

## MEMORANDUM

TO: Members of the York Region Accessibility Advisory Committee (YRAAC)  
AODA Subcommittee

FROM: Cordelia Abankwa-Harris, Managing Director  
Strategic Service Integration and Policy Branch

DATE: January 28, 2010

RE: **Draft Accessibility Report on the Accessibility Standards for Customer Service,  
Ontario Regulation 429/07**

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As you are aware, the Accessibility Report on the Accessibility Standards for Customer Service Regulation (429/07) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) must be filed by March 31, 2010.

Under the AODA, municipal accessibility advisory committees have the role to advise municipal councils on the requirements and implementation of accessibility standards and compliance reports. As outlined in the York Region Accessibility Advisory Committee (YRAAC) Terms of Reference (see attached link), the mandate of the YRAAC is “to assist Council in improving opportunities for persons with disabilities by promoting the implementation of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) in York Region. To assist the YRAAC in meeting its mandate, the YRAAC-AODA Subcommittee is responsible for monitoring and assessing the Region’s implementation of the AODA requirements.

A meeting of the **YRAAC-AODA Subcommittee** has been scheduled for **Wednesday, February 3<sup>rd</sup> at 3:30 p.m. in Committee Room B** to review and offer feedback on the draft Accessibility Report. The AODA Subcommittee’s review will be reported to the YRAAC on February 24<sup>th</sup>, who will advise Community and Health Services Committee and Regional Council on the Region’s compliance and in the preparation of the accessibility report. The report is attached, for your advance review and consideration.

If you have questions about the compliance reporting process, please contact Lois Davies at 905-830-4444 ext. 2060 or [lois.davies@york.ca](mailto:lois.davies@york.ca).

[Terms+of+Reference+for+YRAAC.pdf](#)

Attachments (2) Draft Accessibility Report on the Accessibility Standards for Customer Service, Ontario Regulation 429/07, *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), March 31, 2010, The Regional Municipality of York  
York Region Accessibility Advisory Committee Terms of Reference

Copy to: Adelina Urbanski, Commissioner, Community and Health Services

**Accessibility Report on the Accessibility Standards for Customer Service Regulation (429/07)**  
***Accessibility for Ontarians with Disabilities Act, 2005 (AODA)***  
**March 31, 2010**  
**The Regional Municipality of York**

