



FINANCE DEPARTMENT 2005 PLAN

Environmental Scan

- Utilizing technology to enhance public access to regional staff and regional material on the region's web site
- Reviewing our interactions with vendors, suppliers and bidders in order to maximize accessibility

Our Customers

- Council
- Residents of York Region
- Direct Service departments in York Region
- Regional Staff
- Development Industry
- Vendors, suppliers and bidders in public procurement processes
- Area municipalities

Accessibility Statement

We will continue to look at the services we deliver and the processes we manage, with a view to continually improving service quality and accessibility. We will accomplish this through a multi-year plan aligned with the Region's strategic goal of improving service accessibility for all regional residents.

Accessibility Achievements – 2003 / 2004

Barrier Identified¹	Barrier Type²	Disability Type³	How the barrier was addressed⁴
ITS: All clients are not able to attend council or committee meetings.	Communicational	Physical, Sensory, Other	Investigated teleconferencing services to allow clients to call-in and listen to council and committee meetings.
ITS: Some clients find it difficult to use a push button phone.	Technological	Physical, Sensory	Investigated the possibility of enabling voice activated technology to allow citizens to interact with the Region's auto-attended and voice mail systems using their voice.
S&S: Review of Purchasing By-law #A-0304-2002-031	Communicational	Other	Amending the by-law to incorporate ODA requirements where applicable.
S&S: Contract distribution Available to only those who could physically appear at counter.	Communicational	Physical	Commenced on electronic process that makes bid information available on line so that individuals do not physically have to appear at Supplies and Services counter.

¹ Give a description of the barrier and indicate where the barrier was found. For example: was the barrier in a program, service, by-law, policy, practice or facility?

² Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

³ Indicate the type(s) of disability affected by the barrier (physical, sensory, cognitive or other).

⁴ Describe the action taken to identify, remove or prevent the barrier.

Barrier Identification for 2005

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (When will this be completed)
Technological Barrier - Investigate the possibility of implementing corporate TTY technology (software and hardware) to allow staff to communicate directly with citizens who use TTY equipment.	Consult with the Canadian Hearing Society, HP Canada, and Microsoft Canada.	2005

⁵The timing for addressing a barrier does not necessarily have to be set within 2005. The nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barriers That Will Be Addressed for 2005

Barrier identified ⁶	Barrier type ⁷	What will be gained by removing or preventing this barrier? ⁸	Means to prevent/remove the barrier ⁹	Indicators of success ¹⁰	Timing (When will this be completed?) ¹¹
S&S: Accessibility of the procurement process to all York Region residents	Information	For use by visually impaired	Have guide printed in Braille	# of copies used for this purpose	March 2005
S&S: No formal mechanism to factor in compliance with ODA legislation when evaluating responses to York Region RFPs and tenders	Potentially all types of barriers	Compliance with ODA legislation <i>where relevant</i>	Formal component in the RFP/tender evaluation process methodology to score compliance with ODA legislation <i>where relevant</i>	Where it is deemed relevant by the business, 100% of RFP/tender response evaluations incorporate the ODA legislation compliant scoring component.	Sept 2005

⁶Indicate where the barrier was found. For example: was it in a program, service, by-law, policy, practice, or facility?

⁷Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

⁸Indicate how accessibility will be enhanced by removing or preventing this barrier.

⁹Describe what action will be taken to remove and/or prevent the barrier.

¹⁰Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other

measure(s) that will be used to determine whether or not the department was successful in removing and/or preventing this barrier.

¹¹ The timing for addressing a barrier does not necessarily have to be set within 2005; the nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.