



Corporate Services

Environmental Scan

- Documentation of existing barriers within Regionally owned and leased facilities, for the purpose of prioritizing facilities and improving accessibility to all residents of York Region
- Implementation of high priority recommendations to improve the accessibility of the Administrative Centre
- Escalation in construction costs for renovations or new buildings
- Review of council and committee processes to identify and remove barriers
- Education component of Customer Service Strategy to assist staff in providing excellent customer service to people with disabilities

Our Customers

- Regional Chair, Members of Regional Council
- Police Services Board
- The Public
- Regional employees
- Direct service departments
- Other municipal and government employees and agencies

Accessibility Statement

Corporate Services has focused its initial efforts on an accessibility pilot project to study the Regional Administrative Centre and identify and establish an action plan to improve its accessibility to all of the Region's residents. In 2005, we will begin to implement some of the highest priority recommendations and establish a multi-year plan to address the study's findings. We will also begin study on other owned and leased facilities which house Regional staff, to establish baseline accessibility information for prioritized facilities. We will not only review the physical nature of buildings, but also our policies, practices and procedures to ensure that all aspects relating to the design, construction, operation, maintenance, or leasing of Regional facilities, are focused on improving accessibility to all persons with disabilities.

We will continue to encourage diversity in hiring and Human Resources policy development. We will continue to review council, committee, legal, and court processes to identify and remove barriers that limit accessibility to these processes for people with disabilities, and continue to identify and reduce barriers and enhance and improve our work environment with a vision of a barrier free workplace for our customers.

Accessibility Achievements – 2003 / 2004

Barrier Identified¹	Barrier Type²	Disability Type³	How the barrier was addressed⁴
Numerous barriers identified at the Regional Administrative Centre	Physical, Architectural, Technological, Communicational	Physical, Sensory, Cognitive	Building tour completed and comments received from the Accessibility Advisory Committee. Consultant retained and thorough accessibility pilot study completed, which included an analysis of solutions implemented by other private and public sector organizations, barrier identification and a prioritized set of recommendations with related costs.
Court entrance at South Services Centre	Architectural and Physical	Physical	Power assisted doors were installed at the Court entrance.
Application table too high outside the Courts at the SSC	Architectural and Physical	Physical	Counter was lowered to make it wheelchair accessible.
Washrooms not accessible on the ground floor at 62 Bayview Parkway	Architectural and Physical	Physical	The two existing washrooms were totally redesigned and renovated into one unisex washroom that is now totally accessible for disabled persons.
Conduct a pilot training session on diversity and sensitivity in serving persons with disabilities	All	All	A pilot training session was held in October 2004 with staff from across the Corporation. Feedback was gathered for consideration of future sessions.
Braille Business Cards	Communicational	Sensory	Braille business cards are available from HRS staff and at the front office at Human Resource Services.
Career Line	Informational	Physical, Sensory	York Region Career Line is fully functional with up to date information regarding all available positions. People can phone in to get job information.

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.

Reviewed all Regional By-laws to assist Departments in identifying barriers	Informational	Physical, sensory, cognitive, other	Conducted inventory of all 4,200 Regional By-laws and presented it to the staff Committee.
Reviewed Procedure By-law to determine any process barriers for people with disabilities	Policy/Practice	Physical	Reviewed Procedure By-law, sought input from AAC Members and drafted report recommending amendments to remove barriers to members and the public during Council and Committee meetings.
Reviewed publication standards for Council and Committee Agendas and Reports	Informational	Sensory	Determined that Verdana 16 is the preferred computer-generated font based on input from Canadian National Institute for the Blind and changed Clerk's processes to make Council and Committee materials available in Verdana 16 upon request. Also determined that all materials available on the Region's web site, can be magnified to 16 times the original font to meet the needs of people who experience loss of vision.
Studied accessibility to Council and Committee meetings in the Administrative Centre.	Technological	Physical, sensory	Provided cabling of audio streaming between Council Chambers, Committee Rooms and Seminar Room, as a first step to allow persons with disabilities to listen to Council and Committee proceedings over the Region's web site. Technological connections to the web site to be provided by Information Technology Services.
Customer Service Survey carried out by the Legal Department to identify any existing barriers in service delivery	Informational	All types	Any discovered service delivery barriers were eliminated.

