

AGENDA

OXFORD COUNTY LIBRARY BOARD
BOARD MEETING

Tuesday, January 16, 2024, 1:00 PM
Woodstock, Room 222 and online
www.oxfordcounty.ca/livestream

1. CALL TO ORDER
2. APPROVAL OF AGENDA
3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF
4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING
 - 4.1. December 19, 2023
5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF
6. CONSIDERATION OF CORRESPONDENCE
7. REPORTS
 - 7.1. 2024-01 Key Agenda Items and Policy Review Update (verbal report)
RECOMMENDATION
 1. That the Library Board receives Verbal Report 2024-01, Key Agenda Items and Policy Review Update for information and discussion.
 - 7.2. 2024-02 Librarian's Report and Monthly Statistics
RECOMMENDATION
 1. That the Library Board receive Report 2024-02, Librarian's Report and Monthly Statistics, for information and discussion.
 - 7.3. 2024-03 2023 Board Evaluation
RECOMMENDATION
 1. That the Library Board receives Report 2024-03, 2023 Board Evaluation for discussion and approval.
 - 7.4. 2024-04 Oxford County Multi-Year Accessibility Plan Update
RECOMMENDATION
 1. That the Library Board receives Report 2023-04, Oxford County Multi-Year Accessibility Plan Update for information.



7.5 2024-05 2SLGBTQIA+ Programming (verbal report)

RECOMMENDATION

1. That the Library Board receives Verbal Report 2024-05, 2SLGBTQIA+ Programming, for information and discussion.
8. UNFINISHED BUSINESS
9. MOTIONS
10. NOTICE OF MOTIONS
11. ENQUIRIES
12. ADJOURNMENT

OXFORD COUNTY LIBRARY BOARD MEETING MINUTES

Tuesday, December 19, 2023

Members Present: Chair Julia Harris
Councillor David Mayberry
Councillor Brian Petrie
Megan Blair
Katherine Grieve
Cynthia Lacroix

Members Absent: Vice-Chair Laura Langford

Staff Present: L.M. Williams, CEO/Chief Librarian
L. Buchner, Director of Corporate Services

1. CALL TO ORDER

Oxford County Library meets in regular session this the nineteenth day of December, 2023, in Room 222, Oxford County Administration Building, Woodstock, at 1:02 p.m. with Chair Julia Harris in the chair.

2. APPROVAL OF AGENDA

RESOLUTION 1

Moved By: David Mayberry

Seconded By: Bryan Petrie

Resolved that the Agenda be approved.

DISPOSITION: Motion Carried

3. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

NIL



4. ADOPTION OF BOARD MINUTES OF PREVIOUS MEETING

RESOLUTION 2

Moved By: Cynthia Lacroix
Seconded By: David Mayberry

Resolved that the Library Board minutes of November 21, 2023 be adopted.

DISPOSITION: Motion Carried

5. DELEGATIONS. PRESENTATIONS AND CONSIDERATION THEREOF

NIL

6. CONSIDERATION OF CORRESPONDENCE

NIL

7. REPORTS

7.1. 2023-42 Key Agenda Items Update (verbal report)

RESOLUTION 3

Moved By: Katherine Grieve
Seconded By: Megan Blair

That the Library Board receives Verbal Report 2023-42, Key Agenda Items update for information and discussion.

DISPOSITION: Motion Carried

7.2. 2023-43 Librarian's Report

RESOLUTION 4

Moved By: David Mayberry
Seconded By: Megan Blair

That the Library Board receives Report 2023-43, Librarian's Report and Monthly Statistics, for information and discussion.

DISPOSITION: Motion Carried

7.3. 2023-44 CEO/Chief Librarian Performance Appraisal Goals and Objectives

RESOLUTION 5

Moved By: Katherine Grieve
Seconded By: Meagan Blair

That the Library Board receives Report 2023-44, CEO/Chief Librarian Performance Appraisal Goals and Objectives, and approves the CEO/Chief Librarian's 2024 goals and objectives as set out herein.

DISPOSITION: Motion Carried

7.4. 2023-45 Library Strategic Plan – Final Text

RESOLUTION 6

Moved By: Brian Petrie

Seconded By: Megan Blair

That the Library Board receives Report 2023-45, Oxford County Library Strategic Plan – Final Text, for approval; and further, that the Library Board directs staff to work with Strategic Communications for the design phase of the final Strategic Plan document and Strategic Plan At-a-Glance page.

DISPOSITION: Motion Carried

8. UNFINISHED BUSINESS

8.1. Pending Item – Drag Storytime Report – anticipated for January Meeting

9. MOTIONS

NIL

10. NOTICE OF MOTIONS

NIL

11. ENQUIRIES

NIL

12. ADJOURNMENT

RESOLUTION 7

Moved By: David Mayberry

Seconded By: Cynthia Lacroix

Resolved that the Board meeting of December 19, 2023 be adjourned until the next meeting scheduled for January 16, 2024 at 1:00 p.m.

