



TOWARDS Accessibility

York Region's Fourth Accessibility Plan

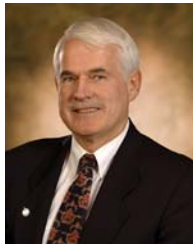
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2007





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Town of Markham



Regional Councillor
Jim Jones
Town of Markham



Regional Councillor
Jack Heath
Town of Markham



Regional Councillor
Tony Wong
Town of Markham



Regional Councillor
Gordon Landon
Town of Markham



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Town of Richmond Hill



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City of Vaughan



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Town of Georgina



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Mayor
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Town of East Gwillimbury



Mayor
Margaret Black
Township of King

A Message from Regional Council

We are pleased to present *Towards Accessibility: York Region's Fourth Annual Accessibility Plan*. *Towards Accessibility* continues to build on our past experience in identifying and removing barriers across all regional programs, policies, services and facilities and moves us further towards preparing for the standards being released under the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

The York Region Accessibility Advisory Committee continued to provide valuable input throughout the development of this Plan and in the implementation of our 2006 Plan. The committee has worked with staff, provided advice on our Accessibility Plans and has given freely of their time to support our efforts to make regional services and programs more accessible. We would like to thank these members for the past three years of hard work and dedication to the accessibility planning process.

Accessibility to our programs and services has been enhanced right across York Region, including improvements to buses, bus stops and crosswalks; buildings, housing and long term care facilities; policing services, policies, and procurement processes; training programs and York Region's website.

Our good work has not gone unnoticed. In 2006, York Region was selected for the 2006 Ontario Mainstreet Accessibility Award for our outstanding leadership and vision for improving accessibility within diverse communities. We would like to also acknowledge the good work of Regional staff, under the leadership of the Community Services and Housing Department, who through their collaborative efforts have made improved accessibility to programs, services and facilities a reality.

In 2007, we will continue to make improvements to regional government services and programs by identifying and removing barriers so that all residents can fully participate in all York Region has to offer.



Regional Councillor
Vito Spatafora
Town of Richmond Hill



Mayor
Tony Van Bynen
Town of Newmarket



Regional Councillor
John Taylor
Town of Newmarket



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York Region's Fourth Accessibility Plan

2007
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Message from York Region Accessibility Advisory Committee

It's hard to believe it was just three short years ago that we began our term as the York Region Accessibility Advisory Committee.

In these three years, we've had the privilege of supporting the Region's efforts by participating in committee meetings, workshops, focus groups, meetings with the media and attending numerous events promoting accessibility, changing attitudes and raising awareness.

We've worked directly with staff and members of Regional Council, provided input on Regional policies and programs, and volunteered our time to support the efforts of our nine local municipal Accessibility Advisory Committees.

We have seen fantastic accomplishments here at the Region through the implementation of three accessibility plans and the development of *Towards Accessibility: York Region's Fourth Accessibility Plan*. We are very proud and honoured to have played an integral role in these accomplishments.

We hope that we have left a legacy that has begun to raise understanding of the barriers and challenges faced everyday by persons with disabilities and ways to meet these challenges.

We would like to express our gratitude and thanks to Regional Council and Joann Simmons, Commissioner of Community Services, Housing and Health Services, who leads the Region's implementation of the ODA, and Regional staff from every department for their support, for listening to us and for giving people with disabilities a voice in York Region.

Our term has now come to an end and it is time to hand the torch over to another Accessibility Advisory Committee allowing them to run the next leg of the race. We've set the pace and have full confidence that this next committee will take accessibility to another level in York Region.

2003-2006 York Region Accessibility Advisory Committee



Front Row: Robert Hunn, Regional Councillor Joyce Frustaglio, Wilf Morley (Chair), Barbara Caiger, Regional Councillor Danny Wheeler

Back Row: Trish Robichaud (Vice Chair), Kirsten Hill, Joann Simmons, Commissioner of Community Services, Housing and Health Services, Diane Humeniuk, Zahra Brown, Mary Ann Proulx.

Other Members: Regional Chair and CEO Bill Fisch (ex-officio), Sharon Abrahams



Acknowledgements

York Regional Council would like to thank the many people who actively participated in the development and production of *Towards Accessibility: York Region's 2007 Accessibility Plan*.

The successful development of this Plan was made possible by people from across the Regional Municipality of York who contributed their time and expertise, including the York Region Accessibility Advisory Committee, members of the *Ontarians with Disabilities Act* (ODA) Staff Committee, as well as other Regional staff who were involved in the creation of this Plan.

The commitment and support of all of these people is greatly appreciated.

The members of the ODA Staff Committee include:

Cordelia Abankwa-Harris, Jeffrey Abrams, Tom Appleby, Lina Bigioni, Bev Cassidy-Moffatt, Barry Crowe, Alan Davidson, Lois Davies, Marc Gallant, Lisa Gonsalves, Don Gordon, Eric Gupta, Joy Hulton, Bob Hunn, John Jacob, Martha McBurnie, Irene McNeil, Sylvia Patterson, Val Sequeira, Lizuarte Simas, Darwin Trojan, Gabe Tropea, Marilyn Woolhead.

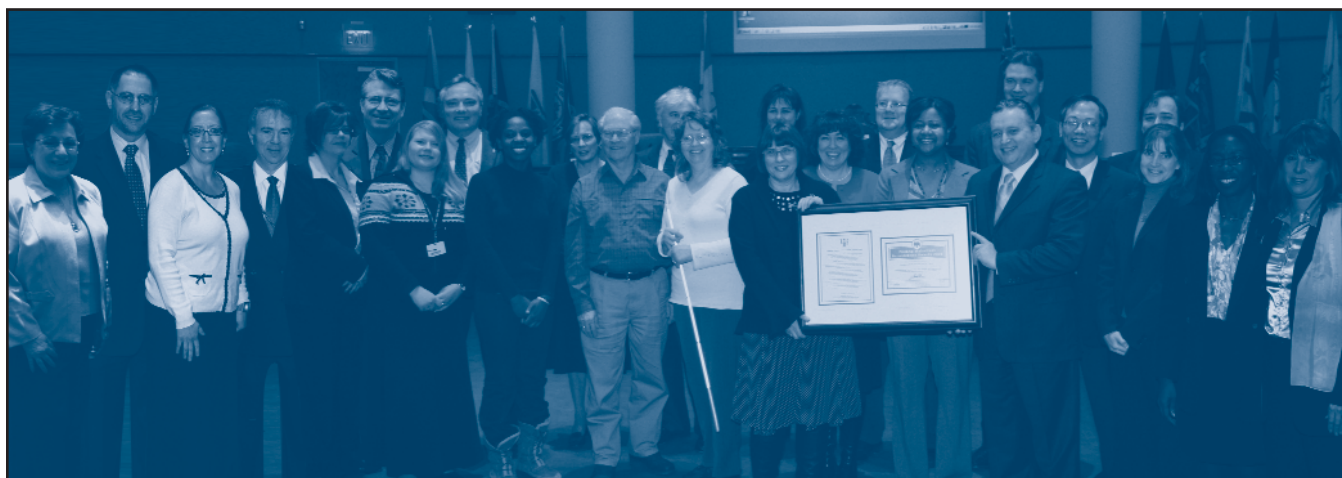


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Let Us Know What You Think

Your comments are important to us. Please let us know what you think about *Towards Accessibility*.

You can send in your comments or inquiries in any of the following ways:

Email: AccessYork@york.ca

Mail: The Regional Municipality of York
Community Services and Housing Department
Policy and Program Support Services Branch
3rd Floor, 17250 Yonge Street
Newmarket, ON L3Y 6Z1

Phone: 1-877-464-9675 Ext. 2123

TTY: (905) 762-0401

Fax: (905) 895-5045

You can access this publication at www.york.ca > click **Services** and then click **Accessibility Planning**.

This document is available in multiple formats upon request.

This material has been prepared for specific use by The Regional Municipality of York.

Organizations wishing to use any portion of *Towards Accessibility* are requested to:

- Contact the Commissioner of Community Services, Housing and Health Services for York Region or her designate regarding the purpose for which this material will be used.
- Use the following citation when referencing this document:
The Regional Municipality of York. (2007) *Towards Accessibility: York Region's 2007 Accessibility Plan*. Newmarket, Ontario.
- Acknowledge that The Regional Municipality of York is providing a copy of its material for reference purposes only, and that the organization is responsible and liable for compliance with the ODA.

COMMENT FORM

This form is available online at www.york.ca

Your comments are important to us. Please take a few minutes to complete this form and let us know what you think about *Towards Accessibility: York Region's 2007 Accessibility Plan*.

1. What do you like most about the Plan? (check as many boxes as you want)

- ☐ The many new things the Regional Municipality of York Region will do in 2007 to make its services and programs easier for people with disabilities to use.
- ☐ Learning more about all that the Region has already done to ensure people with disabilities can use its services and programs.
- ☐ The range of existing barriers that will be removed and new barriers that will be prevented.
- ☐ How the Region will identify barriers within its programs and services.
- ☐ That the Region is making it easier for people with different types of disabilities to use its services and programs.
- ☐ Total number of initiatives to address barriers in 2007.
- ☐ Types of barriers that will be addressed in 2007.
- ☐ The participation of all Regional departments in accessibility planning.
- ☐ The involvement of the York Region Accessibility Advisory Committee (YRAAC) in developing the Plan.
- ☐ The overall layout and format.
- ☐ Other: _____

2. What do you see as the key issues facing people with disabilities in York Region?
(check as many boxes as you want)

- | | |
|--|--|
| ☐ Transit | ☐ Housing |
| ☐ Roads | ☐ Social Assistance |
| ☐ Lack of services/supports | ☐ Lack of mandatory accessibility standards |
| ☐ Attitudes/awareness | ☐ Barriers in the private sector |
| ☐ Lack of information | ☐ Other: _____ |

3. Have you noticed an improvement in accessing Regional services and programs?

- ☐ Yes ☐ No

If yes, please list improvements. If no, please explain.

4. Is the Plan easy to read and understand? (check one)

- ☐ Yes ☐ No

If no, why?

5. Other comments about *Towards Accessibility: York Region's 2007 Accessibility Plan*



GENERAL INFORMATION *(Optional)*

6. How did you find out about *Towards Accessibility: York Region's 2007 Accessibility Plan*?

(check as many boxes as you want)

- | | |
|---|---|
| ☐ Newspaper ad/article | ☐ York Region staff |
| ☐ Social services/community agency | ☐ York Region building |
| ☐ York Region disability organizations | ☐ www.york.ca |
| ☐ York Region AAC | ☐ Municipal Web site |
| ☐ Other: _____ | |

7. Are you a resident of York Region?

- ☐ Yes ☐ No

8. Are you a person with a disability? *(Optional)*

- ☐ Yes ☐ No

9. Are you a member of an organization or agency that represents or provides services to people with disabilities in York Region?

- ☐ Yes ☐ No

9b. If yes, what is the name of the organization?

Organization's Name: _____

Thank you.

If you would like to receive more information about this Plan or accessibility planning in York Region, please contact us.

You can return your completed form in either of the following ways:

Mail: The Regional Municipality of York
 Community Services and Housing Department
 Policy and Program Support Services Branch
 The Regional Municipality of York
 3rd Floor, 17250 Yonge Street
 Newmarket, Ontario L3Y 6Z1

Fax: (905) 895-5045

Online: www.york.ca > click **Services** and then click **Accessibility Planning**



REGIONAL OVERVIEW

Introduction

Accessibility Planning in York Region



Introduction

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities in Ontario through the identification, prevention and removal of physical and other barriers that may present barriers to opportunities for people with disabilities to fully participate in society.

Under the ODA, all municipalities in the province have a legal obligation to prepare an annual accessibility plan. The plan must include a complete overview of all of the municipality's operations including its bylaws, programs, procedures, practices, policies, facilities and services.

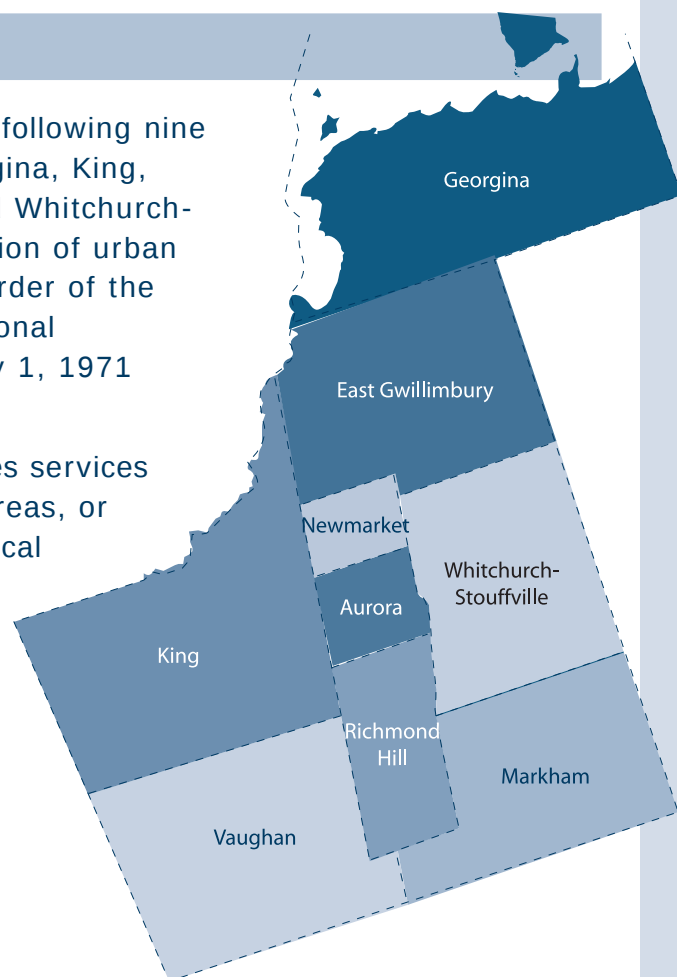
This document, *Towards Accessibility: York Region's 2007 Accessibility Plan*, is the Regional Municipality of York's fourth annual Accessibility Plan under the ODA since 2004. This fourth Plan continues to break down barriers for people with disabilities by identifying, removing, and preventing barriers to accessibility.

Towards Accessibility highlights barriers that were identified and/or eliminated in 2006 and outlines the actions that the Region will take to identify, prevent and remove remaining barriers across York Region's departments, including York Regional Police.

York Region Facts

The Regional Municipality of York is made up of the following nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan, and Whitchurch-Stouffville. This diverse region is a unique combination of urban centres and rural areas that sits on the northern border of the Greater Toronto Area. York Region is one of six regional governments in Ontario and was created on January 1, 1971 by the provincial government.

In general, the Regional Municipality of York provides services and programs that are best delivered across wide areas, or those requiring large-scale coordination. The nine local municipalities provide programs and services that are more local in nature. The *Municipal Act, 2001* is the provincial legislation that outlines the areas of regional and local area municipal responsibility. The following list shows the range of services provided at the regional and area municipal levels.



