

Accessibility (Compliance) Report on the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*

**Presentation to the York Region
Accessibility Advisory
Committee**

September 25, 2013

Presentation Highlights

- ❑ *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*
- ❑ Role of the YRAAC
- ❑ Compliance Reporting Process
- ❑ Compliance Reports
- ❑ Next steps

Provincial accessibility standards help identify, remove and prevent barriers





York Region Accessibility Advisory Committee has an advisory role

YRAAC advises Regional Council and York Regional Police “about the requirements and implementation of accessibility standards and the preparation of accessibility reports.”

AODA Compliance Reporting Requirements

- ❑ First accessibility report was filed by March 31, 2010 (regarding Accessibility Standards for Customer Service Regulation)
- ❑ As of January 1, 2013 designated public sector organizations must file an accessibility report every two years
- ❑ Next accessibility report due by December 31, 2013 and every two years thereafter
- ❑ York Region, York Regional Police and Police Services Board file one combined accessibility report

Terminology

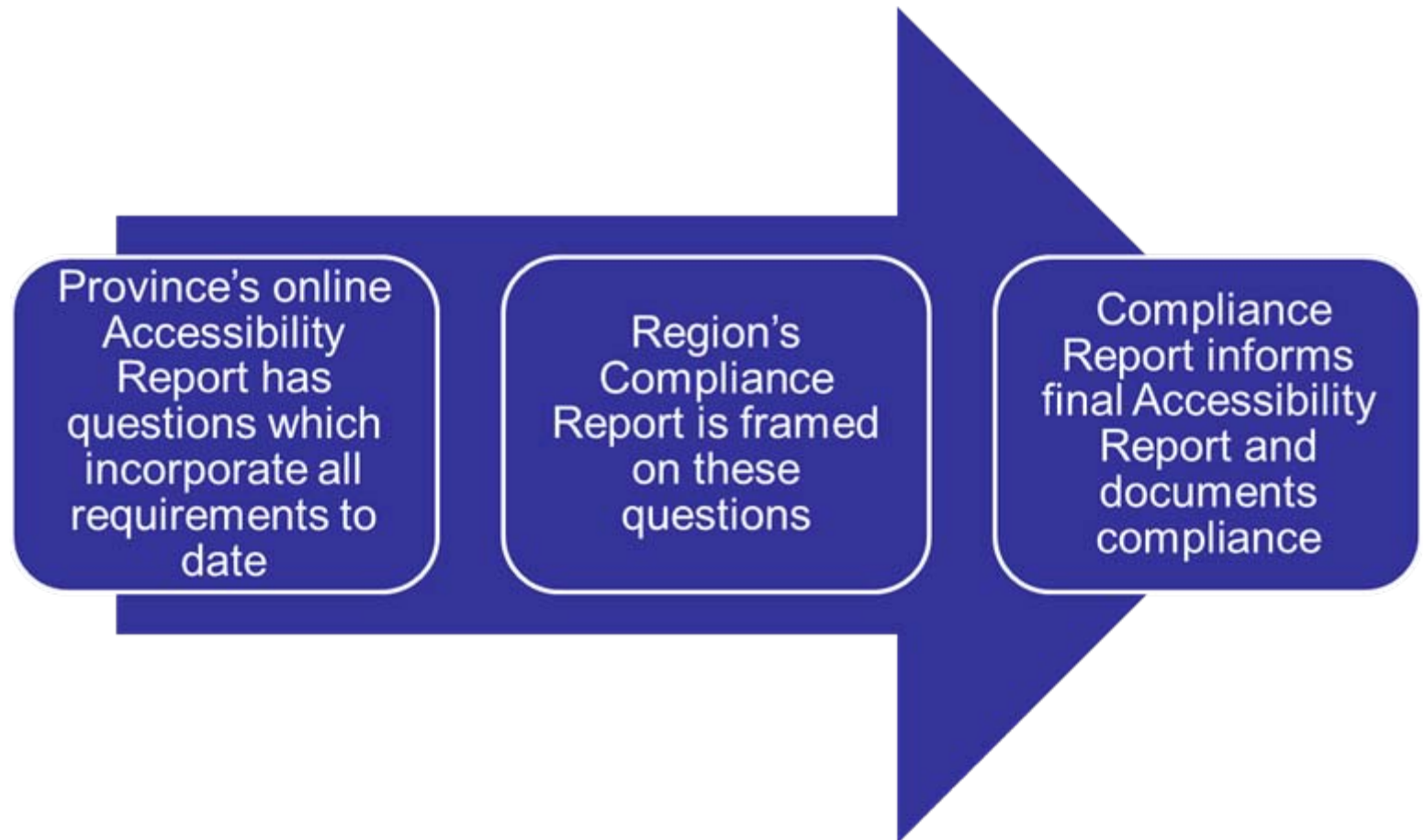
Compliance Report:

Operational report created by York Region to document compliance activities and assist with review process

Accessibility Report:

- ❑ Official report filed through Province's online Accessibility Compliance Reporting Program
- ❑ Final approval and sign-off by Commissioner of Community and Health Services
- ❑ Submission deadline - December 31, 2013

How the Compliance Report was developed



1. Customer Service

**“How
may I
best
help
you?”**

Offering excellent Accessible Customer Service
is how we do business.
It's also the law.

