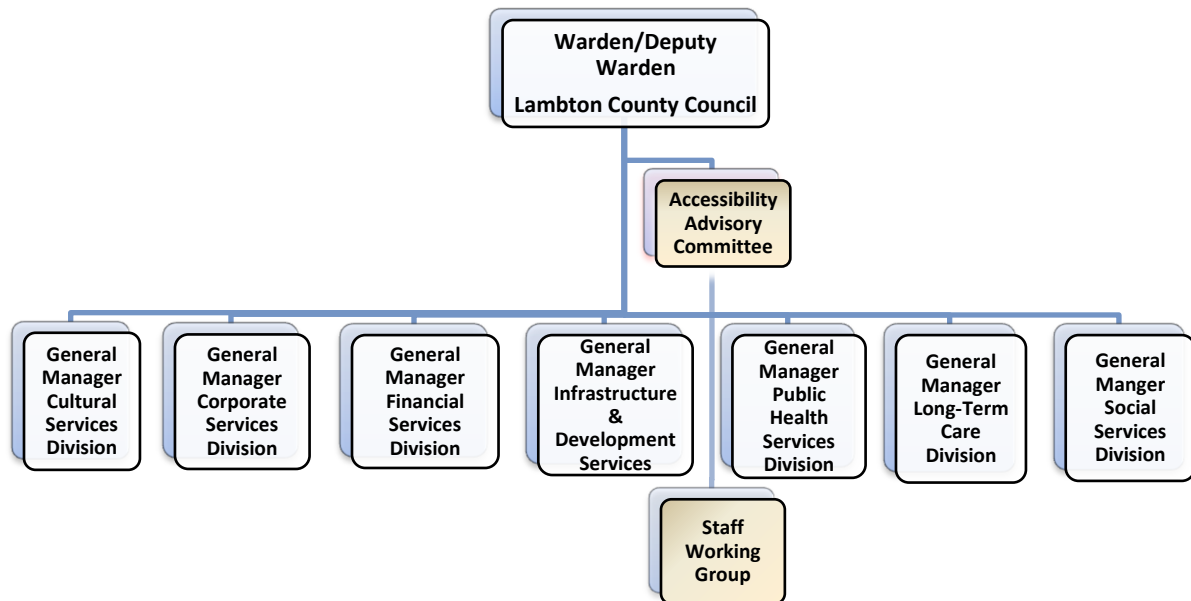
Long-Term Care Division

- ◆ Carolyn Greening

Public Health Services Division

- ◆ Sandra Johnson

ACCESSIBILITY COMMITTEE STRUCTURE Effective September 2009



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. In 2009, the County had a staff of 1,230 and a budget of \$163.5 million. County staff delivers programs and services through seven (7) main divisions:

- ◆ Corporate Services - www.lambtononline.com/corporate_services
- ◆ Public Health Services - www.lambtononline.com/publichealth_services
- ◆ Infrastructure & Development Services - www.lambtononline.com/infrastructure_development_services
- ◆ Social Services - www.lambtononline.com/social_services
- ◆ Cultural Services - www.lambtononline.com/cultural_services
- ◆ Financial Services - www.lambtononline.com/financial_services
- ◆ Long-Term Care - www.lambtononline.com/long-term_care_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"

County of Lambton Corporate Policy #401

"Accessibility Standards for Customer Services"

and

**"Accessibility Customer Service and Training Protocol for Persons
with Disabilities "**



THE CORPORATION OF THE COUNTY OF LAMBTON

| Subject | Accessibility Standards for Customer Service | Section CM 400 | Policy 401 |
|----------------|---|--------------------------------------|---------------|
| Effective Date | April 20, 2009 | Approved By: CAO General Managers | |
| Revision Date | April 20, 2009 | | |

PURPOSE

To ensure all County of Lambton programs and services are accessible to everyone in the community in accordance with Ontario Regulation 429/07 Accessibility Standards for Customer Service.

POLICY OVERVIEW

These policies and procedures apply to all goods and services that are delivered by the County of Lambton, by any means including in person, by telephone, electronically, by mail, visually, orally or by written means.

This policy applies to all County of Lambton staff, volunteers, elected officials and third parties who deal with the public, on behalf of the County of Lambton.

POLICY

The Corporation shall meet its duties and responsibilities under Ontario Regulation 429/07 by adhering to the following principles and practises:

I. Training

Training is required for those staff, elected officials, volunteers or third parties that interact with the public on behalf of the corporation, or who are involved in developing policies, practices and procedures. The required training must include information on how to communicate and interact with people with disabilities, how to interact with people who have an assistive device, service animal or support person, how to utilize assisted devices that are available on County premises, and what to do if a person has difficulty accessing the County of Lambton Services.

The training will include the core principles of customer service as set out by the County of Lambton which include: dignity, equity, inclusion, independence, integration, sensitivity and equality.

A training program of varying modules will be implemented which will ensure compliance and meet the needs of various departments and employee groups. Records are to be kept indicating the date and training provided, and the number of individuals to whom it was provided.

