



Annual
Accessibility
Status
Report

2014

A summary of Norfolk County's highlights of accomplishments towards inclusion in 2013, and looking ahead to 2014.

Accessible formats and communication supports available, upon request.

Objective and Purpose

This is the first Annual Accessibility Report Status update of Norfolk County's Multi-Year Accessibility Plan. In 2013, Norfolk County released our first Multi-Year Accessibility Plan, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11). The plan outlined our strategy to prevent and remove barriers to accessibility, which included how we will meet phased-in requirements under the AODA.

This Status Report includes the accessibility initiatives that were completed in 2013 to implement the strategy outlined in our Multi-Year Accessibility Plan. It also highlights our commitment for integrating accessibility into our policies and procedures moving forward.

The purpose of this Status Report is to make the public aware of Norfolk County's progress with regards to our 2013-2017 Multi-Year Accessibility Plan to prevent and remove barriers and meet requirements under the AODA.

Compliance Reporting

Norfolk County filed its second Accessibility Compliance Report in December 2013 with the Accessibility Directorate of Ontario under the Ministry of Economic Development Trade and Employment Services.

Norfolk County previously filed an Accessibility Compliance Report in March 2010 and was previously audited for compliance in September 2012.

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 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. We are 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).

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 Regulations and what our customer and employees can expect.
- Norfolk County's Corporate Accessibility Committee and Accessibility Advisory Committee both continue to meet and review accessibility initiatives.
- The County continues to comply with the requirements of the Customer Service Standards including implementing a policy, continuing to train staff, volunteers and third parties who interact on behalf of the County on an ongoing basis.
- The Accessibility Advisory Committee is consulted on matters of accessibility for site plans and legislated areas under the AODA.
- Create and maintain curb cuts which are accessible to persons using mobility devices and persons with visual impairments.
- The County continues to provide a public transportation system that is inclusive and provides equal opportunity. Ride Norfolk follows the intent and spirit of the AODA.
- 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 JAWS, DAISY audio books, CNIB services, large print books, Inter Library Loan systems.
- Norfolk County continues to notify the public of the availability of accessible materials and communication supports, upon request.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Continue to review customer feedback and take appropriate action.
- Consultation with taxicab companies, people with disabilities, the public and Norfolk County's Accessibility Advisory Committee identified a need for at least one accessible taxicab. To date no accessible taxicabs have been licensed in Norfolk County. Norfolk County continues to encourage the licensing of an accessible taxicab.

Highlights of 2013

Accessible Customer Service

- 128 Norfolk County staff completed AODA Customer Service training in 2013.
- County strives to meet ongoing compliance with the Customer Service Standard

General Requirements

- Norfolk County appointed two new and two returning committee members to the AAC.
- Norfolk County has incorporated accessibility features into its procurement or acquisition of goods, services or facilities; otherwise staff are prepared to provide an explanation, if doing so is not possible.

Information and Communications

- Three websites were launched or underwent a significant refresh in 2013 which meet WCAG 2.0 level A.
- Norfolk County Public Libraries posted notice of accessible materials, accessible formats and communication supports, available upon request.
- Document Development Committee was established to develop and implement a process for accessible documents.

Employment

- Accessibility accommodations are available throughout the recruitment process and employment life cycle.
- Norfolk County implemented a policy on Emergency Procedures for Persons with Disabilities.
- The County's Corporate Recruitment Policy is undergoing updates to include accessibility initiative. Accommodation and Return to Work Policy for accessibility is in progress.

Transportation – Ride Norfolk

- Accessibility Policies specific to Ride Norfolk have been implemented.

Design of Public Spaces

- Accessibility is considered when reviewing site plan approvals. AODA Compliance Supervisor included in pre-consultation meetings.
- Public Works began integrating Tactile Walking Surface Indicators at curb cuts for new builds and retrofits throughout the County.
- Curb cut improvements were made at Norfolk Street and Queensway in two areas.
- Accessibility improvements were made in downtown Delhi.
- Norfolk County Trails have been paved including areas from 14th Street East continuing South all the way to Decou Road as well as the spur line section from Norfolk Street going East past Memorial Park and over the Rotary Bridge.

Looking Ahead to 2014 and Beyond

This section outlines goals that Norfolk County plans to work toward in order to continue to improve accessibility.

- New County Administration Building in Simcoe to open in 2014, which includes accessibility components and meets Accessibility Design Guidelines.
- Ongoing training for new staff on the Accessible Customer Service Training, the Integrated Accessibility Standards Regulation and Ontario Human Rights Code as it pertains to people with disabilities.
- Continue with ongoing accessibility improvements through the Capital Budget Barrier Free Access Program.
- All Norfolk County websites being launched or undergoing a significant refresh to conform to WCAG 2.0.
- Staff will seek Council approval for Accessibility Design Guidelines.
- Consultation with persons with disabilities, Accessibility Advisory Committee and the public will incorporate accessible public engagement.
- Continue improving accessibility at curb cuts and sidewalks throughout the County.
- Ongoing compliance with the AODA and its Regulations.

Availability of the Plan and Status Report

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

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