

2008

Opening D O O R S

York Region's Fifth Accessibility Plan





Message from the York Region Accessibility Advisory Committee

Although *Opening Doors* is York Region's fifth Accessibility Plan released under the *Ontarians with Disabilities Act, 2001* (ODA), it is the first under our term as the 2007 – 2010 York Region Accessibility Advisory Committee (YRAAC).

The members of our Committee have come together from all across York Region, representing people with varying disabilities, backgrounds, and ages to contribute a variety of perspectives. We have taken this representation seriously when serving as the voice of people with disabilities living in York Region.

It's been a pleasure to work with Regional Council and Regional staff during the accessibility planning process. We will continue to advise Council on its implementation of the initiatives included in this Plan throughout the coming year. Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), our role will change from advising Council on their annual accessibility plans to advising Council on compliance with the new accessibility standards.

We look forward to supporting the Region's efforts in both roles under the ODA and the AODA, to open doors for its residents with disabilities to the programs, services and facilities that the Region offers.

York Region Accessibility Advisory Committee for 2008 Plan Development



Front Row: Diane Humeniuk (Vice Chair 2007), Margaret Gaukel, Beverley Hall, Regional Councillor Danny Wheeler (Chair), Cindy Gorlewski

Back Row: Joann Simmons, Commissioner Community and Health Services, Janice Cameron, Regional Councillor Vito Spatafora, Valerie Evans, Regional Councillor John Taylor, Kirsten Hill, Wilf Morley (Vice Chair 2008), Trish Robichaud, Regional Councillor Brenda Hogg (Chair, Community Services and Housing Committee)

Other Members: Regional Chairman and CEO Bill Fisch (ex-officio)



Acknowledgements

York Regional Council would like to thank the many people who contributed to the development and production of *Opening Doors: York Region's 2008 Accessibility Plan*.

The successful development of this Plan was made possible by many people from across The Regional Municipality of York who gave their time and expertise, including the York Region Accessibility Advisory Committee, members of the *Ontarians with Disabilities Act, 2001* (ODA) Staff Committee, and other Regional staff who were involved in the creation of this Plan.

The commitment and support of all of these people is greatly valued.

The members of the ODA Staff Committee include:



Front Row: Lina Bigioni, Piragal Thiru, Sylvia Patterson, Michelle Herder, Joy Hulton, Leslie Gilbert, Lois Davies, Cordelia Abankwa-Harris (Chair of Committee), Deputy Chief Eric Jolliffe

Back Row: Stephen Maio, Kelly Vandette, Darryl Blakeley, Eric Sherbert, Val Sequeira, Jeffrey Abrams, Barry Crowe, Tony Fernandes, Simon Cheng, Hector Deault, Lisa Gonsalves

Other members: Tom Appleby, Leslie Anne Cacciotti, Bev Cassidy-Moffatt, Marc Gallant, Don Gordon, Tracy Grover, Deputy Chief Bruce Herridge, Martha McBurnie, Irene McNeil, Lizuarte Simas, Gabe Tropea, Marilyn Woolhead



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Let Us Know What You Think

Your comments are important to us. Please let us know what you think about
Opening Doors: York Region's 2008 Accessibility Plan.

You can send in your comments or inquiries in any of the following ways:

Email: AccessYork@york.ca

Mail: The Regional Municipality of York
Community and Health Services Department
Policy and Program Support Services Branch
3rd Floor, 17250 Yonge Street
Newmarket, ON L3Y 6Z1

Phone: 1-877-464-9675 Ext. 2123

TTY: (905) 762-0401

Fax: (905) 895-5045

You can access this publication at www.york.ca > click **Services** and then click
Accessibility Planning.

This document is available in multiple formats upon request.

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Opening Doors: York Region's 2008 Accessibility Plan

Comment Form

This form is available online at www.york.ca

Your comments are important to us. Please take a few minutes to complete this form and let us know what you think about *York Region's 2008 Accessibility Plan*.

1. What do you like most about the Plan? (check as many boxes as you want)

- ☐ The new things The Regional Municipality of York will do in 2008 to make its services and programs easier for people with disabilities to use.
- ☐ Learning more about all that the Region has already done to ensure people with disabilities can use its services and programs.
- ☐ The range of existing barriers that will be removed and new barriers that will be prevented.
- ☐ How the Region will identify barriers within its programs and services.
- ☐ That the Region is making it easier for people with different types of disabilities to use its services and programs.
- ☐ Total number of initiatives to address barriers in 2008.
- ☐ Types of barriers that will be addressed in 2008.
- ☐ The participation of all Regional departments in accessibility planning.
- ☐ The involvement of the York Region Accessibility Advisory Committee (YRAAC) in developing the Plan.
- ☐ The overall layout and format.
- ☐ Other: _____

2. What do you see as the key issues facing people with disabilities in York Region? (check as many boxes as you want)

- | | |
|--|---|
| ☐ Transit | ☐ Housing |
| ☐ Roads | ☐ Social Assistance |
| ☐ Lack of services/supports | ☐ Attitudes/awareness |
| ☐ Lack of information | ☐ Barriers in the private sector |
| ☐ Other: _____ | |

3. Have you noticed an improvement in accessing Regional services and programs?

- ☐ Yes ☐ No

If yes, please list improvements. If no, please explain.

4. Is the Plan easy to read and understand? (check one)

- ☐ Yes ☐ No

If no, why?

5. Other comments about *Opening Doors: York Region's 2008 Accessibility Plan*

GENERAL INFORMATION (Optional)

6. How did you find out about *Opening Doors: York Region's 2008 Accessibility Plan*? (check as many boxes as you want)

- | | |
|---|---|
| ☐ Newspaper | ☐ York Region staff |
| ☐ Social services/community agency | ☐ York Region building |
| ☐ York Region disability organizations | ☐ www.york.ca |
| ☐ York Region Accessibility Advisory Committee | ☐ Municipal website |
| ☐ Other: _____ | |

7. Are you a resident of York Region?

- ☐ Yes ☐ No

8. Are you a person with a disability? (Optional)

- ☐ Yes ☐ No

9. Are you a member of an organization or agency that represents or provides services to people with disabilities in York Region?