**January 2010**

**DRAFT**

| <b>Accessibility Standards for<br/>Customer Service<br/>Regulation Requirement</b>                                                                                                                                                                                                                                                                    | <b>Corporate<br/>Activities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Status<br/>Compliant/<br/>Pending</b> | <b>Date</b>     |
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| 1. a) Does your organization have policies, practices and procedures on providing goods or services to people with disabilities?<br>[s. 3(1)]<br><br>b) Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity?<br>[s.3(2)] | <p>a) York Regional Council endorsed the Accessible Customer Service Policy (ACSP) on November 19, 2009. This policy governs York Region’s practices and procedures on providing goods or services to people with disabilities. It applies to “all York Regional Employees (Union, Non-Union and Students), Volunteers and Agents who are acting or providing services on behalf of York Region, or who help develop policies about how York Region offers services to people.”</p> <p>[ACSP Application P1]</p> <p>Appendix B of the ACSP (Accessible Customer Service at York Region: Practices and Procedures) outlines suggested practices and procedures to carry out this policy.</p> <p>[ACSP Appendix B P21-23]</p> <p>An ongoing comprehensive communication strategy promotes the Accessible Customer Service Policy, practices and procedures to both internal and external audiences, through the corporate Accessible Customer Service Training program, internet and intranet, posters, payslip inserts to all staff, workshops, pamphlets and employee newsletters.</p> <p>b) When developing or revising policies, practices and procedures, the ACSP requires the Region to “use its best effort to make sure that the policies, practices and procedures match the principles of dignity, independence, integration and equal opportunity.”</p> <p>[ACSP Objectives P5]</p> | <p>a) Compliant</p> <p>b) Compliant</p>  | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                         | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Status Compliant/ Pending | Date            |
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|                                                                                                                                                                                                                             | <p>A corporate initiative was included in the 2009 York Region Accessibility Plan (under the <i>Ontarians with Disabilities Act</i>) which required all departments to review their internal policies, practices and procedures to “ensure incorporation of the AODA Accessibility Standards for Customer Service Regulation’s core principles of independence, dignity, integration and equality of opportunity.”</p> <p>A corporate initiative of the draft 2010 York Region Accessibility Plan will require all departments to incorporate the Accessible Customer Service Policy into specific departmental policies and practices.</p>                                                                                                                                  |                           |                 |
| <p>2. Do your organization’s policies address the use of assistive devices by people with disabilities to access your organization’s goods and services or any alternative measures that enable them to do so? [s.3(3)]</p> | <p>The ACSP directs that “people with disabilities may use their own personal assistive devices, or those which may be offered by the Region, while getting goods and services given in any premise owned, leased, occupied or operated by the Region.”</p> <p>[ACSP Use of Assistive Devices P5]</p> <p>The Accessible Customer Service Training program addresses the use of assistive devices by people with disabilities when accessing York Region programs or services. All Regional employees, volunteers and agents offering direct service to the public on behalf of the Region receive this training, as required by the legislation. Tier one training for front line staff placed particular focus on the use of assistive devices (see question 10 below).</p> | Compliant                 | January 1, 2010 |
| <p>3. Do your organization’s policies, practices and procedures require your organization to take a person’s disability into account when communicating with a person? [s.3(4)]</p>                                         | <p>The ACSP requires goods and services offered by the Region to be given in a way which “communicates with a person with a disability in a way that takes the person’s disability into account.”</p> <p>[ACSP Objectives P5]</p> <p>Appendix A of the ACSP (Accessible Customer Service at York Region: Tips for Serving Customers with Disabilities) outlines methods to best serve customers with disabilities (physical, deaf-blindness, vision, intellectual, speech, learning, mental illness, smell, touch, taste and others).</p>                                                                                                                                                                                                                                    | Compliant                 | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Status Compliant/ Pending | Date            |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>[ACSP Appendix A P15-20]</p> <p>The Accessible Customer Service Training program addresses methods to communicate with a person with a disability that take the person's disability into account. All Regional employees, volunteers and agents offering direct service to the public on behalf of the Region receive this training, as required by the legislation (see question 10 below).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                           |                 |
| <p>4. Do members of the public or other third parties have access to premises that your organization owns or operates? [s.4(1)] If no, then skip to question 7 below.</p>                                                                                                                                                                                                                                                                                                                                                               | <p>Yes, members of the public or other third parties have access to premises that York Region owns or operates.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | n/a                       | n/a             |
| <p>5. a) Does your organization permit people with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures? [s. 4(2) &amp; (7)]</p> <p>b) If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods or services? [s.4(3)]</p> | <p>a) The ACSP directs that “service animals are allowed to go with any person with a disability while getting goods and services given in any premise owned, leased, occupied or operated by the Region, except where not allowed by law.”</p> <p>[ACSP Service Animals and Support Persons P6]</p> <p>b) The ACSP directs that “where an animal is not allowed by law, or may affect the health and safety of other customers, other ways will be explored in order to provide service to a person with a disability.”</p> <p>[ACSP Service Animals and Support Persons P6]</p> <p>The Accessible Customer Service Training program addresses the use of service animals by people with disabilities. All Regional employees, volunteers and agents offering direct service to the public on behalf of the Region receive this training, as required by the legislation (see question 10 below).</p> | Compliant                 | January 1, 2010 |

