

Office of the Chief Administrative Officer - Departmental Overview

Environmental Scan

The priorities identified by the Office of the Chief Administrative Officer are as follows:

- To lead The Regional Municipality of York in implementing the Information and Communications standard within the Integrated Accessibility Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
- To increase accessibility on www.york.ca by continuing to research and implement assistive technologies. The web remains a popular channel to access Regional information. The implementation of Web Portal personalization technology allows the user to customize their web interface to link directly with information that is personally relevant.
- To increase knowledge of personal preparedness by revising the "York Region Emergency Preparedness Guide Book" to incorporate additional information for people with disabilities.

Our Customers

The Office of the Chief Administrative Officer is responsible for corporate administration, strategic planning, internal and external communications, the Corporate Customer Service Strategy and emergency management. Our customers include staff, local municipalities and the community. The Corporate Communications branch is also responsible for the layout and dissemination of information over the internet and intranet in a way that supports screen reading software for people who are blind or have low vision. 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

The Office of the Chief Administrative Officer is committed to providing services that align with the goals of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Our practices will respect the dignity and independence of people with disabilities.

Office of the Chief Administrative Officer Department

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
Helping People Live Independently			
Awareness of the needs of people with disabilities during an emergency or disaster.	All	All	Emergency Management conducted two focus groups attended by people with disabilities, social agencies that serve people with disabilities and emergency first responders. The goal of the sessions was to gain knowledge and understanding of the issues that people with disabilities face during an emergency situation. It was an excellent opportunity for people with disabilities and first responders to learn about priorities and expectations during an emergency situation. The focus group findings were presented to the YRAAC.
Making Regional Services More Accessible			
Access to information on www.york.ca .	Technological, Informational	Cognitive, Sensory, Physical	All media releases are now available as Really Simple Syndication (RSS) feeds. Work is underway to identify other categories of information that may be available using RSS technology.
Act as departmental lead for the corporate implementation of the requirements of the Information and Communications standard within the Integrated Accessibility Regulation under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA).	Policy/Practice	All	Implementation plans are being revised to address the requirements of the Information and Communications standard within the Integrated Accessibility Regulation under the AODA.
Continue to implement the 2009 web-based objectives that are linked to implementing portal technology: a) Test the effectiveness of the automatic font size icon/link available on the website; b) Conduct usability testing on the contrast control feature available on the website.	Technological	Sensory	To increase access to York Region's website, the font size function has been successfully tested and will be implemented with the Portal launch. The contrast function is scheduled to undergo usability testing in December 2010.
Working in collaboration with the Community and Health Services Department as departmental lead for communication and compliance supports for the Accessibility Standards for Customer Services Regulation under the AODA.	All	All	The Office of the CAO will continue to work with the Community and Health Services Department to advise staff on best practices regarding the Accessibility Standards for Customer Service Regulation.

Office of the Chief Administrative Officer Department

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.	All	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.
Public awareness for individual capacity for personal preparedness.	Communicational, Informational	All	An "Emergency Support Contact" pamphlet that was designed to assist people with disabilities to create a personal support network is now available. Information on personal emergency preparedness for people with disabilities continues to be distributed at various home shows and community fairs.
Awareness of the needs of people with disabilities during an emergency or disaster.	Policy/Practice	All	Members of the York Region Accessibility Advisory Committee (YRAAC) participated in York Region's annual Emergency Exercise "Operation Strike Three". Members participated at two levels during the design phase and also observed the actual exercise.

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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		
Review access to York Region information using social media technology.	Research the use of Quick Response (QR) barcode technology (a technology that allows you to transmit information to your phone by way of graphic barcoding) and other mobile device applications. Evaluate this tool as a means to increase accessibility for people with disabilities who access information about York Region using social media technology.	2011/2012
Investigate access to York Region information using new Web 2.0 technology.	Research the use of Web 2.0 technology to transfer information from York Region's website to a personal mobile device.	2011/2012
Wayfinding for people with cognitive or sensory disabilities at the Administrative Centre.	Research the possibility of developing a corporate standard for building signage that includes eliminating acronyms, use of standardized font for signs and use of new logo that is easy to read.	2011/2012

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Barriers That Will Be Addressed for 2011/2012

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Office of the Chief Administrative Officer

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 ?
As departmental lead continue to provide support for the Accessibility Standards for Customer Service Regulation under the AODA.	All	All	Increased capacity of staff to serve customers with disabilities.	Continue to act as a resource on best current customer service practices.	Successful ongoing implementation of the Accessibility Standards for Customer Service Regulation will result in better customer service to people with disabilities.	Ongoing
Making Regional Services More Accessible						
Access to information on www.york.ca.	Technological Communicational	Cognitive, Physical, Sensory	Customers will be able to access information on www.york.ca in an accessible manner that is faster and more user-friendly.	Web Portal personalization technology promotes accessibility to York Region information by allowing the user to customize their web interface to link directly to information that is personally relevant.	The success can be tracked through internal tracking software that shows the number of personalized sites initiated. Customers may also provide feedback through the technology.	August 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 ?
Act as departmental lead for the corporate implementation of the Information and Communications standard within the Integrated Accessibility Regulation under the AODA.	Policy/Practice	All	York Region will meet the requirements of the Integrated Accessibility Regulation.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) to develop an implementation strategy and report to senior management and Council.	Increased access for people with disabilities to York Region's information and communications.	2011 Ongoing
Public awareness for individual capacity for personal preparedness during an emergency or disaster.	Communicatio - nal Informational	All	Increased awareness of individual capacity for personal preparedness to increase resilience in the event of an emergency or disaster.	Update the York Region Emergency Preparedness Guide Book to incorporate additional information on personal preparedness for people with disabilities.	To provide additional information for people with disabilities to be better prepared for emergency situations.	2011