- ☐ Yes ☐ No

9b. If yes, what is the name of the organization?

Organization or agency's Name: _____

Thank you.

If you would like to receive more information about this Plan or accessibility planning in York Region, please contact us.

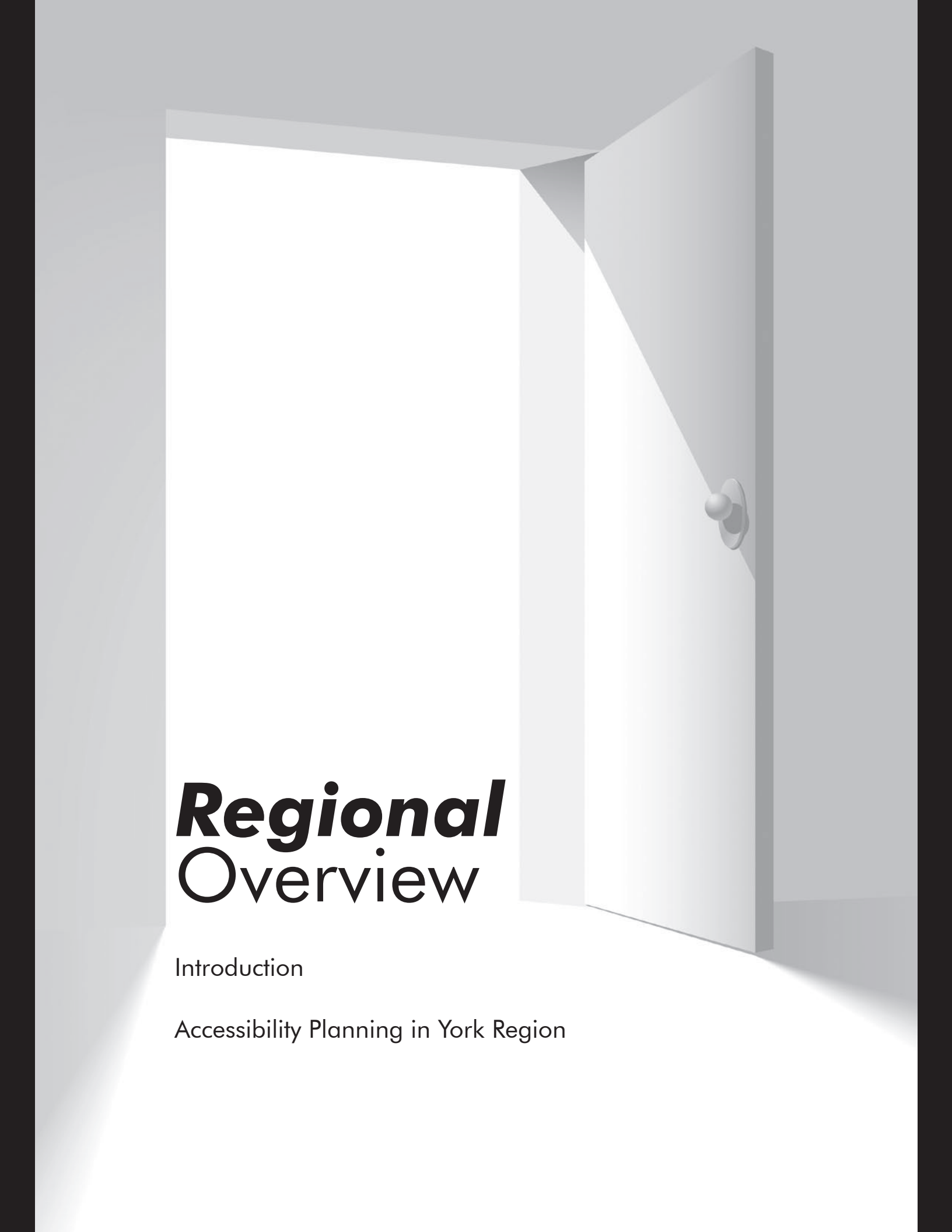
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The Regional Municipality of York
3rd Floor, 17250 Yonge Street
Newmarket, Ontario L3Y 6Z1

Fax: (905) 895-5045

You can also complete this form online:

www.york.ca > click **Services** and then click **Accessibility Planning**



Regional Overview

Introduction

Accessibility Planning in York Region



Introduction

The purpose of the *Ontarians with Disabilities Act, 2001* (ODA) is to improve opportunities for people with disabilities in Ontario through the identification, prevention, and removal of physical and other barriers that may limit opportunities for people with disabilities to fully participate in society.

Under the ODA, all municipalities in the province have a legal obligation to prepare an annual accessibility plan. The plan must include a complete overview of all of the municipality's operations including its bylaws, programs, procedures, practices, policies, facilities, and services.

