

access
NORFOLK
multi-year
accessibility plan



2018 – 2022

Table of Contents

Norfolk County's Commitment to Accessibility.....	3
About Norfolk County's Multi-Year Accessibility Plan	4
Consultation.....	4
Implementation Strategy.....	4
Structure and Governance.....	4
Senior Leadership Team	4
Norfolk County Council	4
Corporate Accessibility Committee	5
Accessibility Advisory Committee	5
Grant Opportunities	6
Corporate Strategic Plan Reference	6
Legislative Background.....	6
Progress on the AODA / IASR.....	7
2018-2021 Priorities and Commitment	9
Review and Monitoring	12
Feedback.....	12
Availability of the Plan.....	12
Contact Information	12

Norfolk County's Commitment to Accessibility

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.

About Norfolk County's Multi-Year Accessibility Plan

This is Norfolk County's second Multi-Year Accessibility Plans. The Plan outlines Norfolk County's strategy to prevent and remove barriers and meet the requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and the Integrated Accessibility Standards Regulation (O. Reg. 191/11).

Consultation

Consultation on the plan was conducted with Norfolk County staff and committees including:

- Accessibility Advisory Committee
- Corporate Accessibility Committee
- Senior Leadership Team

Implementation Strategy

Norfolk County supports the spirit and goals of the AODA to make the Province of Ontario accessible by 2025. The County is striving to become more accessible and inclusive to people with disabilities by ensuring accessibility is a reality throughout all facilities and business operations. Ensuring accessibility is integrated into all County initiatives, business practices, boards, committees departments and divisions. The Norfolk County Council, Senior Leadership Team, Accessibility Advisory Committee, and Corporate Accessibility Committee are all committed to fulfilling the requirements.

Structure and Governance

The responsibility for the implementation of the AODA falls within the Employee and Business Services Department, Corporate Support Services Division.

Accountability for the various clauses within the Integrated Accessibility Standards Regulation is a shared responsibility with departments. Corporate Support Services is responsible for ensuring compliance at the corporate level and is the focal point for legislative analysis and subject matter expertise. Departments retain the accountability for ensuring that their respective clauses are executed according to legislative requirements pertaining to the service delivery.

Senior Leadership Team

Senior Leadership Team has supported the creation of accessible goods, services and facilities to improve inclusion to benefit all residents, visitors and employees. The Corporate Accessibility Committee was appointed by Senior Leadership in 2009. Senior Leadership Team receives quarterly updates from Corporate Support Services regarding accessibility. Senior Leadership Team reviewed and provided comments on the Multi-Year Accessibility Plan throughout the development of the plan.

Norfolk County Council

County Council has committed to eliminating barriers and improving accessibility for persons with disabilities in a manner that respects dignity, independence, integration and equal opportunity. Norfolk County Council allocates funds each year to the Barrier Free Access Program for accessibility upgrades for Norfolk County's goods, service and

facilities. In March 2017, Council approved updates to the Norfolk County Corporate Accessibility Policy.

Corporate Accessibility Committee

Since 2009, Norfolk County has had an internal Corporate Accessibility Committee (CAC) with staff members from departments/divisions who have specialized knowledge, expertise, credentials in accessibility issues and/or play a role in their service areas. The CAC will oversee the development and establishment of Norfolk County's multi-year accessibility plan and annual status reports as well as an implementation plan and strategy for Norfolk County to ensure compliance with accessibility legislation.

Accessibility Advisory Committee

The Accessibility Advisory Committee (AAC) is a key resource and contributor to accessibility planning issues in all departments of Norfolk County. The AAC is a legislatively mandated committee of community volunteers. Presently, the AAC is comprised of twelve members as well as a County Council representative, Staff Liaison, and Staff Support.

Staff Liaison – Supervisor, Accessibility Compliance and Customer Communications works closely with the Committee providing day to day support to the AAC, prepares agendas and reports to Council and provides accessibility expertise, manages capital budget Barrier Free Access Program, supplies site plans and drawings to review from Planning staff and provides updates on County's legislative requirements. The AAC plays a critical role in advising County staff on various topics including site plan applications, and renovations for County owned and leased facilities.

Accessibility Advisory Committee Mandate:

"To 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".

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:

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

Corporate Strategic Plan Reference (2014-2019)

Strategic directions are a priority areas established by County Council that outline the direction of the community and corporation. The goals identify what will be achieved in each of the strategic directions.

Goal 2: Improved Essential Infrastructure

Goal 4: Corporate Communication Strategy

Legislative Background

Ontarians with Disabilities Act, 2001 (ODA)

The *Ontarians with Disabilities Act* (ODA), was enacted in 2001. The Act requires municipalities to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted in 2005. The purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities in relation to goods, services, facilities, accommodations, employment, structures and premises.