DISPOSITION: Motion Carried at 2:07 p.m.

Julia Harris, Chair

Lisa Marie Williams, Secretary



Oxford County Library Board - Key Agenda Items 2024

Agenda items	Jan	Feb	Mar	Apr	May	Jun	Jul	Sep	Oct	Nov	Notes
2023 Board Evaluation	X										Yearly Agenda Item
2023 Year End Statistics			X								Yearly Agenda Item
Librarian's Report and Monthly Statistics	X	X	X	X	X	X	X	X	X	X	Regular Agenda Item
Quarterly Metrics		Q3 (23)	Q4 (23)		Q1			Q2		Q3	Regular Agenda Item
2024 Business Plan and Budget Update					Q1			Q2		Q3	Regular Agenda Item
2022 Annual Community Report						X					Yearly Agenda Item
2023 Financial Audit						X					Yearly Agenda Item
2025 Business Plan								X			2024 Planning
2025 Budget Plan									X		2024 Planning
Library Technology Review											Date TBD
Library Facilities Plan											Date TBD
Rural Customer Engagement Report			X								
CEO/Chief Librarian Performance Goals										X	Yearly Agenda Item
2025 Board Meeting Dates and Library Closures										X	Yearly Agenda Item

To: Oxford County Library Board

From: CEO/Chief Librarian

January Librarian's Report and Monthly Statistics

RECOMMENDATION

1. That the Library Board receive Report 2024-02, January Librarian's Report and Monthly Statistics, for information and discussion.

DISCUSSION

CEO / Chief Librarian

- January 8 – w/ Director of Human Resources, Amy Smith
- January 10 – Memorial Service for Retired Driver, Ron Koekman
- January 15 – w/ WPL CEO, Lindsay Harris and Deputy CEO, Megan Cook

Statistics

Monthly Statistical information will be provided at the meeting as there has been a delay due to the winter holidays.

Community Engagement

Ox on the Run

Ox on the Run continues to offer services throughout the County. New to the Ox on the Run route are:

- INGAMO Homes
- Helping Hands Foodbank, Tillsonburg
- Harvest Crossing, Tillsonburg

Staff are hoping to make these new locations monthly stops going forward.

On January 19th Ox on the Run will be partnering with Beachville Museum for the PA Day program.

The team has also been finalizing their March Break stops in collaboration with Tourism for cross promotion between Ox on the Run and local businesses. So far they have confirmed stops for March Break at Gunn's Hill Cheese, Hobby Hill Farm and Jakeman's Maple Farm.

Collections and Technology

New E-Resource

Auto Repair Source has been added to the Library's E-Resources and provides an up-to-date service and repair information for thousands of domestic and imported vehicles. Autor Repair Source has replaced Chilton Auto Repair.

Branch and Programming

Branch Updates

Planning Day – January 8

Ingersoll and Tillsonburg locations closed as Branch Teams met for a planning day on Monday, January 8. Staff at all locations met with their branch teams to connect and plan programs and service offerings for 2024.

Ingersoll Power Outage and Closure – January 9

Ingersoll Branch closed early on January 9 after a power outage in the area.

Tillsonburg Branch Team – Training w/ Alzheimer's Society of Southwestern Ontario

The Tillsonburg Branch Team welcomed Public Education Coordinator, Rebekah Lindsay to the branch for training on how to better serve customers with dementia.

Otterville Branch Children's Mural

Otterville Branch will be moving forward this spring with a mural in their newly renovated children's space after generous donations from the community and the Otterville Firefighters. Artist Stella Jurgen will once again providing her mural painting experience.

Branch Programming Update

March Break 2024

Library staff have been working hard on an exciting plan for March Break 2024. In collaboration with Tourism, OCL will be offering our Oxford Explorers program. Participating families will receive a passport to collect stamps from each library location and Ox on the Run stops. Families will have all of March to visit and collect stamps. Further updates will be provided in February as the programming teams are preparing this adventure through Oxford County.

To view our Program Calendar, go to:

<https://engagedpatrons.org/EventsCalendar.cfm?SiteID=2048>

Staff / Volunteer News

Ron Koekman – Retired Courier Driver

Retired Driver, Ron Koekman died on December 31. Ron formally retired in September 2022 after having worked for the Library for over 20 years. Staff honoured Ron on Tuesday, January 9 by wearing Band T-Shirts, his favourite attire while delivering material to our branch locations.

On January 10 a delegation of current and former staff attended Ron's memorial service in Stratford.

TPLAC Member – Ellen Wallace

Long time TPLAC member Ellen Wallace lost her husband, Joe, on January 6. Staff at the Thamesford Branch will be offering condolences via a card to be sent to Ellen at a future date.

Cards will be circulated for both families at the Library Board meeting for those that wish to offer their condolences.