| Accessibility Standards for<br>Customer Service<br>Regulation Requirement                                                                                                                                                                                                                                                                                             | Corporate<br>Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Status<br>Compliant/<br>Pending | Date            |
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| 6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures? [s.4(4) (6) and (7)]                                       | <p>The ACSP directs that “support persons are allowed to go with any person with a disability in any premise owned, leased, occupied or operated by the Region.” It further directs that each Regional department must post notice of fees charged for a support person, if any, on a sign, brochure or website.</p> <p>[ACSP Service Animals and Support Persons P7]</p> <p>The Accessible Customer Service Training program addresses the use of support people by people with disabilities. All Regional employees, volunteers and agents offering direct service to the public on behalf of the Region receive this training, as required by the legislation (see question 10 below).</p>                                                                                                                                                                                                                                                           | Compliant                       | January 1, 2010 |
| 7. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization’s goods or services, including the reason, duration and any alternatives available? [s.5(1) (2) & (3)] | <p>The ACSP directs that “if there is a temporary disruption in facilities or services used by people with disabilities, notice of the disruption must be provided.” Each Regional department responsible for the affected facility or service shall notify the public in the most effective way, using corporate communication practices in place. Notice may be given by posting the information on the premises, on the Region’s website, voicemail messaging or by any other reasonable method.</p> <p>[ACSP Notice of Temporary Disruption Process P8]</p> <p>Appendix C of the ACSP (Notice of Temporary Disruption) provides notice templates for departments to use to notify the public about disruptions in service to a washroom, elevator and program/service. These templates can be altered to suit other types of temporary disruptions, as needed, and are available for all staff on the intranet.</p> <p>[ACSP Appendix C P24-26]</p> | Compliant                       | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                                                                                    | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Status<br>Compliant/<br>Pending | Date            |
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| <p>8. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to people with disabilities, including actions that your organization will take when a complaint is received? [s.7(1) (3) &amp; (4)]</p> | <p>The ACSP directs that “each Regional department will collect and respond to feedback about the way they provide goods and services to people with disabilities,” using the current customer service feedback processes in place. Response to feedback will “follow the York Region Customer Service Strategy standard, at a minimum,” which includes required feedback response times.</p> <p>[ACSP Feedback Process P10]</p> <p>Each Regional department has well-established customer service feedback processes in place to receive and respond to public feedback. These processes will continue under the direction of the ACSP, including responding to feedback on how goods and services are provided to people with disabilities (see question 9 below).</p> | Compliant                       | January 1, 2010 |
| <p>9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided (e.g. in person, by telephone, in writing, by email, on diskette or otherwise?) [s. 7(1) &amp; (2)]</p>                               | <p>The ACSP directs that customers who want to offer feedback about York Region’s service to people with disabilities contact the department or program area that served them. The contact list for individual Regional departments and program areas is readily available on the corporate website through front page access via both the “Accessible Customer Service at York Region” link and “Contact Us” link. The contact list is also available on the internal intranet site for staff to access in the event that they must refer a customer to another department or program area for assistance.</p> <p>The contact page outlines how individuals can offer feedback, including in person, by telephone, in writing or email.</p> <p>[www.york.ca]</p>        | Compliant                       | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                                                                                                                                                                                                                                                                   | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Status Compliant/ Pending | Date            |
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| <p>10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities:</p> <ul style="list-style-type: none"> <li>• Every person who deals with the public or other third parties on behalf of your organization, and</li> <li>• Every person who participates in developing your organization's policies, practices and procedures on providing goods or services? [s. 6(1)]</li> </ul> | <p>The ACSP directs that the Region “must make sure that the following persons receive training about giving goods or services to persons with disabilities:</p> <ul style="list-style-type: none"> <li>• those who deal with members of the public or other third parties on behalf of the Region, whether the person does so as an employee, agent, volunteer or otherwise, and</li> <li>• those who participate in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.</li> </ul> <p>[ACSP Customer Service Training P9]</p> <p>York Region developed its own Accessible Customer Service Training program in two formats. ‘Tier One’ training was offered for selected front-line staff in Spring 2009. This full-day workshop included case study scenarios and guest speakers representing various types of disabilities. Over 150 employees completed ‘Tier One’ training, which helped inform the development of ‘Tier Two’ training, the Region’s current and ongoing training module.</p> <p>‘Tier Two’ training includes a York Region-specific 30 minute video, made in partnership with Rogers TV (York Region) and available in accessible formats (closed-captioned, non-closed captioned and descriptive audio). This video has been made available to other jurisdictions, upon request. In addition to DVD format, it is readily accessible on both the internet and intranet for the training of contractors, co-op students, volunteers and others as required.</p> <p>The legislation requires training for those who deal with the public. York Region chose to enhance its already high standards of customer care by requiring all Regional employees to receive Accessible Customer Service Training, regardless of their level of contact with the public.</p> <p>Mass training of Regional employees occurred September to December 2009. New hires will receive this training through the required Customer Service Core Competency Workshop offered through Corporate Services Department (Corporate Learning). Training records for employees are maintained through the Corporate Learning Registration system.</p> | Compliant                 | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                   | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Status<br>Compliant/<br>Pending | Date            |
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|                                                                                                                                                                                                                       | <p>As of January 2010, 3298 Regional employees have received Accessible Customer Service Training.</p> <p>Volunteers, including Co-op Students, receive Accessible Customer Service Training through the respective department.</p> <p>Compliance tools were developed to assist departments train contractors/agents who directly serve the public on behalf of York Region, including:</p> <ul style="list-style-type: none"> <li>• External access to training from the corporate website.</li> <li>• Checklist template with instructions to determine if an agent requires training.</li> <li>• AODA contract wording to be included in contracts, as required.</li> <li>• AODA Training Certificate to be provided to all agents who require training.</li> <li>• Frequently Asked Questions for staff.</li> <li>• Accessible Customer Service Training Package for agents (which includes training instruction and a summary of the ACSP).</li> <li>• Letter template for agents who require training.</li> </ul> <p>[Intranet Business Resources &gt; Accessibility and <a href="http://www.york.ca">www.york.ca</a>]</p> |                                 |                 |
| 11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6(2) of the standard? [s. 6(2) & (4)] | <p>The training includes York Region's current policies, practices and procedures and "a review of the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and teach about the following matters:</p> <ul style="list-style-type: none"> <li>• How to interact and talk to persons with various types of disabilities.</li> <li>• How to interact with persons with disabilities who use an assistive device or need the help of a service animal or a support person.</li> <li>• How to use equipment or devices available on York Region premises or otherwise supplied by the provider that are available in the person's workplace, that relate to the job they do and that may help with providing goods or services to a person with a disability, and</li> <li>• What to do if a person with a particular type of disability is having a hard time getting</li> </ul>                                                                                                                               | Compliant                       | January 1, 2010 |

