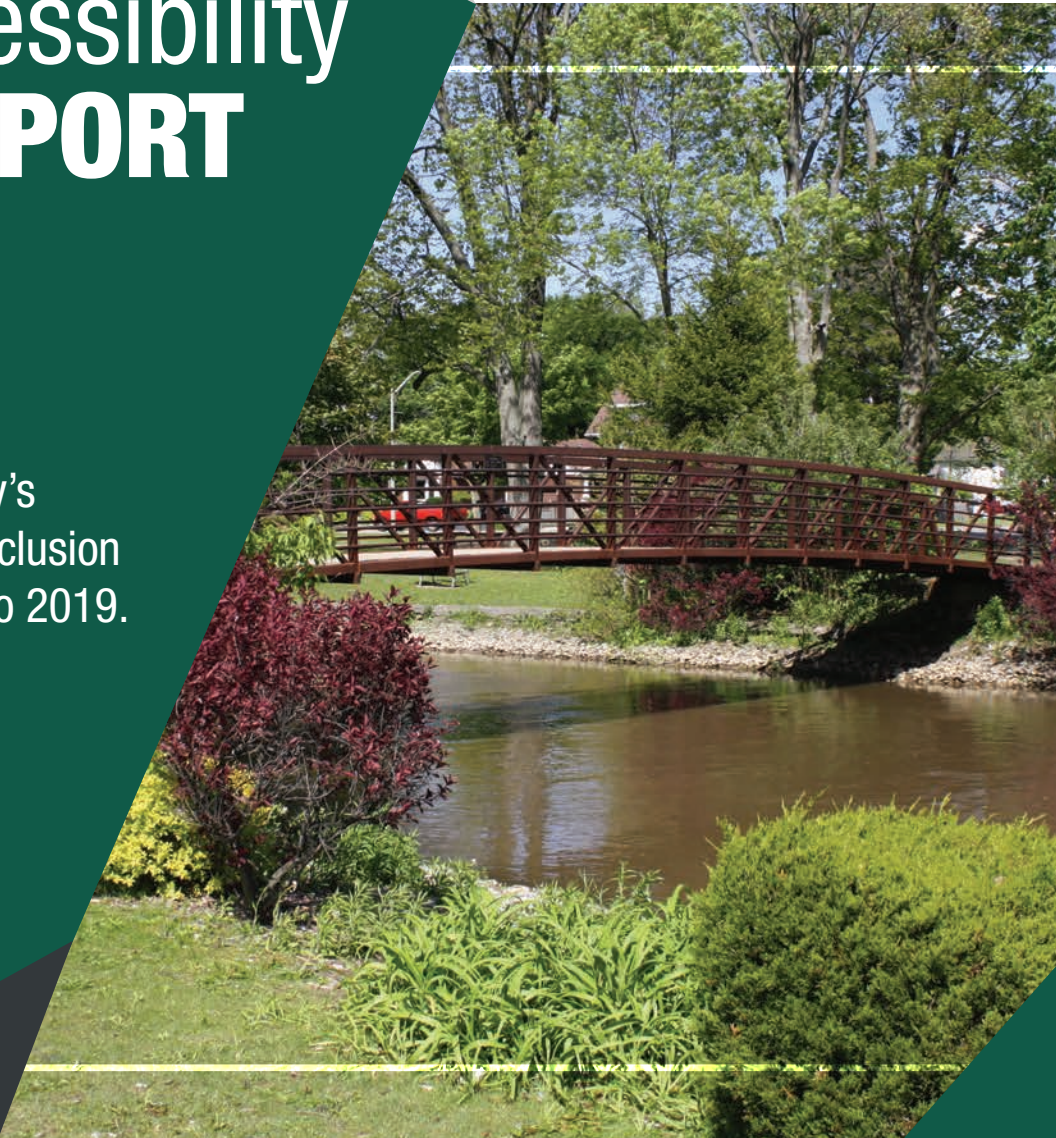


Annual Accessibility **STATUS REPORT** **2019**

A summary of Norfolk County's accomplishments towards inclusion in 2018, and looking ahead to 2019.



Accessible formats and communication supports available upon request.

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 the Integrated Accessibility Standards Regulation (Ontario Regulation 191/11).

This Status Report includes the accessibility initiatives that were completed in 2018 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 [2018-2022 Multi-Year Accessibility Plan](#) which was prepared in 2017 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.

Accessibility Successes in 2018:

General Initiatives

- [2018-2022 Multi-Year Accessibility Plan](#) adopted by Council.

Accessible Customer Service

- Policies/procedures were reviewed and updated.
- Seven Accessible Customer Service Feedback/Complaints were received and addressed.

