



# Annual Accessibility Status Report 2017

A summary of Norfolk County's accomplishments towards inclusion in 2016,  
and looking ahead to 2017.



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 2016 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 2016:**

### **Accessible Customer Service**

- The following policies/procedures were updated to reflect changes in Customer Service Regulation:
  - Service Animals in the Workplace Procedure
  - Accessible Formats and Communication Supports Procedure
  - Assistive Devices in the Workplace Procedure
  - Corporate Notice of Service Disruption
- Corporate Accessibility Training Process Policy was implemented.
- Corporate Customer Service Feedback/Complaint Form brochure and online survey were updated.

### **General**

- Training for new staff hires is now completed within their first day of employment.
- Procurement information (RFP/Tender/Independent Contractor Agreement) accessibility information updated.

### **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 and several additional staff received training on creating accessible documents in Word and Adobe Acrobat.
- Continue to receive and follow up on feedback in regards to our goods, services and facilities.
- Web accessibility auditing tool purchased to scan websites and web content.

### **Design of Public Spaces**

- Design of Public Spaces Standard requirements are incorporated into the Accessibility Policy.
- Accessible trail signage updated at Lynn Valley Trail, Waterford Heritage Trail, Norfolk Sunrise Trail, Delhi Rail Trail.
- New accessible parking post signage installed in parking spots across the County.

## **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 and the Support Persons Procedure following the proposed changes to legislation with changes enacted on July 1, 2016.
- 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 for Ride Norfolk transit.
- Strive to ensure new facilities and reconstructions are designed with accessibility features incorporated.
- Update/develop new Multi-Year Accessibility Plan for 2018-2022.
- 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.
- File Accessibility Compliance Report in 2017 with the Accessibility Directorate of Ontario under the Ministry of Economic Development Trade and Employment Services.

## **2017 Barrier Free Access Capital Budget Projects**

- Accessible Washroom Design – Delhi Kinsmen Pool
- Accessible Beach Port Dover
- Power Door Operators various County facilities
- Audible Pedestrian Signals

## **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.
- 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 Corporate Accessibility Committee continues to meet 2-3 times a year with representation from each department.
- The County continues to comply with the requirements of the Customer Service Standard and Integrated Accessibility Standards 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.

## Legislation Update

The Ontarians with Disabilities Act (ODA) and Accessibility for Ontarians with Disabilities Act (AODA) continue to be in effect.

### Integrated Accessibility Standards Regulation

Changes to the Accessible Customer Service Standard were enacted July 1, 2016 and took immediate effect.

### New Standards

A Standards Development Committee was established in Fall 2016 to develop a **Health Standard** under the AODA.

### Ministry Timeline for Review of Standards – Every 5 Years

The Design of Public Spaces Standard began in 2007.

- The Standard was enacted in 2013.
- Implementation in the Public Sector will be in 2016.
- **Under Review** in **2018**, date of changes to come into effect TBD.

The General Requirements Standard began in 2007

- The Standard was enacted in 2013
- Full Implementation in the Public Sector January 1, 2016.
- **Under Review** in **2018**, date of changes to come into effect TBD.

The Employment Standard began in 2007

- The Standard was enacted in 2011.
- Full Implementation in the Public Sector is 2015.
- **Currently under review**, date of changes to come into effect TBD.

The Information and Communications Standard began in 2007

- The Standard was enacted in 2011
- Full Implementation in the Public Sector will be in 2021.
- **Currently under review**, date of changes to come into effect TBD.

The Transportation Standard began in 2006

- The Standard was enacted in 2011.
- The Full Implementation in the Public Sector will be in 2017.
- **Currently under review**, date of changes to come into effect TBD.

The Customer Service Standard began in 2006

- The Standard was enacted in 2008.
- Full Implementation in the Public Sector was 2010.
- Standard was reviewed 2013-2014.
- Final recommendations posted for public comment 2015-2016
- **Changes** to the standard came into **effect on July 1, 2016**.

## 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 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.