Regional and Area Municipal Responsibilities

The Regional Municipality of York	Area Municipalities
Police Services	Fire Protection
Emergency Medical Services (ambulance and paramedics)	Local Planning
Public Health Services	Local Economic Development
Long Term Care Services	Building and Plumbing
Social Assistance	By-law Enforcement
Social Housing	Licensing
Family and Children's Services	Local Roads
Regional Planning/Growth Management	Waste Collection
Regional Economic Development and Tourism Promotion	Water Distribution
Arterial Roads	Local Sewage
Public Transit	Tax Collection
Water Treatment	Parks, Recreation and Heritage
Trunk Sewage	Libraries
Waste Disposal	Local Emergency Planning
Long Term Borrowing	
Regional Emergency Planning	

Population Trends¹

York Region's population has more than quintupled since its creation in 1971.

As of December 2006, the region's population was estimated to be approximately 950,674. Most of York Region's population growth has been concentrated in the three southern area municipalities of Vaughan, Richmond Hill and Markham.

In terms of the general age of York Region's residents, when compared to the Greater Toronto Area and Canada, York Region has a younger population. This is primarily due to the large proportion of people between the ages of 35 and 54 that make up 35% of the region's population.

By 2026, it is anticipated that 21% of York Region's population will be senior citizens (65+), which would see the seniors' population increase three times over the 2000 level to 263,000.

A growing population that is also aging poses a number of challenges for all levels of government to find ways to better anticipate the needs of an older population, who may also have disabilities, and to ensure that programs and services meet those needs.

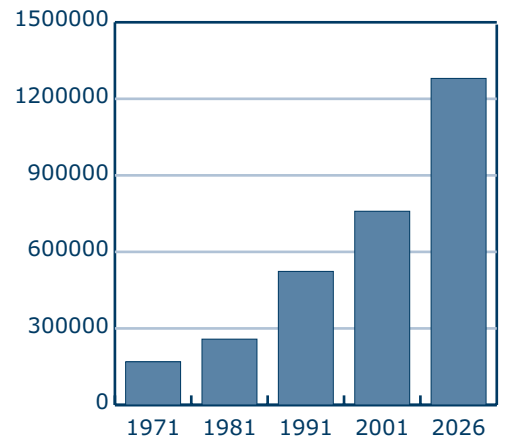
¹Source: The Changing Face of York Region, A Demographic Profile by York Region Planning and Development Services Department; York Region Population Estimate, York Region Planning and Development Services Department based on Statistics Canada data and CMHC Housing Completion data

Persons with Disabilities in York Region²

According to Statistics Canada, approximately 3.6 million people in Canada have disabilities representing 12.4% of Canadians. Of this, there are approximately 1.5 million people with disabilities in Ontario representing approximately 13.5% of Ontarians. By 2025, it is expected that this number will increase to three million people, or 20% of the population.

At the time of the last census in 2001, York Region's population was just over 750,000. Of this, the number of people in York Region who identified themselves as having a disability was about 90,330 or 12% of the total population. In 2026, York Region's population is expected to reach 1.28 million. Of this, it is estimated that the number of people with disabilities will be approximately 230,400 or 18% of residents.

York Region Population Growth, 1971-2026

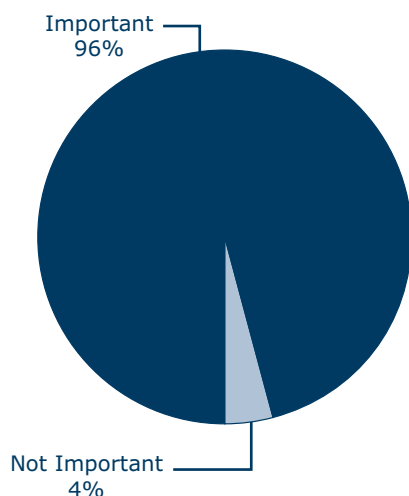


SOURCE: The Changing Face of York Region, A Demographic Profile by York Region Planning Department Services Department and York Region Planning Department based on Statistics Canada data and CMHC Housing Completion data

Key Observations

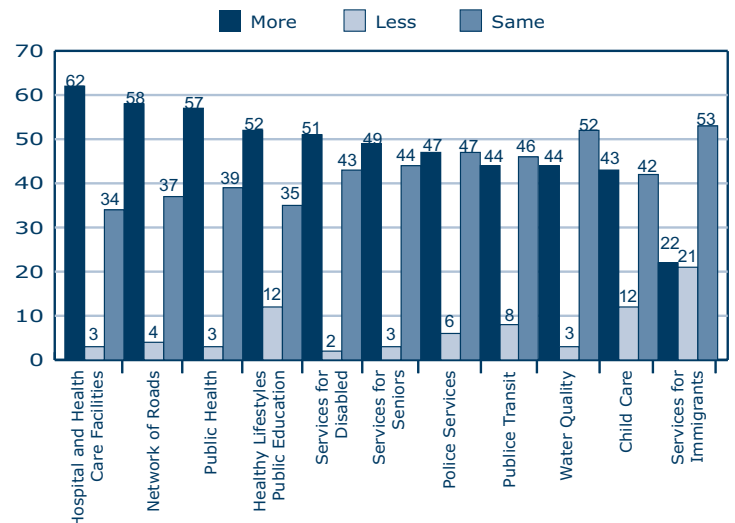
Accessibility for persons with disabilities matters deeply and is a key spending priority for York Region residents. This interest is reflected in the most recent York Region Environics Survey (2006). In 2006, the survey reported that a resounding 96% majority of residents said they felt it was important for programs, services and facilities in York Region to be fully accessible to residents with disabilities. These findings are consistent with the 2005 and 2004 surveys which found that 97% felt full accessibility was important. Furthermore, in the 2006 survey, over 50% of residents stated that even if it would increase their taxes they supported increased spending on services for persons with disabilities ahead of increased spending on services for seniors, police services, public transit and child care.

Importance of Full Accessibility



SOURCE: Environics Survey, York Region Summary, 2006

Municipal Spending Priorities - \$ More



SOURCE: Environics Survey, York Region Summary, 2006

²Source: Statistics Canada, Participation and Activity Limitation Survey, 2001.

Statistics Canada, Custom Tabulations, Census 2001.

Note: Statistics are based on self-identification and include a broad scope of disability.

Responding to the Needs of Our Residents

The Regional Municipality of York hears and responds to its residents by meeting the needs of persons with disabilities through services offered at the Region. For instance, York Region Transit's Mobility Plus service had 5,600 registered users at the end of 2006 scheduling 250,572 trips averaging 25,000 passengers per month. Its service has rapidly grown at an average rate of 15% per year since 2001.

Housing Services has also responded to the needs of persons with disabilities by providing 326 accessible housing units throughout York Region. Barrier reduced design has been incorporated into all new housing developments and opportunities to retrofit existing properties to accommodate a wider range of clients who face physical barriers in housing are being considered.

Making Regional services fully accessible to all, including residents with disabilities, along with the high priority placed on increased spending on services to persons with disabilities, was also reflected in the 2004 and 2005 Environics Surveys.

Accessibility Planning in York Region

Under the ODA, the annual accessibility plan must include:

- Steps the Region has taken to identify, remove and prevent barriers.
- How the Region will assess its bylaws, policies, programs, practices and services to determine their impact on persons with disabilities.
- What bylaws, policies, services, programs and practices the Region will review in the coming year to identify barriers.
- Measures the Region will take in the coming year to identify, remove and prevent barriers in all of its services and programs including transit.

York Region's long-term strategic plan, Vision 2026, provides the foundation for accessibility planning in York Region and many other important corporate initiatives. Meeting the specific requirements of the ODA through the development and implementation of annual accessibility plans further supports the goals set out in Vision 2026.

The Process for Developing York Region's Plans

The Region's accessibility planning process was set out in the Accessibility Plan Policy Framework that was approved by Regional Council in February 2003. The direction established in the Policy Framework has resulted in the development of four regional accessibility plans that cover every aspect of the Region's businesses and services.

Each department, including York Regional Police, develops its own department accessibility plan to identify, remove and prevent barriers in Regional programs and services on an annual basis. The overall Accessibility Plan for the Region is built from the initiatives included in these department plans.

Understanding what the Region has done to improve and enhance accessibility is also a key part of our Region's policy framework. As such, evaluation is an ongoing process to monitor and track the accessibility planning progress. The Region continues to successfully meet the obligations as outlined in the *Ontarians with Disabilities Act, 2001*.

Participation of the 2003 - 2006 York Region Accessibility Advisory Committee

York Regional Council strongly supports the involvement of many different people and groups in the Region's accessibility planning process. Several members of Regional Council have been involved since the beginning of ODA implementation, and networks have been formed to encourage ongoing communication with the area municipalities, stakeholder organizations, and the general public. Many Regional departments incorporate the practice of working with their own customers and clients to identify, prevent and remove different types of barriers that impact people with disabilities from receiving services or accessing various programs and facilities.

The York Region Accessibility Advisory Committee (YRAAC) is a legislatively mandated committee which was appointed by York Regional Council in 2003. It included both members of Regional Council and citizen volunteers and has been an integral part of the accessibility planning process. The members of the YRAAC included people with different types of disabilities, backgrounds and who came from across York Region offering a variety of perspectives. The YRAAC played a critical role in advising Council on the preparation, implementation, and effectiveness of its annual accessibility plans.

In keeping with its legislated mandate, the YRAAC continued to provide direct input into the implementation activities of the 2006 Plan. For example, members of the YRAAC:

- recommended that Regional Council once again recognize National Access Awareness Week, which was subsequently endorsed by Council in May 2006;
- participated in a breakfast workshop for members of all local Accessibility Advisory Committees in York Region held in Stouffville;
- participated in the Making Ontario's Heritage Accessible workshop co-hosted by the Region and the Ontario Historical Society;
- participated in the *Accessibility for Ontarians with Disabilities Act, 2005* workshop hosted by the Region;
- represented the committee while being featured on a local cable TV show about accessibility;
- provided advice on the implementation activities included in the 2006 Plan and the development of the 2007 Accessibility Plan.

The 2003-2006 YRAAC completed its three-year term in November 2006.

Are We Making Progress? A Brief Overview of 2006 Initiatives

In *Removing Barriers - York Region's 2006 Accessibility Plan*, we made a commitment to act on 71 initiatives that would make our communities more accessible:

- 26 involved identifying barriers which is the first step in removing barriers; and
- 45 involved addressing barriers.

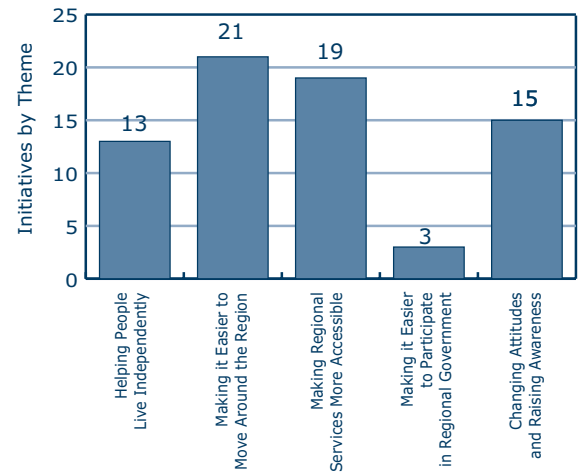
We are pleased to report that 61% (43) of the initiatives are complete and 39% (28) are either planned or underway and that the Region continues to actively pursue initiatives in all five themes.

In the early years of York Region's accessibility planning, we focused primarily on physical barriers. But, as we gained a better understanding of different types of disabilities, we have begun to address a wider range of barriers. In 2006, we took action to remove all types of barriers both visible and invisible and our 71 initiatives addressed the needs of people with a range of disabilities.

A few examples of barriers that have been identified and removed in 2006 are:

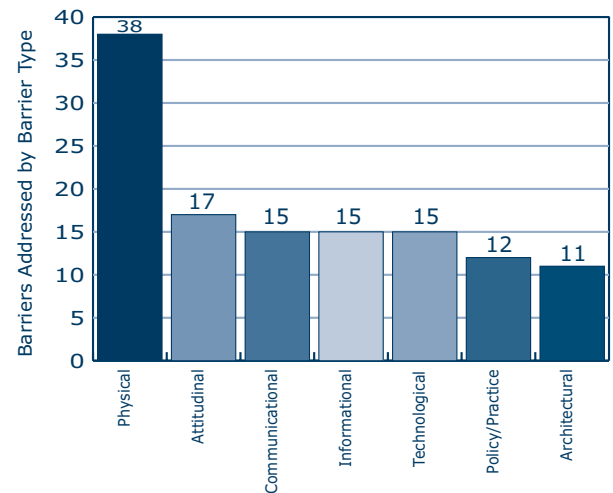
- The Transportation and Works Department addressed *Technological* and *Physical* barriers by installing audible traffic control signals and by installing new and replacement pads at bus stops.
- The Planning and Development Services Department addressed *Physical*, *Architectural* and *Communicational* barriers by co-hosting a workshop with the Ontario Historical Society to assist heritage sites, museums and historical societies to reduce barriers and increase accessibility.
- Corporate Communications addressed *Informational* and *Technological* barriers by using Humanist 970 font to print business cards and stationary making it easier for persons with low vision to be able to identify and access Regional staff communications and information.
- Corporate Services addressed *Physical* and *Architectural* barriers by installing new sliding hardware and handles on accessible washroom stall doors.

2006 Initiatives by Theme



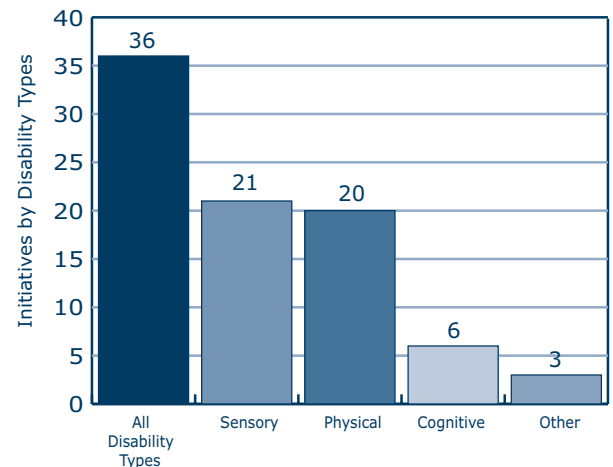
SOURCE: 2006 Progress Report Removing Barriers

Types of Barriers That Are Being Addressed in the 2006 Plan



SOURCE: 2006 Progress Report Removing Barriers

Disability Types That Are Being Addressed in the 2006 Plan



SOURCE: 2006 Progress Report Removing Barriers

- The Community Services and Housing Department reviewed recommendations and will take appropriate action to address *Policy/Practice* barriers in the Ontario Works appeal process making the process easier to understand and more effective for persons with disabilities.
- The Finance Department addressed *Technological* barriers by implementing eight TTY machines at eight call centres to assist persons who are deaf, deafened or hard of hearing.
- Health Services addressed *Communicational* barriers in their Alternative Community Living brochures, pamphlets and service agreements by reviewing and revising them to ensure readability and improve communication between service providers, clients and caregivers.
- The York Regional Police continued to address *Physical* barriers in their Safety Village by making enhancements to accessibility at the site.