Information and Communications

- Creating Accessible Documents training was provided in person to numerous staff and e-learning modules developed.
- Several forms and documents on the Norfolk County website were updated to be fillable accessible PDF's.
- Continue to receive and follow up on feedback in regards to our goods, services and facilities.

Design of Public Spaces

- Delcrest Park in Delhi, Ontario was redeveloped with an accessible playground, ground surface, parking and sidewalk paths of travel through Capital Budget funds and an Enabling Accessibility Fund grant.
- Updated sidewalk intersections, tactile walking surface indicators, as per Design of Public Spaces Standard.
- Second successful summer with the beach mats installed in Port Dover at the end of Walker Street.
- Built Environment Sub Committee reviewed/approved draft updates to Norfolk County Accessibility Design Guidelines.

Employment

- Continue to notify the public that accommodations will be provided upon request.
- Continue to welcome accommodations throughout recruitment process and employment life cycle.

Transportation

- Priority Seating signs installed on Ride Norfolk bus.
- Ride Norfolk launched a new website pages, now incorporated into the Norfolk County website.

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 Regulation and what our customers and employees can expect.
- The Accessibility Advisory Committee continues to meet monthly. The committee continues to review accessibility initiatives, site plans, Barrier Free Access capital budget projects and 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.
- Mental Health First Aid training is provided to staff.
- 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 readers, audio books, large print books, library loan access, large print keyboards and home bound services.
- Notifying the public of accommodations for applicants with disabilities in its recruitment process.
- Notify the public of availability of accessible formats and communication supports.
- Continue to review customer feedback and take appropriate action.

Goals and Next Steps for Accessibility

- Ensure Norfolk County continues to meet compliance with the AODA and its Regulations.
- Continue with the organizations commitment to accessibility.
- Update policy number EBS-54 Accessibility Policy.
- Review corporate policies any by-laws to ensure accessibility compliance.
- 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 and Transportation Standard for Ride Norfolk transit.
- Strive to ensure new facilities and reconstructions are designed with accessibility features incorporated.
- Continue to develop resources and training material for staff, volunteers and contractors.
- Continue to consult the public, persons with disabilities and the Accessibility Advisory Committee.
- Present Norfolk County's updated Accessibility Design Guidelines to Council for adoption and provide training for staff.
- Continue to keep abreast of accessibility issues, innovations and trends.

Consultation Requirements

General Requirements, Employment Standards, Transportation Standards, Customer Service Standards

Name	Consultation	2018 Consultation
Accessibility Plans	Yes	Yes
Accessible Formats and Communications Supports (public)	Yes	Yes
Recruitment, Assessment or Selection Process	Yes	Yes
Accessible Formats and Communications Supports (employee)	Yes	Yes
Bus Stops and Shelters (Ride Norfolk)	Yes	Yes
Accessible Taxicabs	Yes	No (previously completed)

Design of Public Spaces Standard

The Design of Public Spaces Standard is made up of seven sections which have technical as well as consultation requirements.

Name	Technical Requirements	Consultation Requirement
Recreational Trails and Beach Access Routes	Yes	Yes
Outdoor Public Use Eating Areas	Yes	No
Outdoor Play Spaces	No	Yes
Exterior Paths of Travel	Yes	Yes
Accessible Parking	Yes	Yes
Obtaining Services	Yes	No
Maintenance	No	No

“Technical Requirements” refers to dimensions and/or a percentage number of accessible features prescribed under DoPS.

“Consultation” refers to consultation with the public, including people with disabilities, and the accessibility advisory committee (AAC) where an organization is required to have one under DoPS. There are no guidelines provided on the size or makeup of the advisory group(s). Consultation can follow existing practices to meet organizational needs.

Grant Opportunities

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 has been successful in receiving grants through the Federal Government – Human Resources and Social Development - Enabling Accessibility Fund for:

- Accessible Playground – Delcrest Park – Delhi
- Accessible Beach – Port Dover
- Accessible Washroom – Delhi Community Centre Arena
- Accessible Playground – Lakeview Park – Port Dover
- Accessible Entrance – Delhi Kinsmen Pool
- DAISY Readers – Norfolk County Public Libraries
- Pool Lift – Annaleise Carr Aquatics Centre



Figure 1- Delcrest Park



Figure 3 - Port Dover Beach Mats



Figure 2 - Lakeview Park



Figure 4 - Delhi Kinsmen Pool Entrance

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.

<http://www.norfolkcounty.ca/governmentaccessibility/accessibility-plans/>

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:

Phone: 519.426.5870 | 519.582.2100 | 519.875.4485 Extension 1268

Email: accessibility@norfolkcounty.ca

Mail: Supervisor, Accessibility Compliance and Customer Communications
Norfolk County – Corporate Support Services
185 Robinson Street, Suite 100, Simcoe, ON N3Y 5L6

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.