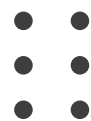


Annual Accessibility STATUS REPORT 2023

A summary of Norfolk County's accomplishments towards inclusion in 2023.

access
NORFOLK



Accessible formats and communication supports available upon request.

Norfolk
COUNTY

Objectives and Purpose

This Accessibility Status Report is the annual update on the progress of measures taken to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11. This Status Report includes the accessibility initiatives that were completed in 2023 to implement the strategies outlined in Norfolk County's new Multi-Year Accessibility Plan. The purpose of this Status Report is to make the public aware of Norfolk County's progress with regards to the 2024-2028 Multi-Year Accessibility Plan and to prevent and remove barriers and meet requirements under the AODA.

Norfolk County's Commitment Statement

Norfolk County's statement of commitment establishes the vision and goals for the County to meet the above noted legislated accessibility requirements. The County's statement of commitment is publicly available on the County website.

The Corporation of Norfolk County is committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity.

Norfolk County recognizes the diverse needs of all our residents and customers and will respond by striving to provide services and facilities that are accessible to all. Norfolk County is committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

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 will establish, implement and maintain a multi-year accessibility plan. The plan will outline the County's strategy to prevent and remove barriers to people with disabilities.

Continuous Achievements in Accessibility

- The County focuses on removing barriers which may exist in our buildings and facilities, while ensuring that new buildings, leases and renovations do not create any new barriers.
- Norfolk County continues to adhere by the Corporate Accessibility Policy – outlining what the County will do to comply with all applicable legislation while outlining what our customers and employees can expect while receiving and providing barrier-free services.
- The Norfolk County Accessibility Advisory Committee (AAC) continues to meet its requirements under the AODA with regularly scheduled meetings. The committee reviews accessibility initiatives, site plans, Barrier Free Access capital budget projects and provide consultation on legislated areas under the AODA.
- The County continues 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.
- County staff continue to identify funding opportunities for enhancements to County facilities and programming under the Enabling Accessibility Fund, Investing in Canada Infrastructure Program, Ontario Trillium Foundation, Inclusive Community Grant program as well as the Canadian Tire Jumpstart Program. Multiple applications are filed on an annual basis as to ensure no funding opportunities are missed.
- 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: Job Access with Speech (JAWS), Digital Accessible Information System (DAISY) readers, audio books, large print books, library loan access and large print keyboards.
- Continually notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Norfolk County Notifies the public of availability of accessible formats and communication supports.
- Continue to review customer feedback and take appropriate action as it relates to barrier-free services.

Highlights and Successes of 2023

- Norfolk County Council approved the 2024-2028 Multi Year Accessibility Plan, an important step in continuing efforts to remove barriers in our programs, services and facilities
 - Extensive consultation and collaboration between County Departments and Divisions, the Norfolk County Accessibility Advisory Committee and members of the community living with disabilities
- Investing In Canada Infrastructure Program funding secured to provide accessible shelving at the Simcoe Library Branch
- Automated closed captioning added to Norfolk County Council, public hearing and board of health meetings on YouTube
- Delhi Kinsmen Pool renovation project – barrier free improvements to the change house including accessible washroom and change room upgrades
- Accessible Street Signage Policy approved and implemented
 - Development of a standardized signage program using the Universal Symbol of Accessibility, along with sign tabs that identify the specific disability of the individual in the area, increasing level of awareness and caution from incoming drivers
 - 6 signs installed in 2023
- Norfolk County Accessibility Advisory Committee reviewed/ provided consultation on the following projects in 2023
 - 2024-2028 Multi Year Accessibility Plan
 - Port Rowan on-street accessible parking
 - Accessible Street Signage Policy
 - Waterford Library retrofit and interior renovation
- Various accessible parking improvements across the County including both on and off-street parking locations
- Continued success with the Port Dover beach mat program – providing an accessible beach experience for residents and tourists using mobility devices

- Various streetscape reconstruction projects prioritizing exterior paths of travel (curb ramps and accessible pedestrian control signal upgrades) at various locations across the County. Projects included:
 - Norfolk Avenue & Eagle Street, Delhi (sidewalk and curb ramp upgrades)
 - West Street, Simcoe (new sidewalks, curb ramps and accessible pedestrian control signals)
 - Colborne Street, Simcoe (new sidewalks, curb ramps and accessible pedestrian control signals)
 - James Street, Delhi (new sidewalks, curb ramps and accessible pedestrian control signals)
 - Wellington Street, Waterford (sidewalk and curb ramp upgrades)
 - Cockshutt Road, Port Dover (sidewalk and curb ramp upgrades)
 - Norfolk Street, Simcoe (new pedestrian crossover)
 - Church Street & John Street, Port Rowan (sidewalk and curb ramp upgrades)

Availability of the Plan and Status Report

The 2024-2028 Multi Year Accessibility Plan is available through the County's Accessibility webpage at: norfolkcounty.ca/government/accessibility the previous Multi Year Accessibility Plan along with previous Status Reports are also available on the Accessibility page.

Contact Information

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Accessible formats and/or communication supports available upon request