York Region Declared a Leader in Removing Barriers



Since the Ontarians with Disabilities Act, 2001(ODA) was passed, York Region has implemented three accessibility plans with over 250 initiatives that have allowed persons with disabilities to have better access to our services and programs. Our efforts have not gone unnoticed! In 2006, York Region received the Ontario Mainstreet Accessibility Award for "Outstanding leadership and vision for improving accessibility within diverse communities."

This awards program was sponsored by the Toronto Association of Business Improvement Areas (TABIA), with the support of the Ministry of Community and Social Services. The awards recognize outstanding accomplishments and efforts by businesses and communities in Ontario to improve accessibility and reduce barriers for persons with disabilities.

In 2004, York Region also received an investing in Abilities Award from Future Abilities and Creative Employment (FACE) for ongoing efforts to remove barriers for people with disabilities - as both an employer and a promoter of accessibility. York Region was recognized further by the provincial government, which identified York Region's process for establishing its Accessibility Advisory Committee and accessibility planning process as a best practice and model to be used by other organizations.

Developing Towards Accessibility: York Region's 2007 Accessibility Plan

The Region's fourth Accessibility Plan continues to follow the direction set out in the Accessibility Plan Policy Framework and is integrated with the Region's annual business planning and budget process.

Again this year, each Regional department and York Regional Police participated by developing a departmental accessibility plan. Each department's accessibility plan is included in this document.

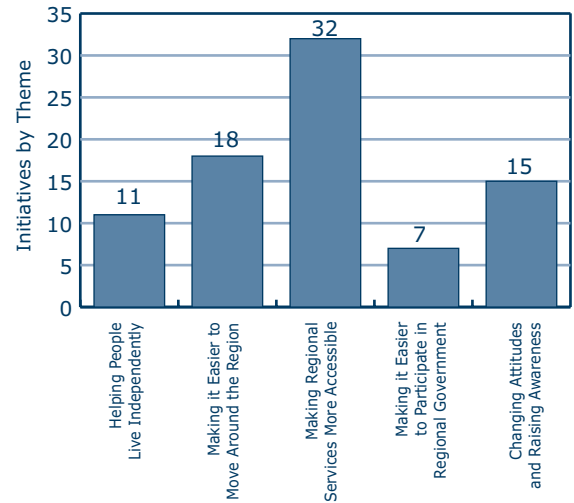
The 2007 Accessibility Plan includes 83 accessibility planning initiatives put forward by departments to identify, remove and prevent barriers in 2007. As in all the Region's accessibility plans, each initiative included in *Towards Accessibility* has been organized around five themes.

The themes are:

- Helping People Live Independently
- Making It Easier to Move Around the Region
- Making Regional Services More Accessible
- Making it Easier to Participate in Regional Government
- Changing Attitudes and Raising Awareness

The themes bring together the diverse aspects of the Region's programs and services into broader areas of action. These themes reflect the feedback from the YRAAC and previous public consultations on the key areas that impact the lives of people with disabilities.

2007 Initiatives by Theme



Parallel Implementation of the AODA and the ODA

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) came into effect in June 2005 and applies to both the public and private sectors covering every aspect of life available to the public except private homes. The goal of the AODA is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by January 1, 2025. This goal will be achieved through the development, implementation and enforcement of provincially-set accessibility standards in the areas of customer service, the built environment, information and communications, employment and transportation. Both public and private sector organizations will be required to implement these standards in increments that could range from as little as six months to a maximum of five years.

Enforcement of the AODA will be through a process of reporting, inspection, investigation, compliance orders and administrative penalties.

Under the AODA, the role of municipal accessibility advisory committees will change from advising municipal councils on their annual accessibility plans to advising council on their municipalities' compliance with the new accessibility standards.

The AODA will eventually replace the current ODA. However, the province has indicated that the ODA will remain in effect for the foreseeable future while the AODA is phased in. The Region, like other municipalities, must meet the challenge of implementing both Acts simultaneously during this period.



YORK REGION'S 2007 ACCESSIBILITY PLAN **SUMMARY**

Summary

Helping People Live Independently

Making it Easier to Move Around the Region

Making Regional Services More Accessible

Making it Easier to Participate in Regional Government

Changing Attitudes and Raising Awareness

Conclusion



York Region's 2007 Accessibility Plan Summary

In 2026, York Region residents will live, work, play and learn in healthy, accessible and safe neighbourhoods that are vibrant, exciting and people-friendly. Residents will continue to enjoy the high quality of life that attracted them to York and will have a sense of belonging and commitment to their communities.

Vision 2026

*Creating Strong Caring
Safe Communities*

York Region is committed to creating healthy, accessible, safe communities where all our citizens - regardless of age or ability - are able to participate and lead full lives. By identifying and breaking down barriers for people with disabilities, it is easier for everyone to live, work, play and learn in York Region.

The main goal of our efforts to identify and remove barriers is to move further towards accessibility by opening doors that have been closed for many people in our communities and enrich the lives of people with disabilities. This, in turn, will make York Region a warmer, richer, more interesting place to live.

The following pages provide a brief summary of our achievements in 2006 as well as our 2007 plans to continue to identify and remove barriers.

Once again, our accessibility initiatives are organized into five themes that people in our communities with disabilities have told us have the greatest impact on their lives.

1. Helping People Live Independently

Accessibility Achievements

Housing

The Regional Municipality of York is responsible for providing supportive and affordable housing for people in York Region, including people with disabilities. In 2006, York Region's **Housing Services** made a number of changes that have helped more people live independently in the community.

For example:

- of the 50 new affordable accessible rental units being developed at Tom Taylor Place, a Housing York Inc. property, in Newmarket, three will be fully accessible for people with physical disabilities, and five to seven will be accessible for people who are deaf, deafened or hard of hearing;
- the new Sutton Youth Multi-Service Centre, which provides emergency shelter and transitional housing services for youth (ages 16 to 26), is a barrier-free building that has an accessible washroom, door closers, ramp systems and mobility access to all units and common areas;
- 15 new emergency shelter units for families now being developed will be accessible to people with disabilities; and
- public washrooms and elevators in social housing units have been modified to make them more accessible.

Health

York Region's **Health Services** Department is responsible for the Active Community Living program, which provides homemaking and personal care for seniors and adults with physical disabilities so they can live independently in the community. In 2006, baths and showers in the Active Community Living programs at Keswick Gardens, Genesis Place and Heritage East were renovated to make them safer. Renovations are now underway in seven units at Hadley Grange, a Housing York Inc. building for seniors, to make them more accessible.

Continuing to Identify Barriers

In 2007, **Housing Services**, through Housing York Inc., will continue to enhance accessibility by building seven dedicated units at Tom Taylor Place for households with members who are deaf, deafened or hard of hearing. Housing Services is also implementing accessibility features in some of its building elevators to assist people with low vision, improving lighting levels in some buildings to support seniors with reduced vision, and installing railings in some senior communities to assist tenants with ambulatory and balance constraints.

Removing Barriers

Housing

York Region knows that one of the biggest barriers for people who are older and people with disabilities living independently is the lack of special needs and supportive housing units. In 2007, to close the gap between the number of people who need accessible, affordable housing and the supply of units, **Community Services and Housing** will:

- prepare a detailed inventory of support service providers with housing provider referral agreements;
- add Braille floor buttons, large digital display and other accessibility features to elevators in two Housing York Inc. communities (Maplewood Place and Pineview Terrace) - which will make it easier for residents to come and go independently;
- develop a lighting standard and survey 10 older buildings to see whether they meet this standard and improve lighting where required, making it easier for seniors with reduced vision to use common areas;
- review the feasibility based on the Ontario Building Code of installing railings in the halls of seniors' buildings, and install railings in two Housing York Inc. buildings in 2007 to assist seniors with mobility or balance disabilities; and
- continue the development of five to seven dedicated units at Tom Taylor Place in Newmarket for people who are deaf, deafened or hard of hearing, and to create a referral system to identify potential tenants for the units.

Health

During 2007, **Health Services** will continue to renovate supportive housing units in Hadley Grange, adding better lighting, replacing flooring, and making kitchens and bathrooms accessible. This will make it possible for more people with disabilities to live safely on site, and receive the homemaking and personal support care services they need to remain independent.



2. Making it Easier to Move Around the Region

Accessibility Achievements

Vehicles and Equipment

Throughout 2006, York Region worked to make it easier for people with disabilities to move around York Region.

By the end of the year, approximately 80% of York Region's conventional buses were accessible (up from 67% in 2005), and the transit system was working with service agencies to create a Travel Training Program to help people with disabilities develop the skills and confidence needed to use accessible conventional buses.

To make its Mobility Plus service accessible to more people, the Region is upgrading its ride booking hardware and software to provide more trips and better customer service. The Region is also in the process of installing global positioning systems on its Mobility Plus buses. This technology will improve trip availability and on-time system performance and provide greater safety and security for riders, because the location of vehicles can be tracked at all times.

Roadways and Crosswalks

As part of the larger effort to make our communities more accessible, York Region has made improvements such as:



- relocating push buttons at some intersections and coordinating with the municipalities to install concrete or asphalt at the base of pedestrian push button poles to make them easier for people with disabilities to reach;
- installing 29 countdown traffic control signals;
- developing plans to install audible traffic control signals to help people who are blind or have low vision; and
- developing plans to construct 200 new or replacement bus stop pads each year.

Education and Outreach

During 2006, about 60 people from York Region attended a "Making Ontario's Heritage Accessible" workshop, co-hosted by York Region's **Planning and Development Services Department** and the Ontario Historical Society. The workshop helped raise awareness of the challenges that people with disabilities face trying to visit some heritage sites, and provided information on ways to make the Region's sites more accessible.

Continuing to Identify Barriers

Transit

Demand for Mobility Plus service continues to grow. In 2007, **York Region Transit** will identify barriers to increasing service as well as strategies to meet needs. As part of its plan to designate accessible transit routes, the Region will continue to assess the process used for allocating accessible vehicles.



Removing Barriers

Transit and Roadways

During 2007, **Transportation and Works** will make a number of additions and changes to the transit and road system to make it easier for people to move around the region. For example, the Department will:

- continue to purchase accessible buses. By the end of 2007, 85% of York Region's conventional transit vehicles will be accessible (up from 80% in 2006);
- launch its Travel Training Pilot Program targeted at seniors and persons with disabilities to develop the skills and confidence needed to ride conventional transit;
- continue to allocate accessible buses to routes where there is the greatest need for services;
- construct 200 concrete bus pads along accessible transit routes;
- install more audible and countdown traffic control signals that make it easier for people who are blind or have low vision, people with physical disabilities, people who are older, and parents with children to feel confident crossing busy intersections;
- adjust the height of pedestrian push buttons on traffic signal poles and install a concrete or asphalt surface at the base of the poles so people using wheelchairs or scooters can reach the crossing button more easily; and
- act on the findings of the assessment of audio and visual bus stop announcements and begin installing technologies that will make it easier for people who are blind or have low vision or a person with hearing loss to know when they are reaching their stop.

3. Making Regional Services More Accessible

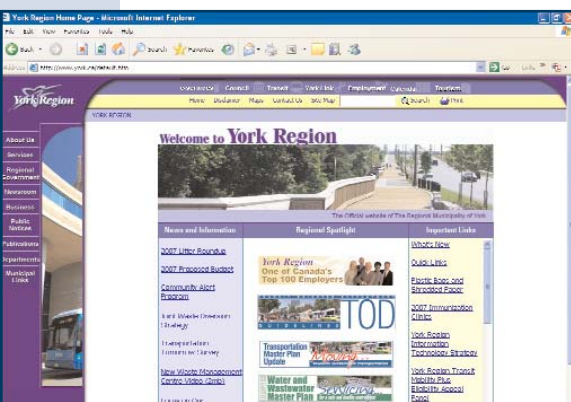
Accessibility Achievements

Information and Communications

During 2006, all departments in the Region made changes that will make it easier for people with disabilities to use Regional services. For example, **Community Services and Housing's** new Voice Information System will be piloted in 2007, making it easier for people who are blind or have low vision to obtain information about housing and community services. Based on feedback from client focus groups conducted in 2005, the Department has also made changes to the business processes for Ontario Works appeal letters and the way job postings are mounted in Ontario Works offices.

To make it easier for people with disabilities to use transit services, **York Region Transit** installed an Interactive Voice Response system as well as a live voice system that Mobility Plus riders can use to confirm their trip times, cancel trips or obtain information. In 2006, York Region Transit reviewed all its communication materials and is in the process of changing font size, layout and colour to make them more legible for people who have low vision. The department is also working with Community Services and Housing to develop training materials for Family and Children's Service staff, so they can give clients information about how to use Mobility Plus services.

The **Planning and Development Services Department** continued to audit tourism attractions in the region for accessibility. This information is now part of York Region's Visitor's Guide. The Department also redesigned the maps of York Region available on the Internet, making the fonts larger and more legible, using contrasting colours, and adding other technical features that make the maps easier for people with disabilities to download and use.



As part of Region-wide efforts to make our information more accessible, all departments have agreed to use a range of formats to communicate with the public. Based on advice from the York Region Accessibility Advisory Committee, **Corporate Communications Services** has developed updated guidelines and standards for web productions, and selected an accessible font for use on all business cards and stationary. The Department also redesigned the Region's Intranet, making it easier for employees to use voice reading software. The new simpler format, with more white space, makes it faster for all employees to find information on the site.

Programs and Services

To make its services more accessible, the **Health Services Department**:

- confirmed that people with developmental disabilities have access to seasonal flu shots;
- ensured that all sites in the Region designated for mass immunization clinics (in the event of an influenza pandemic) are accessible;

- reviewed and revised all Active Community Living brochures and other materials to make them more readable;
- used advice from the York Region Accessibility Advisory Committee to revise its policies and procedures for testing private drinking water systems; and
- is investigating the feasibility of integrating TTY with the Interactive Voice Response system already in place to make information about well water testing accessible to more people.

York Regional Police have made it easier for people with disabilities to access their services by:

- installing software that allows all 911 Police Communicators to answer TTY calls;
- working with the York Region Accessibility Advisory Committee to complete an accessibility audit of the Community Safety Village; and
- paving the parking lot at Community Safety Village and creating two accessible parking spots at the edge of the lot closest to the Safety Village.

Buildings and Equipment

To make the Administrative Centre more accessible, the **Corporate Services Department**:

- installed automatic flush toilets, touch-less faucets, automatic door openers and new sliding hardware and handles on accessible stalls in all washrooms, painted doorframes in contrasting colours, installed glass panels with fronted lines at the south entrance and completed a study of the building's signs;
- removed water fountains so they wouldn't obstruct narrow corridors, and installed more accessible fountains in more appropriate locations; and
- is redesigning the north entrance, crosswalk and accessible parking spaces.

Continuing to Identify Barriers

Despite the progress York Region has made in removing barriers to their programs, services and facilities over the past three years, enhancements to accessibility can still be achieved.

