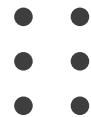


Annual Accessibility **STATUS REPORT** 2024

A summary of Norfolk County's accomplishments towards inclusion in 2024.

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 2024 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 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
- The County has seen continued success of the Accessible Street Signage program since its implementation in 2023
- The County continues to see success with the Port Dover beach mat program – providing an accessible beach experience for residents and tourists using mobility devices
- 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 2024

- Service counter upgrades at the County Administration Building, including an accessible, lowered section with suitable knee space for citizens with mobility devices. Upgrades greatly improved the customer experience for all
- Completion of Dressing Room Expansion project at the Port Dover Arena, Delhi Community Centre Arena and Langton Arena, enhancing levels of access and inclusivity for arena attendees
- Expression Swing installation at Simcoe Kinsmen Park, providing a family-friendly, ground level play enhancement at one of our premier parks in Simcoe
- Waterford Library Retrofit and Interior Renovation project completed including a new universal washroom, accessible shelving installed throughout the branch, barrier-free service counter installation and improvements to the entryway
- Although launched in 2025, significant work was undertaken in 2024 on the Website Redesign project to enhance platform accessibility and remove outdated, inaccessible content. A dedicated effort was made to convert PDF content into HTML format, improving accessibility for all web visitors
- Annaleise Carr Aquatic Centre accessibility upgrades including new barrier-free shower seats and pool lift seating upgrades
- Trail Access - Donly Drive project completion converting an informal footpath into an accessible trail with hardscaping at Donly Drive and Boswell Street, including a sidewalk, curb cut, and crosswalk, enhancing connectivity and ensuring barrier-free access to the WD3 Woodlot for all visitors
- Norview Lodge accessible parking upgrades and updated line painting
- Norfolk County Accessibility Advisory Committee reviewed/ provided consultation on the following projects in 2024
 - o Ride Norfolk Transit Master Plan
 - o Waterford Arena viewing area
 - o Trail Access - Donly Drive project
- Various accessible parking improvements across the County including both on and off-street parking locations

- 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:
 - o Hawthorne Pedestrian Bridge, Simcoe (barrier-free sidewalk work)
 - o Young Street, Simcoe (new sidewalks and curb ramps)
 - o Silver Lake Drive, Port Dover (Colborne Street, Simcoe (new sidewalks and curb ramps)
 - o James Street, Delhi (new sidewalks, curb ramps and accessible pedestrian control signals)
 - o Brown Street, Waterford (new sidewalks and curb ramps)
 - o Colborne Street North, Simcoe (new sidewalk and curb ramps)
 - o Talbot Street, Simcoe (new sidewalks, curb ramps and stop sign controlled sidewalk)
 - o Norfolk Street, Simcoe (new sidewalks, curb ramps and accessible pedestrian signals)
 - o Queensway East, Simcoe (new curb ramps)

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/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