SIGNATURES

Departmental Approval:

Original Signed by

Lisa Marie Williams
CEO/Chief Librarian

To: Oxford County Library Board

From: CEO/Chief Librarian

2023 Board Evaluation

RECOMMENDATIONS

1. That the Library Board receives Report 2024-03, 2023 Board Evaluation, for discussion and approval;
2. And further, that Board Members complete the Board Evaluation Form prior to _____ (date).

REPORT HIGHLIGHTS

- This report sets out the method and timing for the Annual Board Evaluation.

Implementation Points

Once approved, Board members will be provided the finalized Board Evaluation form and deadline to complete. The CEO/Chief Librarian, in their role as Secretary, will receive all completed forms, tabulate the responses and provide the Board with a final Evaluation Report in a subsequent meet.







Financial Impact

There is no financial impact beyond what has already been approved in the current year's operating budget.

Communications

Key findings from the Board Evaluation will be provided to the Board the next Board meeting after the Evaluation deadline. This report will be available publicly as part of the agenda package for said meeting.

Strategic Plan (2020-2022)

					
<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS & ENGAGES</i>	<i>PERFORMS & DELIVERS</i>	<i>POSITIVE IMPACT</i>
				5.ii.	

DISCUSSION

Background

In March 2022, the Library Board passed the Annual Board Evaluation policy, Attachment 1, as part of a larger Governance Policy package. The policy sets out the procedures for a board self-evaluation process to be performed annually.

In 2022, the Library Board did not focus on completing an annual Board Evaluation, focusing instead on finalizing the Board Legacy document and approving an update to the Board Terms of Reference for the incoming 2023 Board.

Comments

The 2023 Annual Board Evaluation will be the first evaluation undertaken by the Library Board since the adoption of the Annual Board Evaluation policy.

Administration staff have created the Board Evaluation Form as an adaptation of the Board Self-Evaluation Questionnaire created by the Non-Profit Sector Leadership Program at Dalhousie University. The form was then reviewed by both the Board Chair and Vice Chair.

In order to conduct the evaluation, Board Members will need to fill out the evaluation form and return pages one and two to the CEO/Chief Librarian at a deadline determined by the Board. Pages three and four of the evaluation form are provided for self-evaluation of individual members for personal reflection.

The CEO/Chief Librarian will then report key findings to the Board at the next meeting date.

Conclusions

In the interest of good governance and in compliance with the Annual Board Evaluation policy, the Board should conduct the 2023 evaluation at a deadline to be determined.

SIGNATURE

Departmental Approval:

Original Signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 – Annual Board Evaluation Policy

Attachment 2 – Board Evaluation Form



OXFORD COUNTY LIBRARY BOARD GOVERNANCE POLICY MANUAL

Board Motion Number:	2022-04	Date of Review:	2026
Date Approved:	March 21, 2022	Chairperson's signature:	

ANNUAL BOARD EVALUATION

BACKGROUND

Evaluation is the process by which the board determines if the organization is achieving what it should. It is an essential task of governing. Unless the board can assess its own skills, it will not have the credibility to judge the skills and performance of others.

PURPOSE

Since the board is accountable to the municipality and to the public for the performance of the library, the board shall demonstrate its accountability through the annual Business Plan.

Since the performance of the board as a unit is dependent upon the performance of all its members, the Board shall ensure its ability to govern the library by assessing the achievements, abilities and strengths and limitations of current Board members.

PROCEDURES

1. Under the leadership of the chairperson, the board will conduct a board self-evaluation annually in conjunction with the CEO performance review.
2. The board may request senior management (through the CEO) and/or an external party to act as a resource in making this self-evaluation.
3. The annual evaluation will focus on the board's responsibilities with particular emphasis on those areas outlined in Board Duties and Responsibilities policy.
4. Areas of focus for the evaluation will include both what the board accomplished in the previous year and what the board plans for the upcoming year.
5. The chairperson will distribute a report to the board prior to the next meeting outlining the results of this assessment.



Oxford County Library Board Self-Evaluation Form

*Rating Scale: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree
Please use 0 if you are unable to assess due to insufficient data or feel the item is not applicable.*

Section A: How well has the Board done its job?

Statement	Rating					
	5	4	3	2	1	0
Oxford County Library Board operates with a strategic plan and a set of measurable goals and priorities						
The Board's regular meeting agenda items reflect our priorities and plans						
The Board has created or reviewed in this period policies as part of the regular review cycle.						
The Board collaborates with the Library CEO/Chief Librarian to set goals and revise policies when appropriate.						
The Board has ensured that the Library's accomplishments and challenges have been communicated to key stakeholders.						
The Board has understood and respected that our role is in governance and not operations.						
Comments / Suggestions:						



Section B: How well has the Board conducted itself?

