

access
NORFOLK
multi-year accessibility plan



January 2013



Norfolk
COUNTY



Commitment to Accessibility

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 (AODA).

A handwritten signature in black ink, appearing to read "Dennis Travale".

Dennis Travale, Mayor

A handwritten signature in black ink, appearing to read "Keith Robicheau".

Keith Robicheau, County Manager

November 20, 2012



Table of Contents

About Norfolk County’s Multi-Year Accessibility Plan 1

Statement of Commitment 1

Obligations..... 1

Consultation..... 2

Implementation Strategy 2

Structure and Governance..... 3

Grant Opportunities 5

Corporate Strategic Plan Reference 6

Timelines and Deliverables..... 7

Our Progress on the AODA Regulations 8

Customer Service Standard..... 8

Integrated Accessibility Standards Regulation..... 10

General Requirements..... 10

Information and Communications 11

Employment..... 13

Transportation 14

Duties of Municipalities – Taxicabs..... 14

Ride Norfolk..... 15

Built Environment..... 17

Monitor and Review 21

Feedback..... 21

Availability of the Plan..... 21

Contact Information 21

About Norfolk County's Multi-Year Accessibility Plan

This Multi-Year Accessibility Plan outlines Norfolk County's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards (Ontario Regulation 191/11), Accessibility Standards for Customer Service (Ontario Regulation 429/07),

Statement of Commitment

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 and in public areas throughout Norfolk County facilities.

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 (AODA).

Obligations

The Multi-Year Plan is based upon requirements under the Accessibility for Ontarians with Disabilities Act (AODA). The AODA sets out a road map for an accessible Ontario by 2025. The AODA contains accessibility standards in areas, including:

- Customer Service
- Information and Communication
- Employment
- Transportation and;
- Built Environment

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) became law on January 1, 2008. Norfolk County has been required to comply with this standard since January 1, 2010.

The next three standards – information and communications, employment, transportation and design of public spaces are all part of the Integrated Accessibility Standards (Ontario Regulation 191/11). The Integrated Accessibility Standard is now law and the requirements will be phased in over time between 2011 and 2021.

The Accessibility Standard for the Built Environment will help remove barriers in buildings and public spaces for people with disabilities. The standard for design of public spaces only applies to new construction and major changes to existing features. Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings.

Consultation

Consultation on the plan was conducted with Norfolk County staff and committees including the Accessibility Advisory Committee, Corporate Accessibility Committee, Corporate Leadership Team, Senior Leadership Team and Norfolk County Council. Additional consultation with the public including people with disabilities was completed through survey between November 17 and December 21, 2012.

During Norfolk County's public consultation regarding this Multi-Year Accessibility Plan Norfolk County received comments regarding the need for Audible Pedestrian Signals, online information in accessible formats (JAWS compatible), request for additional staff training on how to interact with people with disabilities, tactile walkways, high contrast signage, use of Braille, smooth transition on sidewalks and crosswalks

Future consultations will be held with the public and local organizations to review the Multi Year Accessibility Plan. Consultation will be held in a public meeting including department representatives for specific areas such as Emergency Services, Ride Norfolk, Human Resources, Information Systems, Library, etc. This consultation session will assist Norfolk County with the first annual status report. Annual status reports will be prepared each year to report on the progress of measures taken to implement the accessibility strategy.

Ride Norfolk will host at least one public meeting each year involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.

Implementation Strategy

Norfolk County supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The County is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all County initiatives, business practices, boards, committees departments and divisions. The Norfolk County Council, Senior Leadership Team, Accessibility Advisory Committee, and Corporate Accessibility Committee are all committed to fulfilling the requirements.

Structure and Governance

The responsibility for the implementation of the AODA falls within the Employee and Business Services Department, Corporate Support Services Division.

Accountability for the various clauses within the Integrated Accessibility Standards Regulation is a shared responsibility with departments. Corporate Support Services is responsible for ensuring compliance at the corporate level and is the focal point for legislative analysis and subject matter expertise. Departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service delivery.

Senior Leadership Team

Senior Leadership Team has supported the creation of accessible goods, services and facilities to improve inclusion to benefit all residents, visitors and employees. The Corporate Accessibility Committee was appointed by Senior Leadership in 2009. Senior Leadership Team receives quarterly updates from Corporate Support Services regarding accessibility. Senior Leadership Team reviewed and provided comments on the Multi-Year Accessibility Plan throughout the development of the plan.

