



Accessibility  
Status  
Report

2015

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A summary of Norfolk County's highlights of accomplishments towards inclusion in 2014, and looking ahead to 2015.

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

This report highlights actions to comply with the AODA requirements that became law on January 1, 2014. It builds on the 2013 Accessibility Status Report and outlines future compliance requirements. This report also provides updates on the implementation of Norfolk County's Multi-Year Accessibility Plan.

### Working Towards an Accessible Community

Ontario's *Accessibility for Ontarians with Disabilities Act* came into force in 2005. It sets out the minimum accessibility requirements that an organization must meet, these established standards will assist people living with disabilities to enjoy increased participation in their communities. To date, these include:

1. **Accessible customer service** to ensure organizations provide goods, services or facilities in ways that take the needs of people with disabilities into account.
2. **Accessible information and communications** to allow people with disabilities to access information that many of us rely on every day, including websites, brochures and business information.
3. **Accessible employment** to help organizations make accessibility a regular part of recruiting and supporting employees with disabilities.
4. **Accessible transportation** to make it easier for people with disabilities to travel to work and enjoy recreational, shopping and entertainment venues.
5. **Accessible public spaces** to remove barriers for people with disabilities when accessing recreational trails, service counters, parking lots and outdoor play spaces.



## AODA Compliance Timelines:

### 2010-2013 Requirements:

- ✓ Accessible Customer Service
- ✓ Accessibility policies
- ✓ Multi-Year Accessibility Plan
- ✓ Accessible purchases
- ✓ Public Library accessible materials
- ✓ Accessible information and communication
- ✓ Emergency response plans for employees
- ✓ Transportation standard – Ride Norfolk
- ✓ File Accessibility Report to the Ministry
- ✓ Duties of municipalities, Taxicabs
- ✓ Duties of municipalities, construct, renovate or replace bus stops or shelters



### 2014 Requirements:

- ✓ Training
- ✓ Accessible feedback
- ✓ New websites WCAG Level AA
- ✓ Employment
  - Accommodation plans
  - Return to work process
  - Recruitment, assessment, selection process
  - Performance management
  - Career development
  - Redeployment
- ✓ Transportation standard – Ride Norfolk
- ✓ Status Report Update

### Future Requirements:

#### 2015

- Accessible formats and communication supports
- Barrier free requirements within Ontario Building Code
- File Accessibility Report to the Ministry

#### 2016

- Design of public spaces standards
  - Recreational trails and beach access routes
  - Outdoor public use eating areas
  - Outdoor play spaces
  - Exterior paths of travel
  - Accessible pedestrian signals
  - Parking
  - Obtaining services
  - Maintenance



**2017**

- Accessible transportation requirements
- Transportation Standard – Ride Norfolk
  - Pre-boarding announcements
  - On-board announcements
  - Categories of eligibility
  - Fare parity
  - Hours of service
- File Accessibility Report to the Ministry

**2019**

- File Accessibility Report to the Ministry


**2021**

- Accessible websites and web content
- File Accessibility Report to the Ministry

**Doing more to create accessible communities in 2014!**

**National Access Awareness Week** was celebrated on May 27, 2014 in Norfolk County. The celebration included keynote speaker Victoria Nolan, a blind medal-winning rower for Team Canada as well as a presentation from the Accessibility Directorate of Ontario and an Accessibility Expo featuring exhibit booths of products and services to improve the quality of life for residents of our communities.

**Join Us In Celebrating**

National Access Awareness Week 



**1-5 pm Free Admission**

Port Dover Library  
713 St. George Street  
Port Dover, Ontario N0A 1N0



**Schedule Of Activities**

- |           |   |
|-----------|---|
| 1:00 P.M. | Opening Remarks   |
| 1:15 P.M. | Welcoming Remarks: Mayor, Dennis Travale                  |
| 1:30 P.M. | Keynote Speaker: <b>Victoria Nolan</b> , Paralympic Rower |
| 2:30 P.M. | Presentation: Accessibility Directorate of Ontario        |
| 3:00 P.M. | Accessibility Expo  |
| 5:00 P.M. | Event Closing   |

## **2014 AODA Compliance Actions Completed:**

### **General**

- ✓ Training developed and 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.

### **Information and Communications**

- ✓ Processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing accessible formats and communication supports, upon request.
- ✓ Feedback processes are accessible to persons with disabilities through in person, email, mail, phone, online survey Corporate Customer Service Feedback/Comments, in any format.
- ✓ New and redeveloped websites meet the World Wide Web Consortium Guidelines (WCAG) 2.0 Level AA.

