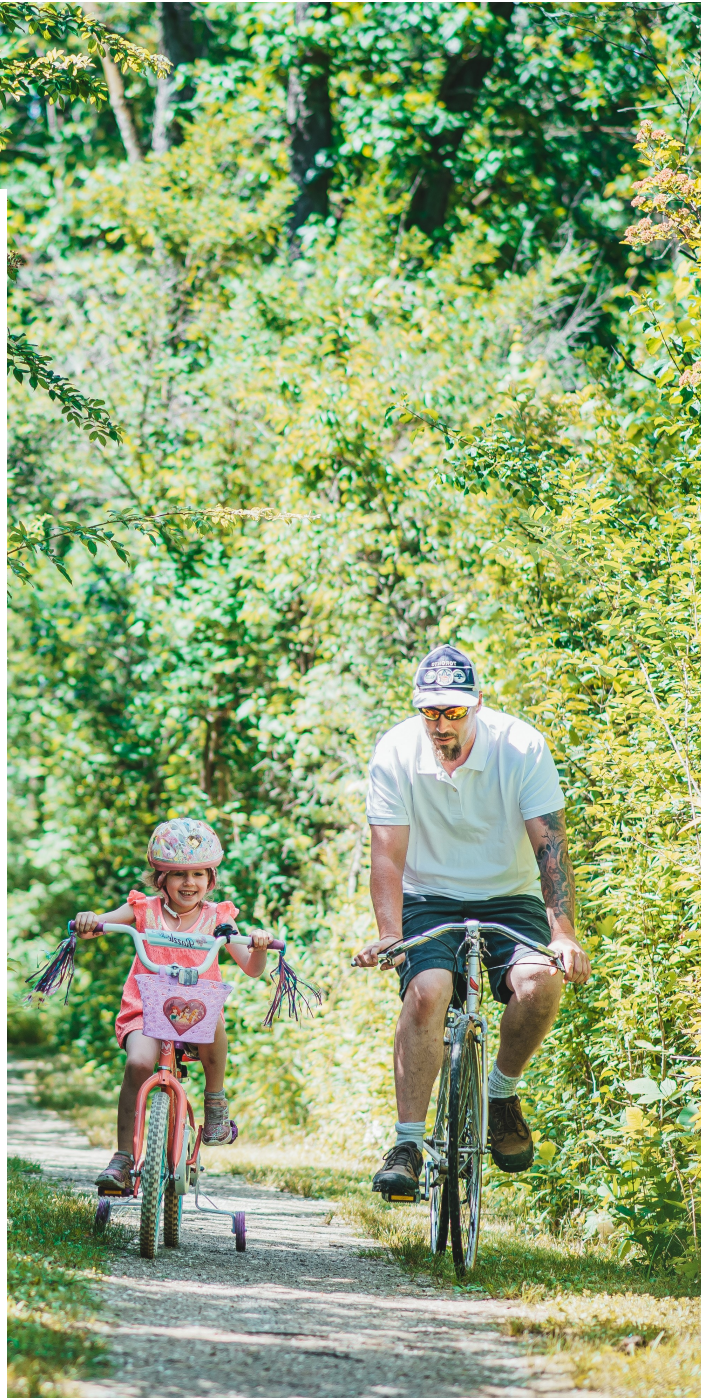


Joint Annual Accessibility Status Report

**A Summary of Middlesex County and
Local Municipal Partners
Accomplishments towards
Accessibility in 2025**

**Middlesex Accessibility Advisory
Committee (MAAC)**

November 20, 2025



Objectives and Purpose

This is the eighth Joint Annual Accessibility Status Report update of Middlesex County's Multi-Year Accessibility Plan. In 2022, Middlesex County released its third Multi-Year Accessibility Plan, in accordance with the *Accessibility for Ontarians with Disabilities Act* (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlines the Middlesex County strategy to prevent and remove barriers to accessibility, which includes how Middlesex County will meet phased-in requirements under the AODA.

This Status Report includes the accessibility initiatives that were completed in 2025 to support the strategy outlined in the [Joint Multi-Year Accessibility Plan 2022-2027](#).

