

London and Middlesex Community Housing Multi-Year Accessibility Plan (2026-2030)

*Prepared in accordance with the Accessibility for Ontarians with
Disabilities Act, 2005 (AODA)*

March 31, 2026



**LONDON &
MIDDLESEX**
COMMUNITY HOUSING

Message from CEO

At LMCH, our commitment to providing safe, inclusive, and accessible housing is foundational to who we are as an organization. Under Ontario Regulation 191/11 – the Integrated Accessibility Standards Regulation (IASR) of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), organizations such as ours are required to develop a multi-year accessibility plan, update it at least once every five years, and make it publicly available.

This plan outlines the steps we will take to identify, prevent, and remove barriers to accessibility, along with clear implementation timelines. While the legislation provides flexibility in how organizations structure their plans, our approach is guided by our mission and values. Accessibility is not simply a compliance requirement – it is a commitment to equity, dignity, independence, and inclusion for our tenants, staff, and community partners.

Our Multi-Year Accessibility Plan reflects:

Our ongoing efforts to remove physical, communication, technological, and systemic barriers

Our commitment to continuous improvement in service delivery

Our responsibility is to ensure policies, practices, and facilities align with accessibility standards

Clear actions and timelines that support measurable progress

As always, LMCH remains responsible for understanding and meeting its legal obligations under the AODA and ensuring that our policies and practices reflect our specific operational context. We will continue to review and refine our accessibility initiatives as standards evolve and as we receive feedback from the communities we serve. Accessibility is a shared responsibility. Together, we will continue building a more inclusive and barrier-free environment for everyone.

Sincerely,

Paul Chisholm

Chief Executive Officer

London and Middlesex Community Housing



Statement of Commitment

London and Middlesex Community Housing (LMCH) is committed to providing safe, inclusive, and accessible housing and services for all tenants, staff, and community members.

LMCH will meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and its regulations, including the Integrated Accessibility Standards Regulation (IASR), and will work proactively to identify, remove, and prevent barriers to accessibility.



Purpose of the Plan

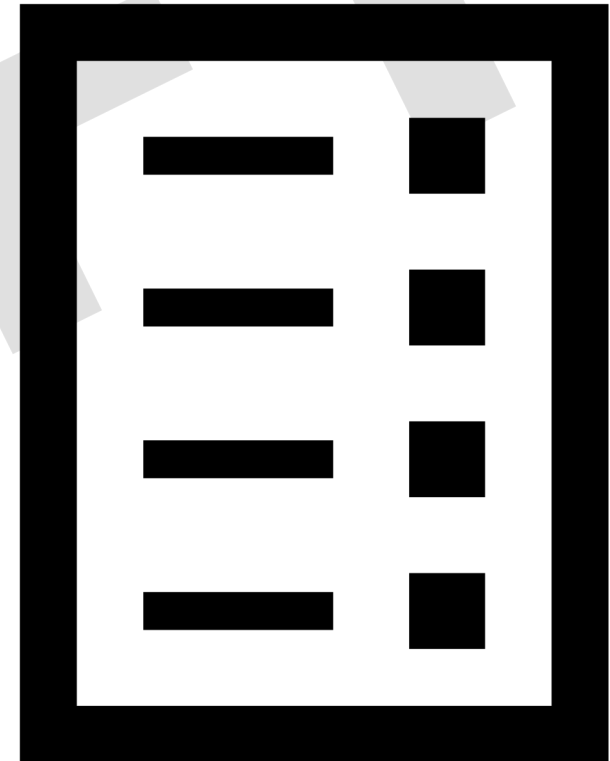
Multi-Year Accessibility Plan outlines LMCH's strategy to:

- Identify, remove, and prevent barriers
- Meet current and future AODA requirements
- Improve accessibility across housing, services, and workplaces
- Promote dignity, independence, integration, and equal opportunity

Scope

This plan applies to:

- All LMCH housing units and common areas
- Tenant services and programs
- Procurement practices
- Staff and workplace environments
- Communications and digital content



Guiding Principles and Legislative Framework

LMCH will ensure accessibility by:

- Treating people with dignity and respect
- Supporting independence
- Integrating services wherever possible
- Responding to individual accommodation needs