### **Employment**

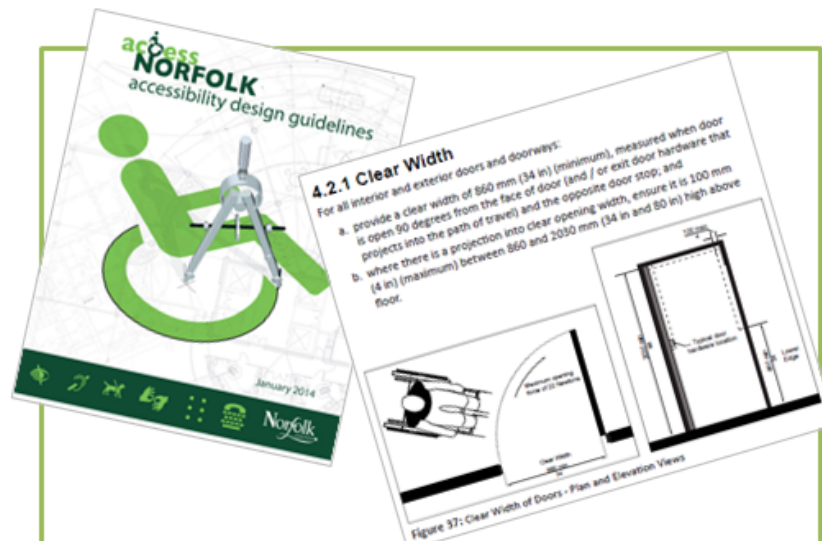
- ✓ Employees and the public are notified about the availability of accommodations for applicants with disabilities during the recruitment process.
- ✓ When making offers of employment successful applicants are notified of the County's policies for accommodating employees with disabilities.
- ✓ Employees are informed of the accommodation supports that are available to County employees with disabilities throughout the employment cycle.
- ✓ Accessible formats or communication supports are provided upon request, job related requests are included in the employees accommodation plan.
- ✓ A documented individual accommodation plan and return to work process for employees are in place.
- ✓ Performance management, career development, advancement and redeployment process to ensure employees with disabilities have the supports they need to do their job or to accommodate them with adjustments.

### **Transportation**

- ✓ Accessibility training regarding the Transportation Standard is incorporated into the Norfolk County Accessibility Training.
- ✓ Ride Norfolk does not charge a fare to a support person who is accompanying a person with a disability.
- ✓ Ride Norfolk has an ongoing commitment to Accessibility for Ontarians with Disabilities Act and its Regulation including the Transportation Standard.
- ✓ Ongoing compliance with Ride Norfolk – Accessibility Policy and Ride Norfolk Emergency Policy.
- ✓ Progress has been made on meeting the need for on-demand accessible taxicabs in Norfolk, as a taxicab company has licensed one accessible taxicab in the community.

## Goals

- Continue to fulfill the needs of customers under the *Accessible Customer Service Standard* and the *Integrated Accessibility Standard*.
- Continue with organizations commitment to accessibility.
- Update Accessibility Policy to include *Design of Public Spaces Standard* and updates to the *Accessible Customer Service Standard*.
- Review corporate policies any by-laws to ensure accessibility compliance.
- Review current feedback process, service disruption process and process for obtaining accessible formats and communication supports to determine if updates are needed.
- Continue to monitor website and web content compliance.
- Develop strategy 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.



### Doing more to create accessible communities!

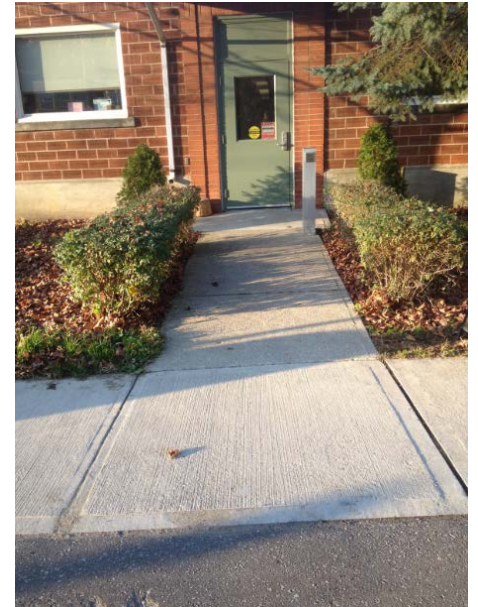
Norfolk County's **Accessibility Design Guidelines** provide consistency and coordinated efforts across all departments to incorporate accessibility during the design, planning and construction of accessible spaces and buildings.

## Accessibility Success Stories from 2014

- Delhi Arena – Elevator installed to gain access to the second floor
- Delhi Kinsmen Pool - Accessible Pool Lift
- Delhi Tobacco Museum – track lighting
- Lakeview Park – Accessible Playground (project in progress)
- Port Rowan Community Centre – accessible front entrance
- Power door operators installed throughout the County at the following locations  
Port Dover beach front washrooms, Health and Social Services Office washrooms, Waterford Arena washroom, Waterford Museum washrooms and entrance, Port Rowan Community Centre, St. Williams Community Centre, Courtland Lions Community Centre, Simcoe Recreation Centre
- Tactile Walking Surfaces installed at curb cuts throughout the County
- Trails – gate opening improvements in Simcoe
- Waterford Museum – accessible front entrance and power door operator installed



Delhi Kinsmen Pool



Waterford Heritage & Agriculture Museum



Delhi Arena Elevator



Tactile Walking Surface



## 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/](http://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 AODA Compliance Supervisor:

Phone 519.426.5870 | 519.582.2100 | 519.875.4485 Extension 1268  
Fax 519.426.8573  
Email [accessibility@norfolkcounty.ca](mailto:accessibility@norfolkcounty.ca)  
Mail AODA Compliance Supervisor  
Corporation of Norfolk County  
50 Colborne Street South, Simcoe, ON N3Y 4H3

## 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.

Accessible formats and communication supports available upon request.

