



POLICY EBS-54: Corporate Accessibility Policy

Employee and Business Services

Approval Date: October 20, 2009
Approval Authority: Council, Resolution No.13, Resolution No.17, Resolution No. 8
Effective Date: October 20, 2009
Revision Date/s: November 27, 2012 December 1, 2015, March 21, 2017

Purpose:

This policy is to address the accessibility requirements of the Accessibility for Ontarians with Disabilities Act, 2005 and the Integrated Accessibility Standards Regulation.

This policy is intended to provide the overarching framework to guide the review and development of other Norfolk County goods, services, programs and facilities in an inclusive manner that takes into account the needs of people with disabilities.

Policy Statement:

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.

Definitions:

Disability: as defined in section 10 of the Ontario Human Rights Code, R.S.O. 1990 c. H.19.

- a. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or a developmental disability;
- c. A learning disability, or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d. A mental disorder; or

- e. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

For all other definitions, refer to the *Integrated Accessibility Standards Regulation* (O. Reg. 191/11) and/or Norfolk County's accessibility policies and procedures.

General Standards

Accessibility Advisory Committee

Norfolk County has established an Accessibility Advisory Committee (AAC) with a majority of members of the committee whom are persons with disabilities. The committee shall advise and assist Norfolk County Council on matters, issues and policies pertaining to accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises. The AAC shall also advise Norfolk County Council on the requirements and implementation of accessibility standards, preparation of accessibility reports, review site plans and drawings for buildings and facilities, and provide advice on policies, practices and procedures on providing goods and services to persons with disabilities.

Accessibility Planning

Norfolk County will establish, implement, maintain and document a multi-year accessibility plan, which will outline the County's strategy to prevent and remove barriers and meet the requirements under the Integrated Accessibility Standard Regulation (O. Reg. 191/11).

The County will establish and implement a multi-year accessibility plan in consultation with people with disabilities and the Accessibility Advisory Committee.

The plan will be posted on the County's websites, and will be available in an accessible format and with communication supports, upon request. The plan will be updated at least once every five years.

An annual status report will be prepared outlining the progress taken to implement the strategy of the plan.

Reference:

Norfolk County's Multi Year Accessibility Plan and Annual Accessibility Status Report(s)

Accessible Formats and Communication Supports

Norfolk County will provide accessible formats of information that the County produces or controls upon request, in a timely manner, and at a cost that is no more than the cost charged for the original format of the information.

When it is not practicable to provide an accessible format the County will provide an explanation and a summary of the document in an accessible format. Norfolk County will notify the public about the availability of accessible formats.

Norfolk County will provide communication supports to members of the public, upon request.

If the County is unable to obtain the requested communication support, the County will consult with the individual to determine an appropriate alternative method of communication.

Norfolk County will notify the public about the availability of communication supports.

Reference:

EBS-54-AOP-03 Accessible Formats or Communication Supports Document Procedure

Procurement

Norfolk County staff will take into account the accessibility design, criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosk, except where it is not practicable to do so.

Should the County determine that it is not practicable to incorporate accessibility design, criteria and features when purchasing or acquiring goods, services or facilities, it will provide an explanation upon request.

References:

EBS-02 - Purchasing Policy

EBS-03 - Purchasing Procedures

Purchasing By-Law

Training

Norfolk County will ensure that training is provided in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the IASR. The County will retain training records.

References:

EBS-54-AOP-09 Corporate Accessibility Training Process

Feedback Process

Norfolk County will maintain a feedback process to enable members of the public to comment on the provision of goods, services and facilities to persons with disabilities.

When seeking public feedback, the County will provide accessible formats and communications supports to members of the public, upon request.

Reference:

EBS-55 - Corporate Customer Service Feedback Process

Documentation

Documentation that describes this Policy and each of its requirements shall be maintained on the County's website norfolkcounty.ca and provided to individuals, upon request, with the appropriate format or communication support.

Customer Service Standard

Assistive Devices

County employees, volunteers and third party contractors shall accommodate the use of personal assistive devices. If a person with a disability is unable to access the County's services through the use of their own assistive devices, the County will work with the customer to determine alternate means for accessing services.

Where applicable assistive devices owned and operated by Norfolk County will be available for use by persons with disabilities. Appropriate staff within the applicable department will be knowledgeable of the presence and trained in the use of the assistive devices. Staff will be available to assist with the use of these devices if requested for use by an individual.