Programs and Services

For example, **Community Services and Housing** is concerned that its programs and services may not be sufficiently accessible to people who are deaf, deafened or hard of hearing, and that even clients currently using services may experience barriers. In 2007, the Department plans to:

- consult with the Canadian Hearing Society to identify barriers and develop strategies to meet needs, such as creating a referral system for designated housing units and training onsite housing staff to provide appropriate services for tenants who are hard of hearing;
- investigate why there is minimal use of TTY services in the Contact Centre;

- develop standard questions that could be used to survey clients about barriers to their programs and survey residents of Housing York properties and support service providers about barriers to housing services; and
- work with other departments to ensure the Corporate accessibility planning policy is updated to include new requirements in the *Accessibility for Ontarians with Disabilities Act, 2005*.

York Regional Police are also concerned about possible barriers for people who are deaf, deafened or hard of hearing. York Regional Police will review the communication devices they currently use to determine their effectiveness, and research the feasibility of an email version of 911. To help all departments provide better service for people who are deaf, deafened or hard of hearing, the **Finance Department**, in consultation with the Canadian Hearing Society, will assess the feasibility of replacing TTY systems with new TextNet technology.

Transportation and Transit



According to **York Region Transit**, people who are blind or have low vision may have difficulty using the automated fare collection machines, the transit web site and some marketing materials. The automated fare collection machines may also be a problem for people who are deaf, deafened or hard of hearing. The Department has also heard from Mobility Plus riders that they would like the ride booking system to be more flexible. They would prefer to book trips 24 hours in advance - rather than the two days required now. Transit staff will identify the barriers that limit them from providing more rider-friendly services.

Buildings and Equipment

People with disabilities still face some physical or architectural barriers in Regional office buildings. To make our sites more accessible:

- **Corporate Services** will study the Administrative Centre's north parking area and recommend changes to overcome any accessibility barriers;
- **Transportation and Works** plans to identify barriers that York Region residents with disabilities may experience at the Transportation and Works reception desk in the Administrative Centre and look for ways to improve communication.

Information and Communication

During 2007, York Region plans a major redevelopment of its web site to identify any barriers to accessibility. While the new web site is being developed, Corporate Communications will pilot a central phone service for people with disabilities, log all calls and requests, and use that information to identify barriers or opportunities to improve services. The Department will also test the new software and identify any problems that must be fixed to make the system accessible.

Removing Barriers

Programs and Services

In 2007, York Region will focus on changing the way it does business to make Regional services more accessible. For example, **Community Services and Housing** will co-locate services for children and youth with disabilities on one accessible site, providing convenient one-window access to services for families. The Department will also make physical changes to the reception area at its Bayview Parkway office, and use feedback from client focus groups to redesign Ontario Works cheque inserts. The new inserts will be easier to read and more useful for people with disabilities.

Transportation and Transit

To provide more flexible services for residents who ride the Mobility Plus buses, **York Region Transit** will change its trip booking procedures: adding and reassigning staff, allowing riders to book trips on weekends, and cutting the “book ahead” time from two days to 24 hours.

Throughout 2007, a number of departments will take steps to overcome barriers experienced by people who are deaf, deafened or hard of hearing. For example, **Transportation and Works** will add technology that will make it easier for people who are deaf, deafened or hard of hearing to obtain service at the Department's reception desk in the Administrative Centre.



Police Services

York Regional Police have also made improvements in its ability to serve and respond to people who are deaf, deafened or hard of hearing. The police service will:

- develop a training DVD for officers and staff that will make them more aware of hearing related barriers as well as teach effective ways to communicate and interact with people who are deaf, deafened or hard of hearing;
- develop a Canadian Hearing Society Sign Language Interpreter protocol that will provide timely access to interpreter service for people who are deaf, deafened or hard of hearing who have to communicate with the police;
- work with the Canadian Hearing Society to develop a media marketing campaign promoting relationships between police and citizens who are deaf, deafened or hard of hearing;
- invite a representative of the Canadian Hearing Society to become a member of the York Regional Police Recruitment Community Insights Program - a program that helps officers gain a better understanding of religious, cultural, ethnic and disability groups in the community and improve communications; and
- appoint a member of the Department who is deaf, deafened or hard of hearing to sit on the York Regional Police Equity Advisory Committee. This appointment will help ensure that the committee represents the full diversity of the police service, and help the committee be a leader in creating an inclusive, diverse and skilled organization.

Buildings and Equipment

To make the Region's buildings more accessible for staff and visitors, **Corporate Services** plans to:



- redesign the north parking area at the Administrative Centre, creating more and larger accessible parking spaces closer to the door and improving the crosswalk and entranceway;
- redesign the Building Directory in the Great Hall of the Administrative Centre, making it easier to read and easier for visitors to find their way around the building;
- add touchless faucets, automatic flush toilets, better lighting and clearer signs to washrooms in the South Services Centre in Richmond Hill; and
- install power door operators and upgrade washrooms in York Region's leased space at the Gates of York.

Health Services

To make health services more accessible to seniors and people with disabilities, the **Health Services Department** will eliminate physical and architectural barriers at the Maple Health Centre and the Newmarket Health Centre. During 2007, both centres will be renovated. Planned changes include:

- redesigning the route that people take into the building, installing power door operators in the physiotherapy washroom, providing assistive listening devices, installing a central TTY line, updating signs, and redesigning staff change rooms at the Maple Leaf Centre;
- installing power door operators in the washroom and changing signs at the Newmarket site.

Information and Communications

Corporate Communications, with support from the Information Technology Services Branch, will develop an "accessible content management strategy" for the web site, and provide training and support to those creating web pages. Right now, some web pages - particularly those with tables, charts and photos - are not accessible to people using screen reading software. To remedy this, Corporate Communications will continue to identify tools to create accessible web pages. The Department will use a central phone number people can call to get assistance downloading web information in an accessible format. All requests will be logged, and the goal is to improve accessibility of the web site and gradually reduce the number of phone requests.

Other departments will also make their marketing and information materials more accessible. For example:

- **York Region Transit** will ensure its web site is fully accessible to people with low vision who use reading software (right now, only 85% of the content is accessible) and redesign its brochures and print information, using larger print size, contrasting colours and other accessible design features;

- **Health Services** plans to review and redesign its fact sheets to make them more readable and to meet the Region's new multiple format accessibility guidelines; and
- **Planning and Development Services** will continue to improve the geomatics maps on the Region's web site, making them more accessible to more people and ensuring they can be downloaded by people using text-to-speech and mouseless keyboards.

4. Making it Easier to Participate in Regional Government

Accessibility Achievements

Business Practices

To make it easier for people with disabilities to attend public meetings, York Region has developed guidelines for accessible meetings and multiple formats, which include the methods used to notify people about meetings, where meetings are held, sign language interpretation and other strategies to encourage broad participation.

Continuing to Identify Barriers

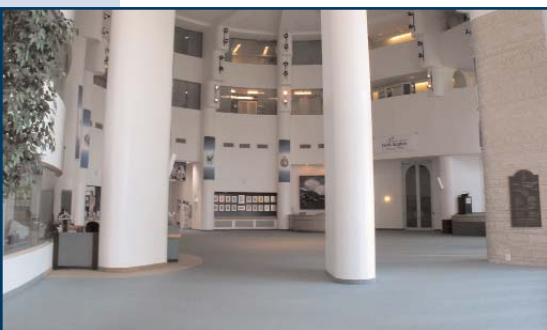
Planning and Development Services will use the newly developed accessibility guidelines to audit all public consultation centres and, if necessary, make recommendations for changes.

Removing Barriers

Business Practices

In 2007, three new initiatives will help encourage more people with disabilities to participate in regional government planning and Council meetings:

- **Community Services and Housing** is developing an Accessibility Planning resource list, outlining local resources that may be of use when planning accessible meetings making it easier for more people with disabilities to participate in meetings or events. The resource list will be available to all Regional departments;
- **Health Services** will include people with disabilities in emergency planning for an influenza pandemic. The Department will consult with the Canadian National Institute for the Blind and the Canadian Hearing Society, and work with people with disabilities to develop education materials to help people with disabilities prepare for a pandemic and learn who to call and where to go to receive care; and
- **Corporate Services** plans to install power door operators on the Council Chamber doors, making it easier for staff and visitors to enter the Council Chambers.



5. Changing Attitudes and Raising Awareness

Accessibility Achievements

Education and Outreach

Making York Region more accessible isn't just about physical changes - such as ramps, wider doorways, brighter lights and bigger signs - it's also about changing attitudes. In York Region, we want to create communities where people with disabilities are welcomed and valued. We want to make people aware of the strengths of people with disabilities and how little changes can help enrich all of our lives.

In 2006, a total of 335 York Region staff took part in inclusivity and accessibility training designed to raise awareness of the needs and rights of people with disabilities. The training appears to work: according to evaluations completed by staff who participated, awareness of how to provide better customer service to people with disabilities was raised, and many planned to pay closer attention to clients' needs in the future.

Some departments provided further education in addition to the training provided by the Region. For example, **York Regional Police** have trained a staff group to assess the accessibility of workspaces, so the Department can do a better job of integrating employees with disabilities. This initiative has helped raise awareness with the Department. In 2006, **Community Services and Housing** surveyed Ontario Works staff about their knowledge of resources for clients with disabilities. The Department is using the survey results to identify staff training or resource needs and improve services for clients.

In addition to educating its own staff, York Region is working to raise awareness of the strengths and needs of people with disabilities throughout the community. For example:

- **York Region Transit** now requires contracted bus operators to provide refresher accessibility awareness and sensitivity training for all bus drivers; and
- York Region celebrated National Access Awareness Week by setting up displays at the Administrative Centre and South Services Centre, holding a sold-out Know York lunch session, organizing a quiz/contest about accessibility, and producing a newsletter that featured tips from various organizations about serving people with disabilities.

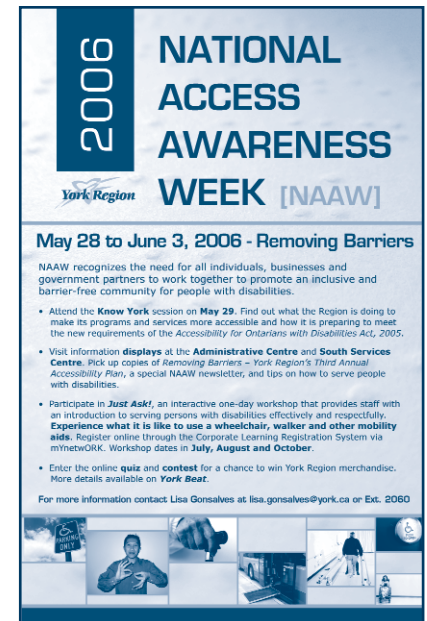
Removing Barriers

Education and Outreach

During 2007, we plan to keep up the programs that change attitudes. Although many of the Region's staff have already acquired specific skills to work with people with disabilities through their professional training, 146 other employees from across all Regional departments will participate in York Region's inclusivity and accessibility training. This will mean that even more staff will be aware of the wide range of disabilities and have the knowledge to provide more effective and respectful service for people with disabilities.

Some departments also plan to organize other training activities:

- **Community Services and Housing** will use staff survey results to develop training that will make employees more knowledgeable about employment resources for people with disabilities. The Department will also offer the mental health and learning disabilities training to all branches;
- **Health Services** staff - both internal and external - will be offered opportunities to participate in education sessions about the *Ontarians with Disabilities Act, 2001*. This training will make staff more confident about working with people with disabilities and make health services more accessible; and
- **York Regional Police** will provide training and aids, such as notification cards, sun visor cards and tip sheets that will help officers communicate effectively with citizens who are deaf, deafened or hard of hearing. Recognizing that work-related hearing loss is an issue for some members of the police force, York Regional Police will also develop a workshop on hearing loss and ways to prevent it.



Conclusion

The Regional Municipality of York continues to move towards accessibility through the creation and implementation of its annual accessibility plans. Since the proclamation of the ODA, York Region has planned and executed three, and with the release of this Plan, four accessibility plans which involved the development and implementation of over 330 accessibility planning initiatives. These initiatives have supported the Region's vision and principle of providing programs, services and facilities that are accessible to York Region's residents.

While responding to the needs of our residents in a planned and thoughtful way, we have gained much experience in the area of accessibility. The Region integrates its accessibility plans into its business practices and processes and into the everyday delivery of its services. This type of planning supports York Region's aim to build strong, caring and safe communities that reflect the kind of communities our residents want.



As the Region enters its fourth year of accessibility planning, with a new Accessibility Advisory Committee and with the expected release of standards of accessibility under the AODA, we look with anticipation towards achieving further accessibility in our programs, services, and facilities.



DEPARTMENT ACCESSIBILITY PLANS

Community Services and Housing

Corporate Communications Services

Corporate Services

Finance

Health Services

Planning and Development Services

Transportation and Works

York Regional Police



Community Services and Housing Department

Environmental Scan

Community Services and Housing will focus on the following objectives:

Building Strategic Partnerships to Enhance Accessibility to Programs and Services:

- Consult with community agencies, disability organizations and other Regional departments to explore opportunities to provide greater accessibility to our clients and customers with a range of disabilities.

Education and Outreach to Address Attitudinal Barriers

- Provide tools, information and training to staff to increase awareness, and assist with the identification and development of solutions for York Region citizens with disabilities.

Addressing Information and Communications Barriers

- Work to remove barriers to information regarding services and programs and to increase and manage information for persons with disabilities.

Enhancing Accessibility to Facilities to Address Physical Barriers

- Work to make specific services and programs more physically accessible to persons with disabilities.

Our Customers

Housing Services Branch

The Housing Services Branch directly manages 1927 social housing units through the operations of Housing York Inc. The Branch also administers 4051 social housing units through independent non-profit and co-operative housing providers. The Branch is also responsible for increasing the supply of affordable housing including the creation of new accessible units. The Region supports and funds a range of homelessness and prevention support programs in partnership with community agencies.

The demographics of our customers vary widely. We serve:

- People of all ages, including children, youth, and seniors who are elderly and fragile.
- People with diverse cultural backgrounds, many of whom are new to the country and have a mother tongue other than English.
- Households in financial need.
- Households in receipt of Ontario Works payments, Ontario Disability Support Program payments, Old Age Pensions, Disability Pensions, etc.
- People facing a wide range of physical barriers.

- Households headed by those who have been victims of domestic violence.
- Households who require integrated community support services.

The needs of our customers are for housing that is:

- Affordable
- Safe and secure
- Appropriate in size and physical form
- Integrated with community support services



Assistance for our clients with disabilities includes:

- Providing a minimum of 326 accessible housing units in York Region.
- Incorporating barrier-reduced design into new housing development.
- Seeking instances where retro fitting of existing properties can accommodate a wider range of clients who face physical barriers in their housing.
- Providing information to allow clients to better determine if available housing matches their need for barrier reduced accommodation.
- Liaising with community agencies that provide households with community support services.
- Evaluating and responding to future *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) regulations.

Employment and Financial Support Branch

The Employment and Financial Support Branch provides employment and financial assistance to approximately 8800 residents annually (including adults and children). This comprises approximately 4700 family units.

The demographics of our customers vary widely. We serve:

- Persons in financial need, including those who are homeless.
- Persons of all ages, including children, youth and seniors.
- Persons with diverse cultural and religious backgrounds.
- Persons in receipt of Ontario Disability Support Program (ODSP).
- Persons with a broad range of physical, sensory, and cognitive disabilities.