Statement	Rating					
	5	4	3	2	1	0
Board members are aware of what is expected of them.						
The agenda of board meetings is well planned to address all necessary board business.						
Board members come to meetings prepared.						
Written reports are provided at least 72 hours in advance of board meetings as laid out in the Oxford County Procedural By-Law.						
All members of the Board are provided the opportunity to participate in discussions.						
The Board does a good job encouraging and dealing with different points of view.						
All members of the Board support decisions made.						
Comments / Suggestions:						

Section C: How well have I done my job as a member of the Board?

(This section is for your own personal reflection and does not need to be shared with the Board as a whole)

Statement	Agree	Disagree	Comments
I rarely miss a scheduled board meeting.			
I am prepared for all meetings.			
I read all documents and reports prior to voting on issues.			
I respect and support all Board decisions even if I do not agree with those decisions.			
I use my individual abilities and skills to enhance the Board's overall performance.			
I understand that I have an obligation to act in the best interests of the library at all times.			
I freely offer my opinions during any deliberations.			
I welcome and consider the opinions and perspectives of others.			
I do not attempt to exert individual authority and/or influence over the CEO or staff.			
I respect the confidential nature of items discussed closed session.			
I feel comfortable with my understanding of the Public Libraries Act .			

I support the Board chair in promoting effective meetings.			
I have a clear understanding of my role.			
I am careful to focus on only board issues and leave the running of the library to the CEO / Chief Librarian.			
I can provide feedback in discussion in a constructive manner.			
I am a strong advocate for the best possible library system in Oxford County.			
I am committed to the library's new mission and vision.			
I support the library in a variety of ways (e.g., attend events, etc.)			
I understand the library's financial reporting and budgeting.			
I am aware of the programs, services and events of our communities' libraries.			

To: Oxford County Library Board

From: CEO/Chief Librarian

Oxford County Multi-Year Accessibility Plan Update

RECOMMENDATION

- 1. That the Library Board receive Report No. 2024-04, Oxford County Multi-Year Accessibility Plan Update, for information.**

REPORT HIGHLIGHTS

- The Multi-Year Accessibility Plan review and update was provided to Oxford County Council at the December 13, 2023 County Council meeting as part of Report CS 2023-48.
- This report will highlight the Library's portion of the 2023 Annual Accessibility Status Report that is included in the above-mentioned Council Report.

Implementation Points

The amendments to the Plan became effective upon Council's adoption of the recommendation contained in Report CS 2023-48 on December 13, 2023.

The Plan has been signed by the CAO, updated in the County's General Policy Manual, and posted to the County's website in accessible format.

In accordance with the Accessibility for Ontarians with Disabilities Act, the next review of the County's Multi-Year Accessibility Plan will occur in 2028. The Annual Accessibility Status Report will be reviewed and updated on an annual basis.







Financial Impact

There is no financial impact beyond what has already been approved in the current year's operating budget.

Communications

A link to the Oxford County Multi-Year Accessibility Plan and Status Report will be included on the Library Policy and Document.

Strategic Plan (2020-2022)

					
<i>WORKS WELL TOGETHER</i>	<i>WELL CONNECTED</i>	<i>SHAPES THE FUTURE</i>	<i>INFORMS & ENGAGES</i>	<i>PERFORMS & DELIVERS</i>	<i>POSITIVE IMPACT</i>
				5.ii.	

DISCUSSION

Background

The Accessibility for Ontarians with Disabilities Act (AODA) was enacted in 2005 to provide an accessibility standard for provincially regulated entities. The AODA covers services, employment, buildings and other facilities and how these are designed and operated. The legislative provisions were further defined in the Integrated Accessibility Standards Regulation (IASR) O.Reg.191/11, which sets out compliance requirements related to the following five standards:

1. Information and Communication
2. Employment
3. Transportation
4. Design of Public Spaces
5. Customer Service

The general requirements of the regulation are as follows:

- To develop, implement and maintain accessibility policies, including a multi-year accessibility plan and annual accessibility status reports;
- To incorporate accessibility design, criteria, and features when procuring or acquiring goods, services, or facilities, except where it is not practical to do so; and
- To provide training on the requirements of the AODA and Human Rights Code as it relates to persons with disabilities.

The five standards and the general requirements of the Regulation formed the basis for the County's Multi-Year Accessibility Plan originally adopted by County Council in 2014.

As the library is supported by County departments such as Public Works, Human Resources, and Corporate Services for most of the five standards, Oxford County Library is included as a department in the Oxford County Multi-Year Accessibility Plan.

Comments

Oxford County staff updated the Multi-Year Accessibility Plan and Annual Accessibility Status Report in accordance with O.Reg.191/11 under the AODA. The review and update process was carried out in consultation with the County’s Accessibility Advisory Committee. Attachment 1 to this report provides the details on the changes made to each document for approval at the December 13, 2023 Council meeting.