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)
Establish baseline accessibility information on all other owned facilities which house regional staff.	An accessibility Consultant will be retained to review the facilities and provide recommendations and cost estimates for barrier removal in accordance with ODA.	2005
Review current leased facilities, leasing practices and standard lease agreements.	An accessibility Consultant will be retained to inspect all leased facilities, identify existing barriers and investigate opportunities for improvements with landlords. Standard lease agreements will be reviewed to ensure that future leased facilities are reasonably barrier-free.	2005
Review existing flooring at the Administrative Centre	Flooring Study to be completed with a specific ODA component.	2005
Review existing signage at the Administrative Centre	Signage Study to be completed with a specific ODA component that will review sign location, height, contrast, type size, texture, colour and shape to ensure effective communication to all persons.	2005
Providing information updates on customer service best practices	Review of Region's Here to Serve You customer service newsletter	December 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
Washroom and parking garage doors within the Administrative Centre	Architectural and Physical	Better accessibility to all washrooms and the parking garage for persons with disabilities.	Power operators will be added to 4 additional ground-floor washroom doors and 2 additional doors leading to the parking garage from the elevators. (Currently, only the middle bank of washrooms and elevators has power assisted doors). Additionally, indoor accessible parking spaces and the ramps between the elevators and the parking garage, will be repainted and additional railings will be installed along these ramps.	Allow for easier and safer access to ground floor washrooms and to the underground parking garage.	2005
Human Resource Services Job Board	Informational, Physical	Easier access to the HRS Job Board	Job posting board will be moved from inside HR reception to the outer hallway behind the elevator bank. Self serve bins with copies of the postings will be wheelchair accessible.	Allow easier and more convenient access to regional job postings for all persons.	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.

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Recruitment Process Interview Scheduling	Informational	Opportunity for job candidates to identify up front if accommodation will be required for the interview. Will better allow those with sensory or physical disabilities to navigate the building.	A question will be asked when interviews are initially set up "Do you require any accommodation for the interview?"	Feedback from job candidates	2005
Flooring at the Administrative Centre	Physical, Architectural	Will better allow those with sensory or physical disabilities to navigate the building.	The design of the new flooring will incorporate a comprehensive review of criteria relating to materials, patterns, colours, textures, maintenance, cleaning, acoustics, longevity and value.	Well designed flooring will allow for safer and easier travel throughout the building, while ensuring that it will function well over the long term with regard to cleaning, maintenance and sustainability.	2005
North entrance, crosswalk and disabled parking spaces at the Administrative Centre	Physical, Architectural, Policy/Practice	The building will be more easily accessible to those persons with a disability.	A complete redesign of the area is required to include a sufficient number of wider and clearly demarcated disabled parking spaces, with incorporated curb cuts, a new, well-demarcated and smoother concrete surface path to the north entry doors. Additional changes to the entryway's card reader, power-assist button, lighting and trash can location should be implemented at the same time.	Sufficient and properly sized accessible parking spaces, with a clearly marked and better designed crosswalk area will allow for easier and safer entry to the building.	2005

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Elevators at the Administrative Centre	Physical, Architectural	The building will be more accessible and safer to those persons with disabilities.	Provide additional light fixtures as lighting inside the elevators is not sufficient. Adjust elevators to ensure that elevator floor is level with each storey's landing.	Allow for safer and more comfortable use of the building's elevators for all persons.	2005
Clarity of doorways in the Administrative Centre	Architectural,	Easier and safer navigation throughout the public areas of the building for disabled persons.	Paint doorframes in a contrasting colour.	Will make all doors clearly visible by being in contrast with the adjacent walls.	2005
Washrooms at the Administrative Centre	Physical, Architectural	More accessible, functional and safer washrooms	Provide automatic flush sensors for toilets in all accessible cubicles, and replace thumb turn locks with slide bolt hardware and provide or re-locate door-pulls as required.	Will help make washrooms safer and more usable for all.	2005
Customer Service Best Practices	Informational	Increase staff sensitivity to providing customer service to persons with disabilities	Prepare articles for the Region's "Here to Serve You" customer service newsletter	An article in each issue of "Here to Serve You"	December 2005