The needs of our customers are:

- Financial assistance for food, shelter, and additional expenses.
- Employment assistance that supports participants in accessing and maintaining jobs.

Assistance for our clients with disabilities includes:

Financial assistance:

- All Ontario Works recipients receive an Ontario Drug Benefit (ODB) card with their monthly social assistance cheque. The ODB card covers the costs of all prescription medications listed on the drug formulary.
- Ontario Works and ODSP recipients with disabilities may be eligible to receive assistance with the cost of health-related items such as:
 - Mobility aids (i.e. walkers)
 - Foot orthotics
 - Vision and dental care
 - Prosthetic devices (i.e. hearing aids)
 - Home repairs or renovations (i.e. addition of ramps, grab bars in the shower)
 - Wheelchair repairs and batteries
 - Other eligible items as defined in policy

Employment Assistance:

- Ontario Works currently maintains a link with a range of agencies to assist persons with disabilities to prepare for employment.
- Persons with learning disorders have access to literacy and numeracy programs through Ontario Works referrals to community agencies.
- Employment workshops, delivered at local Ontario Works offices, are physically accessible for persons with disabilities and mobility issues.
- One-on-one employment counselling is offered at all local Ontario Works offices to assist participants in developing strategies to manage disability-related barriers to employment.
- Evaluating and responding to future AODA regulations pertaining to program and employment services will be a key focus of our service planning.



Family and Children's Services Branch

The Family and Children's Services Branch provides financial assistance and/or direct developmental programming to approximately 5935 York Region children from birth to 12 years annually and 300 eligible adults residing in domiciliary hostels. This comprises approximately 4344 family units.

The demographics of our customers vary widely. We serve:

- Children from birth to 12 years of age.

- Families with diverse cultural and religious backgrounds.
- Families with an assessed financial need.
- Eligible adults residing in domiciliary hostels.
- Children with a broad range of diagnosed and undiagnosed physical, sensory and cognitive disabilities.
- Licensed child care centres with children with special needs enrolled.
- Agencies delivering programs for children and families under the *Day Nurseries Act*, the *Ontario Works Act*, and the *Lodging House By-Law*.

The needs of our customers are:

- Financial assistance for child care and recreational costs, and enhanced inclusion support for children with exceptional special needs.
- Developmental programming to assist in the development of children with special needs and their inclusion into licensed child care centres and community settings.
- Information, intake, and access to programs and services in York Region.
- Financial assistance for domiciliary hostel costs.

Our customers can access our programs by calling a toll free line 1-800-703-KIDS (5437).

All requests for information, intake, and access for the following programs are accessed by calling the toll free 1-800-703-KIDS (5437) line:

- Child Care Fee Assistance
- Early Intervention Programs
- Preschool Speech and Language Program
- Tri-Regional Infant Hearing Program
- Child Care Support Line including a Child Care Translation Language telephone line
- Summer Camp Fee Assistance

The Branch administers:

- Child care fee assistance for families with an assessed financial need with children enrolled in licensed child care, including those with special needs.
- Wage subsidy to enhance staff salaries within licensed child care programs.
- Enhanced funding to provide inclusion supports to children with exceptional special needs in licensed child care programs.

The Branch provides direct service delivery for developmental programming:

- Early Intervention Services (EIS) provides:
 - Developmental programming and consultative supports for children with special needs in their homes, child care centres, community settings, and EIS offices.

- Occupational and Physio-therapy consultative services.

The Branch manages the funding and program relationships with:

- Speech Language Pathology services through a contract with Markham Stouffville Hospital.
- In-home mobility, orientation and developmental supports through a contract with Ontario Foundation for Visually Impaired Children.
- Seating and orthotic clinic equipment support for children with physical disabilities through a contract with Southlake Regional Hospital.
- All our Kids (AOK) Early Child Development and Parenting Programs.

The Branch manages the domiciliary hostel program through:

- Administering per diem agreements with domiciliary hostel operators for domiciliary hostel beds.
- Responsibility for licensing domiciliary hostels under the Lodging House By-Law.
- Monitoring compliance under the by-law and per diem agreements.

Business Operations and Support Services Branch

The Business Operations and Support Services Branch delivers direct and support services through its six program teams:

- Family Support Team - assists clients in pursuing support income.
- Eligibility Review Team - investigates and collects revenues owed to the Region.
- Learning and Development Team - knowledge and skills training for all staff.
- Contact Centre Team - 'First Call' services that provides callers with information, referral, and application services.
- Accounting and Business Services Team - ensures the Department's fiscal integrity.
- Administrative Services and Technology Support Team - delivers accommodation services and standard practices and provides expert technology support for program applications.



Our customers are residents of York Region, Community Services and Housing Department clients, staff, service providers, and vendors.

Policy and Program Support Services Branch

The Policy and Program Support Services Branch provides support to the Department, the corporation, and Regional Council through the provision of strategic policy analysis and program development services.

The Branch also:

- manages departmental emergency preparedness and business continuity planning;

- provides program communications services;
- produces YorkLink;
- co-ordinates the Region's ODA Accessibility Planning process and supports the implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA);
- manages community investment, planning and program evaluation activities; and
- provides data and research for the Community Social Data which is an online resource.

Our customers are primarily the Community Services and Housing Department, the corporation, community service agencies and the York Region Accessibility Advisory Committee.

Accessibility Statement

The Community Services and Housing Department will continue to move toward enhancing the accessibility of our programs and services through building strategic community and regional partnerships and by increasing our awareness of the needs of persons with both visible and invisible disabilities, so that we can better respond to those needs. After three years of accessibility planning under the ODA, the Department continues to consider accessibility planning as a key component when reviewing, improving and developing its programs and services. In 2007, branches will work together to identify, remove and prevent barriers in our programs and services.



Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Helping People Live Independently			
Begin process of creating a centralized waiting list for households requiring modified units. (Housing Services)	All	All	Initiative on hold (Ministry of Municipal Affairs and Housing has indicated an imminent change in legislation that may eliminate the need for this item).
Facility limitation and need to provide greater accessibility for social housing residents. (Housing Services)	Physical	All	The modification of one public washroom at 37 North St. in Sutton is completed. Modifications for elevators (16105 Yonge St. Aurora; 540 Timothy St. Newmarket) are complete. The researching of products to upgrade electric openers and door holders is also complete.
Need to develop affordable accessible rental housing for persons with physical disabilities and hearing impairments. (Housing Services)	Physical	Physical, Sensory	The development of 50 new affordable accessible rental units for families, singles and seniors in the Town of Newmarket is underway. Three of these units will be fully accessible for persons with disabilities and five to seven units will be accessible for persons who are deaf, deafened or hard of hearing.
Need to develop emergency family shelter housing with accessibility features for persons with disabilities. (Housing Services)	Physical	All	Development of 15 emergency shelter units for families including persons with disabilities (Leeder Place) is underway.
Need to provide greater accessibility services for households requiring transitional housing. (Housing Services)	Physical	Physical	The Sutton Youth Multi-Service Centre was opened in early 2006 to provide emergency shelter and transitional housing services for youth aged 16-26. The building incorporates barrier-free design features including a fully accessible washroom, door closers, ramp systems and mobility access to all shelter units and common areas.

¹ Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Helping People Live Independently			
Service Contact Centre. (Business Operations and Support Services)	Informational	Sensory	Implementation of Voice Information System to make information accessible for people who are blind or have low vision is expected to be piloted in spring 2007 within the Contact Centre, followed by a Department-wide roll out.
Staff knowledge about Mobility Plus transit service. (Family and Children's Services)	Attitudinal, Informational	All	Development of staff training materials regarding Mobility Plus service is underway (CS&H and YRT are collaborating to complete this initiative).
Client knowledge about Mobility Plus transit service. (Family and Children's Services)	Informational	All	Development of a communications strategy to inform clients about Mobility Plus service is underway.
Identify barriers to the Ontario Works appeal process. (Employment and Financial Support)	Policy/Practice	All	Completed. Changes made to business processes for Ontario Works client letters.
Identify barriers to Ontario Works office Employment Resource Centres (ERC). (Employment and Financial Support)	Physical, Information, Technological	All	Completed. 60 OW participants completed the surveys in four offices. Feedback was reviewed with the following results: - Georgina office has improved access to information by using wall mounts to better organize job postings - All offices have installed typing tutor software to one computer in each ERC
Need to provide greater access to information through the use of multiple formats. (Corporate)	All	All	Development of a multiple formats guideline in consultation with other Regional departments and York Region Accessibility Advisory Committee (YRAAC) is complete.

¹ Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Identify barriers in the use of Ontario Works cheque inserts as a communication tool to clients, including persons with disabilities. (Employment and Financial Support)	Informational	Sensory	Completed. Focus group held with Ontario Works participants and recommendations will be implemented in 2007.
Making it Easier to Participate in Regional Government			
Sign language interpretation is not made available at all public meetings. (Policy and Program Support Services)	Informational, Communicational	Sensory	Initiative to develop a contract with an external supplier to provide information to staff is underway.
Meetings are not equally accessible for all. (Policy and Program Support Services)	All	All	Development of an accessible meeting guideline is complete.
Changing Attitudes and Raising Awareness			
Staff skills and knowledge on employment resources for participants with disabilities. (Employment and Financial Support)	Attitudinal, Policy/Practice	All	Completed. Continue to educate and train staff with existing and new resources throughout 2007.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training. (All Branches)	Attitudinal	All	114 staff attended training in 2006.
Need for more staff awareness of customers with disabilities and how to best serve them. (Policy and Program Support Services)	All	All	National Access Awareness Week was recognized internally through information displays, a Know York session, a quiz/contest included in YorkBeat and a newsletter containing customer service tips for serving people with disabilities.

¹ Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Helping People Live Independently		
Access to special needs units for people with disabilities. (Housing Services)	Survey support service providers who have referral agreements with housing providers.	4th quarter 2007
Housing York Inc. resident feedback on the housing services they receive including accessibility issues. (Housing Services)	Survey of all Housing York Inc. residents.	Spring 2007
Explore with the Canadian National Institute for the Blind the need for and options to improve housing facilities for the use of persons who are blind or have low vision. (Housing Services)	Initiate discussions with CNIB	2007
Making It Easier to Move Around the Regional Municipality of York		
Access to York Region Transit's conventional Travel Training Program for Community Services and Housing clients. (All Branches)	Department to investigate partnering with YRT to have selected clients, who would qualify for Mobility Plus services but may be able to use conventional bus services to access services provided by Community Services & Housing, participate in the YRT Travel Training Program.	2007
Making Regional Services More Accessible		
Client feedback on accessibility issues within our programs and services. (All Branches)	Identify and develop standardized accessibility questions that could be integrated into the business processes (e.g. surveys) to obtain client feedback on the Community Services and Housing Department's programs and services.	2007
Access for persons who are deaf, deafened or hard of hearing to the Community Service and Housing Department's programs and services. (All branches)	Interbranch consultation with Canadian Hearing Society on how to better meet the needs of persons who are deaf, deafened or hard of hearing in relation to: • providing better access to social services offered by the Region • need for affordable housing • creating a referral system for potential tenants for the designated units at Tom Taylor Place in Newmarket • provision of training for onsite housing staff to provide appropriate service for hard of hearing tenants • investigate why there is minimal use of TTY in the Contact Centre	2007

⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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.

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Review Corporate Accessibility Planning Policy. (Policy and Program Support)	Work with Regional departments to ensure that the corporate accessibility planning policy is updated to include new legislative requirements under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA)	2007



⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Helping People Live Independently			
Access to special needs units for people with disabilities with support services. (Housing Services)	Informational	All	Clients and staff will be better able to determine the suitability of social housing units with support services attached.
Facility limitation and need to provide greater accessibility for social housing residents. (Housing Services)	Physical	Sensory, Physical	Greater independence, integration and accessibility for residents.
Uneven or inadequate lighting levels in older Housing York Inc. properties. (Housing Services)	Physical	Sensory	Improved lighting levels across the communities to support seniors with reduced vision.
Explore the opportunity of installing railings in the halls of seniors' communities. (Housing Services)	Architectural	Physical	Provide greater movement opportunities for tenants with ambulatory and balance constraints.
People who are deaf, deafened, or hard of hearing are often under-served in terms of their access to affordable housing. (Housing Services)	Informational	Sensory	Households with members that are deaf, deafened, or hard of hearing will have priority access to a number of affordable housing units, enhancing their ability to better integrate into their community.
Review recommendations from client focus group and make changes to communicate more effectively to Ontario Works clients. (Employment and Financial Support)	Informational	Sensory	Ontario Works information will be easier to read and more effective for participants with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Helping People Live Independently		
Engage a consultant to prepare a detailed inventory of the support service providers with housing provider referral agreements. (It will be a centralized source of information regarding special needs units (units with support services) within the social housing portfolio).	Clients and staff will be able to access a detailed inventory of the support service providers. The inventory will include the eligibility criteria, application and waiting list information.	4th Quarter 2007
Modernize elevators to include several accessibility measures including but not limited to Braille floor buttons and large digital displays and buttons in the following two Housing York Inc. communities: - Maplewood Place (71 Dunlop St.) - Pineview Terrace (190 Church St.)	Use of facilities by persons with physical disabilities.	2007
Upon completion of developing a lighting standard, survey 10 buildings and correct lighting where necessary following energy audits.	Use of facilities and common areas by persons with visual impairments.	2007
Review feasibility based on Ontario Building Code constraints. Identify two Housing York Inc. buildings and install for 2007.	Client feedback and through surveys and enhanced use of common areas by residents requiring assistance with walking.	2007
Building seven dedicated units at Tom Taylor Place in Newmarket for households with members who are deaf, deafened, or hard of hearing. Creating a referral system for potential tenants for designated units at Tom Taylor Place in Newmarket.	Completion of housing units, occupied by those with hearing loss.	2007/2008
Review cheque insert as a communication tool and make changes based on customer focus group feedback (focus group completed in 2006).	Changes made to increase accessibility through communicating more effectively.	3rd Quarter, 2007

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making Regional Services More Accessible			
Access to co-located integrated multi-service building for children and youth with disabilities at 13175 Yonge St. Oak Ridges. (Family and Children's Services)	Architectural, Physical	Any physical, motor or related disability	Easier physical access and one point of service for a range of needs for families with children with disabilities.
Reception area at 62 Bayview Parkway Office. (Business Operations and Support Services)	Architectural	Physical	Improved accessibility at reception area.
Need for Accessibility Planning Resource list of accessibility services to use when planning meetings or events (e.g. Interpreter Services, Notetakers etc.). (Policy and Program Support)	All	All	Allowing persons with disabilities to participate independently.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training. (All Branches)	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.
Need for more staff awareness of customers with disabilities and how best to serve them. (Policy and Program Support)	All	All	Improved customer service for people with disabilities.
Staff knowledge of employment resources for Ontario Works participants with disabilities. (Employment and Financial Support)	Informational, Policy/Practice	All	Will provide staff with increased knowledge of employment resources for persons with disabilities.
Extend mental health and learning disabilities training to staff across all branches within CS&H Department. (Business, Operations and Support Services)	Attitudinal	Cognitive	Will provide staff with increased knowledge and improved customer service for people with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making Regional Services More Accessible		
Including improvements to physical access into leasehold improvements.	Customer surveys to measure satisfaction.	2007
Architect is reviewing plans to ensure they include enhancement to accessibility at reception area.	Increase in accessibility.	2007
Development of an Accessibility Planning Resource list.	Greater participation of persons with disabilities.	2007
Changing Attitudes and Raising Awareness		
In 2007, 22 employees across CS&H will participate in the inclusivity and accessibility training course being offered corporately. EFS 5 staff BOSS 2 staff PPS 1 staff HS 2 staff FCS 12 staff	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007
Design and implement activities to support and promote National Access Awareness Week in consultation with other departments.	Greater staff sensitivity and awareness in serving customers with disabilities; greater customer satisfaction.	2nd Quarter, 2007
Review recommendations from 2006 staff survey and continue to educate and train staff as appropriate.	Staff knowledge and skills are enhanced to better assist persons with disabilities with their employment goals.	4th Quarter, 2007
Staff will participate in mental health and learning disability training.	Improved staff knowledge, skills and awareness to understand and assist customers with disabilities.	4th Quarter, 2007

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

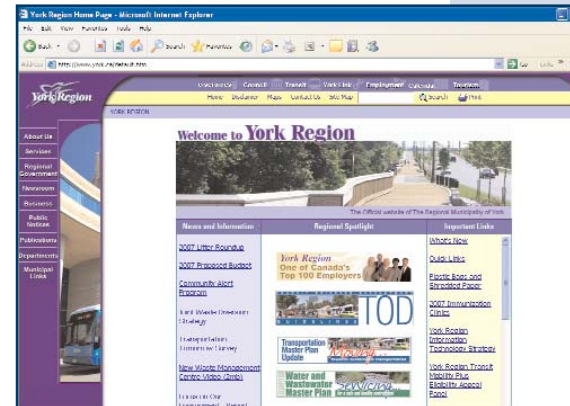
¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the department.