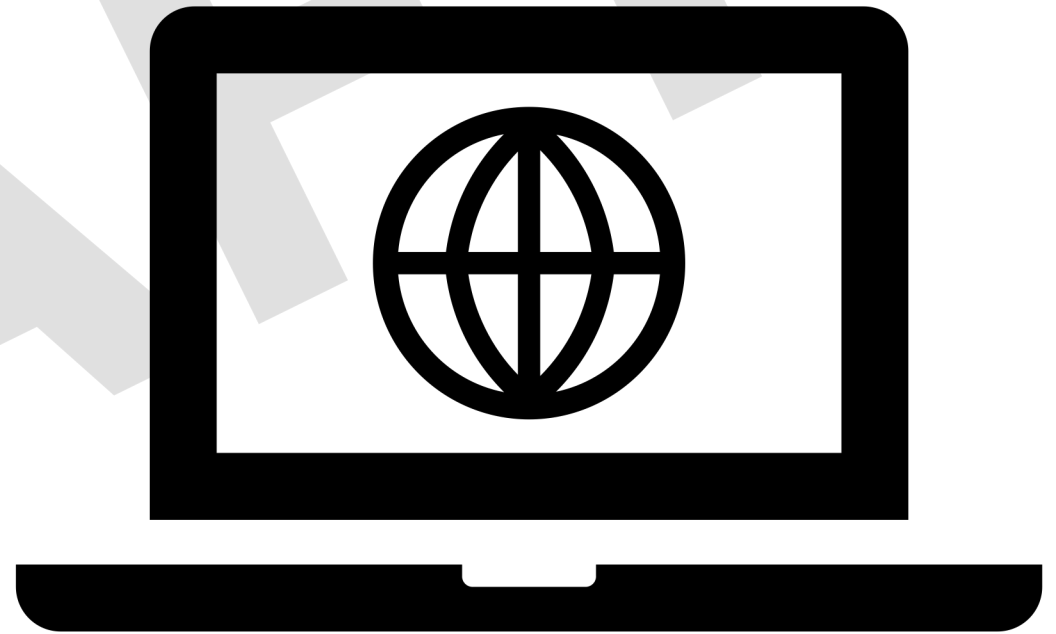
This plan aligns with:

- AODA (2005)
- IASR standards:
 - ✓ Customer Service
 - ✓ Information & Communications
 - ✓ Employment
 - ✓ Transportation (limited applicability)
 - ✓ Design of Public Spaces

Barrier Identification

LMCH recognizes potential barriers in:

- Physical environments (older buildings, entrances, elevators)
- Communication (plain language, alternative formats)
- Digital access (website accessibility)
- Attitudinal barriers
- Policies and procedures



5-Year Action Plan (2026-2030)

Year 1 (2026): Foundation & Compliance	<ul style="list-style-type: none"> • Develop and approve accessibility policies and procedures • Establish an Accessibility Advisory approach (internal or tenant-informed) • Conduct a building by building accessibility audit (Yr1 &Yr2) • Ensure website meets WCAG 2.0 Level AA standards • Implement accessible feedback processes • Train all staff on AODA and Human Rights Code requirements
Year 2 (2027): Service & Communication Improvements	<ul style="list-style-type: none"> • Introducing standardized accessible communication practices (plain language, alternate formats upon request) • Improve tenant-facing materials (leases, notices, policies) • Begin upgrades to key service counters and offices • Integrate accessibility requirements into procurement processes • Establish a tracking system for accommodation requests
Year 3 (2028): Build Environment Enhancements	<ul style="list-style-type: none"> • Prioritize and begin capital upgrades based on the audit: <ul style="list-style-type: none"> -Entrances and ramps -Automatic door openers -Wayfinding signage -Lighting improvements • Integrate accessibility into all capital planning and asset management • Ensure new developments meet or exceed accessibility standards
Year 4 (2029): Employment & Organizational Capacity	<ul style="list-style-type: none"> • Strengthen accessible employment practices: <ul style="list-style-type: none"> -Recruitment and onboarding accommodation -Return-to-work and accommodation plans • Provide advanced staff training (trauma-informed, disability awareness) • Evaluate emergency procedures for accessibility (tenant safety plans)
Year 5 (2030): Evaluation & Continuous Improvement	<ul style="list-style-type: none"> • Conduct a full review of the accessibility plan progress • Update accessibility audit • Engage tenants and stakeholders for feedback • Publish updated 5-year plan • Identify emerging needs and best practices