Third party organizations providing goods or services on behalf of the County shall provide relevant training, learning opportunities or direction to employees and volunteers regarding their roles and responsibilities under the AODA.

II. Service Animals and Support Persons

A person with a disability accompanied by a service animal is permitted to enter County of Lambton premises with the animal unless the animal is otherwise excluded by law. Should a service animal be excluded from the premises then the municipality shall ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the good and/or services.

Section 4(9) of the Accessibility Standards on Customer Service indicates that an animal is a service animal if (1) it is readily apparent that the animal is being used for reasons related to a person's disability; or (2) if the person provides a letter from the doctor or nurse confirming that the animal is required for reasons relating to the disability.

Staff will be properly trained to identify support persons who may be a paid professional, volunteer, family member or friend that may accompany a customer in order to help with communication, mobility, personal care or medical needs or with access to goods and services.

A disabled person's support person is to be permitted access to County facilities at no charge when there is a regular fee to access the facility.

III. Notice of Temporary Disruptions

The County of Lambton will give notice of temporary disruptions to service or facilities used by persons with disabilities including the reason(s) for the disruption. The notice shall be posted appropriately at the facility and on the County web site when appropriate. When the disruption is planned, advanced notice will be provided.

IV. Feedback

Notices in customer service areas will notify customers that their feedback is welcomed and valued for the continual improvement of services so as to avoid inadvertently excluding people with disabilities from activities or services. An accessible simple to use system of providing feedback and complaints will be made available through a range of service channels.

Staff will make note of feedback given in person, verbally or in writing, online, by telephone, TTY or any other means. A simple to use, accessible process for customers to provide feedback or complaints will be in place.

The Accessibility Advisory Committee will consult with customer service staff regarding feedback and complaints and on improvements to customer service.

V. Emergency Situations

Staff will be familiar with emergency procedures and how to assist customers or staff who may require help during an emergency.

A designated emergency room with the required equipment will be determined with the advice of local emergency services staff and be known to fire, police and/or other relevant departments.



THE CORPORATION OF THE COUNTY OF LAMBTON

| | | | |
|----------------|---|-----------------------------|-------------------|
| Subject | Accessibility Customer Service and Training Protocol for Persons with Disabilities | Section CM 400 | Policy 401 |
| Effective Date | December 2009 | Approved By: County Council | |
| Revision Date | December 2009 | | |

ACCESSIBILITY CUSTOMER SERVICE AND TRAINING PROTOCOL FOR PERSONS WITH DISABILITIES (Accessibility Standards for Customer Service)

A. STATEMENT

1. In keeping with its mission of "caring, growing, innovative ", the Corporation of the County of Lambton is committed to providing accessible, quality services and goods to persons with disabilities in a manner that promotes dignity, independence, integration and equal opportunity.

2. The County shall at all times make available its services and goods to persons with disabilities in accordance with the Accessibility Standards for Customer Service prescribed under the *Accessibility for Ontarians with Disabilities Act, 2005*, as amended.

B. POLICY

3. To this end, the Corporation has adopted a written policy entitled *Accessibility Standards for Customer Service* (Corporate Manual Section 400, Policy 401) (hereinafter, "Policy").

4. All employees, agents, contractors and any other person or entity, including council members, providing services or goods for or on behalf of the County (hereinafter, "County Service Providers") shall do so in accordance with the terms and conditions of the Policy.

5. Management and supervisory staff shall be responsible for ensuring that all services within their department(s), division(s) or service area are provided in accordance with the Policy and this Protocol.
6. The County Clerk shall maintain a copy of the Policy in the offices of the County Clerk and shall cause to have the Policy reviewed and revised from time to time to maintain it current with the prescribed Accessibility Standards for Customer Service.

C. PUBLIC AWARENESS

7. The County shall post a copy of the document attached hereto as **Appendix "A"** (being a summary of the Policy) as amended from time to time, in a conspicuous location where it will come to the attention of members of the public at each of its facilities where County services and/or goods are offered to members of the public.

D. TRAINING

8. To create awareness and to ensure compliance with the Policy and the Accessibility Standards for Customer Service, the County shall ensure that all County Service Providers receives training as soon as practicable on the Policy and the Accessibility Standards for Customer Service and on an ongoing basis as changes occur to the Policy and/or to the Accessibility Standards for Customer Service.
9. To this end, the County has developed written training materials (hereinafter, "Training Materials") in the form attached as **Appendix "B"** which set out its practices and procedures in its provision of services to persons with disabilities. The County Clerk shall maintain a copy of the Training Materials in the offices of the County Clerk and shall cause to have the Training Materials reviewed and revised from time to time to maintain them current with current best practices and with the Accessibility Standards for Customer Service.
10. All County Service Providers shall receive training on the Policy, which shall include receiving a copy of the Training Materials and completing the test/quiz contained therein prior to the end of the calendar year 2009.
11. New County Service Providers hired and/or otherwise retained after 2009 shall receive training on the Policy, including receiving a copy of the Training Materials, as soon as is practicable given their duties and responsibilities.