| Accessibility Standards for Customer Service Regulation Requirement                                                                                                                                                                                                                                                                        | Corporate Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status<br>Compliant/<br>Pending | Date            |
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|                                                                                                                                                                                                                                                                                                                                            | <p>the provider's goods or services.</p> <p>[ACSP Customer Service Training P9]</p> <p>Accessible Customer Service Training materials include a training video (see question 10 above) and a pamphlet. All Regional employees, volunteers and agents offering direct service to the public on behalf of the Region receive this training, as required by the legislation. The video highlights key policies, practices and procedures and the pamphlet summarizes the organization's policies, practices and procedures in a written format. Text of the pamphlet is in an accessible font size and limited graphics for people with vision disabilities. It was distributed to all employees as a payslip insert and is included in the Accessible Customer Service Training Package for agents.</p>                                                                                                                                                                                                                                                                                              |                                 |                 |
| <p>12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11 above) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained? [s. 6(5) &amp; (6)]</p> | <p>The ACSP includes a summary of the contents of the training (as above) and states that "training must be given to each person as soon as possible after he or she is assigned the applicable duties." The ACSP also states that records must be kept "regarding the training provided, including the dates on which the training was provided, the number of individuals to whom it was provided, and the names of those who were trained."</p> <p>[ACSP Customer Service training P9]</p> <p>Training records for York Region employees (including the dates on which the training was provided, the number of individuals to whom it was provided, and the names of those who were trained) are maintained through the Corporate Learning Registration system. As required by contract, contractors/agents must submit an AODA Training Certificate, indicating that training has been conducted; records of training dates, numbers and names are maintained by the contractor. Training records for volunteers, including Co-op Students, are maintained by the respective departments.</p> | Compliant                       | January 1, 2010 |