Compliance Reporting

Middlesex County and its Local Municipal Partners (Local Municipalities) filed Accessibility Compliance Reports in 2023 with the Ministry for Seniors and Accessibility. The next compliance reporting period is in 2025.

Participating Municipalities in the Joint Annual Accessibility Status Report

The Corporation of the County of Middlesex

399 Ridout St. N
London, ON N 6A 2P1

Local Municipal Partners

Township of Adelaide Metcalfe

2340 Egremont Drive, R.R.# 5
Strathroy, ON N7G 3H6

Township of Lucan Biddulph

270 Main Street
Lucan, ON N0M 2J0

Municipality of Middlesex Centre

10227 Ilderton Road
Ilderton, ON N0M 2A0

Municipality of North Middlesex

229 Main Street, P.O. Box 9
Parkhill, ON N0M 2K0

Municipality of Southwest Middlesex

153 McKellar Street, P.O. Box 218
Glencoe, ON N0L 1M0

Municipality of Strathroy-Caradoc

52 Frank Street
Strathroy, ON N7G 2R4

Municipality of Thames Centre

4305 Hamilton Road
Dorchester, ON N0L 1G0

Village of Newbury

22910 Hagerty Road, P.O. Box 130
Newbury, ON N0L 1Z0

Middlesex County's Commitment Statement

Middlesex County's statement of commitment establishes the vision and goals for the County to meet the legislated accessibility requirements. The County's statement of commitment is publicly available on the [County website](#).

Middlesex County is committed to being responsive to the needs of all its residents and employees. In order to meet the needs of people with disabilities the County will:

- Ensure policies, practices and procedures address dignity, independence, integration and provide for equal opportunity for people with disabilities.
- Allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the County.
- Accommodate the accessibility needs of people with disabilities to ensure they can obtain, use, or benefit from the County's goods, services, programs, and facilities.
- Communicate with people with disabilities in a manner that takes into account the person's disability.

The County will promote accessibility by ensuring that compliance is met for all regulations made under the *Accessibility for Ontarians with Disabilities Act, 2005*. Timelines for compliance vary. In order to ensure that timelines are met, the County has established, implemented, and will maintain a Joint Multi-Year Accessibility Plan. The plan outlines the strategy to identify, prevent and remove barriers to people with disabilities. The plan will act as a roadmap for the next 4 years with regards to accessibility and details the goals and timelines for implementing the initiatives.



Continuous Achievements in Accessibility

- The County and Local Municipalities continues to focus on removing barriers which may exist in municipal buildings and facilities, while ensuring that new buildings, leases, and renovations do not create any new barriers.
- Middlesex County Accessibility Advisory Committee continues to meet and review accessibility initiatives while representing all Local Municipalities across the County.
- The County and Local Municipalities continue to comply with the requirements of the *Integrated Accessibility Standards Regulation* including continuing to train staff, volunteers and third parties who interact on behalf of the County on an ongoing basis.
- All library branches continue to provide accessible materials and communication supports upon request.
 - In addition, the library has several accessible materials and resources available including but not limited to large print books, audio books, Centre for Equitable Library Access (CELA) Library loan access, and accessible computer workstations at the Strathroy, Lucan, Dorchester, Ailsa Craig, Glencoe, and Parkhill Library Branches. (Accessible Workstation includes: ZoomText with high-contrast, large print keyboard; Dragon Naturally Speaking and joystick mouse)
- The County and Local Municipalities have policies in place to ensure the public is notified of accommodations for applicants with disabilities in its recruitment process and hiring process.
- Continue to review customer feedback and take appropriate action.
- The County and its Local Municipalities are continuously identifying opportunities to improve accessibility to municipal services and routinely identify funding opportunities to improve accessibility and inclusion.