Norfolk County Council

County Council has committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. In 2009, Council approved the Accessible Customer Service Policy. In 2009, Council approved a temporary two year contract position to coordinate legislated accessibility requirements of the Accessible Customer Service Standard. In 2011, Council approved the continuation of a temporary two year contract AODA Compliance Supervisor position. In 2013, Council approved the continuation of a coordinated, corporate-wide approach to the legislated accessibility requirements of the Integrated Accessibility Standards with the approval of a permanent full time AODA Compliance Supervisor position.

Norfolk County Council allocates funds each year to the Barrier Free Access Program for accessibility upgrades for Norfolk County's goods, service and facilities. In November 2012, Council approved the Accessibility Policy which amended the Accessible Customer Service Policy from 2009 to incorporate the Accessibility for Ontarians with Disabilities Act, 2005 and its Regulations in addition Council approved an organizational commitment statement to accessibility.

Corporate Accessibility Committee

Since 2009, Norfolk County has had an internal Corporate Accessibility Committee (CAC) with staff members from departments/divisions who have specialized knowledge, expertise, credentials in accessibility issues and/or play a role in their service areas. The CAC will oversee the development and establishment of Norfolk County's multi-year accessibility plan and annual status reports as well as an implementation plan and strategy for Norfolk County to ensure compliance with accessibility legislation.

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) is a key resource and contributor to accessibility planning issues in all departments of Norfolk County. The AAC is a legislatively mandated committee of community volunteers. Presently, the AAC is comprised of twelve members as well as a County Council representative, Staff Liaison, and Staff Support.

Staff Liaison - AODA Compliance Supervisor works closely with the Committee providing day to day support to the AAC, prepares agendas and reports to Council and provides accessibility expertise, manages capital budget Barrier Free Access Program and provides updates on County's legislative requirements. Staff Support Planner supplies site plans and drawings for the committee. The AAC plays a critical role in advising County staff on various topics including site plan applications, and renovations for County owned and leased facilities.

Accessibility Advisory Committee Mandate:

"To advise and assist Norfolk County Council on matters, issues and policies pertaining to accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises. The AAC shall also advise Norfolk County Council on the requirements and implementation of accessibility standards, preparation of accessibility reports, review site plans and drawings for buildings and facilities, and provide advice on policies, practices and procedures on providing goods and services to persons with disabilities".

Grant Opportunities

Norfolk County is committed to eliminating barriers and improving accessibility for persons with disabilities. 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 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 suspects additional calls for grant applications in the near future. To ensure Norfolk County can complete grant applications a list of priority projects to improve accessibility and remove barriers has been developed. The priority projects in this Multi-Year Accessibility Plan are essential to determine priorities and prepare for any grant and/or funding initiatives that present themselves. Projects on the priority project list have been identified by staff and Committees, these projects will be considered for future funding opportunities.

The Federal Government – Human Resources and Social Development Canada had a call for grant applications under the Enabling Accessibility Fund – Small Project Component in September 2011. The Enabling Accessibility Fund supports community based projects across Canada that improves accessibility, remove barriers, and enable Canadians with disabilities to participate in and contribute to their community. Norfolk County's grant application to Enabling Accessibility Fund was successful in the amount of \$4,660 to purchase a new pool lift to assist people with disabilities to access the pool at the Simcoe Recreation Centre. The Honourable Diane Finley, Member of Parliament for Haldimand–Norfolk and Minister of Human Resources and Skills Development, made an announcement on June 23, 2012 at the Simcoe Recreation Centre. As a result of the funding Norfolk County is increasing accessibility for people with disabilities and enabling them to participate fully in the community.



Grant announcement for Simcoe Recreation Centre Pool Lift – June 2012.

From left to right; Minister Diane Finley, Accessibility Advisory Committee members Debbie Spietaels-Cox, Susan Small, Tom Thompson, Mayor Dennis Travale, Shelley Darlington.

Corporate Strategic Plan Reference

Strategic directions are a priority areas established by County Council that outline the direction of the community and corporation. The goals identify what will be achieved in each of the strategic directions.