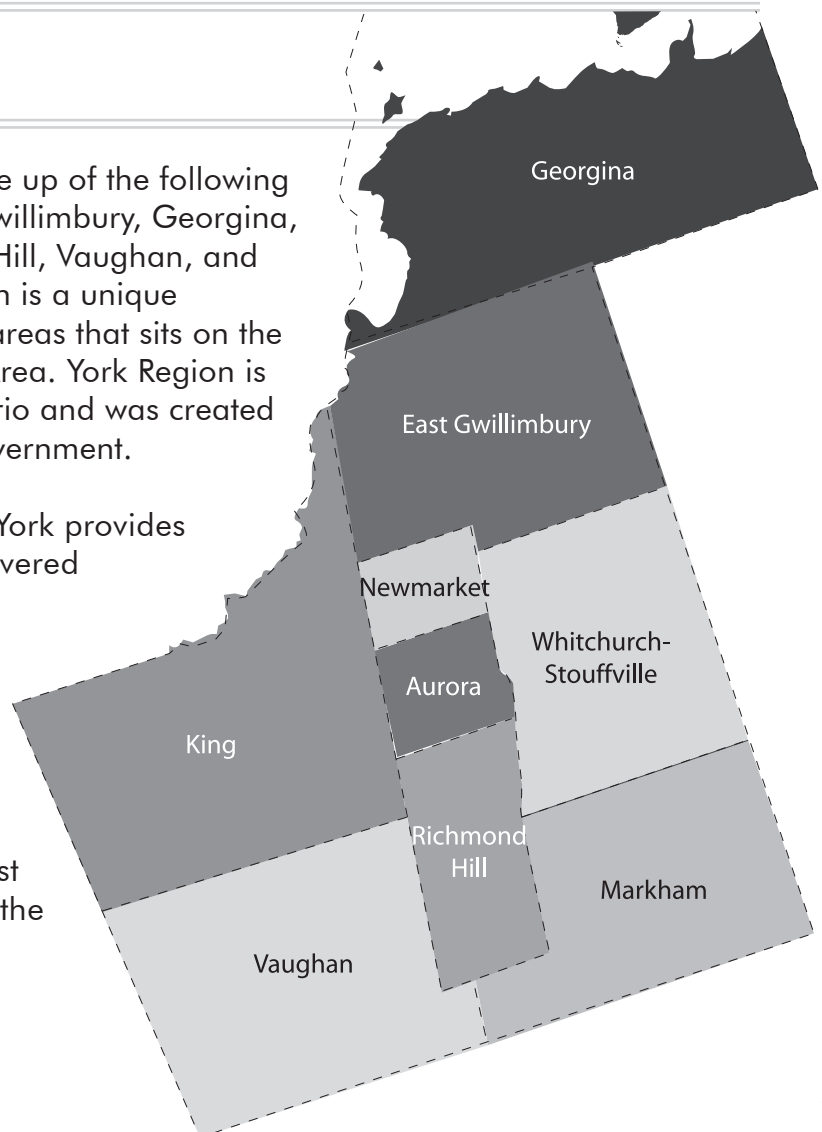
This document, *Opening Doors: York Region's 2008 Accessibility Plan*, is The Regional Municipality of York's fifth annual Accessibility Plan under the ODA since 2004. This fifth Plan continues to break down barriers for people with a broad range of disabilities by identifying, removing, and preventing barriers to accessibility.

Opening Doors highlights barriers that were identified and/or eliminated in 2007 and outlines the actions that the Region will take in 2008 to identify, prevent, and remove remaining barriers across York Region's departments, including the York Regional Police.

York Region Facts

The Regional Municipality of York is made up of the following nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan, and Whitchurch-Stouffville. This diverse region is a unique combination of urban centres and rural areas that sits on the northern border of the Greater Toronto Area. York Region is one of six regional governments in Ontario and was created on January 1, 1971 by the provincial government.

In general, The Regional Municipality of York provides services and programs that are best delivered across wide areas, or those requiring large-scale coordination. The nine local municipalities provide programs and services that are more local in nature. *The Municipal Act, 2001* is the Provincial legislation that outlines the areas of regional and local municipal responsibility. The following list shows the range of services provided at the regional and local municipal levels.



Regional and Local Municipal Responsibilities

The Regional Municipality of York	Local Municipalities
Court Services	Building Permits
Emergency Medical Services (EMS)	Local Emergency Preparedness
Family and Children's Services	Fire Services
Housing and Residential Services	Curbside Garbage Green Bin, Blue Bin Recycling Pick Up
Long Term Care Services	Local Roads
Police Services	Libraries
Public Health Services	Marriage Licences
Regional Roads	Parking Permits/Restrictions
Social Assistance	Parks and Recreation
Solid Waste Management	Pet Licences
Transit and Rapid Transit (YRT/VIVA)	Property Taxes
Water/Wastewater Treatment	Sidewalk Repair
Regional Emergency Planning	Streetlights
Planning and Economic Development Services	Local Water and Sewage
	Yard Waste Collection

Population Trends

York Region's population has more than quintupled since its creation in 1971 and has grown 22.4% between the years 2001 and 2006.¹ With a population of about 983,056 as of December 31, 2007,² York Region is the third fastest growing Census Division in Canada.

Most of York Region's population growth (2001-2006) has been concentrated in the three southern local municipalities of Vaughan (31.2%), Markham (25.4%), and Richmond Hill (23.2%).¹

Across Ontario, York Region had the highest growth rate for all age groups. Between 2001 and 2006, the growth rate among the different age groups was: 14.3% for residents between 0 and 14 years, 22.8% for residents between 15 and 64 years, and 38.6% for residents 65 years and older.¹

According to the Statistics Canada 2006 Census, there are 91,920 seniors (those aged 65 and older) living in York Region. Seniors represent approximately 10% of the region's population. Among urban municipalities, York Region has one of the fastest growing senior populations. By 2031 it is expected that the number of seniors living in York Region will increase to 303,517, or 20% of the

¹Source: Statistics Canada, Census 2006.

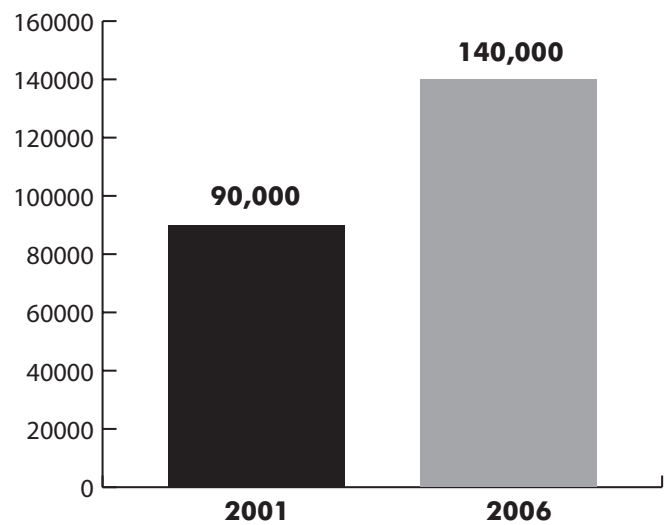
²Source: York Region Population Estimate, Planning and Development Services Department, 2008.

population.³ The anticipated increase is largely due to the high proportion of baby-boomers in York Region.