Corporate Communications Services

Environmental Scan

The high level issues identified for Corporate Communications are as follows:

- To analyze and help research the best possible strategy, or software for making the Regional Municipality of York's web site more accessible with the W3C consortium criteria (e.g. Content Management Software with accessibility features built into it, high level strategy or policy that dictates levels of accessibility that must be achieved with the current software).
- A centralized telephone contact for the website so persons with visual disabilities can talk to a Regional employee to get information that may not be accessible on the web.
- To review the writing styles of the departments that post to the web and determine guidelines around literacy levels and how to incorporate such guidelines into daily web development for persons with cognitive disabilities.



Our Customers

Corporate Communications deals with external and internal clients as well as the general public to communicate Regional issues and services. Corporate Communications is also responsible for the layout and dissemination of information over the Internet and Intranet in a manner that supports screen reading software for persons with visual disabilities. Any documents produced by Corporate Communications will be made available in a format or font size that would be most accessible for a person with a disability.

Accessibility Statement

Corporate Communications Services is committed to training members of their Branch in properly dealing with persons who have disabilities, via training offered by The Regional Municipality of York. This will educate our staff on how to properly manage requests from people with disabilities in a respectful and accommodating manner.

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Corporate Communications will review the Web publishing software that Information Technology Services Branch (ITS) is suggesting for accessibility components. Corporate Communications will also advise ITS on the level of accessibility that will be achieved through the software and give recommendations.	Technological Informational	Sensory	The Intranet was redesigned in a simple format that is easier for voice reading software and designed with white space for easier navigation. Research was also completed on software for the new Intranet.
Corporate Communications will provide guidelines and standards that are geared towards accessible communications for all departments in York Region as it relates to Web production and communications that are for internal and external clients.	Technological Informational	Sensory	Work is underway to update the standards guide in conjunction with the proposed online accessibility training for web coordinators.
Visual Barriers will be addressed such as: Internet and Intranet redesign with a focus on screen reading software compatibility and a standards guide developed to train the web co-ordinators on proper accessibility processes when developing web pages. Implementation of Humanist 970 font and size as agreed upon by the York Region Accessibility Advisory Committee (YRAAC) for business cards and stationary to accommodate persons who have low vision.	Informational Technical	Sensory	Intranet redesigned with options for accessibility and standards guide updated. Humanist 970 font was implemented as the accessible font for Regional business cards and stationary. The templates are available online via the Intranet.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Three staff completed the training.

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

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Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
A centralized phone service will be piloted to give full support to persons with disabilities while web issues are resolved.	We will approach the web redevelopment and phone service implementation by researching best practices, the W3C Consortium for web development, and to log the calls and requests made by persons with disabilities, via the web, telephone and e-mail in 2007 to identify areas for improvement.	Spring 2007
The Content Management Strategy (CMS) software will be reviewed to determine what strategy is needed to maintain an accessible web site using the new CMS updated software.	We will approach the web redevelopment using the W3C Consortium to determine the level of training and accessibility the new updated software provides.	Spring 2007



⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making Regional Services More Accessible			
Some web pages that have tables, charts and photos etc. are not accessible to screen reading software.	Communicational	Visual, Cognitive	A centralized telephone service that will assist persons with disabilities in receiving Regional information located on the web in an accessible format.
Increase the level of accessibility of Regional web pages by creating an Accessible Content Management Strategy moving forward.	Technical	Visual	An easy to understand strategy will be created including training components for web coordinators to address accessibility issues such as screen reading software.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making Regional Services More Accessible		
Create a plan that addresses issues of accessibility on certain web pages via direct telephone communications.	A gradual reduction in requests for information by persons with disabilities that can be logged in a tracking system.	2007
Research the new CMS software package and review any accessibility components including accessibility barriers related to reading PDF files, as well as determining the best system to guide the users in the creation of accessible web pages.	A higher W3C level of compliance and less requests for information not available in accessible formats from the Internet.	2007
Changing Attitudes and Raising Awareness		
Four members of the Corporate Communications staff will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007



¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

Corporate Services Department

Environmental Scan

- Implementation of high priority recommendations to improve accessibility at the Administrative Centre and other prioritized facilities;
- Escalation in construction costs for renovations or new buildings; and
- Review of Council and Committee processes to identify and remove any existing barriers.

Our Customers

- Regional Chair and Members of Council
- Police Services Board
- The Public
- Regional Employees
- Direct Service Departments
- Other Municipalities and Government Agencies

Accessibility Statement

Corporate Services shall continue to improve customer service by focusing its efforts on the education and training of staff to respectfully and effectively serve the needs of persons with disabilities, identifying existing barriers at owned and leased facilities, and developing and implementing barrier removal action plans to improve accessibility for all residents. The Department will continue to encourage diversity in hiring through policy development, review Council, Committee, Legal, and Court processes to identify and remove barriers that limit accessibility, and enhance and improve our work environment, with a vision of barrier-free facilities for our citizens, customers and staff.



Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Study north entrance, crosswalk and accessible parking spaces at the Administrative Centre.	Physical Architectural	All	Consultant completed study of the interior and immediate exterior of the Administrative Centre's north entrance, the results of which are being incorporated into the redesign.
Water fountains in the Administrative Centre.	Physical	Physical	Existing water fountains were removed or relocated to avoid obstruction along narrow corridors and those relocated were replaced with more accessible units.
Automatic flush toilets, touch-less faucets, automatic door openers to be installed in all washrooms; Doorframes throughout building to be painted in a contrasting colour; new glass panel with frosted lines to be installed at south entrance door beside cafeteria; building signage study to be completed at Administrative Centre.	Physical Architectural	All	All building improvements completed at the Administrative Centre and signage study has also been completed.
New sliding hardware and handles to be installed on accessible washroom stall doors.	Physical Architectural	Physical Sensory	New sliding hardware door handles and pull-down support bars have been installed in accessible washroom stalls.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	As of October 2006, 396 Regional Staff including 60 Corporate Services staff completed the training.

¹ Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
North parking area, crosswalk, and accessible parking spaces at the Administrative Centre.	Consultant to study and redesign the Administrative Centre's entire north parking lot including crosswalk and accessible parking spaces. YRAAC will be consulted for feedback.	2007



⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making Regional Services More Accessible			
North parking area, accessible parking spaces and crosswalk at the Administrative Centre.	Physical Architectural	Physical	Will provide better access to the Administrative Centre.
Building directory in the Great Hall of the Administrative Centre.	Informational	Sensory, Cognitive	More effective communication with regard to the location of building services.
Accessible washrooms located across the hall from the Corporate Learning Centre in the lobby of the leased South Services Centre.	Physical Architectural Informational	Physical	Will make the washrooms fully accessible and easier to locate.
Accessibility at the Region's leased space at the Gates of York Plaza adjacent to the Administrative Centre.	Physical	Physical	Provide easier access for staff and visitors.
Making it Easier to Participate in Regional Government			
Regional Council Chamber doors.	Physical	Physical	Will make access to Regional Council Chambers easier.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making Regional Services More Accessible		
The entire north parking lot will be redesigned and reconstructed to improve the number, size and proximity of accessible parking spaces, provide a safer crosswalk and entrance way area, which is to have heated sub-surface coils to prevent ice build-up.	The ease with which persons with disabilities are able to park in the north parking area and enter the Administrative Centre safely.	2007
The directory will be redesigned to be mobile and more clearly legible.	The ability of all building visitors to read, comprehend and locate the building's services.	2007
No touch faucets, automatic flush toilets, better lighting and clearer signage will be installed. Staff will monitor reliability and maintenance history and evaluate findings before installing in other Regional facilities.	The washrooms will be fully accessible and easily located when entering the building.	2007
Power door operators will be installed along with upgrades to the washrooms to make them more accessible.	The space and washrooms will be more accessible for staff and visitors.	2007
Making it Easier to Participate in Regional Government		
Installation of power door operators on the Council Chamber doors.	The Council Chambers will be more accessible for staff and visitors.	2007
Changing Attitudes and Raising Awareness		
A minimum of 10 employees in the Corporate Services Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

Finance Department

Environmental Scan

In 2007, our focus will be on helping other departments promote accessibility through technology.

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 increase awareness of disabilities amongst our staff and support operating departments in their efforts to improve accessibility to York Region services.

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
In consultation with Regional departments, implement where appropriate, TTY technology to address accessibility concerns.	Technological	Sensory	Eight TTY machines have been deployed at various Regional call centres.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Seven employees have attended training.



- 1 Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.
- 2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).
- 3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)
- 4 Describes the action taken to identify, remove or prevent the barrier.

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Investigate corporate applicability of new technology called TextNet to replace TTY systems.	Research this technology through consultation with Canadian Hearing Society and TextNet.	2007



⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making Regional Services More Accessible			
Support Corporate Communications in their plan to increase the level of Accessibility of Regional web pages.	Technical	Sensory	Better access to information about the Region and services available through the web site.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making Regional Services More Accessible		
Support Corporate Communications by assisting them in looking into new technologies to make the web site more accessible and in developing a corporate strategic plan to make it more accessible. The Information Technology Branch plays a support role where there is an identified need. The costs will be assessed once a solution is determined and will be incorporated into the initiating Department's budget.	Fewer incidents of user-identified situations where York Region web information was not accessible.	2007
Changing Attitudes and Raising Awareness		
Eight employees in the Finance Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of persons with disabilities.	2007

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

Health Services Department

Environmental Scan

The Health Services Department will focus on the following objectives:

Building Strategic Partnerships to Enhance Accessibility to Programs and Services:

- Consult with community agencies and other Regional departments to develop and identify mechanisms to be incorporated into emergency preparedness plans that will address equal access to care and information needed to support clients and customers with disabilities.

Education and Outreach to Address Attitudinal Barriers

- Provide tools, information and training to staff to increase awareness and assist with the identification and development of solutions for York Region citizens with disabilities.

Addressing Information and Communication Barriers

- Work to remove barriers to information regarding services and programs and to increase and manage information for persons with disabilities.

Enhancing Accessibility to Facilities to Address Physical Barriers

- Continue to improve services, programs and facilities to increase physical accessibility to persons with disabilities.

Our Customers

The Health Services Department consists of three operational branches, Emergency Medical Services (EMS), Long Term Care and Seniors and Public Health together with one support branch, Business Services. Its mission is to protect, promote and enhance the health, safety and well being of our community.

Accordingly, the Department provides a wide range of programs and services to the residents of York Region that support safe, secure and healthy communities, promote wellness and healthy lifestyles and respond to the needs of vulnerable residents and support health care needs at all stages of life.

Emergency Medical Services (EMS)

EMS provides emergency and non-emergency land ambulance services to residents and visitors of York Region. Paramedics perform patient assessment, life saving treatment and provide skills and procedures which require medical control along with providing safe and timely transport.

Advanced Care Paramedics provide enhanced primary paramedic skills which enables advanced patient assessment and treatment to begin prior to arrival at hospital.

Ambulances are equipped with a variety of equipment to meet as many needs as possible of patients with physical disabilities. EMS continues to assess and implement new initiatives to ensure the safe transport of patients with disabilities.

Long Term Care and Seniors (LTC)

LTC provides programs and services that recognize the needs of individuals (18 years of age or older) who can no longer live independently. These programs and services focus on promoting the health, well-being, safety and independence of these individuals.

For example, medical/nursing and personal care services are provided to 232 residents at the Newmarket and Maple Health Centres. Special emphasis is placed on serving individuals with heavy, complex physical, cognitive and/or psychiatric care requirements.

LTC Day programs are also in place for adults who may suffer from cognitive impairment, physical disability, acquired brain injury, and/or communication disorders. These programs are offered in partnership with the Alzheimer Society of York Region, York-Durham Aphasia Centre, and York Central Hospital Behaviour Management Services.

The Alternative Community Living Program provides housing support services and essential homemaking to seniors so that they can stay in the community and remain independent. Client Intervention and Support Services for Seniors provides intervention and support services to vulnerable and at-risk seniors and persons with physical disabilities. These programs are offered in partnership with Community Services and Housing, Schomberg Lions and Non-Prophetic Homes.

Public Health

Public Health delivers programs and services legislated by the Ministry of Health and Long Term Care (MOHLTC) under the *Health Protection and Promotion Act* (HPPA) to the residents of York Region. Public Health strives to ensure that programs and services are delivered in accordance with the provincial guidelines.

These programs and services encompass a wide range of approaches that are essentially population based and include such measures as restaurant inspections, immunization, prenatal and dental clinics, home visits, outbreak control, and health promotion activities designed to prevent the onset of disease. Public Health continues to evaluate, modify and adjust programs and services in an effort to address disability barriers and increase accessibility to persons with disabilities.

Business Services

Business Services ensures fiscal and program integrity within the Health Services Department through budget development and fiscal responsibility. It is also responsible for adherence to MOHLTC and York Region policies and procedures, human resource management, business continuity planning and emergency preparedness response. The Branch also provides administrative support and technical expertise related to a variety of program support needs which includes compliance under the *Personal Health Information Protection Act*.

Accessibility Statement

The Health Services Department will continue to identify barriers, implement strategies to increase accessibility and evaluate programs and services to ensure that persons with disabilities are able to access them.

