



Community and Health Services Department  
Office of the Commissioner

## MEMORANDUM

TO: Members of the Community and Health Services Committee

FROM: Adelina Urbanski, Commissioner  
Community and Health Services Department

DATE: January 18, 2012

RE: Excellence Canada – Ontario Accessibility Award Program

---

I am pleased to advise that The Regional Municipality of York has been selected to receive recognition under the **Excellence Canada – Ontario Accessibility Award Program**. The award recognizes organizations for excellence in implementing the requirements of the Accessibility Standards for Customer Service Regulation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and for going above and beyond basic compliance to serve people with disabilities.

The Accessibility Standards for Customer Service Regulation was the first regulation under the AODA to become law. Its purpose is to make the customer service operations of organizations accessible for people with disabilities. As required for designated public sector organizations under the AODA, York Region achieved compliance with the regulation by January 1, 2010.

‘Above and beyond’ actions taken by York Region to comply with the regulation included the following:

- Wrote the Accessible Customer Service Policy in a plain language format to enhance the comprehension of all readers
- Produced a York Region-specific Accessible Customer Service Training video in accessible formats (closed captioned, non-closed captioned and descriptive audio)
- Conducted an internal audit to ensure ongoing compliance with the requirements of the regulation across the corporation

In addition to compliance activities, the Region was also commended for additional accessibility initiatives, including National Access Awareness Week festivities, an emergency preparedness strategy which takes into account the needs of people with disabilities, and the development of an Accessible Trail in the York Regional Forest.

The award is a project of People Access, a division of the National Quality Institute (NQI), an independent not-for-profit organization. NQI was selected by the Ministry of Community and Social Services to help raise awareness of the AODA throughout the province. The Honourable David C. Onley, Lieutenant Governor of Ontario, is the award's honorary patron.

York Region is committed to offering excellent accessible customer service to residents and visitors alike. This award highlights the Region's many accessibility achievements, not only in response to the Accessibility Standards for Customer Service Regulation and the requirements of the AODA, but because of the commitment of York Regional Council, the York Region Accessibility Advisory Committee and the Region as a whole to creating accessible communities.

---

Adelina Urbanski  
Commissioner of Community and Health Services

LD/ka

Attachment - 1

Copy to: York Region Accessibility Advisory Committee  
ODA/AODA Staff Committee



**PATRON:**

HIS EXCELLENCY THE RIGHT HONOURABLE DAVID JOHNSTON,  
C.C., C.M.M., C.O.M., C.D., GOVERNOR GENERAL OF CANADA

**PRÉSIDENT D'HONNEUR:**

SON EXCELLENCE LE TRÈS HONORABLE DAVID JOHNSTON,  
C.C., C.M.M., C.O.M., C.D., GOUVERNEUR GÉNÉRAL DU CANADA

20 December 2011

Regional Municipality of York  
17250 Yonge Street  
Newmarket, Ontario  
L3Y 6Z1

Attention Adelina Urbanski, Commissioner, Community & Health Services

Dear Adelina,

**Excellence Canada** is pleased to advise you that the Regional Municipality of York has been selected to receive recognition under the **Excellence Canada - Ontario Accessibility Award Program**, of which the Honourable David C. Onley, Lieutenant Governor of Ontario, is the honorary patron.

Based upon the award submission provided, the Regional Municipality of York has shown how it has met its obligations under the Accessibility for Ontarians with Disabilities Act, 2005, and then gone above and beyond basic compliance to demonstrate leadership in organizational accessibility.

Through its role-model behaviour, the Regional Municipality of York has reached out into the communities in which it serves to reinforce the principles of independence, dignity, integration, and equality of opportunity for people with disabilities. This has been accomplished by actively raising awareness about accessibility, implementing its own initiatives for all to benefit from, and inviting feedback to inform future planning and continuous improvement.

Congratulations to the entire team at Regional Municipality of York for the good work already done, and best wishes for success in all your future efforts in this regard. They will surely help us all achieve our goal of an Ontario that is accessible to people with disabilities by 2025.

Sincerely yours,

Allan Ebedes  
President and CEO  
Excellence Canada