

## **Planning and Development Services - Departmental Overview**

### **Environmental Scan**

The Planning and Development Services Department provides accessible public meetings by identifying and removing physical, architectural, informational and communicational barriers at meeting sites. In addition, we ensure information and communication barriers are minimized in the publications and web application services that we provide.

### **Our Customers**

Planning and Development Services customers and partnerships include Regional Council, the residents of York Region, regional and local municipal politicians, other Regional departments, local municipalities, development industries, businesses of York region and public agencies (such as school boards, health and safety organizations, and conservation authorities).

### **Accessibility Statement**

The Planning and Development Services Department continues to commit to serving all of our customers, taking into consideration their accessibility needs and our ability to address those needs. When a barrier is identified that requires co-operation with another corporate department, we will work in partnership to minimize or remove barriers to access.

# Planning and Development Services Department

## Progress Report on Accessibility Achievements - 2010

| Barrier Identified:<br>By-laws, policies and practices to be reviewed                                                  | Barrier Type                                                     | Disability Type | How the barrier was addressed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Helping People Live Independently</b>                                                                               |                                                                  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Inclusion of accessibility planning in new community developments with respect to public transit and Regional streets. | Policy/Practice                                                  | Physical        | The Regional Official Plan (ROP) which contains accessibility policies regarding new communities, transportation and transit was approved by the Province in 2010. Regional staff is requiring that accessibility policies be included in Local Municipal Official Plans as part of the larger Regional Official Plan municipal conformity exercise. The ROP was reviewed against the proposed Accessible Built Environment Standard under the AODA.                                                                                                                                                                                      |
| <b>Making Regional Services More Accessible</b>                                                                        |                                                                  |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Accessibility to Geomatics maps and products.                                                                          | Informational,<br>Physical,<br>Communicational,<br>Technological | Sensory         | To enhance accessibility for people with sensory disabilities, the Department will continue to include practices using the most readable and largest font possible, as well as avoiding combination of colour (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons, and links have been included. Maps created in Adobe Acrobat 7.0 can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards. The Department will continue to build on technology advances to provide information in a way that best benefits the user. |

# Planning and Development Services Department

## Progress Report on Accessibility Achievements - 2010

| Barrier Identified:<br>By-laws, policies and practices to be reviewed                                 | Barrier Type                                                                      | Disability Type      | How the barrier was addressed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Making it Easier to Participate in Regional Government</b>                                         |                                                                                   |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Review of Public Consultation Centres and stakeholder engagement forums.                              | Architectural,<br>Physical,<br>Informational,<br>Communicational                  | Physical,<br>Sensory | All current Public Consultation Centres are now accessible. Sound amplification is used at meetings. All printed materials are in accessible font colours. Meeting transcripts, brochures and all display and presentation materials are available on the Region's website. All public notices include a clause to contact the Region with any special accommodation request to allow participation in public meetings. Public notice of meetings have been included in the Canadian Hearing Society newsletter. Through a partnership with the Canadian Hearing Society, sign interpreters are now provided at stakeholder forums upon request. The requirement for accessible public meetings and materials has been integrated as policy into the approved Regional Official Plan. |
| Provision of Sign Language Interpreters at public meetings (upon request).                            | Informational,<br>Communicational                                                 | Sensory              | Public notice of meetings have been included in the Canadian Hearing Society newsletter. Through a partnership with the Canadian Hearing Society, sign interpreters are now provided at stakeholder forums, upon request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Accessible public consultation centres and stakeholder engagement forums.                             | Physical,<br>Architectural,<br>Informational,<br>Communicational<br>Technological | All                  | Using York Region's Accessible Meeting Guidelines as a guideline to assess the accessibility of public consultation centre, all current Public Consultation Centres are now accessible.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Changing Attitudes and Raising Awareness</b>                                                       |                                                                                   |                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Planning and Development Services Department

### Barrier Identification for 2011/2012

| Barrier Identified:<br>By-laws, policies and practices to be reviewed    | Methods to be used to identify the barrier                                                                         | Timing         |
|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Making it Easier to Participate in Regional Government</b>            |                                                                                                                    |                |
| Review of Public Consultation Centres and stakeholder engagement forums. | Staff will continue to review the Public Consultation Centres and stakeholder engagement forums for accessibility. | 2011 - Ongoing |

## Planning and Development Services Department

### Barriers That Will Be Addressed for 2011/2012

[illegible]

## Planning and Development Services Department

### Barriers That Will Be Addressed for 2011/2012

| Barrier Identified<br>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<br>When will this be completed? |
|---------------------------------------------------------------------------|----------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------|
| Accessibility to Geomatics maps and products.                             | Informational, Physical, Technological | Sensory         | Enhanced geomatics products that are more easily accessible by people with sensory disabilities.                                                     | Provide scroll-over option to allow text-to-speech functionality on <b>yrGeo</b> icons, buttons and links. Maps created in Adobe Acrobat <b>7.0</b> that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards. Enhanced cartography improves the readability of map features. Use of Flash animation and help videos will enhance accessibility for people with cognitive and learning disabilities. Highly optimized web views are designed for users to zoom to scales that assists users to view geographic information at levels of readability. | Continuous incorporation of practices in the development of all new products.   | 2011<br>Ongoing                        |
| <b>Making it Easier to Participate in Regional Government</b>             |                                        |                 |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                 |                                        |
| Provision of Sign Language Interpreters at public meetings, upon request/ | Informational, Communicational         | Sensory         | People with sensory disabilities will have reasonable access to public consultation meetings in order to be actively involved members of the public. | Partnership with Canadian Hearing Society to provide Sign Language Interpreters, upon request.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Increased participation of people with sensory disabilities in public meetings. | 2011<br>Ongoing                        |
| Accessible public consultation centres and stakeholder engagement forums. | Physical, Architectural, Informational | All             | People with disabilities will have reasonable access to public consultation meetings in order to be actively involved members of the public.         | York Region's Accessible Meeting Guidelines will continue to be used as a guideline to assess accessibility of public consultation centres.                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Participation by people with disabilities in public meetings will increase.     | 2011<br>Ongoing                        |