This rapidly growing population, which includes an aging population who may also have disabilities, has wide-range implications for our region. This will pose a number of challenges for all levels of government to find better ways to anticipate the needs of residents and to ensure that our programs and services are accessible to everyone.

Persons with Disabilities in York Region⁴

**Estimated Number of Residents with a Disability
York Region, 2001 and 2006**



Source: Participation and Activity Limitation Survey 2006, Statistics Canada

According to the Participation and Activity Limitation Survey (PALS) - Statistics Canada 2006, approximately 4.4 million (14.3%) Canadians reported having a disability. This number has increased by 21.2% from 3.6 million in 2001. Of these, 5% are under 15 years, 55% are between 15 and 64 years and 40% are 65 years or older.

Almost three million Canadians (11% of the population 15 years and older) indicated that they have a disability related to pain, mobility or agility. There was also a large increase in the number of adults and children who reported having learning disabilities between 2001 and 2006.

³Source: The Regional Municipality of York, "Just the Facts About Your Community, Seniors Living in York Region" 2007.
⁴Source: Statistics Canada, Participation and Activity Limitation Survey, 2006.
Statistics Canada, Custom Tabulations, Census 2001.
Note: Statistics are based on self identification and include a broad scope of disability.

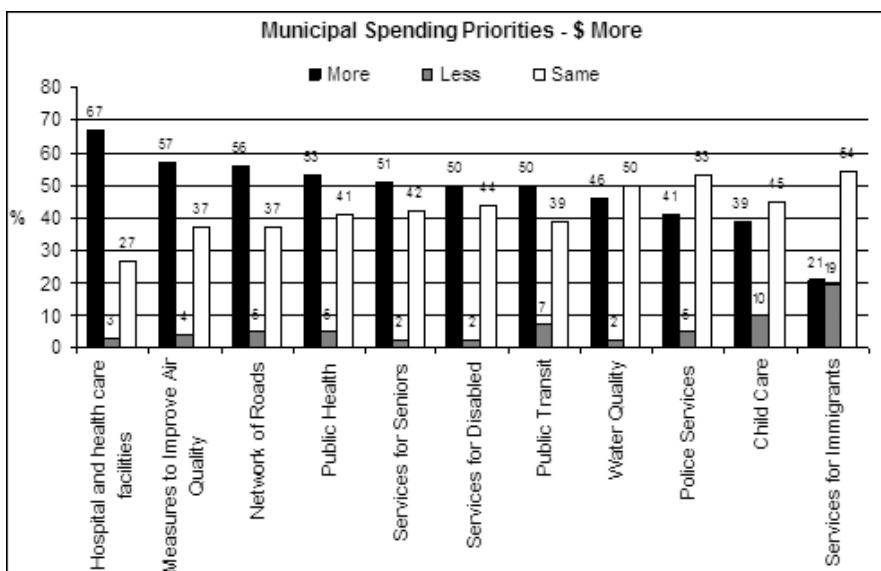
In 2006, there was an estimated 1.9 million Ontario residents with a disability representing 15.5% of the population. This represents an increase of 2% from 2001.

Using the Ontario figure, it can be estimated that in York Region the number of people with disabilities increased by approximately 55% or close to 50,000 between 2001 and 2006. In 2006, it was estimated that there were 140,000 York Region residents with a disability.

Key Observations

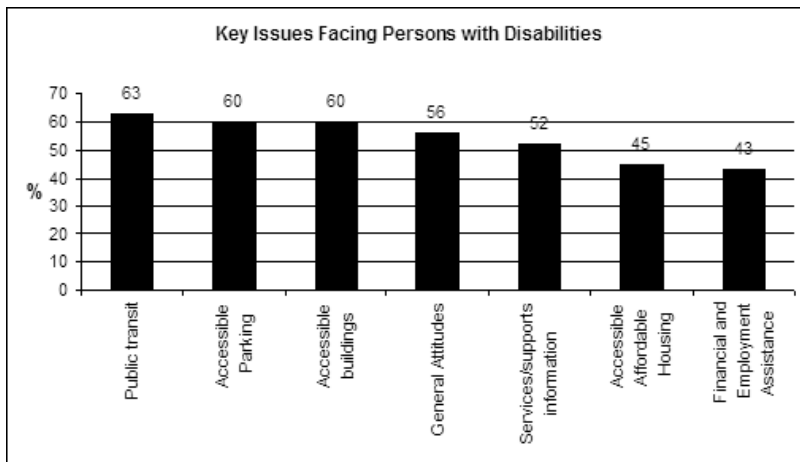
Accessibility to York Region's programs, services and facilities is important to residents. Consistent responses in the past three York Region Environics Surveys (2004 – 2006) show that full accessibility to the Region's programs, services and facilities matters to York Region residents. In 2007, the York Region Environics Survey results again confirm that accessibility for persons with disabilities continues to be a spending priority for York Region residents.

When asked about municipal spending priorities, 50% of the respondents said they would like to see more spending directed towards services for people with disabilities even if it meant that taxes may increase. This was only slightly behind Services for Seniors (51%) and Public Health (53%) and slightly ahead of increased spending on Water Quality (46%) and Police Services (41%).



Source: 2007 York Region Environics Survey

Respondents also indicated that the most important issue facing persons with disabilities in York Region is Public Transit (63%), while Accessible Parking and Accessible Buildings are seen as equal key issues at 60%. These issues were rated ahead of General Attitudes, Services/Supports Information, Accessible Affordable Housing, and Financial and Employment Assistance for people with disabilities.