Ongoing Operations

- A. Maintain Current Levels of Service in Operating Departments
- B. Continue to Provide Valued Services to Residents of Norfolk County at an Affordable Cost
- C. Consistently offer Innovative, Quality and Timely Service that is Valued by Norfolk County Residents

Community Well-Being

- B. Enhance Community Access to Services

Community Values and Identity

- C. Support the Diversity of our Community

Corporate Governance

- A. Foster a Culture of Continuous Improvement

Timelines and Deliverables

Outcomes

- People with disabilities will have access to accessible services
- People with disabilities will have access to alternate formats and communication supports for any information that the County produces
- A barrier-free recruitment process
- Greater accessibility in County-owned facilities
- County staff able to identify barriers to accessibility and actively seek solutions to prevent and remove barriers

Approach

- Develop policies and procedures
- Incorporate accessibility into planning processes
- Train staff
- Engage the public in feedback
- Work to remove barriers to employment
- Continue to make facilities accessible
- Ensure there is access to information and communications
- Provide access to accessible transportation
- Adopt a Norfolk County Accessibility Design Guideline

Timelines

2012- 2013

The County will ensure compliance is met in relation to:

- The development of policies and commitment statement
- Developing a multi-year accessibility plan
- Purchasing and kiosk requirements
- Emergency and public safety information
- Workplace emergency information
- Public Libraries (accessible formats of materials)
- Taxi-cab requirements (equal fares, on-demand accessible taxis)
- Transportation requirements

2014-2016

The County will ensure compliance is met in relation to:

- Employment (recruitment, assessment, selection, return to work, accommodation plans, performance management, etc)
- Training
- Feedback process
- Accessible formats and communication supports
- Accessible websites and web content
- Transportation requirements

Our Progress on the AODA Regulations

The following outlines our commitments and our progress in meeting accessibility standards in five key areas:

- Customer Service
- Information and Communications
- Employment
- Transportation and;
- Built Environment

Customer Service Standard

Commitment

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.

How to achieve:

- Reviewing and updating policies to ensure high quality, customer service
- Consulting with advisory groups on emerging and changing requirements
- Embedding accessibility requirements into staff training and orientation materials
- Providing training for all staff, volunteers and contractors
- Reviewing customer feedback and taking appropriate action

Progress:

- Accessible Customer Service Policies, procedures, practices developed:
 - CRS-73 Accessible Customer Service Policy
 - CRS-73-AOP-01 Service Animals in the Workplace Procedure
 - CRS-73-AOP-02 Support Persons Procedure
 - CRS-73-AOP-03 Alternate Format Documents Procedure
 - FO-175 Request for Alternate Formats and Communication Supports
 - CRS-73-AOP-04 Assistive Devices in the Workplace Procedure
 - CRS-73-AOP-05 Assistive Device Procedure – Power Doors
 - CRS-73-AOP-06 Assistive Device Procedure – CAB Lift
 - CRS-73-AOP-07 Assistive Device Procedure – Elevators
 - CRS-74 Corporate Customer Service Feedback Process
 - FO-113 Corporate Customer Service Feedback Comment Form
 - CRS-75 Corporate Notice of Service Disruption Process
 - FO-112 Notice of Service Disruption
- Accessible Customer Service training:
 - Program continues to be provided to elected officials, members of boards and committees, all staff (full-time, part-time, temporary and students), volunteers and contractors who interact with the public on behalf of Norfolk County.

- New employee training is offered quarterly (March, June, September, and December).
- Volunteer training is provided with E-Learning Course and review of the Norfolk County AODA Workbook or a one hour training session.
- Student training is provided with an overview session in Student Orientation, E-Learning Course and review of the Norfolk County AODA Workbook.
- Contractors must complete training and be added to the Qualified Contractor List.
- Offered numerous open house training sessions and information sessions for both volunteers and contractors.
- Amended Qualified Contractor Policy to include requirements of AODA and Ontario Regulation 429/07 and developed a Qualified Contractor List.
- Corporate Accessibility Training Team has been established and all members have received certification as trainers for providing accessible customer service training to staff, volunteers and contractors.
- Developed Alternate Formats Logo and Corporate Accessibility Logo.
- Responding to customer feedback and continuously making changes to goods services and facilities.
- Service Disruption notices were developed for staff and contractors to use, including electronic and coroplast boards.
- Accessible Customer Service signage is posted in customer service areas throughout the County. The signs state the County's commitment to providing accessible customer service through; Customer Service Policy, providing documents in alternate formats upon request and welcoming feedback on accessibility.
- Filled completed compliance report with the Ministry of Community and Social Services, Accessibility Directorate of Ontario. (March, 2010)
- Accessible Customer Service Compliance Survey done internally with all divisions to ensure that Norfolk County is continuing to meet compliance with the Accessible Customer Service Standard. (Dec, 2011)

Goals:

- Continue to fulfill needs of residents and customers under the Accessible Customer Service Standard.
- File ongoing compliance reports with the Ministry of Community and Social Services, Accessibility Directorate of Ontario, as necessary.