12. Without limiting the generality of paragraphs 10 and 11 above, the training contemplated herein shall include:

- a. a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- b. a review of the requirements of the Accessibility Standards for Customer Service as prescribed under the Act;
- c. instructions on the County Policy and its procedures and practices pertaining to the provision of goods and services to persons with disabilities, as set out in the Training Materials;
- d. how to interact and communicate with persons with various types of disabilities;
- e. what to do if a person with a disability is having difficulty accessing the County's goods and services;
- f. how to interact with persons with disabilities who use assistive devices or who require the assistance of a support person or service animal; and
- g. information about equipment or devices available on County premises that may help with the provisions of goods and services to persons with disabilities.

13. The County Clerk shall cause written training records to be maintained, indicating the date on which training was provided, the type of training and the name of attendees.

E. COMMUNICATIONS AND AVAILABILITY OF DOCUMENTS

14. All documents required under the Accessibility Standards for Customer Service, including the County's Policy, Training Materials, training records, notices, feedback records and this Protocol, shall be made available to members of the public upon written request.

15. When providing any documentation to a person with a disability, the County shall do so in a manner and a format that takes into account the person's disability.

16. Materials and publications produced by the County should include a statement indicating that the material and/or publication "is available in an alternative format upon request."

17. If requested, an alternate format shall be provided in a manner in which is agreed upon between the requester and the County, and which takes into account the person's disability (e.g. Braille, audio recordings, electronic copies). All requests

for alternative formats shall be immediately communicated in writing to the General Manager of the division and to the County Clerk. Management of the department and/or division shall be responsible for providing alternative formats, when requested, to a person with a disability.

F. FEEDBACK

18. The County is committed to continuous improvement. To this end, anyone who wishes to provide any feedback about how to provide goods or services to a person with a disability and/or improve the Policy, Training Materials and/or this Protocol (including its Appendices) may do so by contacting the County Clerk at the addresses noted in paragraph 19 below or completing the feedback form online at www.lambtononline.on.ca.
19. All feedback shall be acknowledged by the County Clerk, in writing. Any action taken as a result of a feedback should be communicated to the person as soon as possible.

G. QUESTIONS, COMPLIMENTS OR COMPLAINTS

20. Anyone with compliment, complaint, question or concern about the Policy, Training Materials or Protocol may contact the County Clerk in person, in writing, by e-mail, by telephone or online (at www.lambtononline.on.ca)

County Clerk
The Corporation of the County of Lambton
789 Broadway Street
Wyoming, Ontario N0N 1T0
Ph: 519.845.5402
Fax: 519.845.0818
e-mail: clerk@county-lambton.on.ca

The County will acknowledge your questions, concerns, compliments and complaints and will provide a written response, together with its findings, within fourteen (14) business days of receiving your correspondence.

21. This Protocol is available in an alternative format, upon request, to accommodate a person with a disability.

Appendix “B”
North Lambton Lodge, Forest
Operational Review

Lambton County Operational Accessibility Review

| <i>Review Information</i> | | | <i>Identified Barriers</i> | | | | | |
|-----------------------------------|---------------------|-------------------------|---|----------------------|----------------|-------------|--------------------|------------------|
| Location | Barrier Type | Review Completed | Barrier Description | Action Needed | Dollars | Lead | Target Date | Completed |
| LONG-TERM CARE DEPARTMENT | | | | | | | | |
| 39 Morris Street, Forest | | P - Jan-10 | North Lambton Lodge is a new facility completed October 2005. | No issues were found | | N/A | | Completed 2010 |

Appendix “C”
103 Fane Street, Corunna
Operational Review

Lambton County Operational Accessibility Review

| <i>Review Information</i> | | | <i>Identified Barriers</i> | | | | | |
|--|---------------------|-------------------------|----------------------------|----------------------|----------------|-------------|--------------------|------------------|
| Location | Barrier Type | Review Completed | Barrier Description | Action Needed | Dollars | Lead | Target Date | Completed |
| HOUSING SERVICES DEPARTMENT | | | | | | | | |
| 203 Fane St., Corunna (28 units) | AR | Jan-10 | No issues identified. | | | | | Completed 2010 |

Appendix “D”
Sarnia Library, Sarnia

Lambton County Operational Accessibility Review

| Review Information | | | Identified Barriers | | | | | |
|---|--------------|------------------|---|---------------------------------------|---------|-----------------|-------------|-----------|
| Location | Barrier Type | Review Completed | Barrier Description | Action Needed | Dollars | Lead | Target Date | Completed |
| CULTURAL SERVICES DIVISION | | | | | | | | |
| Sarnia Library 124 Christina St. Sarnia | AR | 5-Jan-10 | Stair Nosing - Nosing is worn out and needs replacing. | Replace nosing. | | Library Manager | | |
| Sarnia Library 124 Christina St. Sarnia | AR | 5-Jan-10 | Door Handles - Door handles require lever type handles. | Replace door handles with lever type. | | Library Manager | | |
| Sarnia Library 124 Christina St. Sarnia | AR | 5-Jan-10 | Rest Rooms - Rest room is not accessible. Requires remodeling to allow for wheelchair turn, remove step and add handrails. | Remodel rest room on 2nd floor. | | Library Manager | | |