Learn more about serving our customers with disabilities at
mYnetwORK > Business Resources > Accessibility
and
www.york.ca

For more information, contact:
Lois Davies, Program Manager ODA/AODA
lois.davies@york.ca or ext. 2060

York Region

Icons: Wheelchair, Braille, CC, Large Print, Hearing Aid, Speech Bubble

**YR, YRP and PSB
continue to:**

✓ Achieve compliance
with the Customer
Service Standard

✓ Train employees,
volunteers and agents
working on our behalf
[ASCR s.6]

2. Accessibility Policies

**YR, YRP and PSB
have:**

✓Written accessibility
policies and procedures

✓A statement of
commitment

[IASR s.3]

... are committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner so that all people may have equitable access to programs, goods, services and facilities in a way that respects their dignity and independence.”

Statement of Organizational
Commitment

3. Multi-Year Accessibility Plan



YR, YRP and PSB have a joint Multi-Year Accessibility Plan that:

- ✓ Outlines ways to prevent and remove barriers and meet AODA requirements
- ✓ Was established in partnership with each other and in consultation with people with disabilities [IASR s.4]
- ✓ Includes transportation accessibility planning requirements
- ✓ [IASR s.41-43]

4. Making Purchases Accessible

YR, YRP and PSB:

✓ Include accessibility design, criteria and features in purchases, where practicable

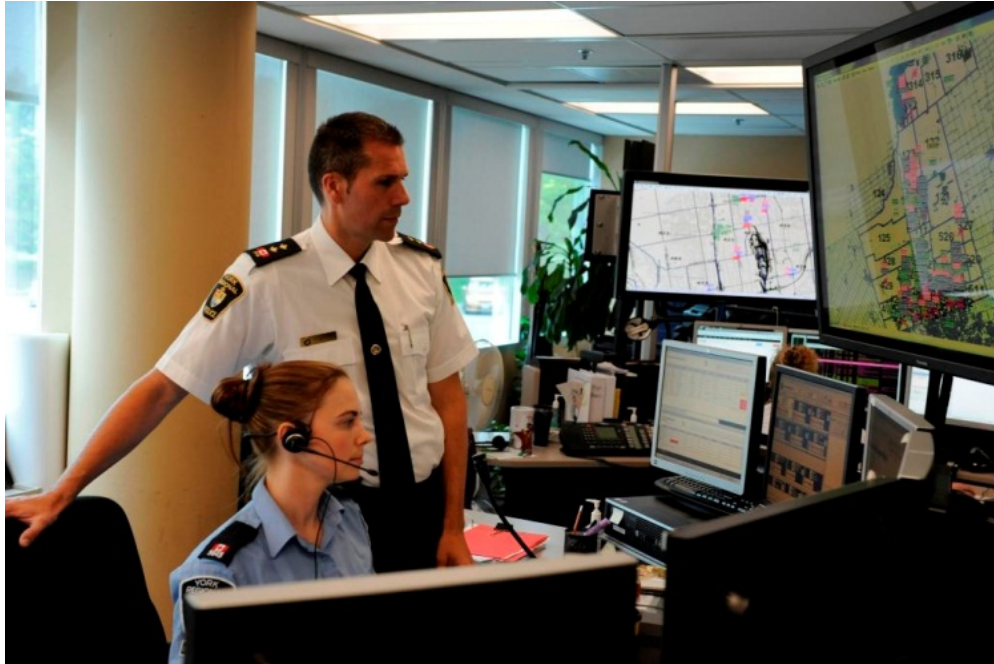
✓ If not practicable, provide an explanation upon request [IASR s. 5 and 6]

