

County of Lambton Accessibility Plan

2014-2019



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PREFACE

The *Ontarians with Disabilities Act, 2001* (ODA) requires the County of Lambton to develop, implement and post a multi-year accessibility plan. The aim of this plan is to describe the process that the County of Lambton will continue to engage in over the next five years to continue 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 statute requires both the private and public sectors to develop standards of accessibility. The Accessibility Standards for Customer Service, codified in Ontario Reg. 429/07 came into effect January 1, 2008 and were the first set of standards to be developed. The new standards required 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".

INTEGRATED STANDARDS

In July of 2011, the Integrated Accessibility Standards became law. This regulation established standards for: information and communication; and, employment and transportation. The implementation of these standards is staggered over a period of time with a large number of the standards required to be in place by the year 2014. The development and implementation of training as well as procedures and policies related to the Integrated Standards is led by the appropriate Division of the County of Lambton.

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 of efforts 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.

The following chart outlines the activities of the County's five-year Accessibility Plan by the Staff Working Group (SWG) and the Accessibility Advisory Committee (AAC).

Reviews	Review - When Issued Identified by Citizen	Barrier Identification	Barrier Removal	Approval
Identified by SWG & AAC	Site review conducted	Done through reviews	Staff "lead" implements previous years "Action for Removal"	SWG prepares Annual Accessibility Plan with advice from AAC
Conducted by SWG using Focus Groups & Facility Reviews	Focus Group & Facility Review may be used	Barrier type identified and action for removal	AAC monitors barrier removals	County Council adopts plan
	Results communicated to citizen	Staff "lead" identified and cost of removal budgeted		

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

Reviews for 2013

The following reviews were conducted for the Cultural Services Division in 2013 in consultation with the Manager of this area.

- Cultural Services Division - Lambton Heritage Museum, Grand Bend (Appendix "A")
- Cultural Services Division - Oil Museum of Canada, Oil Springs (Appendix "B")

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

Program / Location	Type of Barrier	No. of Barriers
Cultural Services - Lambton Heritage Museum, Lambton Shores, ON	AR	20
Cultural Services - Lambton Heritage Museum, Lambton Shores, ON	CI	7
Cultural Services - Lambton Heritage Museum, Lambton Shores, ON	TE	2
Cultural Services - Oil Museum of Canada, Oil Springs, ON	AR	12
Cultural Services - Oil Museum of Canada, Oil Springs, ON	CI	4
TOTAL		45

Reviews for 2014-2019

The AODA Advisory Committee will direct staff to conduct a minimum of 3 site-specific reviews annually, for a total of 15 reviews in the five-year period.

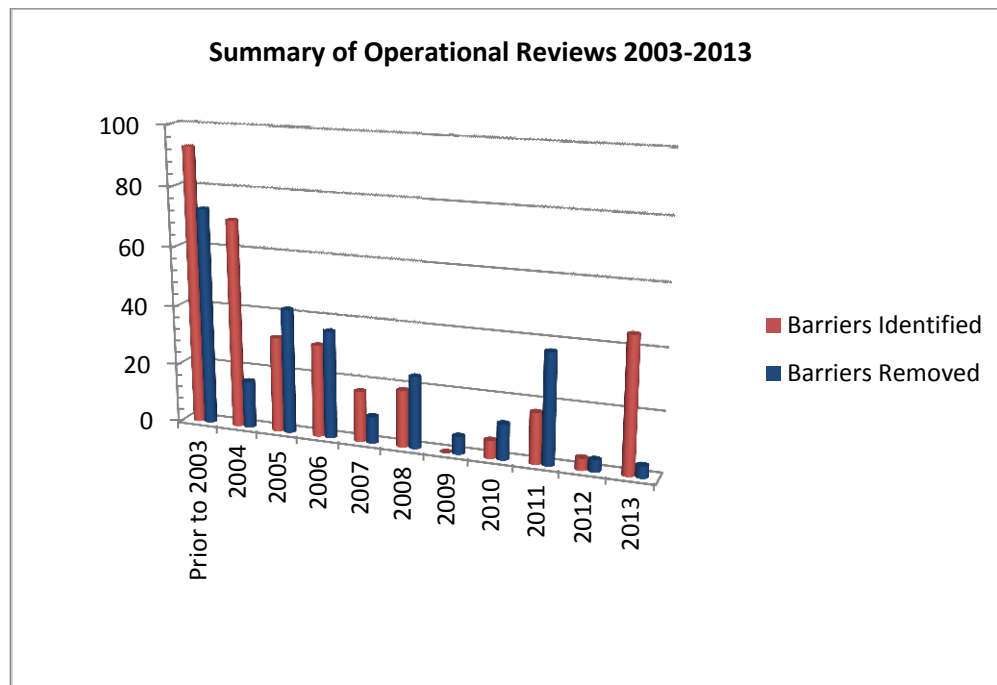
MONITORING PROCESS

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, 79.41 % of identified barriers have been removed.