Oxford County Library’s specific area of in the Status Report are highlighted below:

Section A – General

Barrier or Accessibility Issue	Recommended Solution
Incorporate accessibility design, criteria and features when procuring or acquiring self-service kiosks	Ensure self-service kiosks are accessible in accordance with the IASR.
Provide training on the requirements of the accessibility standards and Human Rights Code.	Provide ongoing training re accessibility standards to all employees, volunteers, policy developers and anyone who provides goods and services on behalf of the organization.

Section B – Information & Communication

Barrier or Accessibility Issue	Recommended Solution
Upon request, provide information in accessible formats and with communication supports at the same cost charged to others.	Publicizes the availability of accessible formats and communication supports.
Accessible Library Materials	Oxford County Libraries to provide access to accessible formats where available such as large print, audio books, etc.

Conclusions

This report provides an update on the Library’s status within the Oxford County Multi-Year Accessibility Plan and Status Report.

SIGNATURE

Departmental Approval:

Original Signed by

Lisa Marie Williams
CEO/Chief Librarian

ATTACHMENTS

Attachment 1 - Oxford County Multi-Year Accessibility Plan Policy 9.04 revised December 13, 2023



GENERAL POLICY MANUAL

SECTION:	General	APPROVED BY:	Council
NUMBER:	9.04	SIGNATURE:	Original signed by Peter M. Crockett, CAO
PAGE:	1 of 7	DATE:	April 9, 2014
REFERENCE POLICY:	9.3	REVISED:	August 14, 2019 December 2023

Multi-Year Accessibility Plan

POLICY

The Multi-Year Accessibility Plan outlines the County of Oxford's strategy to prevent and remove barriers and to meet its requirements under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the *Integrated Accessibility Standards* (O.Reg.191/11). This plan is to be established, reviewed and updated in consultation with the Oxford County Accessibility Advisory Committee. The goal in implementing this plan is to make our community fully accessible by 2025.

DEFINITIONS

Accessible Format

may include, but is not limited to, large print, plain language, recorded audio, or electronic, such as Word, PDF, Rich Text, or HTML formats, Braille, and other formats usable by persons with disabilities.

Barrier

anything that prevents a person with a disability from fully participating in all aspects of society because of ~~his or her a~~ disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

- *Attitudinal Barrier: Judgement and assumptions that directly or indirectly discriminate against persons with disabilities (e.g. Assuming all visually impaired persons can read Braille or talking with a support person instead of a client).*
- *Communication Barrier: An obstacle that prevents the transfer, processing or interpreting of information (e.g. A print brochure with text too small to read; a document that is confusing or too complicated).*
- *Physical Barrier: Buildings, public spaces, or features that restrict or impede physical access (e.g. A doorway that is too narrow to accommodate a person on a motorized scooter; lighting that is too bright or too dim; a very noisy/busy area; any obstacles preventing passage).*
- *Systemic Barrier: Policies, practices and procedures that do not consider accessibility (e.g. Requiring a valid driver's*

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licence to apply for a job that does not involve driving prevents a person with visual impairment from applying).

- Technological Barrier: When technology does not support assistive devices and/or software (e.g. A website that does not provide for increased text size).

Disability

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

PROCEDURES

1.0 Statement of Organizational Commitment

Pursuant to its mission, ~~the County of~~ Oxford County is committed to enriching the quality of life for persons with disabilities by continually identifying, removing and preventing barriers to ensure a fully accessible community exists for all citizens.

The ~~County of~~ Oxford County acknowledges that persons with disabilities:

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- represent a growing and diverse community that is dramatically increasing due to the demographic trends of a maturing population;
- form part of the work force, and include our families, friends, customers and members of the community at large;
- purchase goods and services and make important financial decisions on where they do business, enjoy recreation and choose to live; and
- are valuable contributors in Canadian society, and their full participation requires well-considered commitment from all levels of government.
- County goods, services, and facilities are to be available to people with disabilities in a manner that:
 - Is free from discrimination;
 - Strives at all times to respect the individual's dignity and independence;
 - Is integrated with the provision of services to others, except when alternative measures are necessary to meet the needs of people with disabilities; and
 - Takes individual needs into account where a uniform response is inappropriate to ensure that there are no overcome barriers to access or participation and that individuals with disabilities are treated equitably.

The County's 2023-2026 Strategic Plan commits to "Building a community where everyone belongs...Inherently, growth is also diversifying Oxford County's community, bringing not only new perspectives but also different needs. As the County plans for the future, it must strive for a diverse, equitable and inclusive community where everyone can be safe, healthy, and prosper."

The County of Oxford is committed to promoting a barrier-free County for employees, citizens and all who live, work, visit, and invest in the County of Oxford to the that is reasonably and realistically implementable.

2.0 Legislative Authority

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) was to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to full participation. Pursuant to the Act, [Oxfordthe](#) County established an Accessibility Advisory Committee to assist in developing an accessibility plan informed by consultation with persons with disabilities.