Integrated Accessibility Standards Regulation (O. Reg. 191/11):

The IASR establishes accessibility standards and introduces requirements for:

- Accessible Customer Service Standard
- Information and Communications Standard
- Employment Standard
- Transportation Standard
- Design of Public Spaces Standard

Canadians with Disabilities Act

The Government of Canada is planning new legislation known as the *Canadians with Disabilities Act*. Employment and Social Development Canada consulted with Canadians on planned accessibility legislation from July 2016 to February 2017.

Ontario Building Code

The Ontario Building Code outlines accessibility / barrier-free design requirements in newly constructed buildings and existing buildings that are to be extensively renovated.

The Ontario Ministry of Municipal Affairs outlines a New Edition of the Building Code proposed in-effect date of January 2019 with proposals to include accessibility updates.

Ontario Human Rights Code

The Ontario Human Rights Code is an individual, complaints-based legislation that addresses discrimination. The Ontario Human Rights Code requires organizations to accommodate people with disabilities to the point of undue hardship.

Progress on the AODA / IASR

Consultation

Progress on Norfolk County's consultation requirements will be outlined in Annual Status Reports as applicable. During an Access Awareness Week celebration in May 2017, Norfolk County completed a Public Consultation in the areas of Outdoor Play spaces, Rest Areas, Recreational Trails, Accessible Parking, Accessibility Plans, and Transportation.

Taxicabs

In 2012, Norfolk County consulted on the need for on-demand accessible taxicabs required in the community. The need for on-demand accessible taxicabs was identified for at least one to two. Since consultation Norfolk County did license one on-demand accessible taxicab. But as of 2017, there are no licensed on-demand accessible taxicabs in Norfolk County. Staff continue to encourage taxicab companies to include an accessible taxicab in their fleet.

Ride Norfolk

Norfolk County's Public Transportation/Business Development Coordinator meets with community organizations/groups regularly to consult and provide updates.

Accessible Outdoor Play Spaces

Norfolk County consulted the public, persons with disabilities and the Accessibility Advisory Committee from May 1st to June 15th, 2017 to complete the ground work consultation for constructing new, redeveloping existing and maintaining outdoor play

spaces. When completing a major reconstruction or new outdoor play space Norfolk County will consult on each specific project prior to finalizing procurement.

Consultation for On-Street Parking, Recreational Trails and Exterior Paths of Travel - Rest Areas are ongoing.

Maintenance of Accessibility Elements

As required under the Design of Public Spaces Standard Norfolk County has developed procedures for dealing with preventative and emergency maintenance of accessible elements in public spaces and when dealing with temporary disruptions when accessible elements are not in working order for:

- Recreational Trails and Beach Access Routes
- Outdoor Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- Accessible Parking

As per EBS-54-AOP-08 Accessible Maintenance Procedure, Norfolk County Departments:

- Shall apply best practices in the preventative maintenance of accessible elements with periodic checks such as;
 - Annual inspections, or more frequently as per the Minimum Maintenance Standards.
 - After storms or events that might affect accessible elements
 - As part of any reports of vandalism or complaints
- Shall apply best practices in the emergency maintenance of accessible elements with active response once notified.
- Shall continue to provide public notification of temporary disruptions in keeping with compliance requirements under the Integrated Accessibility Standard Regulation (O. Reg. 191/11) and the Municipality's corresponding policy EBS-56 Corporate Notice of Service Disruption Process:
 - Notice of the disruption will include: the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any that are available.
 - Notice will be given by posting the information in a conspicuous place as well as by posting the information on the Municipal website.
- Repair as soon as practicable

2018-2021 Priorities and Commitment

The five-year accessibility plan includes both new and continuing priorities and commitments that will assist with Norfolk County's commitment towards identifying removing and preventing barriers to accessibility.

General Requirements

- Continue to review and update policies/procedures/forms to reflect legislation changes.
- File Accessibility Compliance Report to the Ministry bi-annually.
- Prepare Annual Accessibility Status Reports.
- Establish a 2022-2026 Multi-Year Accessibility Plan.
- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities for Accessibility Plans.
- Continue to implement accessibility design, criteria and features when procuring or acquiring goods, services or facilities. Document where it is not possible to do so. Develop accessible procurement training for staff.
- Ensure that all employees continue to complete mandatory accessibility training.
- Continue to ensure all Volunteers and Contractors complete AODA training and complete and submit the AODA Compliance Form.
- Update Staff, Contractor and Volunteer training resources / develop e-learnings
- Review requirements under the General Requirements pending update in 2019/2020 (under review in 2018).

Customer Service Standard

- Continue to fulfill the needs of residents and customers under the Accessible Customer Service Standard.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to post service disruptions on site and online.