References:

EBS-54-AOP-04 Assistive Devices in the Workplace Procedure

EBS-54-AOP-05 Assistive Device Procedure - Power Doors

EBS-54-AOP-06 Assistive Device Procedure - CAB Lift

Service Animals

Persons with disabilities are permitted to be accompanied by their service animal and keep that animal with them in areas/premises that are open to the public, when accessing goods, services or facilities provided by Norfolk County, unless the animal is otherwise excluded by law.

In the event that a service animal is otherwise prohibited by law from the premises, Norfolk County shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from Norfolk County's goods, services or facilities.

Reference:

EBS-54-AOP-01 Service Animals in the Workplace Procedure

Support Persons

Norfolk County will allow people with disabilities to be accompanied by a support person in all County owned and operated public facilities. The County reserves the right to request a person with a disability to be accompanied by a support person, in the event that it is considered necessary to protect the health and safety of the person with a disability or others on the premises.

Where admission fees are charged, Norfolk County shall ensure that notice is given in advance about the amount, if any, that would be charged to a support person.

Reference:

EBS-54-AOP-02 Support Persons Procedure

Service Disruptions

In the event of a planned service disruption to facilities, services or systems that are relied upon by persons with disabilities to access Norfolk County goods, services or facilities, notice of the disruption shall be provided in advance.

Notice may be given by posting the information in a conspicuous place on the premises owned or operated by the provider of goods, services or facilities, or posted on the Norfolk County website or by such other method as is reasonable under the circumstances.

Reference:

EBS-56 - Corporate Notice of Service Disruption Process

Information and Communication Standard

Websites and Web Content

Internet websites and web content controlled directly by Norfolk County or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA in accordance with the schedule set out in the Integrated Accessibility Standards Regulation, Section 14.

Reference:

EBS-54-AOP-08 Accessible Documents Procedure

Public Libraries

Norfolk County Libraries will provide access to or arrange for the provision of access to accessible materials where they exist. Norfolk County Libraries will make information about the availability of accessible materials publicly available and will provide the information in accessible formats or with appropriate communication supports, upon request.

Emergency Procedures, Plans and Information

Norfolk County shall provide all existing public emergency procedures, plans and public safety information, upon request in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

Reference:

EBS-54-AOP-03 Accessible Formats or Communication Supports Procedure

EBS-61 Website Standards

Employment Standard

Accessible Workplace

Norfolk County shall establish policies, practices, and procedures that ensure the County remains an inclusive workplace for people with disabilities. These policies, practices and procedures shall:

- Ensure the recruitment process is inclusive of people with disabilities.
- Inform employees of supports available for employees with disabilities.
- Appropriately accommodate employees with disabilities in areas of:
 - Workplace emergency response information,
 - Individual accommodation plan,
 - Information needed in order to perform the employee's job; and

- Information that is generally available to employees in the workplace
- Take into account employee accommodations in:
 - Performance management,
 - Career development and advancement, and
 - Redeployment.
- Develop and implement a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.
- Have in place a written process for the development of documented individual accommodation plans for employees with disabilities.

Transportation Standard

Taxicabs

Norfolk County shall ensure owners and operators of taxicabs licensed by Norfolk County are prohibited from charging a higher fare or an additional fee for persons with disabilities than for persons without disabilities for the same trip and from charging a fee for the storage of mobility aids or mobility assistive devices.

The County shall ensure that taxicabs licensed by the County make available vehicle registration and identification information in an accessible format, upon request and ensure that owners and operators of taxicabs place vehicle registration and identification information on the rear bumper of the taxicab. All progress made toward meeting the need for on-demand accessible taxicabs, including any steps to be taken to meet the need, shall be included in the County's accessibility plans.

Reference:

Taxi By-Law

Tariff Card

Ride Norfolk

Norfolk County shall establish policies, practices, and procedures that ensure the County and the contracted service provider remains an inclusive conventional transportation provider. These policies, practices, and procedures shall:

- Ensure non-functioning accessibility equipment is repaired as soon as possible, and people with disabilities are accommodated.
- Take into account the technical requirements if purchasing a replacement vehicle on or after July 1, 2011.
- Appropriately accommodate people with disabilities on Ride Norfolk in the areas of:
 - Fares, fare parity, storage of mobility aids, priority seating, service disruptions, pre-boarding and on-boarding announcements (verbal, electronic), availability of information on accessible equipment, emergency preparedness and response policies, general responsibilities (deploying lift devices, ramps, safe boarding time, assistance provided, upon request, assist with storage of mobility aids or devices, allow persons to travel with medical aids), technical requirements of vehicles (grab bars, floors and carpeted surfaces, allocated mobility aid spaces, stop-requests and

- emergency response controls, lighting features, signage, lifting devices, steps, indicators and alarms).
- Consultation with Norfolk County's Accessibility Advisory Committee, the public and persons with disabilities on the development of accessible design criteria in the construction of bus stops/shelters.
- Ensure that Ride Norfolk is included in Norfolk County's Multi-Year Accessibility Plan and progress reports as well as identify the process for managing, evaluating and taking action on customer feedback.