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The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) went a step further. It requires the development, implementation and enforcement of new, mandatory accessibility standards to address the most important aspects of the lives of those with disabilities. These mandatory standards apply to both public and private sectors with the ultimate goal of having a fully accessible province by 2025.

The legislated accessibility standards are:

1. Information and Communication (Integrated Accessibility Standards, O.Reg.191/11) – aims to identify and consider the nature of barriers experienced by people with a wider range of disabilities in the area of information and communications;
2. Employment (Integrated Accessibility Standards, O.Reg.191/11) – governs how we recruit, hire and accommodate individuals in the workplace;
3. Transportation (Integrated Accessibility Standards, O.Reg.191/11) – aims to remove barriers to public transportation, so people with disabilities can travel more easily in Ontario; and
4. Design of Public Spaces (Integrated Accessibility Standards, O.Reg.191/11) – aims to make outdoor public spaces in Ontario accessible for all new construction and extensive renovations.

The first set of standards ~~to be~~ released was the Accessibility Standards for Customer Service which was to be implemented by December 31, 2009 by all public sector organizations. See the [Accessibility Standards for Customer Service](#) Policy No. 9.3 available on the County of Oxford website.

In 2011, the Province of Ontario released the Integrated Accessibility Standards Regulation (IASR), which combined the accessibility requirements for information and communication, employment, and transportation, and included general requirements for policy, planning and training. The requirements of the IASR ~~are~~were to be implemented between 2011 and 2021.

In 2012, the Province amended the Integrated Accessibility Standards Regulation (IASR) to include Design of Public Spaces Standards (Accessibility Standards for the Built Environment) which applies to public spaces that are newly constructed or redeveloped, for the purpose of creating accessible exterior spaces for persons with disabilities.

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The implementation, distribution and promotion of the Facility Accessibility Design Standards (FADS) have been adopted to create barrier free design guidelines. These guidelines are intended to ensure the level of accessibility for persons with disabilities is equal to or exceeds the level of accessibility required by the *Building Code Act, 1992* and the regulations made under it and in keeping with the [AODA to the degree that is reasonably and realistically implementable](#).

3.0 Multi-Year Accessibility Plan

The IASR requires the establishment, implementation and maintenance of a multi-year accessibility plan which outlines the organization's strategy to prevent and remove barriers. In fulfilling its obligations under the regulation, ~~the County of Oxford~~ [County](#) commits to the following:

- Post the Multi-Year Accessibility Plan on the ~~County of Oxford~~ [County](#) website and provide the plan in an accessible format upon request;
- Review and update the Multi-Year Accessibility Plan at least once every five ~~(5)~~ years;
- Review and update the Multi-Year Accessibility Plan in consultation with persons with disabilities and with the established Oxford County Accessibility Advisory Committee;
- Prepare an annual status report on the progress measures taken to implement the strategies referenced in the Multi-Year Accessibility Plan; and
- Post the annual status report on the ~~County of Oxford~~ [County](#)'s website and provide the report in an accessible format upon request.

~~The County of Oxford~~ [County](#)'s Senior Management Team, in consultation with the Oxford County Accessibility Advisory Committee, have reviewed the requirements of the legislation in detail and have provided the status of each requirement as well as proposed actions moving forward to achieve compliance and to ensure that our community is fully accessible by 2025.

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Appendix 1 sets out the Oxford County Multi-Year Accessibility Plan - [Annual Accessibility Status Report](#), including target completion dates identified in the AODA, recommended actions and the current status of compliance for each requirement.

SECTION:	General	APPROVED BY:	Council
NUMBER:	9.04	SIGNATURE:	Original signed by Peter M. Crockett, CAO
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REFERENCE POLICY:	9.3	REVISED:	August 14, 2019 December 2023

4.0 Review and Monitoring of Plan

Annually, Corporate Services will update the status report in conjunction with the annual business plan ~~and/~~ budget planning process ~~and will posting and~~ the County's Annual Accessibility Status Report [on the County website](#).

5.0 Communication of Plan

The Multi-Year Accessibility Plan will be posted on the County of Oxford website www.oxfordcounty.ca in accessible format. Hard copies, electronic copies or other accessible formats of the Plan will be made available to residents/stakeholders upon request.