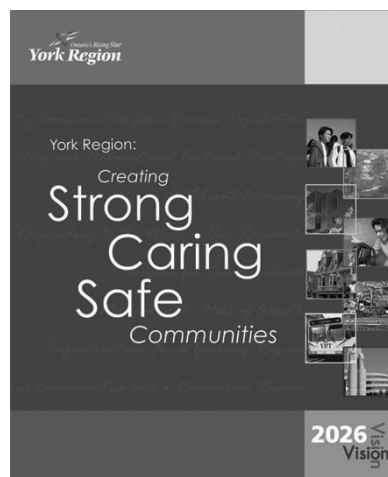
Source: 2007 York Region Envirionics Survey

Accessibility Planning in York Region

Under the ODA, the annual accessibility plan must include:

- Steps the Region has taken to identify, remove, and prevent barriers.
- How the Region will assess its bylaws, policies, programs, practices, and services to determine their impact on persons with disabilities.
- What bylaws, policies, services, programs, and practices the Region will review in the coming year to identify barriers.
- Measures the Region will take in the coming year to identify, remove and prevent barriers in all of its services, and programs, including transit.

York Region's long-term strategic plan, Vision 2026, provides the foundation for accessibility planning in York Region and many other important corporate initiatives. Meeting the specific requirements of the ODA through the development and implementation of annual accessibility plans further supports the goals set out in Vision 2026.



Responding to the Needs of Our Residents



The Regional Municipality of York hears and responds to its residents by meeting the needs of persons with disabilities through services offered at the Region. For instance, in 2007 the Corporate Services Department presented plans for the redesign of the Administrative Centre's north parking lot to the York Region Accessibility Advisory Committee. Committee members provided valuable feedback and made suggestions to improve accessibility. The Corporate Services Department heard these suggestions and made changes to the parking lot plans improving accessibility and eliminating barriers.

Accessibility Standards for Customer Service

Ontario's first accessibility standard under the Accessibility for Ontarians with Disabilities Act, 2005 came into effect January 1, 2008. The Customer Service Standard states what businesses and other organizations in Ontario must do to make the provision of their goods and services more accessible to people with disabilities. For more information on the Customer Service Standard, visit the Accessibility Directorate of Ontario's website at: <http://www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/>

The Process for Developing York Region's Plans

The Region's accessibility planning process was set out in the Accessibility Plan Policy Framework that was approved by Regional Council in February 2003. The direction established in the Policy Framework has resulted in five Regional accessibility plans that cover every aspect of the Region's businesses and services.

Each department, including York Regional Police, develops its own departmental accessibility plan to identify, remove and prevent barriers in Regional programs and services on an annual basis. The initiatives included in these departmental plans are combined to form one document - York Region's Annual Accessibility Plan.

Understanding what the Region has done to improve and enhance accessibility is also a key part of our Region's Policy Framework. As such, evaluation is ongoing to monitor and track the accessibility planning progress. The Region continues to successfully meet the obligations outlined in the *Ontarians with Disabilities Act, 2001*.



Participation of the York Region Accessibility Advisory Committee (YRAAC)

York Regional Council strongly supports the involvement of many different people and groups in the Region's accessibility planning process. The support of Regional Council members has been consistent since the beginning of ODA implementation, and networks have been formed to encourage ongoing communication with the area municipalities, stakeholder organizations, and the general public. Many Regional departments incorporate the practice of working with their own customers and clients to identify, prevent, and remove different types of barriers that impact people with disabilities from receiving services or accessing various programs and facilities.

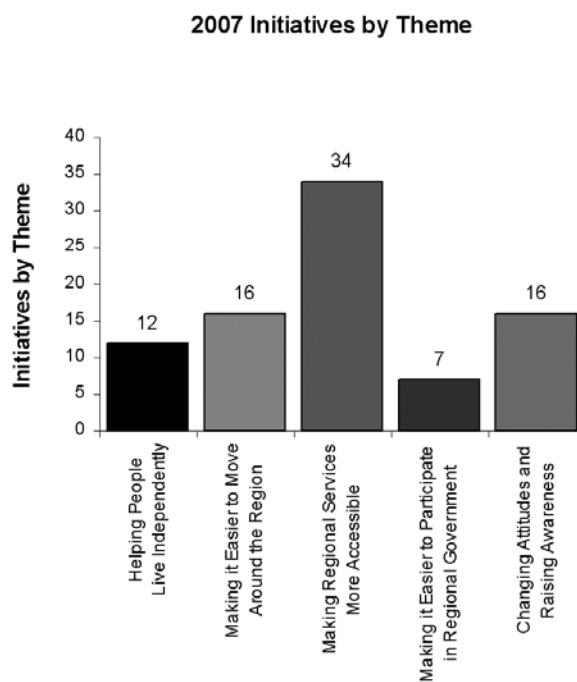
The York Region Accessibility Advisory Committee (YRAAC) is a legislatively mandated committee which was first appointed by York Regional Council in 2003. In March 2007, Regional Council appointed a new committee to serve for the 2007 - 2010 term. It includes members of Regional Council and citizen volunteers, and has been an integral part of the accessibility planning process. The members of the YRAAC include people from across York Region with different types of disabilities and backgrounds offering a variety of perspectives and representing the region as a whole. The YRAAC plays a critical role in advising Council on the preparation, implementation, and effectiveness of its annual accessibility plans.