**SUPPLIES SERVICES
PURCHASE SUMMARY FORM**

DATE _____		PURCHASE REQUISITION #: _____		
IS THIS A BLANKET? _____		ESTIMATED EXPIRY DATE: _____		
Council Approval: _____ Passed: _____		Clause: _____ Report: _____		
DESCRIPTION OF GOODS OR SERVICES TO BE PURCHASED: _____ _____				
Accessibility criteria are incorporated in this purchase ☐ Yes ☐ No: Rationale Code: ☐		1 No barriers identified 2 Accessibility features not compatible with current technologies 3 Lack of availability of accessible goods, services or facilities 4 Other		
Rationale & Checklist to be maintained in the Department's Purchase File				
DELETE NON APPLICABLE TAX				
COMPANY	NET VALUE	5% GST	13% HST	TOTAL
1 _____	_____	\$0.00	\$0.00	\$0.00
2 _____	_____	\$0.00	\$0.00	\$0.00
3 _____	_____	\$0.00	\$0.00	\$0.00
4 _____	_____	\$0.00	\$0.00	\$0.00
COMMISSIONER'S BRIEFING NOTE IS REQUIRED FOR PURCHASES OVER \$50,000 if: 1 Recommending award to a Single/Sole Source (Rationale must be compliant with Section 10 of the Bylaw) 2 Emergency purchase and no competitive bids were requested				
RECOMMENDED SOURCE OF SUPPLY: _____				
(IF THIS IS A NEW VENDOR, PLEASE PROVIDE: COMPANY NAME, CONTACT, ADDRESS, PHONE/FAX, & HST NO.)				
JUSTIFICATION: (If recommendation is NOT to award to the lowest cost responsive Bidder) _____ _____ _____				
QUOTES RECEIVED BY: _____				
THE FOLLOWING DOCUMENTS ARE ATTACHED TO THIS FORM: 1. A MINIMUM of three responses (quotes and 'no' bid responses) 2. WSIB Clearance Certificate & Insurance form (on the Region's Certificate)				

55-Jan-2013 eDoc# 4521544

5. Accessible Emergency and Public Safety Information



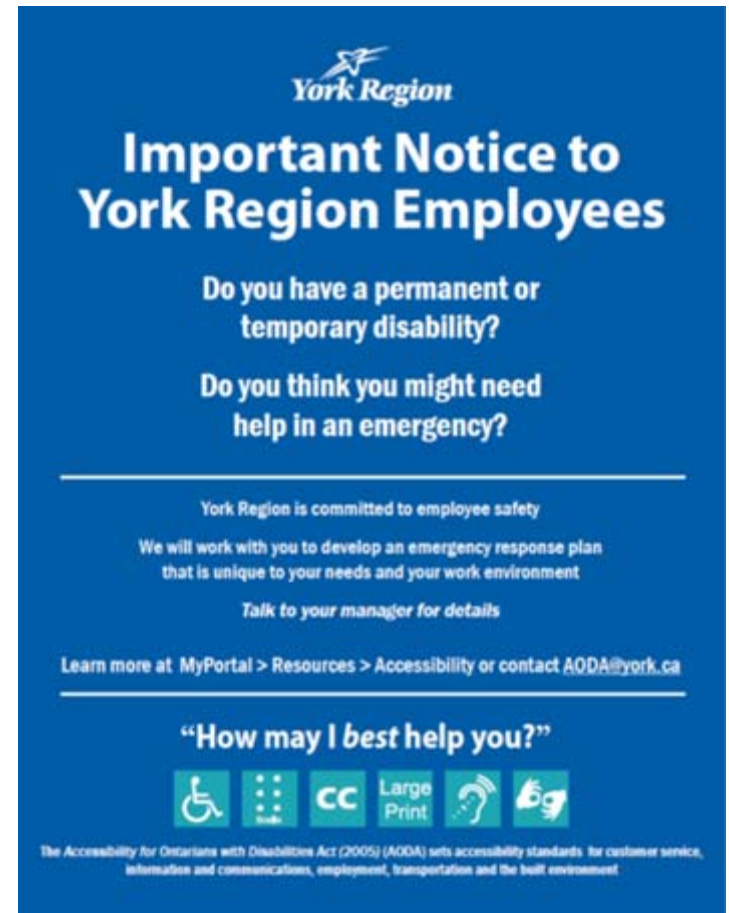
YR, YRP and PSB:

✓Provide emergency and public safety information that is made available to the public in accessible formats or with communication supports upon request
[IASR s.13]

6. Emergency Response Information for Employees

YR, YRP and PSB:

- ✓ Provide individualized emergency response plans for employees with a permanent or temporary disability, upon request
- ✓ Review and update plans as required [IASR s.27]



The poster is a blue rectangular document with white text and icons. At the top is the York Region logo. Below it is the title 'Important Notice to York Region Employees'. Two questions are listed: 'Do you have a permanent or temporary disability?' and 'Do you think you might need help in an emergency?'. A horizontal line separates this from the next section, which states 'York Region is committed to employee safety' and 'We will work with you to develop an emergency response plan that is unique to your needs and your work environment'. Below this is the instruction 'Talk to your manager for details'. Another horizontal line follows, with the text 'Learn more at MyPortal > Resources > Accessibility or contact AODA@york.ca'. The bottom section is titled '“How may I best help you?”' and features six icons: a wheelchair, a grid of dots, the CC logo, 'Large Print', a magnifying glass over a document, and a person with a speech bubble. At the very bottom, a small line of text reads: 'The Accessibility for Ontarians with Disabilities Act (2005) (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment.'