Accessibility Highlights for 2025

County of Middlesex

The County of Middlesex achieved the following in 2025:

- Legislative Services
 - Trained staff on document accessibility to ensure compliance. Training is provided to applicable staff on an ongoing basis.
 - Rolled out mandatory refresher training for all County employees on AODA Customer Service Standards and Legislative Policy 7.01 (Corporate Accessibility Policy). Middlesex County Library, Strathmere Lodge and Middlesex-London Paramedic Service to receive refresher training in 2026.
 - To honour National AccessAbility Week (May 25-31, 2025), organized a series of social media campaigns to highlight accessibility, educate the public on accessible County services, and encourage inclusive practices within the community.
 - Reviewed Middlesex County's accessibility feedback procedure, enhancing the feedback form with a new webform and ensuring it is in line with the County's corporate communications strategy.
 - Worked closely with the Ministry for Seniors and Accessibility to successfully complete the County's AODA desk audit. The County achieved full compliance.
- Facilities
 - Added a van accessible parking space (Type A) at Middlesex County Primary Operations Centre following the resurfacing of the parking lot.
 - Consulted with the Middlesex Accessibility Advisory Committee on plans for the construction of the new Middlesex County Governance and Administration Centre.
- Middlesex County Library
 - Added a decodable book collection. Decodable books contain only phonetic code that a child has most likely already learned. Decodable books are important for students with dyslexia (or any struggling reader) as these books provide reading practice using the knowledge of letter-sounds that they should already know. Reading decodable text helps students build fluency and gain confidence as they become proficient with word-level reading.
 - Added an accessible quiet meeting pod to the Parkhill Branch which features a low threshold entrance with an external platform, pull bar on the

Accessibility Highlights for 2025

door, a T-shaped turning space, and the table and seating benches fold up to accommodate a wheelchair.

- Middlesex County Connect (Community Transportation)
 - The service continued to comply with recommended accessible design criteria for bus stops/shelters established by the Middlesex Accessibility Advisory Committee.
 - All buses continued to meet AODA standards. Features include high-floor ramp access, two wheelchair spaces, and an accessible lift on the passenger side for passengers with limited mobility.
 - Riders continued to be able to board and exit the bus at the nearest accessible and safe location when stops were temporarily inaccessible.
 - Support persons continued to be able travel free of charge with individuals who have identified medical requirements for assistance.
 - Service animals continued to be welcome on all buses.
 - Accessibility information continued to be readily available on the Middlesex County Connect website and promoted through social media platforms and e-blasts.
 - Service alerts related to delays, cancellations, and holiday service were shared through the Middlesex County Connect app, with push notifications sent directly to passengers' phones, and are also posted on the website to ensure timely information. For passengers without access to a smartphone or computer, a dedicated customer service line is available for service information or assistance, ensuring all riders can stay informed.
 - Passengers continued to be able to book and manage their trips through the Middlesex County Connect app or by phone for those who prefer or require personal assistance.
 - Feedback from riders regarding accessibility features or barriers continued to be actively encouraged through the County's website and a dedicated Middlesex County Connect email address. Rider feedback has informed improvements to communication practices and customer support.

Accessibility Highlights for 2025

Township of Adelaide Metcalfe

The Township of Adelaide Metcalfe achieved the following in 2025:

- During the 2025 reporting year, the Township of Adelaide Metcalfe completed a review of its accessibility policies and procedures to ensure continued compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR). This review also considered current best practices used by other Ontario municipalities.
- As part of this review, the Township updated and consolidated its internal accessibility policies. This work included ensuring consistency with the Ontario Human Rights Code and reinforcing expectations for accessible service delivery across all departments. The Township is also implementing a new accessibility training program to re-educate Township staff on these policies and to support ongoing awareness and compliance.
- Key actions undertaken during this reporting period included:
 - Reviewing all existing accessibility policies against current legislation and municipal best practices
 - Updating internal guidance materials and staff reference documents
 - Implementing a renewed staff training program focused on accessible customer service and communication
 - Delivering training refreshers to existing staff and incorporating the program into the onboarding process for new employees
 - Establishing a schedule to maintain and periodically review the training program and policies moving forward
- In terms of capital and facility-related improvements, the Township completed asphalt work at the Municipal Office to repair and enhance the designated accessible parking space. This included resurfacing to improve accessibility, safety, and barrier-free access to the primary entrance.