| Accessibility Standards for<br>Customer Service<br>Regulation Requirement                                                                                                                                                                                                                                                                                   | Corporate<br>Activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Status<br>Compliant/<br>Pending | Date            |
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| <p>13. Does your organization post a notice at a conspicuous place on your premise, on your website, or by other reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account? [s. 8(1) &amp; (2) and 9(1)]</p> | <p>As required by the legislation, the ACSP directs that York Region will make the following documents available upon request in a format that both parties agree with and that takes into account the person's disability:</p> <ul style="list-style-type: none"> <li>• York Region's policies, practices and procedures about the offering of goods and services to people with disabilities.</li> <li>• York Region's policies, practices and procedures about the use of service animals and support persons.</li> <li>• The steps York Region will take to notify people about a temporary disruption of facilities or services usually used by people with disabilities.</li> <li>• York Region's policy on providing training on accessible customer service.</li> <li>• York Region's process for receiving and responding to feedback on the offering of goods and services to people with disabilities.</li> </ul> <p>[ACSP Notice of Availability of Documents P11]</p> <p>Notice about how to request these documents is readily available on the corporate website through front page access via the "Accessible Customer Service at York Region" link. Requests for alternate formats of these specific documents are handled by the Community and Health Services Department.</p> <p>[www.york.ca]</p> | Compliant                       | January 1, 2010 |



## York Region Accessibility Advisory Committee Terms of Reference

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### **1.0 Mandate**

The York Region Accessibility Advisory Committee (YRAAC) shall assist Council in improving opportunities for persons with disabilities by promoting the implementation of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) in York Region. The AODA will eventually replace the ODA, however, while the ODA and AODA exist simultaneously, the YRAAC will be required to perform a dual role.

To assist the YRAAC in meeting its mandate, Regional Council will establish an AODA Subcommittee of the YRAAC with specific responsibilities to monitor and assess the Region's implementation of the AODA requirements.

The YRAAC shall also assist Regional Council in realizing the Region's vision as stated in Vision 2026, which promotes access to Regional programs and services for York Region's citizens.

### **1.1 ODA Mandate**

The YRAAC will advise Community Services and Housing Committee and Regional Council each year, as required by the ODA, on its annual accessibility plan which will focus on the identification, removal and prevention of barriers to people with disabilities. The YRAAC shall also advise Regional Council on the implementation and effectiveness of its accessibility plan.

### **1.2 AODA Subcommittee Mandate**

An AODA Subcommittee of the YRAAC will monitor and assess the Region's compliance with AODA accessibility standards. The AODA Subcommittee's review will be reported to the YRAAC who will advise Community Services and Housing Committee and Regional Council on the Region's compliance with the accessibility standards and in the preparation of accessibility reports.

## **2.0 Definitions**

### **2.1 "barrier" means:**

anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information and communications barrier, an attitudinal barrier, a technological barrier, a policy or practice; ("obstacle")

### 2.2 “disability” means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a developmental disability;
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (d) a mental disorder; or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

### 2.3 “accessibility plan” is a document approved by Regional Council on an annual basis which is made available to the public. The Plan includes:

- (a) a report on the measures the Region has taken to identify, remove and prevent barriers to persons with disabilities;
- (b) a report on how the Region assesses its proposals for by-laws, policies, programs, practices and services to identify barriers;
- (c) a list of the by-laws, policies, programs, practices and services the Region will review in the coming year to identify barriers;
- (d) a report on the measures that the Region will undertake in the coming year to identify, remove and prevent barriers;
- (e) all other information required by Regulations to the Ontarians with Disabilities Act, 2001.