York Region

**Important Notice to
York Region Employees**

Do you have a permanent or
temporary disability?

Do you think you might need
help in an emergency?

York Region is committed to employee safety
We will work with you to develop an emergency response plan
that is unique to your needs and your work environment

Talk to your manager for details

Learn more at MyPortal > Resources > Accessibility or contact AODA@york.ca

“How may I best help you?”

The Accessibility for Ontarians with Disabilities Act (2005) (AODA) sets accessibility standards for customer service, information and communications, employment, transportation and the built environment.

10 MINUTE BREAK

Transportation



- ❑ York Region Transit (YRT/Viva) provides conventional transit services across York Region
- ❑ Mobility Plus provides specialized transit services to customers with disabilities

7. Information About Accessibility Equipment

YRT/Viva and Mobility Plus:

- ✓ Make current information about accessibility equipment available to the public [IASR s.34]
- ✓ Have measures in place to accommodate those who rely on the equipment if it fails to work [IASR s. 35]

8. Consultation

YRT/Viva:

- ✓ Meet the consultation requirements for accessible bus stops and shelters [s.78]
- ✓ Continue to upgrade stops and terminals to increase accessibility

9. Assistance to Passengers

YRT/Viva operators:

- ✓ Provide assistance to people with disabilities to board and deboard vehicles
- ✓ Ensure safe storage of mobility aids and mobility devices
- ✓ Do not charge a storage fee
[IASR s.44 and 48]

10. Alternate Accessible Method of Transportation – Not Applicable

- ✓ This question is included in Province's Accessibility Report
- ✓ Does not apply where specialized transit services are provided [IASR s.45]
- ✓ Mobility Plus provides specialized transit services to customers with disabilities

11. Fare

YRT/Viva:

- ✓ Ensure people with disabilities are not charged more than people without disabilities
- ✓ Provide accessible fare payment options [IASR s.46 and 66]

12. Inaccessible Stops

YRT/Viva operators:

- ✓ Allow people with disabilities to board or deboard vehicles at the nearest safe location if a transit stop is not accessible
- ✓ Promptly report inaccessible stops or temporary barriers [IASR s.47]

13. Courtesy Seating

YRT/Viva:



- ✓Provides clearly marked courtesy seating for people with disabilities
- ✓Developed a communications strategy to inform the public [IASR s.49]

14. Pre and On-Board Announcements

YRT/Viva offers:

- ✓ Pre-boarding verbal announcements of route, direction, destination or next major stop, upon request [IASR s.51]
- ✓ Automated audible announcements of all route stops while the vehicle is in service [IASR s.52]

15. Technical Requirements for Vehicles

All YRT/Viva vehicles:

- ✓ Meet the technical requirements intended to support the safe boarding, travel and deboarding of persons with disabilities [IASR s.53-61]
- ✓ Includes vehicles purchased after January 1, 2013

16. Service to Eligible Visitors

Mobility Plus:

- ✓ Provides service to eligible visitors with disabilities from other jurisdictions

[IASR s.67]

- ✓ Allows companions and dependents to travel with a person with a disability

[IASR s.74]

17. Range of Services

Mobility Plus:

- ✓ Provides origin to destination services that take into account the abilities of passengers [IASR s.68]
- ✓ Facilitates connections between specialized services provided in adjacent municipalities [IASR s.69]

18. Service Delay Notification

Mobility Plus:

- ✓ Provides information about service delays of greater than 30 minutes to affected passengers
- ✓ Information is provided by mutually agreed upon method [IASR s.73]

19. Hours of Service

Mobility Plus:

✓Provides the same hours and days of service to customers as YRT/Viva conventional transit service [IASR s.70]

20. Emergency Response Procedures

YRT/Viva and Mobility Plus:

- ✓ Outline emergency preparedness and response procedures for the safety of people with disabilities
- ✓ Provide these procedures in accessible formats upon request [IASR s.37]

21. Service Disruption Arrangements

If a route or scheduled service is changed and the change is known in advance, YRT/Viva:

✓ Make available alternate accessible arrangements to transfer people with disabilities to their route destination

[IASR s.50]

Next Steps

- ❑ YRAAC receives Draft Compliance Report and feedback is documented
- ❑ YRAAC advises Regional Council and Police Services Board of the results of the review, with Compliance Report and YRAAC Feedback Chart attached
- ❑ Compliance Report data informs development of Province's Accessibility Report
- ❑ Commissioner of Community and Health Services approves and signs-off on final Accessibility Report
- ❑ Accessibility Report is submitted to the Province by December 31, 2013 using online reporting system
- ❑ Accessibility Report and supporting documents are filed
- ❑ Information Report to Council - 2014

Questions?