Integrated Accessibility Standards Regulation

General Requirements

Commitment

Norfolk County is committed to meet and maintain compliance with the AODA's Integrated Accessibility Standards Regulation general requirement.

How to achieve:

- Develop, implement and maintain policies governing how Norfolk County achieves or will achieve accessibility through meeting its requirements in the Integrated Accessibility Standards Regulation.
- Develop a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.
- Establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA, to be reviewed and updated at least once every five years.
- Prepare an annual status report on the progress of measures taken to implement a multi-year accessibility plan which outlines the organizations strategy to prevent and remove barriers and meet the requirements of the Integrated Accessibility Standards Regulation.
- Post multi-year accessibility plan and status reports on the County's website and be made available in an accessible format and with communication supports, upon request.
- Take into account the accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosk.
- Provide training on the AODA, Integrated Accessibility Regulation and the Human Rights Code.

Progress:

- Developed overarching accessibility policy with organizational statement of commitment to meet accessibility and to incorporate the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service (Ontario Regulation 429/07) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). Norfolk County Council approval on November 27, 2012.
- General training provided to staff with purchasing authority and spending authority in regards to accessibility criteria and features for procuring or acquiring goods, services or facilities were included in Norfolk County training in April/May 2012.

Goals:

- Complete a review of all relevant Norfolk County by-laws, policies, procedures and guidelines to reflect the requirements of the AODA.
- Complete annual status reports on the progress of measures taken to implement a multi-year accessibility plan.

- Ensure the procurement of County goods, services, facilities and self-service kiosks include accessibility criteria and features.
- Provide training on the AODA, Integrated Accessibility Regulation and the Human Rights Code as it pertains to persons with disabilities to all employees, volunteers, all persons who participate in developing the organizations policies, and all other persons who provide goods, services or facilities on behalf of Norfolk County.

Information and Communications

Commitment

Norfolk County will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, intranet sites, print communication materials as well as face-to-face interactions.

Norfolk County is committed to ensuring that information and communications are available and accessible to people with disabilities

How to achieve:

- Achieve compliance with the Web Content Accessibility Guidelines (WCAG) to ensure that websites are accessible to people with disabilities.
- Ensuring that emergency information, procedures, plans and public safety information is available in alternate formats, when requested.
- Continuing to expand knowledge and use of accessible devices such as portable sound systems with FM transmitters.
- Make information accessible to the public – let the public know that Norfolk County will make information accessible upon request.
- People with disabilities will have access to the information and communications they need in a format they can use.
- Develop training strategy to ensure that staff have the knowledge and tools to create accessible materials.

Progress:

- Twenty employees have been trained on how to create accessible documents - training provided by Wellington County, Accessibility Clerk (Jan 2012)
- Adobe Acrobat Professional Licenses have been purchased for specific work stations.
- Staff are encouraged to avoid constant use of PDF's.
- Website redesign in accordance with WCAG 2.0 (2011) www.norfolkcounty.ca
- Purchased portable sound system and FM transmitters (2011).
- Indicate on the County's website www.norfolkcounty.ca and at all service counters that alternate formats and communication supports are available upon request.
- Norfolk County Public Libraries provide internet access to the public.

- Provide and arrange for people to get accessible formats of library materials where they exist. Make information about the availability of accessible materials publicly available.
- JAWS – Job Access with Speech is available for public use in all Norfolk County Public Library Branches.
- Norfolk County Public Library has partnered with CNIB to offer DAISY (Digital Accessible Information System) audio books. The library has a Reader Player in each Branch for patrons to borrow. Patrons with a valid library card can register for CNIB services at the Library and then the CNIB contacts the patrons directly. After this, services available to patrons include CNIB Digital Library, DAISY audiobooks, Braille, Print Braille, descriptive videos, and Braille music scores.
- Norfolk County Public Library has partnered with CNIB to offer a Talking Book Club.
- Norfolk County Public Library Branches have a large collection of books available to public including eBooks and large print books. In addition, the library has borrowing agreements with Libraries across Ontario and provides Interlibrary Loan Services.
- Norfolk County Public Library offers Homebound Services, which staff prepares bags of library materials as per patrons specifications at which time friends, relatives, and caregivers pick them up and deliver them to the homebound patron.