Employment Standard

- Continue to regularly review our human resources policies to prevent or remove systemic employment barriers, ensure they are compliant with legislation and reflect best practices.
- Continue to offer mental health training for all staff.
- Continue to notify about the availability of accommodation for persons with disabilities.
- Continue consult with employees to provide or arrange for accessible formats and communications supports.
- Continue to comply with the legislated requirements for:
 - Recruitment

- Workplace Emergency Response Information
- Return to Work Process
- Performance Management
- Career Development and Advancement
- Redeployment
- Review requirements under the Employment Standard pending update in 2018/2019 (under review in 2017).

Information and Communications Standard

- Continue to educate staff on the need for accessible documents.
- Develop a strategy of how to ensure existing (pre 2012) documents are accessible or available upon request.
- Staff to ensure that “accessible formats available upon request” logo or written text is on all printed documents.
- Review websites to determine next steps for website (35+ sites) and web content.
- Continue to monitor accessible website and web content compliance.
- Ensure all websites and web content conforms with the Information and Communications Standard / WCAG 2.0 Level AA by 2021.
- Continue to receive and respond to feedback and ensure processes are accessible for persons with disabilities.
- Continue to consult with persons who make requests for accessible formats and communication supports to determine the suitability of the request.
- Review requirements under the Information and Communications Standard pending update in 2018/2019 (under review in 2017).
- Continue to provide access to or arrange for accessible materials at all Norfolk County Public Library branches.
- Continue to prepare emergency procedures, plans and public safety information and make the information available to the public as well as provide accessible formats and communication supports.

Transportation Standard

- Continue to follow the intent and spirit of the AODA legislation.
- Continue to monitor tariff fees and ensure that licensed owners and operators of taxicabs are prohibited from charging a higher fare or additional fees for persons with disabilities, from charging a fee for storage of mobility aids or assistive devices, ensure that vehicle registration and identification information is on the rear bumper of taxicabs, owners and operators make available vehicle registration and identification information in accessible formats.
- Continue to encourage taxicab owners to add accessible taxicabs to the community.

- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities in the following areas:
 - Bus stops and shelters
 - Accessibility Plans
- Annually hold at least one public meeting involving people with disabilities to ensure that they have the opportunity to participate in a review of the accessibility plan and that they are given the opportunity to provide feedback on the accessibility plan.
- Ensure that the Contractor and Ride Norfolk meet compliance requirements outlined in the AODA and the Integrated Accessibility Standards Regulation.
- Identify planning for accessible bus stops and shelters.
- Review requirements under the Transportation Standard pending update in 2018/2019 (under review in 2017).

Design of Public Spaces Standard / Built Environment

- Continue to consult the Accessibility Advisory Committee, the public and people with disabilities in the following areas:
 - Recreational Trails
 - Outdoor Play Spaces
 - Exterior Paths of Travel – Rest Areas
 - On-Street Parking
- Continue to implement maintenance of accessible elements as outlined in our Multi-Year Accessibility Plan and in EBS-54-AOP-08 Accessible Maintenance Procedure Policy.
- Incorporate accessibility retrofits during renovation project and new constructions for Norfolk County facilities and public spaces
- Engage/consult during project planning, design and implementation stages.
- Continue to comply with the legislated requirements for:
 - Recreational Trails and Beach Access
 - Outdoor Public Eating Areas
 - Outdoor Play Spaces
 - Exterior Paths of Travel – Ramps, Stairs, Curb Ramps, Depressed Curbs, Accessible Pedestrian Control Signals, Rest Areas
 - Accessible Parking
 - Obtaining Services – Service Counters, Fixed Queuing Guides, Waiting Areas
- Continue to review/update and meet Norfolk County's Accessibility Design Guidelines.
- Continue to comply with the Barrier-Free Design of the Ontario Building Code for new construction and major renovations.
- Review requirements under the Design of Public Spaces Standard pending update in 2019/2020 (under review in 2018).
- Review requirements under the Ontario Building Code pending updates for 2019.

Review and Monitoring

The Multi-Year Accessibility Plan will be reviewed and updated at least once every five years. An annual status report will be completed to document the progress and measures taken to implement Norfolk County's strategy and meet the requirements of the Integrated Accessibility Standards Regulation.

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, Accessibility Compliance and Customer Communications or complete a [Corporate Customer Service Feedback/Comment Form](#).

Availability of the Plan

The Multi-Year Accessibility Plan will be made available through a number of efforts:

Website: The Plan can be accessed through Norfolk County's website.

www.norfolkcounty.ca/government/accessibility/

Hard Copy: The Plan 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, 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
Corporation of Norfolk County
185 Robinson Street, Suite 100, Simcoe, ON N3Y 5L6