Accessibility Highlights for 2025

Township of Lucan Biddulph

The Township of Lucan Biddulph achieved the following in 2025:

- The Township of Lucan Biddulph continued to prioritize accessibility and inclusion in all municipal programs, services, and community spaces. Major initiatives included the completion of the Elm Street Trail and the All Wheels Park and Pump Track, both designed with accessibility in mind.
- The new Elm Street Trail provides a fully paved, accessible connection between Albert Street, Elm Street, and the All Wheels Park, improving access for walkers, cyclists, and mobility device users. The All Wheels Park was designed with barrier-free entry points, smooth surfacing, and inclusive design elements that allow users of all ages and abilities to enjoy the facility safely.
- In addition, the Township completed numerous sidewalk improvements on Phillip, Water, Market, and Beech Streets, enhancing pedestrian accessibility and safety with curb ramps. The Township will begin undertaking a sidewalk inventory in 2026 to identify sections of sidewalk in need of repair and will include curb ramps when required.
- An accessible washroom unit was installed to support community use during the Lucan Night Markets, ensuring that seasonal events remain inclusive and welcoming to all visitors.
- Through the Community Improvement Plan (CIP), accessibility remains an ongoing priority, with one of the 2025 applications specifically supporting accessibility upgrades for a local business.
- Accessibility planning has begun for the 2026 Municipal Election to ensure voting methods, locations, and communication materials meet AODA requirements and provide equitable access to all electors.
- The Township will continue to seek funding opportunities to support accessibility improvements, advance digital accessibility initiatives, and build on community partnerships that promote inclusion. In 2026, a redevelopment of the streetscape along the Main Street core will include new pedestrian friendly streetlight posts as well as the replacement of sidewalk along the west side that will address numerous uneven and broken sections. Coupled with that project, the municipal parking lot on Main Street will be redesigned to include accessible parking spaces that meet the AODA Standards for design and space. Within the parking lot, the Township will be creating a new social/conversation centre that will include accessible tables and no barrier access to the area.

Accessibility Highlights for 2025

Municipality of Middlesex Centre

The Municipality of Middlesex Centre achieved the following in 2025:

- Polar Hill Park – Newly installed wheelchair accessible swing set in partnership with Poplar Hill Lions.
- Komoka Community Centre – Newly installed universal washroom (was previously not accessible).
- Ilderton Arena – Substantial completion of upgrades including new universal washroom, accessible friendly sliding doors, accessible friendly viewing areas, developed in consultation with Accessibility Strategist Julie Sawchuk (Sawchuk Accessible Solutions).
- Caverhill Park – Cut zero entry curb into playground entry.
- Elmhurst & Parkland Pl. – Removal of non-standard sidewalk and replacement with 450m of new AODA compliant sidewalk.
- Completion of Municipal Office Renovation and Expansion – Includes fully accessible washrooms, offices, and public spaces, including Council Chambers.
- Initiation of Active Transportation Plan – Assess existing infrastructure and identify improvements to improve safety and accessibility.

Accessibility Highlights for 2025

Municipality of North Middlesex

The Municipality of North Middlesex achieved the following in 2025:

- Renovations to the North Middlesex Community Centre, including:
 - Inclusion of a barrier free washroom.
 - Inclusion of a bar with an accessible counter.
 - Increased entrance size including automatic door operators.
- Replaced dressing room board signage at the HMS Insurance Centre (Arena) for more accessible font (Larger size and better clarity).
- Installation of electronic access control at facilities to improve ease of access.
- Replacement of lighting in the Ailsa Craig Public Works Station to improve lumens.
- Renovations to the Ailsa Craig Fire Station:
 - Inclusion of a barrier free shower.
 - Inclusion of a barrier free washroom.
- Sidewalk replacement program.

Accessibility Highlights for 2025

Municipality of Southwest Middlesex

The Municipality of Southwest Middlesex achieved the following in 2025:

- Maintenance on all accessible door openers in the Municipality's facilities.
- Completed painting of recreation facilities parking spots, when required.
- Painted steps and outside edge of elevated sidewalk yellow at the Recreation Centre.
- Paved parking lot at Ekfrid Community Center.
- Review of facilities entrances for AODA work to be done in 2026.
- Repainting of all designated accessible parking areas located within the road right-of-way every two years as part of its regular maintenance program.
- Continuous improvements to municipal sidewalks are being made to fully comply with the Accessibility for Ontarians with Disabilities Act (AODA) standards.
- During the Municipality's policy review, staff redid all corporate policies to be AODA compliant.
- Ongoing monitoring of website accessibility.
- Beginning a corporate Customer Service Standard review.