Goals:

- Make Provincial Offences Administrative Courthouse services more accessible
- Provide billing information in an accessible format or with communication supports that meets resident’s needs.
- Notify the public of availability of alternate formats and communication supports in all public information pieces. Staff should ensure that alternate formats logo or information regarding “alternate formats available upon request” is on all print documents.
- Improve and continue to work towards compliance with web accessibility for www.norfolkcounty.ca
- Achieve WCAG timelines on time or ahead of schedule
 - All new websites and web content must conform with WCAG 2.0 Level A – Jan 1, 2014
 - All websites and web content posted after Jan 1, 2012, must conform with WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions) – Jan 1, 2021
- Develop strategy and timelines to work towards compliance with web accessibility for additional websites hosted by Norfolk County accessible (approximately 25 additional websites)
- Incorporate WCAG 2.0 in all web redesign for all websites hosted by Norfolk County.
- Adopt an accessible communications guideline and how to create accessible documents resource booklets for staff

- Increase internal expertise - train staff on how to create accessible documents in the source document
- Develop corporate templates
- Develop a strategy to make existing documents accessible
- Make maps accessible
- Make emergency procedures, plans and public safety information readily available in a variety of alternate formats such as large print and tagged PDF's
- Receive and respond to feedback from customers, employees and members of the public.
- Consider the accessibility needs of users when acquiring new materials for public libraries.

Employment

Commitment

Norfolk County is committed to inclusive and accessible employment practices that ensure the process of finding, hiring, communicating and retaining employees who have disabilities is effective.

How to achieve:

- Train recruitment staff and managers to support the spirit and goals for the AODA.
- Identify and remove barriers in the workplace
- Understanding employer obligations to provide employment accommodations.
- Enhance workplace emergency response.
- Ensure that any policy, procedure or practice of Norfolk County that do not respect and promote the dignity and independence of people with disabilities will be modified or removed.
- Employees with disabilities are supported throughout the employment cycle.

Progress:

- Implemented notification of the availability of accessibility accommodations for internal and external job postings. (2011)
- Implemented notification of the availability of accessibility accommodations to thank you email's from Norfolk County's "Job Line" (2012)
- Developed workplace emergency response information policy and notified employees of process.
 - HR-38 Emergency Workplace Response Information for Employee with Disabilities
 - FO-143 Individual Emergency Workplace Response Plan

Goals:

- Prepare for compliance with Employment Standards
- Revise Recruitment Policy to ensure a barrier free recruitment process, remove barriers from hiring and selection process.

- Develop guides, tools and templates for managers and supervisors
- Update offer letter templates to ensure accessibility is included.
- Develop accommodation policy and notify staff.
- Develop a list of policies used to support employees with disabilities.
- Develop job postings and job descriptions in accessible formats.

Transportation

Commitment

Norfolk County is committed to ensuring people with disabilities have access to accessible public transportation.

There are 7 licensed taxicab companies operating in Norfolk County and 44 taxicabs in total; none of which are accessible taxicabs.

Duties of Municipalities – Taxicabs

How to achieve:

- Prohibit owners and operators of taxicabs from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip.
- Prohibit owners and operators of taxicabs from charging a fee for the storage of mobility aids or mobility assistive devices.
- Ensure that taxicab owners and operators are required to place vehicle registration and identification information on the rear bumper of taxicabs.
- Determine the proportion of on-demand accessible taxicabs required in the community.
- Consult with licensed taxicab companies in Norfolk County, the Accessibility Advisory Committee, the public and persons with disabilities to determine the proportion of accessible taxicabs.
- Identify progress and steps that will be taken towards meeting the need for on-demand accessible taxicabs.

Progress:

- In May, 2011 Norfolk County's Deputy Clerk/Licensing Coordinator sent letters to all licensed taxicab companies in Norfolk County outlining the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation and the requirements and duties of municipalities and taxicabs effective July 1, 2011.
- In February, 2012 Norfolk County updated the Tariff of Rates for Taxicabs; the Tariff Cards which are available in each taxicab outline the maximum fares to be charged as well as the taxicab identification number. In addition, the requirements and duties of municipalities and taxicabs effective July 1, 2011 are specified.
- In June 2012, Norfolk County's Accessibility Advisory Committee recognized the need for an accessible taxicab in Norfolk County.

