

Corporate Services - Departmental Overview

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.
- Continued enhancement of the work environment through accessible hiring policies and practices.

Our Customers

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

Accessibility Statement

The Corporate Services Department will continue to improve customer service by focusing on improving accessibility in the physical work environment and hiring policies and practices. This will be accomplished through design and renovations of Regional facilities and the enhancement of existing practices and procedures to better serve the needs of citizens, customers and staff.

Corporate Services 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
Making Regional Services More Accessible			
Property Services Distance to accessible washrooms from the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	Architectural	Physical	Two washrooms will be converted into an accessible washroom at the north entrance of the Administrative Centre to replace the current non-accessible washrooms.
Property Services Wayfinding for people with low vision while using the elevators in the Administrative Centre.	Communicational	Sensory	Voice activated floor announcements are being installed.
Property Services Wayfinding for people with disabilities looking for direction at the Administrative Centre.	Communicational	All	Planning for the electronic directory at the Administrative Centre is in the final stages.
Property Services Safety mechanisms for people with disabilities using the accessible washrooms located on the ground floor of the Administrative Centre.	All	All	Distress alarms in the accessible washrooms on the ground floor of the Administrative Centre will be installed by the end of the year.
Property Services Act as departmental lead for the corporate implementation of the requirements of the Proposed Accessible Built Environment Standard (ABES) under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA).	Policy/Practice	All	The Department will continue to work with Community and Health Services Department to monitor standard development activities of the Proposed Accessible Built Environment Standard.
Property Services Architectural plans for the proposed Central Services Centre.	Physical Architectural	All	Once plans are at the drawing review stage, an accessibility consultant will review the plans and present the information to the YRAAC.
Human Resource Services Act as departmental lead for the corporate implementation of the requirements of the Employment standard within the Integrated Accessibility Regulation under the AODA.	Policy/Practice	All	The Department will continue to work with Community and Health Services Department to develop an implementation strategy and report development activities to senior management and Council.

Corporate Services 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.

Corporate Services Department

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 It Easier to Move Around the Region		
Property Services Accessibility Design Standards for York Region.	investigate the possibility of developing a corporate York Region Accessibility Design Manual for use during renovations and new construction using the Proposed Accessible Built Environment Standard (ABES) under the AODA.	2012
Property Services Accessibility audits on specified Regional facilities.	Hire an accessibility consultant to conduct accessibility audits on specified Regional facilities to identify barriers to accessibility.	2012
Making Regional Services More Accessible		
Human Resource Services Employee workplace self identification.	Develop question to be included in the Employee Satisfaction Survey to measure employees need for specialized services or programs.	2011
Human Resource Services Employment opportunity for summer student with a disability.	Investigate the opportunity to create an employment opportunity for a summer student with a disability in 2012.	2012
Human Resource Services Corporate process and funding mechanism to provide for the accommodation needs for new employees in York Region.	Investigate the possibility of developing a corporate process and funding mechanism to provide employees who have accommodation needs.	2012

Barriers That Will Be Addressed for 2011/2012

[illegible]

Corporate Services Department

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?
Human Resource Services Act as departmental lead for the corporate implementation of the requirements of the Employment 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 across all stages of the employment life cycle.	2012 Ongoing
Human Resource Services Career counselling for York Region employees with disabilities.	Policy/Practice	All	Corporate learning specialist will be better prepared to counsel employees with disabilities.	Corporate learning specialist will take a course on "Career counseling for individuals with disabilities".	Specialized career counselling will be available for York Region employees with disabilities.	2012