Annual Accessibility Status Report

20192023

SECTION A - General

	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Statement of organizational commitment.	Admin	Corporate Services	Capture statement of organizational commitment to accessibility in Oxford County Strategic Plan.	None.	Staff time.	January 1st, 2013	Director of Corporate Services	Compliant -- updated in 2023-2026 County Strategic Plan and statement captured in Multi-Year -- Plan update in 2023.
2	Establish, implement and maintain a multi- year accessibility plan outlining the County's strategy to prevent and remove barriers.	Admin	Corporate Services	Review accessibility plan with staff and AAC. Seek Council approval. Communicate to public/post on website and provide the plan in an accessible format upon request.	None.	Staff time.	January 1st, 2013, and review every 5 years.	Director of Corporate Services	Compliant - Multi-Year Plan posted on website in accessible format. Must review and update at least once every 5 Five-- years review and update in 2023 in consultation with AAC.
3	Prepare annual status report on progress of measures taken to implement strategy in Multi-Year Plan.	Admin	Corporate Services	Review and update status report during annual business plan/budget process. Post on website and provide in an accessible format upon request.	None.	Staff time.	January 1st, 2013. Annual requirement.	Director of Corporate Services	Annual requirement - complete to 2019 20223.
4	Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities.	Admin	Corporate Services	Include accessibility criteria and features in Oxford County purchasing policy.	To be determined.	Staff time.	January 1st, 2013	Director of Corporate Services	Compliant - Purchasing Policy No. 6.07 updated May 14, 2014 to include accessibility; and updated in April 2023
5	Incorporate accessibility features when designing, procuring or acquiring self-service kiosks.	Physical	All levels.	Ensure self-serve kiosks are accessible in accordance with the IASR.	Department operating budget.	Staff time.	January 1st, 2013	Senior Management	Compliant. Coin laundry in housing facilities have Braille. Library kiosks accessible.
6	Provide training on the requirements of the accessibility standards and Human Rights Code.	Educational	All levels.	Provide ongoing training re accessibility standards to all employees, volunteers, policy developers and anyone who provides goods and services on behalf of the organization. Training must be appropriate to employee work duties and must be updated as required to incorporate any changes to County accessibility policies.	To be determined.	Staff time.	January 1st, 2014	Senior Management	Compliant - incorporated into orientation sessions for new employees.
7	Keep a record of training provided including dates and number of individuals.	Admin	Human Resources	Manage, maintain and monitor all accessible training records.	None.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant
8	Revise and update the County's Multi-Year Accessibility Plan policy	Admin		Meeting the IASR general requirement of developing, implementing and maintaining the accessibility policies.	None	Staff time		Director of Corporate Services	Compliant

SECTION B - Information & Communications									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Feedback processes must be available in an accessible format and with communication supports upon request.	Admin	All levels.	Develop feedback process and communicate to staff.	Minimal funding.	Staff time.	January 1st, 2014	Senior Management	Compliant
2	Upon request, provide information in accessible formats and with communication supports at the same cost charged to others.	Educational	All levels.	Publicize the availability of accessible formats and communication supports.	N/A.	Staff time.	January 1st, 2015	Senior Management	Compliant
3	Emergency procedures, plans and public safety information must be made available to the public in an accessible manner upon request.	Educational	Public Health and Emergency Services	Ensure plans and public safety information available to the public can be accessed by persons with disabilities (eg. website).	Department operating budget.	Department operating budget.	January 1st, 2012	Chief Administrative Officer	Compliant
4	New Internet websites and web content must conform to WCAG 2.0 at Level A.	Admin	Corporate Services	In-house development of system.	IT budget.	Staff time.	January 1st, 2014	Director of Corporate Services	Compliant
5	Internet websites and web content must conform to WCAG 2.0 at Level AA.	Admin	Corporate Services	In-house development of system.	IT budget.	Staff time.	January 1st, 2021	Director of Corporate Services	On-target 96% Compliant (according to the monitoring tool: monsido.com used to monitor the County's websites)
6	County By-Law templates for Council reports should be updated to ensure digital content	Admin	Corporate Services	In-house development of system.	IT budget.	Staff time.		Director of Corporate Services	Compliant
7	Accessible Library materials	Physical	Library	Oxford County Libraries to provide access to accessible formats where available such as large print, audio books etc.	N/A	Staff time.		Director of Corporate Services	Oxford County Libraries also has various outreach initiatives which has made programming more accessible.
SECTION C - Employment Standards									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Provide and publicize the availability of accommodation in the recruitment and hiring process.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant - wording included in Recruitment Policy and job postings. Council has adopted temporary and permanent accommodation policies. Also included in offer letters.
2	Provide individualized workplace emergency response information to employees with a disability.	Admin	Human Resources	Develop and implement workplace emergency response plan.	No funding.	Staff time.	January 1st, 2012	Director of Human Resources	Compliant
3	Provide documented individual job accommodation plans and return to work processes for employees with disabilities.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	Compliant