Ensure that a public meeting is held annually involving persons with disabilities to ensure that they have had an opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility as it relates to Ride Norfolk.

Reference:

CSD-12 Ride Norfolk Accessibility Policy

CSD-13 Ride Norfolk Emergency Policy

Built Environment / Design of Public Spaces

In addition to other legislative requirements (i.e. Ontario Building Code), Norfolk County shall comply with the Design of Public Spaces Standard when undertaking new construction and redevelopment of public spaces in the following areas:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor play spaces
- Exterior paths of travel
- Accessible parking
- Obtaining services
- Maintenance of accessible elements

This policy does not apply to construction that is external to the County for which the County has provided a building permit however compliance with the AODA should be encouraged.

Norfolk County is committed to providing a universally accessible built environment at its facilities. In addition to other legislative requirements (i.e Ontario Building Code), the Norfolk County Accessibility Design Guidelines acts as a guiding standard for building and renovating County facilities.

Reference:

Norfolk County Accessibility Design Guidelines

EBS-54-AOP-07 Accessible Maintenance Procedure

Responsibilities:

Corporate Support Services is responsible for reviewing this Policy annually and recommending amendments to ensure on-going compliance with regulated accessibility standards and legislated obligations.

- Corporate Support Services shall provide advice and direction on the implementation of this Policy.
- County Council and staff are responsible for adhering to the parameters of this policy and for ensuring the needs of people with disabilities are addressed in goods, services, programs and facilities.

Contact Information:

For more information about this policy, or questions related to accessibility at Norfolk County please contact us:

The Corporation of Norfolk County
185 Robinson Street, Suite 100, Simcoe, Ontario N3Y 5L6
Telephone: 519.426.5870 Ext. 1268
Fax: 519.427.5900
Email: accessibility@norfolkcounty.ca

References and Resources:

[Ontarians with Disability Act, 2001 \(ODA\)](#)
[Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
[Integrated Accessibility Standard \(Ontario Regulation 191/11\)](#)
[Ontario Human Rights Code](#)
[Ontario Building Code](#)
[Ministry of Economic Development, Employment and Infrastructure](#)

See Also:

Related Policies and Procedures

HR-08 Employment Relationship and Talent Management Policy
HR-38 Emergency Procedures for Persons with Disabilities
EBS-54-AOP-01 Service Animals in the Workplace Procedure
EBS-54-AOP-02 Support Persons Procedure
EBS-54-AOP-03 Alternate Format Documents Procedure
EBS-54-AOP-04 Assistive Devices in the Workplace Procedure
EBS-54-AOP-05 Assistive Device Procedure - Power Doors
EBS-54-AOP-06 Assistive Device Procedure - CAB Lift
EBS-54-AOP-07 Accessible Maintenance Procedure
EBS-54-AOP-08 Accessible Documents Procedure
EBS-54-AOP-09 Corporate Accessibility Training Process
EBS-55 Corporate Customer Service Feedback Process
EBS-56 Corporate Notice of Service Disruption Process
EBS-02 Purchasing Policy
EBS-03 Purchasing Procedures
OHS-05 Accommodation Policy
CSD-12 Ride Norfolk Accessibility Policy
CSD-13 Ride Norfolk Emergency Policy

Related Forms

[FO-112 Notice of Service Disruption Form](#)

[FO-113 Corporate Customer Service Feedback/Comment Form](#)

[FO-143 Individual Emergency Workplace Response Plan](#)

[FO-175 Request for Accessible Format and Communication Supports](#)

Related By-Laws

Taxi By-Law

Purchasing By-Law

Documents

[Norfolk County Multi-Year Accessibility Plan and Annual Status Updates](#)

[Norfolk County Statement of Commitment](#)

[Norfolk County Accessibility Design Guidelines](#)