The following chart shows the ongoing effort since 2004 to reduce the number of barriers to services and facilities operated by the County of Lambton. The chart indicates:

- the total number of barriers **identified** by operational / focus group reviews (340)
- the total number of identified barriers that have been removed (270)



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 and 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 County Solicitor.

Budget: The 2012 Accessibility Plan continues to endorse "a budget line 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 204 (1) of the Municipal Act.

Functions of the Committee: The Committee reviews, provides commentary 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. The following motion was passed at the P.M. January 15, 2014 Committee Meeting:

#6: Bilton/Boushy: That Lonny Napper be appointed to the County of Lambton Accessibility Advisory Committee for 2014 (one-year term).

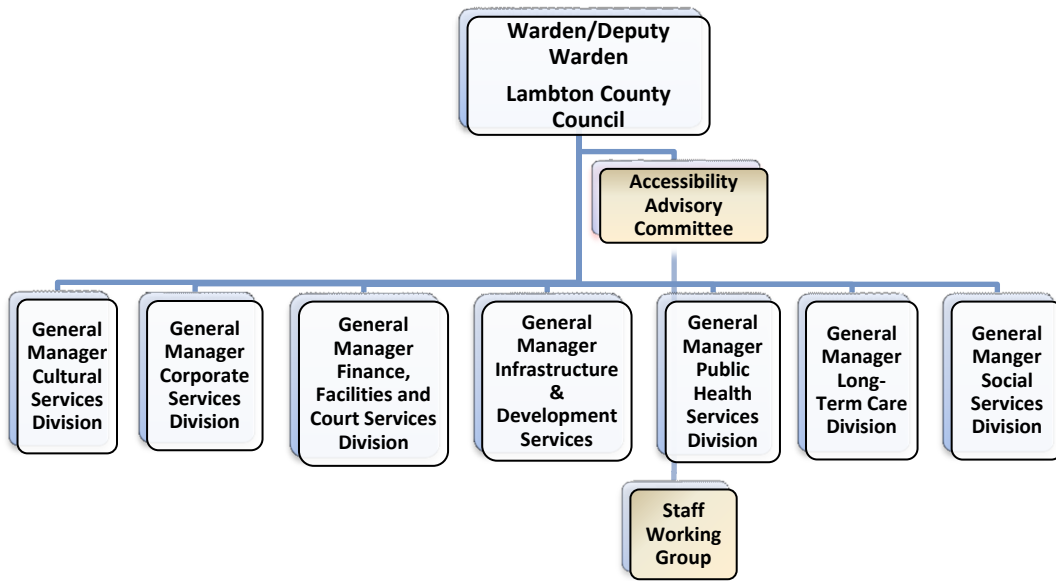
Appointed members are:

- Lonny Napper – Chairperson, Lambton County Councilor
- John McCharles - Past Chairperson, Lambton County Councilor
- Debbie Draganits – City of Sarnia
- Jim Stapleton – Town of Petrolia
- Gordon Dingle – City of Sarnia
- Luana Cameron – City of Sarnia
- Rob King – Staff Member, County of Lambton
- Heather Allen – Staff Member, County of Lambton

COUNTY OF LAMBTON STAFF WORKING GROUP MEMBERS

- Krystyna Stalmach - Cultural Services Division
- Lois Gilmour - Corporate Services Division
- Rob King - Finance, Facilities and Court Services Division
- Jerry Weerdenburg - Infrastructure & Development Services Division
- Heather Allen, Chairperson - Social Services Division
- Carolyn Hodges - Long-Term Care Division
- Sandra Johnson - Public Health Services Division

ACCESSIBILITY COMMITTEE STRUCTURE
Effective September 2009



COUNTY OF LAMBTON SERVICES

The Corporation of the County of Lambton is 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 126,199 residents. In 2014, the County has a staff level of 1,175 and a budget of \$180,782,329.