- In July 2012, Norfolk County advertised in local papers seeking input from the public including those persons with disabilities regarding the portion of on-demand accessible taxicabs required in the community.
- In August 2012, all licensed taxicab companies were invited to attend a consultation meeting with AODA Compliance Supervisor and Licensing Coordinator to discuss the provision of on-demand accessible taxicabs. The taxicab companies in attendance recognized a need for at least one accessible taxicab in Norfolk County.
- During the month of September 2012, Norfolk County invited the public to complete a survey regarding the proportion of on-demand accessible taxicabs.
 - Norfolk County received 34 responses in total to the survey. Of the total responses received for the need for on-demand accessible taxicabs in Norfolk County 42% of respondents felt that two accessible on demand taxicabs would be suitable and 26% of respondents felt that one accessible on-demand taxicab would be suitable.
 - Norfolk County also received calls from the public outlining the need for on-demand accessible taxicabs.
- Through consultation with Norfolk County's Accessibility Advisory Committee, the public, persons with disabilities and owners and operators of taxicabs licensed in Norfolk County, the County has identified the need for at least one to two on-demand accessible taxicabs.
- Norfolk County will take steps to meet the need for on-demand accessible taxicabs by encouraging taxicab companies in Norfolk County to purchase an accessible taxicab to include in their fleet.
- Draft revisions to the Taxi By-law have been made.

Goals:

- Seek input regarding the portion of on-demand accessible taxicabs required in Norfolk County.
- Consult with Accessibility Advisory Committee, all Licensed Taxicab Companies, the public and persons with disabilities.
- Work with Licensed Taxicab Companies to bring accessible taxicabs to Norfolk County.
- Annually report progress developed on outlining how Norfolk County will meet the needs of accessible on-demand taxicabs.
- Encourage taxicab companies in Norfolk County to include an accessible taxicab in their fleet.

Ride Norfolk

Ride Norfolk's public transportation system is designed as a conventional transit system that is inclusive and provides an equal opportunity for individuals to access transit. This service is valuable to residents and visitors as it links individuals to employment, education, health and other important services.

In October 2011, Ride Norfolk launched providing public transportation throughout Norfolk County. In May 2012, Council approved to continue the Ride Norfolk Public Transportation System until December 31, 2012 and beyond.

As of January 2013, the operation of the Ride Norfolk service is provided by Donnelly Transit Inc. Norfolk County is continuing with ongoing reviews of how to improve the service and make it more convenient for the public.

Ride Norfolk has space for a total of 12 passengers including space for 2 wheelchairs and is equipped with a wheelchair lift. The bus makes stops in Simcoe, Waterford, Delhi, Port Dover, Port Rowan, Walsh, St Williams and Langton.

How to achieve:

- Follow the intent and spirit of the AODA legislation
- Host at least one public meeting each year involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan
- Consult with persons with disabilities, the public and the Accessibility Advisory Committee to assess the accessibility of Ride Norfolk
- Information about accessibility available through social media and Ride Norfolk website.
- Accessibility Policy for Ride Norfolk outlining how Ride Norfolk will achieve accessibility through meeting the needs of the Integrated Accessibility Standards Regulation and Accessible Customer Service Standard.

Progress:

- Ride Norfolk compliance outlined in Norfolk County's Accessibility Policy.
- Contractor must adhere to and meet the necessary timelines that Norfolk County must comply with as a large designated public sector organization as outlined under the Integrated Accessibility Standards Regulation.
- Information on accessibility equipment and features of the vehicles, routes, service, customer feedback, support persons, service animals, etc are posted on the Ride Norfolk website.
- No discrepancies in the fares – not charging a higher fare to a person with a disability than what is charged to a person without a disability.
- Priority seating sign posted on the bus.
- Ride Norfolk manages and takes action on customer feedback regarding accessibility of the services can be provided in person, by telephone, fax, email, or by completing the “tell us what you think” survey on the Ride Norfolk website.
- Norfolk County will ensure that the Accessibility Advisory Committee, the public and persons with disabilities participate in consultation and planning when entering into arrangements with a person respecting the construction of bus stops and shelters.
- Consultation on the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters for Ride Norfolk was completed with the Accessibility Advisory Committee on October 16,

2012 and a survey was initiated for public input from November 17, 2012 until December 21, 2012.

