



Accessibility Status Report

2016

A summary of Norfolk County's highlights of accomplishments towards inclusion in 2015, and looking ahead to 2016.

Accessible formats and communication supports available, upon request.



access
NORFOLK

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 its Regulations including the *Accessible Customer Service Regulation* (Ontario Regulation 429/07) and the *Integrated Accessibility Standards Regulation* (Ontario Regulation 191/11).

This Status Report includes the accessibility initiatives that were completed in 2015 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 Multi-Year Accessibility Plan which was prepared in 2013 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.

Highlights of 2015:

Accessible Customer Service

- Norfolk County strives to meet ongoing compliance with the Customer Service Standard.

General

- Filed Accessibility Compliance Report to the Ministry.
- Council reaffirmed Norfolk County's Commitment to Accessibility with the County Manager and Mayor.
- Policy number EBS:54 Accessibility Policy was update to reflect the requirements of the Design of Public Spaces Standard and administrative changes.
- Training facilitated through in-class, e-learning and workbooks. Contractors, volunteers and those who provide goods, services and facilities on behalf of the County are required to complete training and provide compliance sign off.
- Mental Health First Aid Training provided to staff.

Information and Communications

- New and redeveloped websites meet the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA.
- Several forms and documents on the Norfolk County website were updated to be fillable accessible documents. Administrative Leadership Team received training on creating accessible documents.
- Continue to received and follow up on feedback in regards to our goods, services and facilities.
- Digital Accessible Information System (DAISY Readers) and 100 audiobooks were purchased for the Norfolk County Public Libraries.

Employment

- Continue to meet ongoing compliance with the Employment Standard.

Transportation

- Continue to strive to meet ongoing compliance with the Transportation Standard for both Ride Norfolk and taxicabs.

Design of Public Spaces

- Incorporated the requirements of the Design of Public Spaces Standard into the Accessibility Policy.
- Tactile walking surface indicators installed for new construction and redesign of sidewalks throughout the County.
- Redeveloped Lakeview Park outdoor play space with accessible play structure and rubberized ground surface material.
- For new line painting in parking lots the accessible parking spaces were redesigned with access aisles and to meet minimum Type A and B space requirements.
- The front service counter at the Health and Social Services Office / Gilbertson Administration Building was designed with one accessible service counter.
- Robinson Administration Building opened in 2015 with numerous accessibility features included.

Barrier Free Access Program Projects Completed 2015:

- Directional signage at the following locations:
 - Robinson Administration Building
 - Port Dover Harbour Museum
 - Annaleise Carr Aquatic Centre / Simcoe Recreation Centre
 - Delhi Community Arena
- Pool lift signs at Annaleise Carr Aquatic Centre and Delhi Kinsmen Pool
- Robinson Administration Building
- Health and Social Services – accessible washrooms and showers
- Annaleise Carr Aquatic Centre – adult change table
- Accessible washroom on the second floor of the Delhi Community Arena

Goals and Next Steps for Accessibility

- Ensure Norfolk County continues to meet compliance with the AODA and its Regulations.
- Continue with organizations commitment to accessibility.
- Update policy number EBS-54 Accessibility Policy following the proposed changes to legislation with changes to be enacted on July 1, 2016
- Review corporate policies any by-laws to ensure accessibility compliance.
- Review and update current feedback process, service disruption process and process for obtaining accessible formats and communication supports.
- 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 for Ride Norfolk transit.
- Facilitate additional training for staff, committee members and the contractor involved with Ride Norfolk.
- Strive to ensure new facilities and reconstructions are designed with accessibility features incorporated.
- Update/develop new Multi-Year Accessibility Plan for 2017-2021.
- Continue to develop resources and training material for staff, volunteers and contractors.
- Update Norfolk County's Accessibility Design Guidelines and provide training for staff.
- Continue to keep abreast of accessibility issues, innovations and trends.
- Prepare and submit accessibility projects when grant opportunities arise.

2016 Barrier Free Access Capital Budget Projects

- Lakeview Park – accessible route and parking
- Accessible podium
- Delcrest Park, Delhi – accessible playspace ground surface
- Upgrade to existing Norfolk County public parking spaces
- Norview Lodge – accessible parking

Legislation Update

Ontarians with Disabilities Act (ODA), 2001

The Ontarians with Disabilities Act (ODA) established the foundation for accessibility in the public sector by requiring municipalities to establish Accessibility Advisory Committees and develop accessibility plans. These have been municipal requirements since the legislation was enacted in 2001.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was established. The AODA allowed for the development of accessibility standards to be developed by the Province of Ontario. The Ontario government removed sections of the ODA which are comparable to those addressed by the AODA or its regulations.

Effective December 1, 2015, twelve sections of the ODA have been repealed. These sections are largely duplicated or addressed in comparable manner by the AODA or its regulations. This change will positively reduce the administration burden on municipalities.

In particular, three sections of the ODA that directly impact municipalities were repealed as follows:

- Section 11 – Municipal Accessibility Plans
 - The ODA requirement to develop annual accessibility plans
 - The AODA requires municipalities to develop multi-year accessibility plans
- Section 12 – Accessibility Advisory Committee
 - The ODA requirement for municipalities to develop Accessibility Advisory Committees (AACs)
 - The AODA requires that the majority of AAC members be persons with disabilities and provides for an expanded scope of the committee when compared with ODA related requirements
- Section 13 – Municipal Goods and Services
 - The ODA requirement for municipalities to ensure accessible procurement of goods and services
 - The AODA requires all broader public sector organizations to incorporate accessibility into procurements of goods, services and facilities, including kiosks.

All other ODA requirements continue to be in effect. The AODA remains Ontario's primary accessibility law and municipalities will continue to be required to comply with applicable requirements in that statute and its regulations.

Accessibility committees and plan requirements from the ODA are duplicated in the AODA and therefore are unchanged.

Accessible Customer Service Standard Regulation

The Ministry of Economic Development, Employment and Infrastructure have proposed changes to the Accessible Customer Service Standard. These amendments are based on recommendations from the review of the Standard by the Accessibility Standards Advisory Council/Standards Development Committee in 2013-2014. Proposed changes include incorporating the Customer Service Standard into the Integrated Accessibility Standards Regulation and making changes to requirements of the Standard. This would result in the revocation of Ontario Regulation 429/07 Accessibility Standards for Customer Service and Ontario Regulation 430/07 Exemption from Reporting Requirements, since these requirements would be incorporated into the Integrated Accessibility Standards Regulation.

Integrated Accessibility Standards Regulation

Proposed amendments to the Integrated Accessibility Standards Regulation are to incorporate the Customer Service Standard and technical/administrative changes to clarify requirements.

The Ministry is proposing that these changes be enacted on July 1, 2016, and take immediate effect. The Ministry has prepared a detailed summary of the proposed changes for public review and comment, as attached.

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.

www.norfolkcounty.ca/government/accessibility/

Hard Copy: The Multi-Year Accessibility Plan and Annual Accessibility Status Reports 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 Supervisor of Accessibility Compliance and Customer Communications:

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Norfolk County – Corporate Support Services
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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 Supervisor of Accessibility Compliance and Customer Communications.

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