

Annual Accessibility **STATUS REPORT** **2020**

A SUMMARY OF NORFOLK COUNTY'S ACCOMPLISHMENTS TOWARDS INCLUSION IN 2019,
AND LOOKING AHEAD TO 2020.



access
NORFOLK



Accessible formats and communication supports available upon request.

Norfolk
COUNTY

Accessibility Status Report

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 (Ontario Regulation 191/11). This Status Report includes the accessibility initiatives that were completed from January 1, 2019 to June 30, 2020 to implement the strategies outlined in Norfolk County's 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 [2018-2022 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 legislated accessibility requirements. The County's statement of commitment is publicly available on the County website as well as posted in administration buildings and Norfolk County Public Library branches.

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.

Accessibility Successes in 2019:

Accessible Customer Service

- Policies/procedures were reviewed and updated.
- Nine (9) Accessible Customer Service Feedback/Complaints were received and addressed.

Information and Communications

- Continue to provide Accessible Documents training through e-learning modules.
- Continue to make strides towards accessible websites to meet WCAG 2.0 Level AA.
- Continue to receive and follow up on feedback in regards to our goods, services and facilities.

Design of Public Spaces

- Simcoe Kinsmen Park was redeveloped with an accessible ground surface and swing through Capital Budget funds and an Enabling Accessibility Fund grant.
- Updated sidewalk intersections with tactile walking surface indicators, as per Design of Public Spaces Standard.
- Third successful summer with the beach mats installed in Port Dover at the end of Walker Street.
- Council approved the second edition of the Norfolk County Accessibility Design Guidelines.
- Five (5) mobility charging stations were installed at Norfolk County owned facilities.

Employment

- Continue to notify the public that accommodations will be provided upon request.
- Continue to welcome accommodations throughout recruitment process and employment life cycle.

Transportation

- Onboard audio and visual next stop notification system installed.
- Five (5) new transit shelters installed with accessibility features (seating, solar lighting, concrete pads, all shelters are very close to curb cuts).
- Interactive GIS mapping on Norfolk County website.
- New signage at all stops which include specific stop information (bus stop time, indication if service is cancelled due to inclement weather)
- Connecting public to customer service team at Simcoe Recreation Centre for information inquiries. This increased the hours riders can speak to a live agent.
- Stop request indicators installed on all vehicles.
- Awarded new two-year contract with service provider.

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 adopted an Accessibility Policy which outlines what the County will do to comply with the Regulation and what our customers and employees can expect.
- The Accessibility Advisory Committee (ACC) meets monthly, with the exception of meetings being cancelled since March 2020 due to COVID-19.
- The committee continues to review accessibility initiatives, site plans, Barrier Free Access capital budget projects and 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.
- Mental Health First Aid training is provided to staff.
- 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, large print keyboards and home bound services.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Notify the public of availability of accessible formats and communication supports.
- Continue to review customer feedback and take appropriate action.

Goals and Next Steps for Accessibility

- Ensure Norfolk County continues to meet compliance with the Accessibility for Ontarians with Disabilities Act and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).
- Continue with the organization's commitment to accessibility.
- Update policy number EBS-54 Accessibility Policy.
- Continue to monitor website and web content compliance.
- Continue to ensure existing (pre 2012) documents are accessible or available upon request.
- Continue to develop accessible templates and create accessible documents to improve access to information.
- Continue to notify the public that accommodations will be provided upon request.
- Continue to welcome accommodations throughout recruitment process and employment life cycle.
- Continue with commitment and intent of the AODA and Transportation Standard for Ride Norfolk transit.
- Strive to ensure new facilities and reconstructions are designed with accessibility features incorporated.
- Continue to develop resources and training material for staff, volunteers and contractors.
- Continue to consult the public, persons with disabilities and the Accessibility Advisory Committee.
- Continue to monitor and apply for accessibility funding opportunities.
- Purchase and install accessible podium in Council Chambers.
- Continue to keep abreast of accessibility issues, innovations and trends.

Consultation Requirements

General Requirements, Employment Standards, Transportation Standards, Customer Service Standards

Legislated Requirement	Consultation January 2019 to June 30, 2020
Accessibility Plans	Yes
Accessible Formats and Communications Supports (public)	Yes
Recruitment, Assessment or Selection Process	Yes
Accessible Formats and Communications Supports (employee)	Yes
Bus Stops and Shelters (Ride Norfolk)	Yes
Accessible Taxicabs	No (previously completed) 3 accessible taxicabs operating

Design of Public Spaces Standard

The Design of Public Spaces Standard is made up of seven sections which have technical as well as consultation requirements.

Name	Technical Requirements	Consultation Requirement
Recreational Trails and Beach Access Routes	Yes	Yes
Outdoor Public Use Eating Areas	Yes	No
Outdoor Play Spaces	No	Yes
Exterior Paths of Travel	Yes	Yes
Accessible Parking	Yes	Yes
Obtaining Services	Yes	No
Maintenance	No	No

“**Technical Requirements**” refers to dimensions and/or a percentage number of accessible features prescribed under DoPS.

“**Consultation**” refers to consultation with the public, including people with disabilities, and the accessibility advisory committee (AAC) where an organization is required to have one under DoPS. There are no guidelines provided on the size or makeup of the advisory group(s). Consultation can follow existing practices to meet organizational needs.

Grant Opportunities

Norfolk County has had positive experiences with grant applications in the past and will continue to seek additional funding opportunities to assist with removing barriers and improving accessibility in the community. Norfolk County has been successful in receiving grants through the Federal Government – Human Resources and Social Development - Enabling Accessibility Fund for:

- Accessible Ground Surface / Swing – Simcoe Kinsmen Park, Simcoe
- Accessible Playground – Delcrest Park, Delhi
- Accessible Beach – Port Dover
- Accessible Washroom – Delhi Community Centre Arena
- Accessible Playground – Lakeview Park – Port Dover
- Accessible Entrance – Delhi Kinsmen Pool
- DAISY Readers – Norfolk County Public Libraries
- Pool Lift – Annaleise Carr Aquatics Centre



Figure 1- Delcrest Park



Figure 3 - Port Dover Beach Mats



Figure 2 - Lakeview Park



Figure 4 - Delhi Kinsmen Pool Entrance

Communication

The Multi-Year Accessibility Plan and Annual Accessibility Status Reports are made available through a number of efforts:

Website: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports can be accessed through Norfolk County's website:

<http://www.norfolkcounty.ca/governmentaccessibility/accessibility-plans/>

Contact Information

For more information contact - Norfolk County's Manager, Accessibility, Customer Service Initiatives, Court Operation:

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Email: accessibility@norfolkcounty.ca

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Feedback

Norfolk County welcomes public input as feedback helps to identify areas where changes need to be considered and ways in which we can improve facilities, goods and services. Should a member of the public wish to provide general feedback, comments or suggestion on how to improve accessibility in our facilities, goods or services please contact the Manager, Accessibility, Customer Service Initiatives, Court Operation.