County staff delivers programs and services through seven (7) main divisions. 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 various County departments is available at lambtononline.ca/home/government/countydivisions

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"

Lambton Heritage Museum

10035 Museum Road

Lambton Shores, ON

Lambton County Operational Accessibility Review

Review Information			Identified Barriers					
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
LAMBTON HERITAGE MUSEUM								
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Front Entrance: Walkway transition between driveway and front walk, possible trip hazard for someone with low vision.	1. Yellow paint on shaved portion of cement and fill in the dip between the asphalt and cement. 2. Could also change grade.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Accessible Parking: No accessible parking spaces.	1. Install accessible parking possibly in area where raised garden bed is currently located with vertical signage and designated on the ground.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Wooden Sidewalks & Ramps: Wooden sidewalks & ramps are in between exhibits insufficient. Benches are available for resting.	1. Install benches with input from AODA Committee.		LHM Manager	When budgeted	
Review Information			Identified Barriers					

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	AR	6-Sep-13	<u>Gift Shop/Front Desk:</u> Not wheelchair accessible.	1. Install new desk with lower section for accessibility counter.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	<u>Gift Shop/Front Desk:</u> Admission price sign too high for person with low visibility or in wheelchair.	2. Relocate sign ensuring sign meets accessibility standards.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	<u>Men's Washroom:</u> Hot water pipes are not covered with insulation cover.	1. Install appropriate drain and supply protector cover for pipes.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	<u>Signage:</u> No signage indicating front doors are accessible.	1. Post sign at end of awning on support post ensuring the sign meets accessibility standards.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	<u>Exhibit Space:</u> At times lack of turning radius of 5' for people with wheelchairs.	1. Ensure displays have adequate distance to manoeuver. 2. Install benches/seating into exhibit design.		LHM Manager	When budgeted	
Review Information				Identified Barriers				

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	CI	6-Sep-13	Exhibits: Text descriptions on displays can be small.	Options: 1. Install upgraded consistent signage with larger font and contrasting colour (black on white) and use arial font. Use numbering system on exhibits = numbers correspond to numbers on label at front of the display. 2. Gallery guide or picture book for use by visitors who cannot see due to height of materials on wall or visibility restrictions. 3. Incorporate audio accessibility (push bottom or audio tour).		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	North Gallery: Entrance doors are a potential barrier to persons unable to open door - too heavy.	Options: 1. Possibly relocate front desk to area allowing visibility of doors in order for staff to assist when needed. 2. Adjust neutron tension.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	North Gallery: Photographs too high on wall.	1. Relocated to standardized height for hanging labels, signs and materials on wall as per AODA standards.		LHM Manager	When budgeted	
Review Information				Identified Barriers				

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	TE	6-Sep-13	North Gallery: Touch screen does not allow for wheelchair to roll under table to access.	1. Ensure touch screens are on tables which wheelchairs can roll under.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	TE	6-Sep-13	North Gallery: Touch screen colours/fonts not accessible.	1. Ensure colours/fonts are of good contrast. Have audio component available for touch screens and have option to change font size on screen.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	North Gallery: Large glass fronted cases not accessible for seated visitors and those with low visibility.	1. Remove old style glass fronted cases.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	North Gallery: Cream separator trip hazard - low box, no indications.	1. Ensure all boxes/risers have clearly visible corners and incorporate the use of stantions into boxes to indicate edges.		LHM Manager	When budgeted	
Review Information				Identified Barriers				

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	AR	6-Sep-13	North Gallery: Doherty engine box blends in with floors which is a hazard for those with low visibility.	1. Ensure all boxes/cubs/display cases have high contrast to the flooring and walls.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	South Gallery Lighting Display: Glass creates glare, making it hard to read.	1. Ensure exhibits behind glass are non-glare and lighting is located to reduce glare.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	CI	6-Sep-13	South Gallery Lighting Display: Labels deep in display are hard to read.	1. Use numbers to indicate artifact with detailed label at front of case.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	South Gallery Lighting Display: Furniture risers in some cases are too large for the display causing potential trip hazard for someone with low vision.	1. Add stantions with rope to edge of riser and ensure risers are painted a contrasting colour to floor and other items in background.		LHM Manager	When budgeted	
Review Information				Identified Barriers				

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Blacksmith Shop: Threshold is a trip hazard.	1. Add paint to threshold or reduce height of threshold.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	White & Brown Barn: Step into barn is hazardous for low visibility.	1. Paint yellow strip on step up on either side of the ramp.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	White & Brown Barn: Ramps can be slippery when wet.	1. Add coarse strips of self-adhesive tape to ramps.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	White & Brown Barn: Tongues of wagons hazard for low vision.	1. Indicate that tongues are there by possibly raising onto a small post and not on ground.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Brown Barn: Railing around Coultis engine a hazard for low vision.	1. Add a second row of metal 6" from ground, below top rail, for a white cane to recognize barrier.		LHM Manager	When budgeted	
Review Information				Identified Barriers				

Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
10035 Museum Rd., Grand Bend	AR	6-Sep-13	White Barn: Various handles of artifacts "floating" in open space possibly not noticeable by people with low vision.	1. Use risers as large as entire artifact (i.e. plough) rather than just the part on the floor. Ensure risers are painted a contrasting colour to floor and other items in background.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Cameron Church: Small step up into the building.	1. Fix ramp so step is removed and mark hazard with tape, paint or signage.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Cameron Church: Landing at top of ramp is narrow and will not stop wheelchair from rolling back when stopped.	1. Increase landing size.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	Cameron Church: Woven mats inside door are hazard.	1. Remove and replace mats with ones that don't move.		LHM Manager	When budgeted	
10035 Museum Rd., Grand Bend	AR	6-Sep-13	School House: Small step up into the building.	1. Fix ramp so step is removed and mark hazard with tape, paint or signage.		LHM Manager	When budgeted	

Appendix “B”

Oil Museum of Canada
2423 Kelly Road, P.O. Box 16
Oil Springs, ON

Lambton County Operational Accessibility Review

Review Information			Identified Barriers						
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed	
OIL MUSEUM OF CANADA									
Oil Museum 2423 Kelly Rd., Oil Springs	CI	18-Sep-13	Front Entrance: Visibility problem with all glass doors.	1. Add strip of yellow tape across each door just above handles.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Parking: There is no direct route between accessible parking to front door.	1. Add sidewalk directly from door to sidewalk from accessible parking.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Wooden Sidewalks & Ramps: Wooden sidewalks & ramps are in between exhibits. Benches are available for resting; however, are there sufficient numbers of benches?	1. Install benches with input from AODA Committee.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Washrooms: Washrooms are too tight to manoeuvre.	1. Due to size of the current area, washrooms are unable to be enlarged. Address in any future renovations.		Oil Museum Manager	When budgeted		

Review Information			Identified Barriers					
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Women's Washroom: Hot water pipes are not covered with insulation cover.	1. Install appropriate drain and supply protector cover for pipes for health and safety.		Oil Museum Manager	When budgeted	
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Door Handles: Some are round style.	1. Replace door handles with lever style.		Oil Museum Manager	When budgeted	
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Exhibit Space: At times lack of turning radius of 5' for people with wheelchairs.	1. Ensure displays have adequate distance to manoeuver. 2. Install benches/seating into exhibit design.		Oil Museum Manager	When budgeted	
Oil Museum 2423 Kelly Rd., Oil Springs	CI	18-Sep-13	Exhibits: Text descriptions on display signs can be too small.	1. Install upgraded consistent signage with larger font and contrasting colour (black on white) and use areial font. Use numbering system on exhibits = numbers correspond to numbers on label at front of the display.		Oil Museum Manager	When budgeted	

Review Information			Identified Barriers						
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed	
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Lower Level of Museum: The lower level of the museum is only accessible via stairs.	1. Install elevator, stair assist device or lift device or expand building and relocate exhibits and storage area to main floor or close access to basement. Note: issue was also identified during the March 2007 review.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	CI	18-Sep-13	Foreign Drillers Tent: No hearing impaired option.	1. Install hearing impaired option.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Railway Station: Visibility hazard - low corner on carts and suitcases with potential for injury if someone cannot see the edges.	1. Add stantions and rope as a barrier.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Post Office: 1. Path to building overgrown sunk at end of ramp.	1. Add new hard surface or extra stone (small, chip and dust which becomes hard).		Oil Museum Manager	When budgeted		

Review Information			Identified Barriers						
Location	Barrier Type	Review Completed	Barrier Description	Action Needed	Dollars	Lead	Target Date	Completed	
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Post Office: Threshold into building a trip hazard.	1. Add ramp over threshold, similar to those in other buildings.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	CI	18-Sep-13	Post Office: Visibility problem for person to see through window into bedroom display.	1. Add photos and interpretation of room to wall outside door.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Path to Powerhouse: Threshold into building a trip hazard.	1. Add a ramp over the threshold, similar to those in other buildings.		Oil Museum Manager	When budgeted		
Oil Museum 2423 Kelly Rd., Oil Springs	AR	18-Sep-13	Path to Powerhouse: Narrow path.	1. Ensure 36" wide path available, edge is grass.		Oil Museum Manager	When budgeted		