In keeping with its legislated mandate, in 2007 the YRAAC continued to provide direct input into the implementation activities of *Toward's Accessibility: York Region's 2007 Accessibility Plan*. For example, members of the YRAAC:

- Participated in the orientation session for the newly appointed YRAAC in March 2007
- Recommended that Regional Council recognize National Access Awareness Week, which was subsequently endorsed by Council in May 2007
- Provided staff with valuable feedback and suggestions concerning the reconstruction of the Administrative Centre's north parking lot
- Participated in a breakfast meeting for members of all local municipal Accessibility Advisory Committees hosted by Aurora's Accessibility Advisory Committee
- Participated and presented at the Association of Municipal Clerks and Treasurers (AMCTO) "An Integrated Approach to Accessibility Planning" workshop in November 2007
- Participated in "Just Ask" inclusivity training offered corporately at the Region
- Conducted research and reported back to the AAC regarding British Columbia's 2010 "Legacy Now" accessibility funding
- Provided advice on the implementation activities included in the 2007 Plan and on the development of the 2008 Accessibility Plan

Are We Making Progress? A Brief Overview of 2007 Achievements

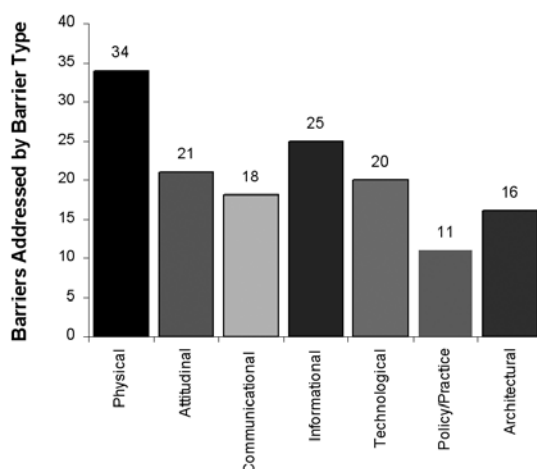
Towards Accessibility: York Region's 2007 Accessibility Plan committed to act on 85 initiatives to enhance accessibility across our programs, services, and facilities. As a first step, we identified 28 new barriers and then addressed 57 already identified barriers. Of these initiatives, we are pleased to report that 66% (56 initiatives) are now complete and 34% (29 initiatives) are planned or underway.



Source: 2007 Progress Report *Towards Accessibility*

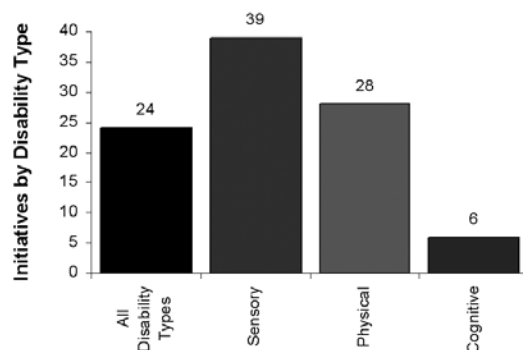
The initiatives included in *Towards Accessibility: York Region's 2007 Accessibility Plan* support the Region's commitment and dedication to enhancing accessibility for persons with a broad range of disabilities while supporting the key areas that impact the lives of people with disabilities in York Region. Our experience in accessibility planning has increased our awareness and understanding of all types of barriers both visible and invisible. In 2007, 145 different types of barriers to accessibility were identified and of these, 95 were invisible barriers.

145 Different Types of Barriers were Identified in the 2007 Accessibility Plan



Source: 2007 Progress Report Towards Accessibility

Disability Types That Were Addressed in the 2007 Plan



Source: 2007 Progress Report Towards Accessibility

A few examples of how departments addressed different types of barriers in 2007 include:

- Community Services and Housing addressed *Architectural* and *Physical* barriers by installing hand railings in two seniors' apartments to provide greater movement opportunities for tenants with ambulatory and balance constraints and by modernizing elevators to include accessibility features in two Housing York Inc. housing communities.
- With the support of the Finance Department (Information and Technology Services Branch), Corporate Communications addressed *Technological* and *Communicational* barriers by continuing to make improvements that make information about the Region and its services more accessible on the website.
- To address *Attitudinal* barriers, Health Services developed an internal newsletter to educate and increase awareness of staff on ODA initiatives and activities.

- Planning and Development Services addressed *Informational*, *Architectural* and *Physical* barriers by conducting accessibility audits of proposed public consultation centres to ensure that people with disabilities were able to participate in public consultations.
- Corporate Services addressed *Physical* and *Architectural* barriers by incorporating the YRAAC's feedback into the reconstruction of the entire north parking lot at the Administrative Centre improving the number, size, and proximity of accessible parking spaces and providing a safer crosswalk and entrance way. The Department also installed common signage throughout the Administrative Centre to make it easier for people to find their way.
- York Region Transit Mobility Plus addressed *Policy and Practice* barriers by introducing 24-hour advance notice day trip bookings for their Mobility Plus Service in response to customer satisfaction surveys. York Region Transit/Viva addressed *Physical* and *Technical* barriers by purchasing more low-floor, wheelchair accessible buses and by installing other accessibility features at stops and shelters to improve access. To make crossings at intersections safer and easier for persons who are blind or have low vision, transportation services installed Audible Pedestrian signals at identified crossings.
- York Regional Police addressed *Policy and Practice* barriers by beginning work to develop a Canadian Hearing Society sign language protocol, enabling timely access to Sign Language Interpreter Services for persons who are deaf, deafened, or hard of hearing.

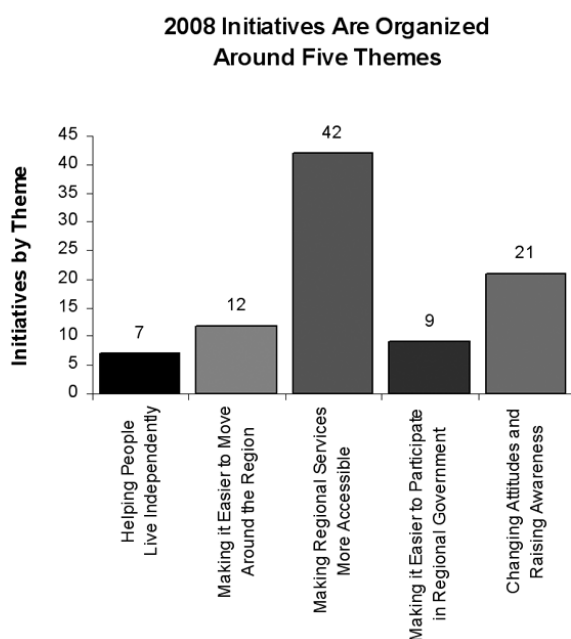


Developing Opening Doors: York Region's 2008 Accessibility Plan

The Region's fifth Accessibility Plan continues to follow the direction set out in the Accessibility Plan Policy Framework and is integrated with the Region's annual business planning and budget process.