### 2.4 “accessibility report” means:

A report that a person or organization must file with the province if an accessibility standard applies to the person or organization.

### 2.5 “accessibility standard” means:

A rule that persons and organizations must follow to identify, remove and prevent barriers to accessibility.

## **3.0 Reporting Structure**

The YRAAC will report to Regional Council through the Community Services and Housing Committee.

## **4.0 Duties**

### **4.1 Duties to support the implementation of the Ontarians with Disabilities Act, 2001**

The YRAAC shall be responsible for the following:

- (a) Advise Community Services and Housing Committee and Regional Council regarding the annual accessibility plan (which is approved by Regional Council) generally including the implementation and effectiveness of the plan to ensure that it addresses the identification, removal and prevention of barriers in the Region's by-laws, policies, programs, practices, and services.
- (b) At the beginning of each term, the AAC will assess the needs of persons with disabilities and identify issues of concern as they relate to barriers to persons with disabilities. Using their knowledge and expertise, AAC members will provide strategic advice to Community Services and Housing Committee and Regional Council on ways to remove and prevent those barriers.

### **4.2 Duties to support the implementation of the Accessibility for Ontarians with Disabilities Act, 2005**

Based on the YRAAC - AODA Subcommittee's review and recommendations on the Region's compliance with the requirements of the AODA, the YRAAC shall be responsible for the following:

- (a) Monitoring and advising Community Services and Housing Committee and Regional Council on the Region's compliance and implementation of accessibility standards and in the preparation of accessibility reports.

### **4.3 Duties to support the implementation of both the ODA and AODA**

The YRAAC shall be responsible for the following:

- (a) Advise Community Services and Housing Committee and Regional Council on the accessibility of buildings, structures or premises (or parts thereof) that the Region purchases, constructs, significantly renovates, leases and uses as a regional municipal building.
- (b) Perform other functions that are specified in the Regulations to these Acts when they are developed.



## York Region Accessibility Advisory Committee Terms of Reference

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### **4.4 Other Duties**

- (a) Establish subcommittees/working groups, of its members, with Regional Council's approval, as deemed necessary by the Region to address specific issues connected to the accessibility of persons with disabilities (e.g. public transit).
- (b) Notify and make recommendations regarding accessibility issues to other jurisdictions and organizations on issues that fall outside of the Region's scope and mandate.

## **5.0 Membership**

### **5.1 Composition and Size**

The YRAAC will consist of seven to fifteen members from across the Region (i.e. large urban, small urban and rural areas of the Region). The composition of the YRAAC is as follows:

- (a) The majority of members must be people with disabilities and, where feasible, will represent a range of disabilities as defined in Section 2 above.
- (b) Up to three members of Regional Council, including one member from the Community Services and Housing Committee, plus the Regional Chair as an ex-officio member, will be on the Committee.
- (c) Citizens-at-large who may not have a disability will be selected based on their interest or particular expertise in the identification, removal and prevention of barriers.
- (d) Organizations representing people with disabilities and that provide services to York Region residents may be part of the YRAAC.

**5.2** Regional Council will make a determination of the specific number of representatives within each of these membership categories following an assessment of the range of applicants and their skills.

**5.3** The YRAAC – AODA Subcommittee will be appointed by Regional Council and will be comprised of members from the YRAAC including: up to three members from Regional Council and two citizen members.

## 5.4 Qualifications

- (a) Except as provided in paragraph (b) of this section, members of the York Region Accessibility Advisory Committee shall be qualified electors of York Region pursuant to the *Municipal Elections Act*.
- (b) Members who are appointed to the Committee pursuant to section 5.1(d) are not required to reside within York Region provided they represent an organization in York Region that provides services to York Region residents with disabilities.
- (c) A regional employee would not qualify to be a member of the YRAAC."