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Helping People Live Independently			
Upgrading bathrooms (shower/ bath) in the client centres of the Alternative Community Living (ACL) program sites of Keswick Gardens, Genesis Place and Heritage East.	Architectural Physical	All	Renovations to the bath and shower areas were completed to ensure full and safer access into shower areas.
Need for more physically accessible supportive housing units within the ACL program that provides essential homemaking and personal care to seniors and adults with physical disabilities in order for them to stay in the community and remain as independent as possible. (Hadley Grange site renovation of seven units).	Physical Architectural	Physical Sensory Cognitive	Received final go ahead from MOHLTC to commence renovations on seven units. Originally we had anticipated renovating 14 units, however, due to increasing project costs, the number of units was reassessed. A recent change in by-laws requires that a mechanical engineer must be consulted on renovations; this may further impact the project schedule and/or costs. A meeting to establish timelines (i.e. tender) will take place and renovations will begin in spring of 2007 and the project will be completed in the fall.
Making Regional Services More Accessible			
Inclusion of persons with disabilities into Health Services emergency planning, specifically for Pandemic Influenza.	Physical Communicational	Physical Sensory	Consulted on mass immunization strategies. All sites selected were assessed for physical accessibility and are fully accessible. Informational handouts on Pandemic Influenza will be available in large print to accommodate people who have low vision. Will continue to consult with Canadian National Institute for the Blind (CNIB) and Canadian Hearing Society (CHS) on pandemic contingency planning.

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

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

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

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Access to universally funded influenza vaccine at York Region influenza clinics for people with developmental delays or disabilities. Access difficulty is related to these individuals not being able to leave their homes or ability to obtain appropriate transportation to such clinics.	Physical Communicational	Physical Sensory Cognitive	Upon investigation, it was discovered that adequate provisions have already been made by Community Living Associations to ensure that their clients receive flu shots (e.g. through family doctor, York Region Health Services Department or agency-run flu clinics). Whenever any clients with disabilities attend York Region Health Services Department clinics, provisions will be made for expedited service wherever possible. No further action is required. After conducting further research, it is evident that little promotion has been done by organizations. Thus, several recommendations will be considered to increase influenza awareness for individuals served by these agencies. For example, distribution of pamphlets on Universal Influenza Immunization Program to these organizations for upcoming flu season.
ACL brochures, pamphlets and service agreements require review and revision to ensure they are readable and incorporate accessibility practices.	Communicational	Sensory Cognitive	Current materials were assessed to make changes as necessary to meet accessibility standards. A service agreement has been reviewed and revised. Font changes are still pending. A one page program descriptor was developed and is being circulated to agencies/public for informational purposes. New brochures are currently in use.
Accessibility to private drinking water systems (PDWS) education and outreach program: PDWS testing service and retrieval of water test results from the Ministry of Health and Long Term Care lab.	Policy/Practice Communicational	Sensory	Interviewed members of the York Region Accessibility Advisory Committee. MOHLTC are investigating feasibility of integrating TTY with the Interactive Voice Response (IVR) system already in place. Policies and procedures revised to include York Region Accessibility Advisory Committee member's input.

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Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Changing Attitudes and Raising Awareness			
Staff awareness related to the ODA and incorporation of accessibility practices into daily activities within Health Services.	Communicational Informational Policy/Practice Attitudinal	All	Health Services staff were encouraged to attend and participate in education related to increasing awareness of the ODA as well as the integration of accessibility concepts into daily work practices where appropriate. Nineteen Health Services staff attended two Sensitivity Training sessions conducted by Psychogeriatric Regional Consultants in March 2006. Staff evaluations from the sessions indicated better awareness of how to relate to individuals with disabilities. Many stated that they would pay closer attention to clients' needs in the future.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Thirty six staff members completed the sessions.



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

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Audit Public Health offices to assess accessibility.	Develop a checklist to identify accessibility issues including door widths and turning radius' for mobility devices used by people living in or using these facilities.	Tool developed and at least one site audited by end of 2007.
Review Health Services fact sheets to identify potential barriers.	Review sheets to identify communicational/informational barriers.	Pilot project to start with Safe Water Program.



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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Helping People Live Independently			
Need for more accessible external and internal environments at the Maple Health Centre, to provide essential care to seniors and adults with physical disabilities.	Physical Architectural Communicational	Physical, Sensory, Cognitive	Increased accessibility to Maple Health Centre facilities for clients.
Need for more physically accessible supportive housing units with the ACL program that provide essential homemaking and personal care to seniors and adults with physical disabilities in order for them to stay in the community and remain as independent as possible. (Hadley Grange site renovation of approx. seven units.)	Physical, Architectural	Physical, Sensory, Cognitive	Increased number of accessible apartments
Making Regional Services More Accessible			
Need for more accessible internal environment and building system at the Newmarket Health Centre, to provide essential care to seniors and adults with physical disabilities.	Physical Architectural Communication	Physical, Sensory, Cognitive	Increased accessibility to Newmarket Health Centre facilities for clients.
Inclusion of persons with disabilities into York Region Health Services Department emergency planning process, specifically for Pandemic Influenza.	Physical Communicational	Physical, Sensory	Will provide clients with equal access to care and information in preparation for and in the event of an Influenza Pandemic.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Helping People Live Independently		
Renovation of the following items at the Maple Health Centre: • Pedestrian access route • Central TTY Line • Staff change rooms • Power Assist Door Operator in Physiotherapy washroom • Updated signage • Assistive Listening Device	Completed renovations with accessible features such as TTY telephone line, assistive listening device and a more accessible approach to the centre for pedestrians.	2007 Additional Items to be identified for completion in 2008 - ongoing.
Renovation of specified units in Hadley Grange.	Completed renovations with accessible features such as lighting, flooring, kitchen and bathrooms.	2007
Making Regional Services More Accessible		
Renovation of the Newmarket Health Centre to update the existing signage system and to install a Power Assist Door Operator in common washroom.	Completed renovations with accessible features.	2007 Additional items to be identified for completion in 2008 - ongoing.
Consultation with CNIB and Canadian Hearing Society (CHS) on pandemic contingency planning.	Educational materials will be adapted to incorporate accessibility and Regional standards.	2007

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¹³ Indicate 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/preventing this barrier.

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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.
Staff awareness related to the ODA and incorporation of accessibility practices into daily activities within Health Services.	Communicational Informational Policy/Practice Attitudinal	All	Staff will feel an increased comfort level when dealing with persons with disabilities and more information will be provided or facilitated with accessibility concepts in mind, to be delivered in the community.



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⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Changing Attitudes and Raising Awareness		
Fifteen employees in the Health Services Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007 - Ongoing.
Encourage and promote opportunities, both external and internal, for Health Services staff to attend and participate in education related to increasing awareness of the ODA as well as the integration of accessibility concepts into daily work practices where appropriate.	Number of opportunities offered. Number of staff attending internal or external ODA opportunities.	2007 - Ongoing.

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Planning and Development Services Department

Environmental Scan

The Planning and Development Services Department provides accessibility at public meetings by identifying and removing barriers where possible to remove and/or reduce physical, architectural, information and communication barriers. In addition, the Department ensures information and communication barriers are minimized through the wide array of publications and web application services that we provide.

Our Customers

The Planning and Development Services Department customers and partnerships include Regional Council, the residents of York Region, Regional and area municipal politicians, other Regional departments, area municipalities, development industry, businesses of York Region, public agencies (such as school boards, health and safety organizations and conservation authorities) and human service providers.

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers to the best of our ability, taking into consideration their accessibility needs and our ability to address those needs. Where a barrier can be removed with existing resources - we plan to do so. When a barrier is identified that requires the co-operation of resources of another corporate department (i.e. Clerks Office, Property Services, etc.) we will work in partnership to minimize and/or eliminate barriers to access.



Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
Accessibility information published in York Region's Visitor's Guide.	Architectural, Physical, Information	Physical	Premier Ranked Tourism Infrastructure Audit in September 2006 gathered information on accessibility of tourism attractions.
Making Regional Services More Accessible			
Access to regional heritage sites.	Physical, Information, Attitudinal, Architectural, Communicational	Physical, Sensory	In partnership with Ontario Historical Society, a workshop called "Making Ontario's Heritage Accessible" was hosted to raise awareness and identify ways to improve accessibility at regional heritage sites. Approximately 60 people from York Region heritage community attended this workshop.
Making it Easier to Participate in Regional Government			
Accessibility to Geomatics maps and products.	Technological, Informational, Physical, Communicational	Sensory	Map fonts were made much larger and more legible and the practice of using the colours red and green together on maps is now avoided. An alternate scroll-over option was implemented to allow text-to-speech functionality on YorkAtlas icons, buttons and links. Maps created in Adobe Acrobat 6.0 can now be downloaded with features including intelligent navigation, text-to-speech and mouseless keyboards. There has been and will be continuous review and implementation of colour schemes and fonts for accessibility and the use of Acrobat 6.0 for text-to-speech and mouseless keyboards.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Informational and Attitudinal	All	Employees from each branch of the Planning and Development Services Department were encouraged to participate in the Inclusion and Accessibility training course being offered corporately. Five employees participated in the inclusivity and accessibility training course in 2006.

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Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making it Easier to Move around the Region		
Accessibility information published in York Region's Visitors Guide.	Premier Ranked Tourism Infrastructure Audit 2005/2006 will gather information on accessibility of tourism attractions.	2006/2007
Making it Easier to Participate in Regional Government		
Accessibility Audit of Public Consultation Centres.	Accessibility Guidelines Developed.	2007



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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making it Easier to Participate in Regional Government			
Accessibility to Geomatics maps and products.	Informational, Physical, Technological	Sensory, Physical	Geomatics products that are more easily accessed by people with physical disabilities.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	Sensory, Physical	Will provide staff with an introduction to the information and tools to effectively and respectfully serve persons with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making it Easier to Participate in Regional Government		
Use of the most legible and largest fonts possible on maps. Avoidance of the combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on YorkAtlas icons, buttons and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards.	Continuous incorporation of practices in development of all new products.	Ongoing
Changing Attitudes and Raising Awareness		
Seven employees in the Planning and Development Services Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007

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¹³ Indicate 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/preventing this barrier.

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Transportation and Works Department

Environmental Scan

York Region's population is projected to be 1.1 million by 2021 with a corresponding increase in employment to 700,000 jobs. This is causing significant pressure on the transportation system. Currently, 25% of the Region's road network is operating at or near capacity and average congestion levels are projected to increase. This growth requires significant investment in the roads system, water supply and wastewater collection system, solid waste management, and public transit.

The public is demanding higher service standards in road maintenance and transit coverage. At the same time, the cost of delivering these services is increasing. The introduction of Provincial Minimum Maintenance Standards for roads may further increase costs.

Investment in public transit has been strong and has received provincial support. This strong support is demonstrated in the implementation of new bus rapid transit services, which began in the fall of 2005.

The Region is working to minimize the impact of construction on the environment. Natural environments are returned to near pre-construction conditions where water and sewer facilities are constructed. In the case of road construction, wetlands and wildlife routes are maintained where feasible.

The Department has implemented an ISO (International Organization for Standardization) Program in some areas that gives emphasis to and improves the management of environmental aspects of its services.

Issues related to the quality of drinking water and disposal of wastewater are receiving greater public attention and concern. Meeting provincial regulations, which require increased testing, monitoring and reporting, along with capital and operating modifications, will improve the water supply but increase its cost as well.

Major changes to the *Occupation Health and Safety Act*, such as requiring enhanced vehicle control and protection at work sites, have increased the costs of maintenance and construction.

The economic conditions and growth pressures within York Region are still robust. The Department will continue to experience significant increases in fuel prices, road maintenance and transit operating contracts and the cost of construction. These costs are reflected in an upward pressure on property taxes.

Our Customers

The Department's customers include a broad cross-section of regional residents, businesses, area municipalities and visitors as related to transportation, water and wastewater, solid waste and forestry services.

Accessibility Statement

To plan and provide accessible, safe, cost-effective, quality driven and integrated public transit, roads, water and wastewater, solid waste diversion and disposal, forestry and other related services that support environmental sustainability, public safety and economic vitality, while meeting regional growth and the expectations of regional residents and businesses.



Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
YRT Fleet: Accessible conventional fleet inventory and full fleet accessibility.	Physical, Technological	Physical, Other	A fleet replacement program and a new bus purchase program are underway. Accessible buses have been allocated to priority areas across the region. Approximately 80% of fleet was accessible by 2006 year end and the fleet is projected to be fully accessible by 2012. Of fourteen new conventional buses acquired in 2006, six were replacements and eight were additions to the fleet.
YRT Fleet: Process for conventional vehicle allocation across region (by size and accessibility features) to meet demand and accessible route designation.	Policy/Practice	All	Route designation and demand assessment were followed to determine fleet assignment and monitoring.
YRT Service Planning: Travel Training- Identify target market (customers requiring specialized travel training to use conventional transit) and implement Travel Training Program for conventional transit.	Physical Information Communicational Attitudinal Policy/Practice	All	A formal Travel Training Program was researched in 2006 and should be ready for implementation in the second quarter of 2007. This program, developed in consultation with service agencies and others, will assist a wide range of clients to develop the skills and confidence to ride conventional public transit and Viva buses.
YRT Mobility Plus: Increase system capacity to meet demand and ensure client satisfaction.	Physical, Technological	All	A review of service delivery strategy (vehicle types, contractors, etc.) is underway.
YRT Mobility Plus: Improve system efficiency and increase system capacity.	Technological	All	Additional upgrades to current software/hardware (Transview) are underway to further improve trip availability, system performance and customer service.

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Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
YRT Mobility Plus: Improve system efficiency and increase system capacity.	Technological	All	An initiative to introduce GPS (Global Positioning System) on bus fleet is underway to improve trip availability, system vehicle/passenger security and on-time system performance.
YRT Facilities: Technical Guidelines for Transit Facilities, Stops and Accessories.	Policy/Practice	Physical	A formal bus stop criteria checklist was established.
YRT Facilities: Field Inventory.	Policy/Practice	Physical	A field inspection of bus stops along routes deemed to be accessible routes by YRT Service Planning group has been planned.
YRT Facilities: Prioritization of bus stop construction schedule to improve accessibility; address the need for accessible bus stop locations as identified in bus stop improvement replacement and expansion program.	Physical	Physical	Standards have been reviewed and inventory and priority list has been developed. A plan to construct or reconstruct bus stop pads along designated accessible transit routes and other locations as deemed priority is underway. Goal is to complete 200 new and replacement concrete pads per year; full completion of initiative is projected for 2015.
YRT Marketing and Customer Service: Improved legibility of communication pieces (information materials and web site) for persons with low vision.	Physical Communication	Sensory	Review of all communication materials was conducted and a plan was developed to modify font size, layout and colour in various communication pieces to improve legibility for persons with low vision.
T & W Roads: Field Assessment of Regional Roads (ROW).	Policy/Practice	All	A general field assessment to identify areas in need of accessibility improvements is being conducted at signalized intersections.
T & W Roads: Incorrect height of the pedestrian push button on traffic signal poles.	Physical	Physical	During 2006, 10 intersections were updated along Highway 7 and Yonge Street.