- As a result of the consultation with the AAC Ride Norfolk will be relocating some of the bus stops signs and ensure that future signage at planned stops is in an appropriate location.
- A representative from the CNIB will be involved with further improvements to bus stops.
- The Public Transportation Coordinator will be taking the results from the consultation with the AAC back to the Transportation Coordination Team for evaluation.
- Future planning for accessible bus stops will be taken to meet the goal of accessible bus stops by ensuring that signage is in an appropriate location for planned stops, that the AAC is consulted on future stops as necessary,
- During the public consultation in 2012 comments were received regarding tactile walkways at bus stops, need for additional stops, additional advertising including what the system provides to get people to use the service, additional signage at bus stops and the suggestion of shelters at stops.
 - Ride Norfolk has since added intermediate stops in Simcoe and Walsh in addition, Norfolk County will continue with ongoing reviews of how the service can be made more convenient and accessible for the public.
 - In addition feedback was received on the benefit of the existence of Ride Norfolk assisting people with disabilities.

Goals:

- Continually update notifications to the public regarding accessibility features of the vehicle, routes and service.
- Annually hold at least one public meeting involving people with disabilities to ensure that they have the opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.
- Ensure that the new Contractor Service Agreement for Ride Norfolk includes the contractor's responsibilities under the AODA and its Regulations.
- Ensure that the Contractor and Ride Norfolk meet compliance requirements outlined in the AODA and its Regulations.

Built Environment

The goal of the Accessibility Standards for the Built Environment is to remove barriers in public spaces and buildings. The Built Environment Standard is being incorporated in two pieces of legislation. The Design of Public Spaces Standard (Ontario Regulation 191/11) was enacted on January 1, 2013 and as a designated public sector organization Norfolk County must meet compliance as of January 1, 2016. The Design of Public Spaces Standard only applies to new construction and planned redevelopment. Enhancements to accessibility in buildings will happen at a later date through the Ontario Building Code, which governs new construction and renovations in buildings.

To date Norfolk County has not adopted an Accessibility Design Guideline however; the Built Environment Subcommittee is diligently working towards developing a corporate wide guideline.

How to achieve:

- Comply with the Accessibility Standards for the Built Environment, once approved by Ministry including the proposed Design of Public Spaces Standard and the additional/amendments to the Ontario Building Code for enhancements to accessibility in buildings.
- Give consideration to accessibility when planning redevelopment, renovations and new construction.

Progress:

- Built Environment Subcommittee meetings are held on occasion, subcommittee has representation from all departments including Community Services, Public Works and Environmental Services, Corporate Services, Health and Social Services and Planning and Economic Development Services.
- Departments are encouraged to design and give consideration to accessibility.

Ongoing improvements:

- Council allocates funds each year to the Barrier Free Access Program for accessibility upgrades for Norfolk County's goods, service and facilities.
- Accessibility has been increased in the following facilities and services:
 - Audible Pedestrian Signal (APS) in Port Dover at the intersection of Main Street and Market Street, this is the first APS in Norfolk County. (2012)
 - Norfolk County Administration Buildings (Langton, Simcoe, Delhi) – accessible front counter spaces.
 - Norfolk County Parks – accessible picnic tables.
 - Site and audit tours of Norfolk County owned buildings – Accessibility Advisory Committee.
 - Accessibility upgrades entrance – Vittoria District Community Centre.
 - Sidewalk repairs - 76 Victoria Street, Simcoe.
 - Installation of automatic push buttons; County Administration Building, Waterford Library, Simcoe Library, Delhi Administration Building, Waterford Community Centre, St. Williams Community Centre, Simcoe Seniors Centre, Health and Social Services Office, Delhi Tobacco Museum and Heritage Centre, Simcoe Recreation Centre, Port Dover Arena, Langton Community Centre
 - Upgrades to the entrance of Port Rowan Community Centre
 - Installation of lift at the Delhi Tobacco Museum and Heritage Centre(2006)
 - Installation of lift at the County Administration Building to the second floor
 - Install accessible parking space and signage at Delhi Friendship Centre
 - Redevelopment of Norview Lodge, a long term care facility, addressed long standing accessibility problems

- Upgrades to Simcoe Recreation Centre; hallways, doorways, washrooms, change rooms, reception counter, rooms.