## 6.0 Membership Selection and Term

### 6.1 Term of YRAAC Citizen Members

- (a) YRAAC citizen members may serve for four consecutive one-year terms and at the pleasure of Regional Council. Members may be reappointed for an additional four consecutive one-year terms. The length of tenure of a Committee member cannot be longer than eight (8) consecutive years.
- (b) The membership will be reviewed annually by Regional Council. Membership will be reviewed and evaluated based on the following criteria: ability of members to carry out advisory duties; attendance and whether the current membership meets the needs and new requirements of the AODA.
- (c) Citizen members who have already served a three-year term, can only sit for another term of Regional Council or four consecutive one-year terms.

### 6.2 Chair and Vice-Chair

- (a) A member of Regional Council will be appointed by Council to the position of Chair of the YRAAC.
- (b) The YRAAC will elect a Vice-Chair in accordance with the Region's Procedure By-Law.
- (c) The Chair of the YRAAC will also serve as Chair of the YRAAC-AODA Subcommittee.
- (d) The Vice-Chair of the YRAAC-AODA Subcommittee will be elected in accordance with the Region's Procedure By-law.



## **7.0 Resignations**

**7.1** Any resignation from the YRAAC during the term of the YRAAC shall be tendered in writing to the Chair of the YRAAC, who will advise Council through the Community Services and Housing Committee. Regional Council or the Regional Chair shall appoint, considering the advice of the YRAAC, where feasible, a replacement member who will serve the remainder of the term.

**7.2** In order to maintain a high level of commitment, members may be required to resign if they have been absent for three consecutive meetings without good cause.

## **8.0 Membership Responsibility**

- (a) Members shall be familiar with the ODA and the AODA and these Terms of Reference.
- (b) Each member of the Committee is an independent representative to the Committee and does not represent the concerns of only one disability or group. The members shall work together for the purpose of developing a common approach that is reasonable and practical.
- (c) Members are expected to contribute their expertise actively during YRAAC meetings.
- (d) Members shall declare any situation that is, or has the potential to be, a conflict of interest.

## **9.0 Reimbursement of Expenses**

- (a) Members of the YRAAC serve without remuneration, but will be compensated by the Region for any approved travel expenses related to carrying out their duties as YRAAC members.
- (b) Members who are persons with disabilities will be provided with the resources related to their disability and that are deemed necessary for them to fully participate in the Committee (e.g. sign language interpretation services, Braille translation services, transportation, support care services, etc.).

## 10.0 Frequency of Meetings

Meetings will be held every other month (except July and August, when no regular meetings will be held) or on an as needed basis. The Chair of the YRAAC may call special meetings. All meetings will be held at the Region's Administrative Centre (17250 Yonge Street, Newmarket) except as otherwise directed by the Committee. Appropriate public notice of any location changes for YRAAC meetings must be made.

## 11.0 Resources

- (a) The ODA Staff Committee, under the leadership of the Community and Health Services Department will provide advisory staff support to the YRAAC. Any advisory support required by an AODA subcommittee of the YRAAC or any other subcommittee that may be struck and approved by Regional Council will be determined on an ad-hoc basis dependent on the needs of the subcommittee and the availability of resources.
- (b) The ODA Staff Committee will, where feasible, and to the extent where human resources will allow, provide the YRAAC with information to enable it to provide sound strategic advice to Community Services and Housing Committee and Regional Council. Other staff expertise will be made available, where feasible, and to the extent where human resources will allow, to support the YRAAC.
- (c) The Regional Clerk's Office will provide administrative support to the YRAAC and any of its subcommittees in accordance with the Region's Procedure By-Law.

## 12.0 Procedure

All meetings will be conducted in accordance with Region's Procedure By-law except as otherwise provided herein.

## 13.0 Evaluation and Review

The Terms of Reference for the YRAAC will be re-evaluated in the fourth year of every Council term. Regional Council will have the prerogative of making changes to the Terms of Reference as required. The Terms of Reference could be modified due to the upcoming release of the Provincial Regulations of the *Accessibility for Ontarians with Disabilities Act, 2005*, and/or the eventual repeal of the *Ontarians with Disabilities Act, 2001*.

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