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- ³ Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)
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Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Move Around the Region			
T & W Roads: Lack of hard ground surface for accessibility to the pedestrian push button located on traffic poles.	Physical	Physical	A plan has been developed to coordinate with local municipalities and hire a contractor to place either asphalt or concrete at the base of the pedestrian push button to allow for easier access. Sidewalk construction is responsibility of the local municipality.
T & W Roads: Traffic control signals that are not accessible for persons who are blind or have low vision.	Physical Technical	Sensory	To date 33 Audible Pedestrian Signals have been installed.
T & W Roads: Unclear crossing time at intersection.	Physical Technical	Physical, Sensory, Other	There are 49 traffic control signals which use pedestrian countdown signal displays. Of these, 29 were installed in 2006.
T & W Roads: Street name signs at signalized intersections.	Physical	Sensory	During 2006, 93 signs were manufactured and installed.
Making Regional Services More Accessible			
YRT Mobility Plus: Improve client access to trip booking system.	Technological	All	Installation of IVR (Interactive Voice Response) system and live response system was completed to enable Mobility Plus registrants to confirm their trip times, cancel trips and obtain information on Mobility Plus Services.
Changing Attitudes and Raising Awareness			
YRT Operations: Accessibility Awareness and Sensitivity Training- (Refresher) for contracted bus operators.	Attitudinal	All	Training classes conducted by service contractors and monitored by YRT staff have been planned.
YRT Mobility Plus: Changing Attitudes and Raising Awareness.	Attitudinal	All	A plan has been devised to develop and introduce a formal Community Outreach program to improve the provision of information and interaction between Mobility Plus and agencies serving people with disabilities.
All T & W Staff: Changing Attitudes and Raising Awareness.	Attitudinal	All	127 T & W staff completed the "Just Ask" inclusivity training course in 2006.

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- ² Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).
- ³ Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)
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Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making it Easier to Move Around the Region		
YRT Mobility Plus: Increase system capacity to meet demand and ensure client satisfaction (estimated 5% increase in trip demand @ \$26.00 per trip).	Review service delivery strategy (vehicle types, contractors, etc.).	Q2 2007
YRT Operations: Process for conventional vehicle on-board bus stop announcement and VMS display.	Daily operation observation.	Start Q1 2007 (Complete 2009).
YRT Fleet: Accessible conventional fleet inventory including expansion and replacement. (Delivery in 2007).	Inventory Fleet replacement program.	Ongoing 2007 (fully accessible by 2012).
YRT Fleet: Develop policy for allocation of conventional buses across Region by size and accessibility features to meet demand and accessible route designation.	Following route designation and demand assessment, provide process for fleet assignment and monitoring.	Q1 2007
YRT Facilities: Update of Technical Guideline for Transit Facilities Stops and Accessories.	Formal design and specification of way finding patterned concrete strips.	Q1 2007
YRT Facilities: In Field Inventory based on accessibility checklist of 1500 stops, 200 of which will be upgraded in 2007.	Field inspection of bus stops along routes deemed to be accessible routes.	Ongoing 2007 (complete 2009)
YRT Transportation Management Systems: Retrofit Automated Fare Collection (AFC) machines for persons who are blind or have low vision and persons who are deaf, deafened or hard of hearing.	Best practices review to be undertaken to assess industry standards. Research other jurisdictions (e.g. USA).	2007-2011

⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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.

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
T&W Customer Service: Improve communication with persons who are deaf, deafened or hard of hearing at T&W's reception desk at the Administrative building.	New computer screen with wireless mouse and keyboard.	Q1 2007
YRT Marketing: Full web accessibility for persons who are blind or have low vision with reading software (new web site is currently 85% accessible).	Full accessibility testing/audit of new web site/trapeze schedules.	Q4 2007
YRT Marketing: Ongoing review of font/contrast improvements in print materials for persons with low vision.	Focus groups. Surveys.	Q4 2007
YRT Mobility Plus: Introduction of 24 -hour advance notice day trip booking process.	Customer satisfaction surveys indicate that this is the most requested service improvement. Need additional staff to implement this initiative.	Q4 2007



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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making it Easier to Move Around the Region			
T&W Roads: Incorrect height of the pedestrian push button on traffic signal poles and hard ground surface.	Technological, Physical	Physical	Ease of use.
T&W Roads: Traffic control signals that are not useable by persons who are blind or have low vision.	Technological, Physical	Physical	Ease of use.
YRT Mobility Plus: Increase system capacity to meet Mobility Plus demand for bus service and ensure client satisfaction (estimated 5% increase in trip demand @ \$26.00 per trip).	Physical	To assist those who meet the eligibility requirement for Mobility Plus service.	Additional capacity to provide/meet trip demand requests for service.
YRT Training: Travel Training Pilot Launch	Physical, Information, Communicational, Attitudinal, Policy/Practice	All	Increase travel opportunities for persons with disabilities.
YRT Mobility Plus: Introduction of 24 hour advance day trip booking process (update to software and expanded call centre hours).	Communication, Technology	To improve the access to daily trip booking on a 24 hour basis as opposed to the current two business day in advance booking process.	A reduction in the customer cancellation rate currently due to customers having to book well in advance of actually taking the requested trip.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making it Easier to Move Around the Region		
Relocation of pedestrian pushbuttons on traffic signal poles.	Frequency of use.	End of Q2 2007
Installation of Audible Pedestrian Signals at identified crossings.	Frequency of use.	Ongoing as required with CNIB.
Review service delivery strategy (vehicle types, contractors, etc.).	The ability to service the added trip demand and mobility requirements of Mobility Plus clients in an effective and efficient manner.	Q4 2007
Launch of a travel training pilot project targeted at seniors and persons with disabilities. Will involve a communication strategy to advise trainers and customers of travel skills.	Will assist a wide range of clients to develop the skills and confidence to ride conventional public transit and Viva buses.	Summer 2007
The assignment of staff to permit daily bookings on weekends and the staff available to prepare the schedules and audit the daily trips through the dispatch section of Mobility Plus.	A reduction in the customer late cancellation and no-show rates resulting in improved trip efficiencies.	Program to commence in Q2 2007 subject to budget approval of requested staff resources.

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making it Easier to Move Around the Region			
YRT Operations: Need for audio bus stop announcements and visual next bus stop display.	Communicational	Physical	Service improvement for persons with visual and hearing disabilities.
YRT Facilities: Need for accessible bus stop locations as identified along routes deemed to be accessible.	Physical	Physical	Improved access to bus stops.
Making Regional Services More Accessible			
YRT Fleet: Increase percentage of fleet accessibility.	Physical, Technological	Physical	Improved access on to conventional transit buses.
YRT Fleet: Develop policy for allocation of conventional buses across the region by size and accessibility features to meet demand and accessible route designation.	Physical	Physical	Improved accessibility to public transit based on demand.
T&W Customer Service: Improve communication with persons who are deaf, deafened or hard of hearing at T&W's reception desk at the Administrative building.	Technological, Physical	Physical	Improved customer service.
YRT Marketing: Full web accessibility for persons who have low vision with reading software (new web site currently 85% accessible).	Technological	Sensory	Persons who have low vision will be able to read information and plan transit trips online.
YRT Marketing: Ongoing review of font/contrast improvements in print materials.	Informational	Sensory	Persons who have low vision will have access to more printed information.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

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Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making it Easier to Move Around the Region		
Computer-aided dispatch/automated vehicle locator implementation on all conventional vehicles.	Successful implementation system wide. (approx. 150 vehicles per year).	Program to commence Q1. Full implementation projected by 2012.
Construct concrete pads to YRT standards.	Percentage of accessible bus stops. 200 new and replacement concrete pads per year.	Ongoing 2007 2015 (Complete 2015)
Making Regional Services More Accessible		
Purchase accessible buses.	Percentage of fleet that is accessible (2006 year end was about 80%, and 2007 year end anticipated to be 85%).	Ongoing Fully accessible fleet projected by 2012.
Annual review to allocate accessible buses to designated accessible routes.	Successful assignment of buses to designated routes.	Annual review
Use of a monitor and wireless keyboard by clients and linked to reception's monitor. Reception can download maps, org. charts, etc. for the client and print same. Also, there is paper and pen for writing comments.	Positive feedback from customers.	Q1 2007
A web company will be contracted to complete a full accessibility test of the website. Adjustments will be made to ensure full access for customers who have low vision and have web reading software.	Positive feedback from customers. Online survey.	2007
Modification of font size, contrast, layout and design.	Positive feedback from customers. Follow-up focus group/survey.	2007

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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.

⁸ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Changing Attitudes and Raising Awareness		
Eighty employees in Transportation and Works Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007 - Ongoing



- ¹² Describe what action will be taken to remove and/or prevent the barrier.
- ¹³ Indicate 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/preventing this barrier.
- ¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1229 officers and 422 civilian members. We maintain headquarters and support facilities in Vaughan, Richmond Hill, Markham, Newmarket, Georgina and Aurora, delivering community based policing, investigative and specialized services to both urban and rural communities. The organizational structure includes Operation and Administrative Branches which oversee Uniform, Investigative, Support, Information, Financial, Human Resource, Professional Development and Community Services.

As the region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of our citizens. As we consider the significant population growth, it is important to remember that persons with disabilities number over 15 % of our population. They suffer substantial disadvantages and exclusion from the mainstream of society. They face numerous barriers in gaining access to and fully participating in important activities such as jobs, access to information/communication, education at all levels, public transit, and the use of goods, services and facilities that the public usually enjoys. These unfair barriers can be physical, technological, bureaucratic, legal, or attitudinal.

People with disabilities are a part of the diverse composition of the population we serve. The legitimate needs of all persons drive the need for responsive public services that enhance quality of life. Members of York Regional Police understand the importance of inclusion and will continue to develop strategies and programs that facilitate access to policing services.

Our Customers

The customers of York Regional Police include all citizens, businesses and visitors to York Region. Providing quality policing services requires a concerted effort to ensure the protection of all citizens, giving specific attention to vulnerable groups and locations in our communities.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to persons with disabilities requiring policing services regardless of the event(s) giving rise to the need for interaction. Education, outreach programs, communication strategies, human resource practices and criminal investigations will all be reviewed as a precursor to implementing necessary changes that reflect our desire to better serve the public.

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Community Safety Village.	Architectural Physical	All	York Region Accessibility Advisory Committee completed an accessibility audit of the CSV. Implemented a number of the recommendations made.
Continue to make enhancements to accessibility in the Community Safety Village.	Physical	All	The parking lot was paved and repainted allowing for two accessible parking spots at the closest edge of the lot to the Safety Village. The sizes of the spots were made to accommodate a van with a side opening.
911 services for persons who are deaf, deafened or hard of hearing.	Communicational	Sensory	TTY calls can now be handled at every call taker position within the Communications Centre.
Changing Attitudes and Raising Awareness			
Workspace audits.	Architectural	Physical	Established and trained internal staff group which conducted accessibility audits of workspaces within York Regional Police.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	To date, inclusivity training has been made available to all members of the York Regional Police Accessibility Advisory Committee.

¹ Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Barrier Identification for 2007

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Communication devices for use by persons who are deaf, deafened or hard of hearing.	Internal technology review of communication devices (i.e. TTY phones, pocket talkers, FM Systems, amplification phones, etc.) currently used by York Regional Police to determine their effectiveness.	2007
Email 911 (for use by citizens who are deaf, deafened or hard of hearing).	Research the feasibility of developing an email 911 for use by citizens who are deaf, deafened or hard of hearing.	2007



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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making Regional Services More Accessible			
Develop short in-house training DVD to raise awareness of issues faced by citizens who are deaf, deafened and hard of hearing.	Attitudinal	Sensory	Will provide officers and support staff with better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.
Create one accessible parking spot at the top of the ramp close to the entrance of the Community Safety Village.	Physical	Physical	Easier access for persons with mobility issues to enter the Community Safety Village.
Making it Easier to Participate in Regional Government			
Appoint a York Regional Police member who is deaf, deafened or hard of hearing to sit on York Regional Police Equity Advisory Committee.	Attitudinal	Sensory	Participation of this person on the committee will assist in raising awareness of the needs and issues of citizens who are deaf, deafened or hard of hearing.
Preparation of Media Marketing Campaign for Canadian Hearing Society partnership initiatives.	Attitudinal	Sensory	Media Marketing campaign will promote relations between police and citizens who are deaf, deafened or hard of hearing.
Invite representative of Canadian Hearing Society to become member of York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	This program exposes officers to diverse community groups including religious, cultural, ethnic, persons with disabilities etc. to provide 'insight' into the various communities found within York Region.

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Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making Regional Services More Accessible		
Officers and support staff will be trained with the use of this resource.	Officers and support staff awareness is raised and policing interactions with citizens who are deaf, deafened or hard of hearing are improved.	2007
Creation of an accessible parking spot closer to the entrance.	Easier access to Community Safety Village for persons with mobility issues.	2007
Making it Easier to Participate in Regional Government		
Membership on Equity Advisory Committee (representing diversity across the Service) will be more inclusive therefore, representing the community as a whole.	The mission of this committee is to be the leaders in creating 'inclusivity awareness' through promoting an inclusive, diverse and highly skilled organization.	2007
Communicate partnership initiatives through local media, newsletter and on web site.	Policing interactions with citizens who are deaf, deafened or hard of hearing will be improved.	2007
Officers will gain insight into the many diverse communities that make up York Region.	Improved communications in a factual and integrative manner.	2007

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Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹
Making it Easier to Participate in Regional Government			
Develop Canadian Hearing Society Sign Language Interpreter Services protocol.	Policy/Practice	Sensory	Provision of Sign Language Interpreter Service Protocol will enable appropriate and 'timely' access to Sign Language Interpreter Services.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with thoughtful presentation of information about persons with disabilities to effectively overcome any negative attitudes and shape positive ones.
Increase awareness of officers and Communications staff to the needs of citizens who are deaf, deafened or hard of hearing through Canadian Hearing Society participation in: Diversity Speakers component of requalification training; and Communications training.	Attitudinal	Sensory	Will provide Officers and Communications staff with better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.
Develop a workshop for specialized police units where hearing loss may be an issue as a result of 'potential' workplace exposure.	Informational	Sensory	Will provide preventative education for staff at risk of becoming a person who is deaf, deafened or hard of hearing.
Develop aids for officers to use with citizens who are deaf, deafened or hard of hearing.	Communicational	Sensory	Notification cards, sun visor cards and tips for Officers in pocket calendars will be developed to assist in communicating with citizens who are deaf, deafened or hard of hearing.

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Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing ¹⁴ (when will this be completed?)
Making it Easier to Participate in Regional Government		
Enhanced level of communication between parties.	Feedback 'positive' from clientele utilizing this service.	2007
Changing Attitudes and Raising Awareness		
York Regional Police employees will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007
Officers and Communications staff attending re-qualification training will receive this training.	Officers and Communications staff awareness is raised and policing interactions with citizens who are deaf, deafened or hard of hearing are improved.	2007
Proactive Hearing Conservation strategies in identified 'workplace environments' where noise induced hearing loss is a quantifiable identified 'risk factor'.	Staff awareness is raised and hearing loss is prevented.	2007
Officers will receive training in the use of these aids.	Policing interactions with citizens who are deaf, deafened or hard of hearing will be improved.	2007

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