

Environmental Services - Departmental Overview

Environmental Scan

The priorities identified by the Environmental Services Department are as follows:

- To improve accessibility at public depots, tour designated facilities and events by enhancing accessibility of signage, architectural designs, and communications for people with all types of disabilities.
- The long-term vision of the department is to provide environmentally sustainable services that encompass the highest level of accessibility for York Region residents and businesses through integrated efforts in an organizational culture of opportunity, trust, leadership and partnership.

Our Customers

The Environmental Services Department's customers include York Region residents, businesses, area municipalities, regulatory agencies, and visitors affected by environmental services.

Accessibility Statement

It is our commitment to plan and deliver accessible, safe, quality, cost effective environmental services that grant universal access for residents and businesses at the department's public depots, public events and through its communication efforts.

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Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Community Environmental Centre (CEC) in Richmond Hill.	Architectural	All	At the February 24, 2010 meeting of the YRAAC, plans for Richmond Hill's Community Environmental Centre were presented and the Committee provided feedback. Resulting from the feedback received, the universal symbol and an intercom system will be installed under the canopy. In accordance with the Region's Accessible Customer Service Policy, all staff contracted for the Richmond Hill Community Environmental Centre will be trained using the Accessible Customer Service Training video, and all Requests for Proposals (RFPs) will include this provision on this requirement.
Website Access.	Informational, Technological	Sensory	Five webpages have been identified and selected as business critical information and are in the process of being revised to accommodate an audio file option. Pages with tables are being converted to text in order for Screen Reading software to be able to translate them properly.
Event Registration Forms.	Policy/Practice	All	The York Children's Water Festival Registration Form was edited to include any requests for accommodation. The Form also now advises participants that accessible restrooms are available and where they are located.

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Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Policy/Practice	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.

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Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Operations Maintenance and Monitoring (OMM) emergency procedures at Bayview Operations Centre.	Review International Organization for Standardization (ISO) procedures to ensure that emergency procedures for staff and visitors with disabilities are in place.	September 2011
Construction Contracts.	Review front end documents in construction contracts for clarity, font size and plain language use.	June 2011
Public waste drop-off depot signage.	Review depot signage for language clarity, font size and colour contrast.	December 2011
Reception displays.	Review display access of brochures and flyers to reduce visual and physical barriers to accessibility.	December 2011
Making it Easier to Participate in Regional Government		
Media release and public notice template.	Review public notice protocols and media release templates for clarity and plain language.	March 2011

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Operations Maintenance and Monitoring (OMM), Georgina Water Treatment Facility School tours.	Informational, Communicational	Physical, Sensory	Improved access to tours of OMM, Georgina Water Treatment Facility for people with physical or sensory disabilities.	Advertisements for public tours will include a provision for accommodations (upon request).	Greater participation by people with disabilities in public tours.	December 2011
Making it Easier to Participate in Regional Government						
Participation in public meetings for Environmental Services Capital Planning and Delivery projects.	Communicational, Informational	Physical, Sensory	Improved participation and engagement from all stakeholders who are seeking input into Capital Planning and Delivery projects and programs.	York Region's Accessible Meeting Guidelines will be used as a guideline to assess accessibility of public consultation centres.	Participation by people with disabilities in public meetings will increase.	March 2011