Accessibility Highlights for 2025

Municipality of Strathroy-Caradoc

The Municipality of Strathroy-Caradoc achieved the following in 2025:

- Closed captioning was provided for livestreams of Council and Committee meetings.
- Staff and Councillors received AODA training as part of onboarding.
- Staff continued to provide documents in accessible formats.
- Staff continued to monitor the corporate website for website and document accessibility
 - Govstack CMS – Centralized AODA compliance on Municipal Website.
- Staff ensured all internal and external communications (such as planning notices and print advertising) were AODA compliant with appropriate font and contrast and offering of alternative formats.
- Sidewalk Widening was undertaken in Mount Brydges:
 - Church Street
 - Wellington Street,
 - Wesleyan Street
 - John Street
 - Franklin Street
 - Gore Street
- Tactile Plate Installation at the intersection of Adelaide St. & Bowan St., Mount Brydges.
- Metcalfe Pedestrian Crossing at Buchanan St., Strathroy.
- Tactile Plate Installation along Drury Lane Intersections:
 - Elgin
 - Parcreek
 - Arva
 - Arvaleigh
 - Dixon
- Jays Care Project – Yorkview Community Park: Installation of accessible bleachers and pathways on Diamond #3.

Accessibility Highlights for 2025

- Accessible Parking spaces designated at the Scout House/Splash Pad parking lot and Yorkview Community Park.
- Arda Falconer Memorial Community Garden – Accessible garden boxes, AODA at grade accessible parking lot and designated accessible parking space. Sidewalk connection to Park street including Tactile Plates.
- Woods Edge Park, accessible playground area.
- Entry ramp installation at the Scout House in Strathroy.
- West Middlesex Memorial Centre Front façade project and AODA exit stairs and handrails to Metcalfe St.

Accessibility Highlights for 2025

Municipality of Thames Centre

The Municipality of Thames Centre achieved the following in 2025:

- **Administration:**
 - Implemented new website platform which has improved AODA compliance, including the usage of browser-based html forms, instead of using PDF's.
 - Continue to provide AODA training for all new hires, committee members and Council members at onboarding stage.
 - Secretarial support to the Accessibility & Inclusivity Advisory Committee.
 - Conducted all Council meetings in a hybrid format (virtual and in-person).
 - Committee meetings are conducted in different formats (in-person, hybrid and virtual) depending on individual needs of each Committee.
 - Introduced displaying the wording of recommended motions in Council meetings on screen so those attending the meeting and viewing at home can better understand proceedings and decisions being made.
- **Planning & Development Services:**
 - Department has initiated hosting 2-3 meetings a year for the public for training and assistance in building and planning application submission instructions and requirements.
- **Public Works:**
 - Upgraded 1,014 m of municipal sidewalk to ensure AODA compliance.
 - Installation of tactile plates on newly constructed sidewalks.
 - Municipality issued 3 Notices of Disruption for road lane and sidewalk closures
- **Community Services & Facilities:**
 - Addition of lighting to Foxborough Subdivision walking path – in partnership with the Thorndale Lions Club, we have added solar street lights alongside the paved walking path at the green space around the storm water management pond in Foxborough subdivision in Thorndale.
 - Extended sidewalk at Thorndale Community Park – extended sidewalk to allow people to access the playground at this park via a sidewalk through our property connecting the playground to the roadside sidewalk.
 - Smartphone App – in the process of finalizing information/details which will result in making two smartphone apps available (for free) to recreation.

Accessibility Highlights for 2025

facility users. BlindSquare and GoodMaps will allow users to receive audio navigation instructions to safely travel through our two community centres (FlightExec Centre and Thorndale Lions Community Centre) and through our two largest parks (Dorchester Community Park and Thorndale Community Park). The final audits of these apps, to ensure information and data is as accurate as possible before launching, should be completed by end of this year, if not early 2026.

Accessibility Highlights for 2025

Village of Newbury

The Village of Newbury achieved the following in 2025:

- All notices, forms, documents, minutes and agendas are produced in standardized Arial 12-point font.

Availability of the Plan and Status Report

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through Middlesex County's website: [Middlesex County Accessibility Page](#).

Contact Information

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Accessible formats and/or communication supports available upon request.