Again this year, each Regional department and the York Regional Police participated by developing a departmental accessibility plan. Each department's accessibility plan is included in this document.

The 2008 Accessibility Plan includes 91 accessibility planning initiatives put forward by departments to identify, remove, and prevent barriers in 2008. As in all the Region's accessibility plans, each initiative included in *Opening Doors* has been organized around five themes.



The themes are:

- Helping People Live Independently
- Making it Easier to Move Around the Region
- Making Regional Services More Accessible
- Making it Easier to Participate in Regional Government
- Changing Attitudes and Raising Awareness

The themes bring together the diverse aspects of the Region's programs and services into broader areas of action. These themes reflect the feedback from the YRAAC and previous public consultations on the key areas that impact the lives of people with disabilities.

Responding to the Needs of Our Residents

The Regional Municipality of York hears and responds to its residents by meeting the needs of persons with disabilities through the services it offers. For instance, after receiving feedback from the Canadian Mental Health Association, York Region Chapter, the Region has added another disability type to be addressed through initiatives included in the Accessibility Plans. Mental Illness has now been added as a disability type in our 2008 Accessibility Plan, broadening the range of disability types being addressed through the identification, removal, and prevention of barriers.

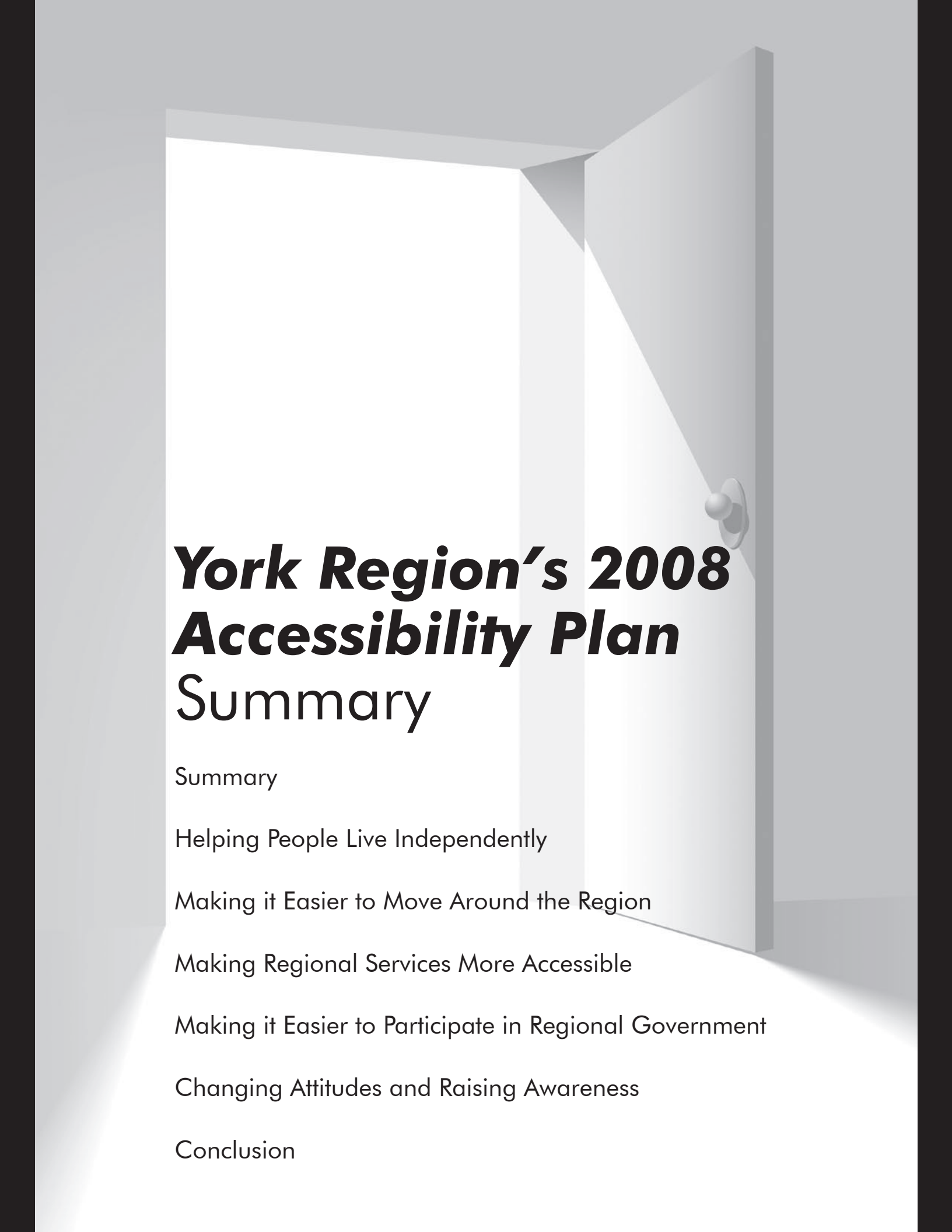
Parallel Implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* and the *Ontarians with Disabilities Act, 2001*

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) came into effect in June 2005. It applies to both the public and private sectors covering every aspect of life available to the public, except private homes. The goal of the AODA is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures, and premises by January 1, 2025. This goal will be achieved through the development, implementation, and enforcement of provincially-set accessibility standards in the areas of customer service, the built environment, information and communications, employment, and transportation. Both public and private sector organizations will be required to implement these standards in increments that could range from as little as six months to a maximum of five years.

Enforcement of the AODA will be through a process of reporting, inspection, investigation, compliance orders, and administrative penalties.

Under the AODA, the role of municipal accessibility advisory committees will change from advising municipal councils on their annual accessibility plans to advising councils on their municipalities' compliance with the new accessibility standards.