Goals

- Adopt a Norfolk County Accessibility Design Guideline to be used for Norfolk County buildings, structure or premises that Council purchases, leases, constructs or significantly renovates.
- All renovation and construction projects moving forward to comply with Accessibility Design Guidelines once adopted.
- New construction, renovations and planned development will take into account the needs of people with disabilities.
- Ensure compliance with the Accessibility Standards for the Built Environment, including the Design of Public Spaces Standard and the additional proposed amendments to the Ontario Building Code for enhancements to accessibility in buildings.

Projects

These projects are considered potential projects to improve accessibility and remove barriers. These projects have been included or are slated to be included in the County's Capital Plan. Potential Projects are brought forward by staff and committee members which are then ranked by the Accessibility Advisory Committee followed by ranking and prioritizing by the Senior Leadership Team and are then submitted to Council for review and are subject to approval.

County Facilities / Buildings

- Accessible Atrium Signage – County Administration Building
- Accessible Exterior Signage – County Administration Building
- Accessible Entrance Signage – Langton Administration Building
- Accessible Mailbox – County Administration Building
- Accessible Ramp – County Administration Building
- Comprehensive Building Audits of Norfolk County Facilities, Buildings
- Adopt Built Environment Design Guidelines for Norfolk County
- Push Button Door Operators / Automatic Doors – Entrances, Washrooms, Interior Routes
- Improve Accessibility in all Facilities

Planning and Economic Development

- Accessible Directional Signage – Delhi Tobacco Museum
- Accessible Washroom – Delhi Tobacco Museum
- Lighting – Delhi Tobacco Museum
- Power Assist Door Operators – Eva Brook Donly Museum

Health and Social Services

- Accessible Entrance – Gilbertson Drive
- Accessible Entrance – Gilbertson Drive
- Accessible Front Counter – Gilbertson Drive
- Accessible Power Doors for Public Washrooms – Gilbertson Drive

Community Services

- Accessible Entrance – Delhi Kinsmen Pool
- Adult Change Table – Simcoe Recreation Centre
- Orthopedic Stairs – Simcoe Recreation Centre
- Pool Lift – Simcoe Recreation Centre
- Accessible Playgrounds – Norfolk County Parks
- Accessible Ramps/Entrances – Norfolk County Fire Halls
- Accessible Washrooms – Norfolk County Fire Halls
- Elevator – Delhi Community Centre Arena
- Elevator – Senior Support Centre – Young Theatre Group
- Improve Accessibility on Trails
- Accessible Washrooms – Arena's, Community Centre's

Libraries

- Accessible Ramp and Power Doors – Port Rowan Library
- Tactile Signage with Braille – Norfolk County Libraries
- Touch Screen Monitors – Norfolk County Public Libraries
- Braille Embosser – Norfolk County Public Libraries
- DAISY Readers – Norfolk County Public Libraries

Public Works

- Sidewalk Improvements/Upgrades
- Tactile Walking Surfaces
- Audible Pedestrian Signals

Monitor and Review

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Norfolk County's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

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 AODA Compliance Supervisor or complete a [Corporate Customer Service Feedback/Comment Form](#).

Availability of the Plan

The Multi-Year Accessibility Plan will be made available through a number of efforts:

Website: The Plan can be accessed through Norfolk County's website. www.norfolkcounty.ca/government/accessibility/

Hard Copy: The Plan may be accessed at Norfolk County Administration Buildings:

- County Administration Building
50 Colborne Street South, Simcoe N3Y 4H3
- Delhi Administration Building
183 Main Street of Delhi, Delhi N4B 2M3
- Langton Administration Building
22 Albert Street, Langton N0E 1G0

Contact Information

For more information contact - Norfolk County's AODA Compliance Supervisor:

Phone 519.426.5870 | 519.582.2100 | 519.875.4485 Extension 1268

Fax 519.426.8573

Email accessibility@norfolkcounty.ca

Mail AODA Compliance Supervisor
Corporation of Norfolk County
50 Colborne Street South, Simcoe, ON N3Y 4H3

Accessible formats and communication supports available upon request.





access
NORFOLK

multi-year accessibility plan

AODA Compliance Supervisor
Corporate Support Services
50 Colborne St. South
Simcoe, Ontario
N3Y 4H3

access
NORFOLK
Accessible
formats
available