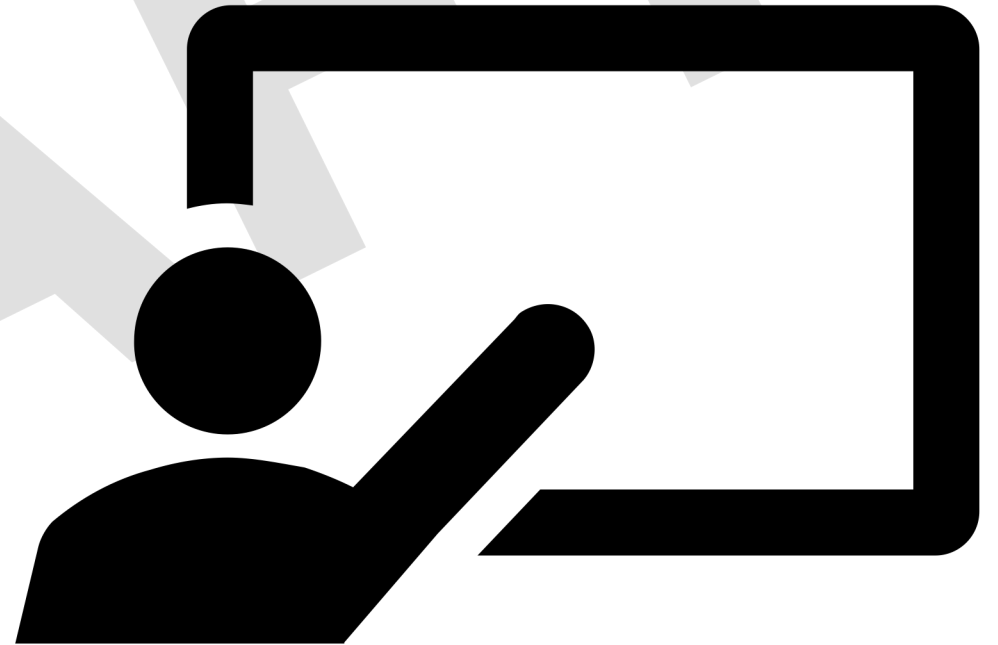
Training

LMCH will provide ongoing training to:

- ✓ All staff and leadership
- ✓ New employees during onboarding

Training will include:

- AODA requirements
- Ontario Human Rights Code
- Accessible customer service
- Interacting with people with disabilities



Design of Public Spaces

LMCH will ensure that new builds and major redevelopments comply with AODA Design of Public Spaces Standards, including:

- Accessible paths of travel
- Parking
- Outdoor spaces (where applicable)



Monitoring, Reporting & Communications

LMCH will:

- Review this plan annually
- Post updates on its website
- Provide the plan in accessible formats upon request
- File required AODA compliance reports with the Province of Ontario

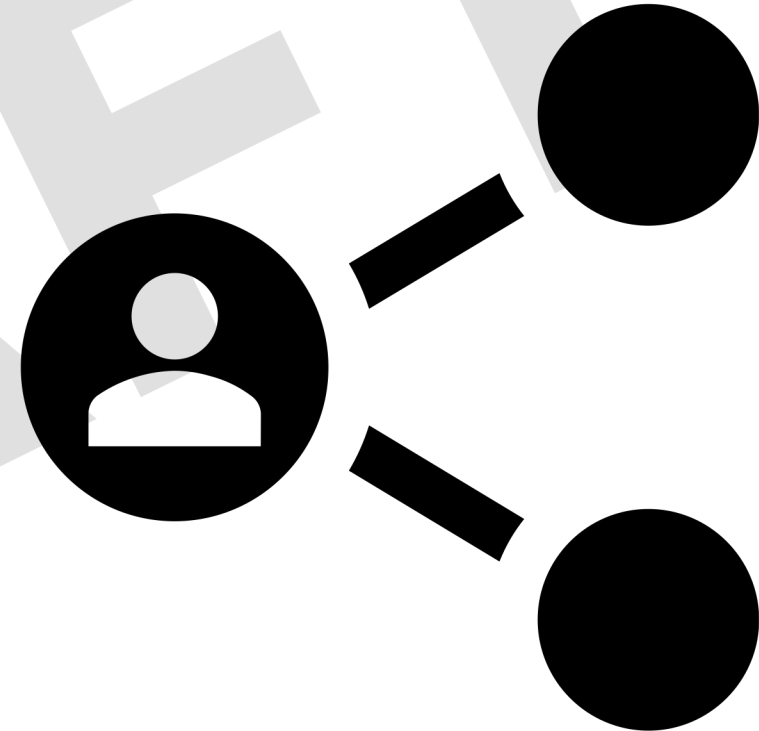
Communication of the Plan will be:

- Posted on LMCH's website
- Available in accessible formats upon request
- Shared internally with staff and leadership

Feedback Process

LMCH will:

- ✓ Maintain accessible channels for tenants and public feedback (phone, email, in-person, written)
- ✓ Provide accessible formats upon request
- ✓ Respond to feedback in a timely manner
- ✓ Track and incorporate feedback into planning



Contact Information

For questions or feedback regarding accessibility at LMCH:

London and Middlesex Community Housing

accessibility@lmch.ca