SECTION C Con't - Employment Standards									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
4	Accessibility needs of employees considered during performance management, career development and redeployment processes.	Admin	Human Resources	Develop and implement AODA action plan.	No funding.	Staff time.	January 1st, 2014	Director of Human Resources	In-progress – 2019 HR Business Plan includes a review of all HR policies – will include where appropriate during that process Compliant – wording included in Performance Management Policy; and considerations made given in career development and redeployment processes as they occur – but no formal policy in place.
SECTION D - Design of Public Spaces									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Exterior paths of travel, like sidewalks, ramps, stairs, curbs, accessible pedestrian signals, and rest areas must meet accessible design requirements.	Physical	Public Works	Incorporate integrated accessible standard requirements for all new construction and redevelopment.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Incorporated in all reconstruction and new construction projects. Some building sites that are not AODA compliant will be considered in future business plans and Budgets to the degree that is reasonable and realistically implementable.
2	Accessible parking (e.g. employee parking spaces, etc.)	Physical	Public Works	Incorporate integrated accessible standard requirements when constructing all new or redeveloped parking lots/ spaces.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Complete - Parking lots that are reconstructed or newly constructed incorporate accessible parking to the degree that is reasonably implementable. Parking by-law identifies Accessible Parking locations for property owned by the County.
3	Accessible parking signage.	Physical	Public Works	Identify signage deficiencies and ensure compliance with Highway Traffic Act and IASR.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	All accessible parking spots are signed. Facilities is conducting an audit in 2019 with plans to begin to address deficiencies in 2020 to the degree that is reasonably and realistically implementable.
4	Service related elements like service counters, fixed queuing lines and waiting areas (reception and/or waiting rooms).	Physical	Public Works	Incorporate integrated accessible requirements to ensure compliance with IASR.	Public Works budget.	Staff time.	January 1st, 2016	Director of Public Works	Accessibility requirements have been incorporated into construction and renovations, locations that have not been renovated will be addressed in future business plans and budgets to the degree that is reasonably and realistically implementable.
5	Area zoning by-laws to be updated to incorporate O.Reg.413/12.	Admin	Community and Strategic Planning	Review and amend zoning by-laws to include accessibility standards in accordance with AODA, O.Reg.191/11 as amended by O.Reg.413/12.	Community & Strategic Planning budget.	Staff time.	January 1st, 2016	Director of Community Planning	Compliant - all Area Municipal By-laws, except EZT, have been modified to incorporate the required accessible standards into their zoning by-laws. Note: approval of zoning by-laws are a lower tier function.

SECTION E - Ontarians with Disabilities Act, 2001									
	Barrier or Accessibility Issue	Type of Barrier	Section/Area	Recommended Solution	Funding Recommendation	Resources	AODA Deadline	Responsibility	Status
1	Information and directional signage within each facility.	Physical	Public Works	Ensure signage is incorporated into standard guidelines for design and construction. Replace existing signage where required. Ensure compliance with FADS.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Facilities is conducting an audit in 2019 and will begin to address deficiencies in-2020 to ensure signs are replaced according to this policy to the degree that is reasonably and realistically implementable .
2	Consistent use of directional and descriptive signage for municipal properties and facilities (i.e. signage from parking locations to entrances).	Physical	Public Works	Develop procedure to ensure standard across all facilities and services. Comply with FADS. Implement signage strategy.	Public Works budget.	Staff time.	Short-term	Director of Public Works	Facilities developing a procedure in-2019 that will be considered in future business plans and budgets to the degree that is reasonably and realistically implementable .
3	County facilities require audio/visual alarms for persons with visual/hearing impairments (staff and clients).	Physical	Public Works	Investigate availability/costs of CSA approved/universal designed alarms.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Audio/visual alarms have been added through new construction and renovations. Remaining sites will be considered in future business plans and Budgets to the degree that is reasonably and realistically implementable .
4	Facilities require automatic doors that are routinely checked for proper functionality - review County Square in particular for location of automation.	Physical	Public Works	Investigate automatic doors for County facilities if feasible. Implement procedures for routine maintenance to ensure continued functionality.	Public Works budget.	Staff time.	Long-term	Director of Public Works	Complete - Automatic doors are checked monthly as part of monthly property inspections. With the exception of 75 Graham Street (only stair access, currently), all buildings on Courthouse Square have automatic door openers.
5	Implementation, distribution and promotion of the adopted Facility Accessibility Design Standards (April 26, 2006).	Admin	All levels.	Encourage application of the FADS within all County departments.	No funding.	Staff time.	Ongoing	Senior Management	Ongoing.
6	Inventory of County-owned accessible features, services and facilities.	Physical/ Admin	Public Works	Develop a tool from existing resources that will indicate all accessible features of municipal facilities. Conduct audit of County-owned facilities.	Staff time, may require external consultant, HRDC funds, Corporate Property Management, \$4,000 for student wages.	Staff time. AAC	Short & long-term	Director of Public Works	Through the 2019 audit, an inventory of existing features, services and facilities will be completed. The goal is for the inventory to be integrated into the Cartegraph when the Facilities module is when available.
7	Social housing buildings.	Physical	Public Works & Human Services	Increase modified/accessible units within social housing portfolio.	To be determined – capitalize on any/all funding opportunities	Staff time.	Long-term	Director of Public Works and Human Services	Ongoing.