The AODA will eventually replace the ODA. However, the Province has indicated that the ODA will remain in effect for the foreseeable future while the AODA is phased in. The Accessibility Standards for Customer Service (Ontario Regulation 429/07) is the first of five standards to be released under the AODA. The Transportation Standard is expected to be finalized into regulation in 2008. Until the other standards - built environment, employment, and information and communications are finalized into regulation, the Region, like other municipalities, must meet the challenge of implementing the ODA and the AODA simultaneously.



York Region's 2008 Accessibility Plan Summary

Summary

Helping People Live Independently

Making it Easier to Move Around the Region

Making Regional Services More Accessible

Making it Easier to Participate in Regional Government

Changing Attitudes and Raising Awareness

Conclusion



Executive Summary

Highlights of York Region's 2008 Accessibility Plan

York Region is dedicated to creating vibrant, safe, welcoming, and accessible communities where all of our citizens – regardless of their age or ability – are able to participate and enjoy all the amenities and services the Region offers.

Our continual efforts to achieve accessibility for our citizens with disabilities has a great influence on meeting those goals.

Opening Doors: York Region's 2008 Accessibility Plan builds on the significant progress we've made in the past four years. Like the Region's previous four annual accessibility plans, the 2008 Plan describes how the Region's various departments continue to work together to prevent, identify, and remove barriers that impact on the lives of people with disabilities.

The following summary highlights the accomplishments of 2007 and outlines how York Region plans to move forward in 2008 to make our region a leader in accessibility.

As with our previous four plans, the initiatives are grouped into the five themes that people with different types of disabilities living in our communities have said impact their lives.

1. Helping People Live Independently

Accessibility Achievements – 2007

Community and Health Services

York Region manages 1,927 supportive and affordable housing units through Housing York Incorporated (HYI). Throughout 2007, the Region undertook numerous projects to help provide persons with disabilities affordable and accessible housing units, such as:

- Completed upgrades to elevators to include accessibility features at Maplewood Place and Pineview Terrace
- Constructed seven dedicated units at Tom Taylor Place in Newmarket for people who are deaf, deafened, or hard of hearing and created a referral service for potential tenants for the units
- Modified lighting levels in HYI's older properties to help seniors with vision disabilities
- Installed railings in the halls of two HYI buildings to help seniors with balance and ambulatory constraints
- Completed of a resident feedback survey of all HYI residents to assess the housing services they receive, including accessibility services.

York Region promotes healthy and accessible communities for its residents. Some accomplishments supporting this vision include:

- Extensive renovations and improvements to the pedestrian access route at the Maple Health Centre, a 100-bed Long Term Care facility
- Installed a TTY telephone line and an assistive listening device, more accessible signage, and added a power assist door operator
- Renovated six housing units and included accessibility upgrades to lighting, flooring, kitchens, and bathrooms in Hadley Grange (Aurora), an Assisted Community Living facility

Barrier Identification for 2008

Community and Health Services

In the fall of 2007, the Community Services and Housing Department and the Health Services Department combined to form the new Community and Health Services Department. The new Department will continue to enhance accessibility for people with disabilities to its many programs, services, and facilities through partnerships with community agencies. In 2008, the Department will identify barriers to help people live more independently. Plans include:

- Finalizing a two-phased research project that will improve understanding of tenants of Housing York Inc. (HYI) who have self-declared disabilities
- Completing a centralized waiting list for households requiring modified units in HYI buildings

Barriers to Be Addressed – 2008

Community and Health Services

In 2007, the Department identified several barriers in its housing and health services facilities that will be addressed throughout 2008 including:

- Preparing for elevator upgrades at Northview Court to better service people with visual and hearing disabilities
- Improving lighting levels in common areas at Dunlop Pines, a housing facility for seniors
- Installing of automatic door openers at Evergreen Terrace and Heritage East, owned and operated by Housing York Inc. (HYI)
- Adding visual alarm features to the fire alarm systems at the Maple and Newmarket Health Centres to increase both the independence and safety of people who are deaf, deafened, or hard of hearing

2. Making it Easier to Move Around York Region

Accessibility Achievements – 2007

Transportation Services

Every day, thousands of people across York Region use public transportation to get to and from work, shopping, and recreational activities. Access to transportation is key to our quality of life.

As more people move into the region each year, it is increasingly important to plan and provide accessible, safe, cost-effective, and integrated transportation systems to meet the growing demand.



Ensuring that public transportation stations, stops, equipment, and vehicles are accessible to persons with disabilities is a priority of York Region's Transportation Services.

The ongoing improvements to YRT and VIVA facilities and fleets are helping people with disabilities move with greater ease and convenience throughout the region and beyond. In 2007, the improvements were:

- Replaced aged YRT conventional buses with 35 new low-floor accessible vehicles.
During 2007, new and accessible conventional buses were brought into operation, moving YRT closer to its goal of a fully accessible fleet by 2012.
- Completed an accessibility checklist of 1,500 bus stops along routes deemed to be accessible and started field inspections to ensure these stops meet the needs of people with different types of disabilities

- Installed and tested improved way-finding patterned concrete strips at bus stops
- Completed concrete access pads at 150 locations by the end of 2007
- Introduced a 24-hour advance day trip booking process for YRT's Mobility Plus buses, down from a two-day requirement, providing more convenient and flexible service
- Relocated 17 pedestrian push buttons on traffic signal poles, facilitating ease of use
- Installed 24 audible pedestrian signals and also installed pedestrian countdown signals at 210 intersections to help people who are blind or have low vision cross the street.

Planning and Development Services

York Region's Planning and Development Services Department is helping to put the region on the map as an accessible tourism destination. In 2007, the Department gathered accessibility information on the region's tourism attractions. Accessibility information provided by tourism partners is now published in the York Region Visitor's Guide.

Barrier Identification for 2008

Transportation Services Department will continue its work with YRT, VIVA, various organizations, and people with disabilities to identify other obstacles that hamper accessibility. YRT will conduct an accessibility audit of its Mobility Plus Call Centre and all of its facilities and will consult with facilities, contractors, marketing, and customer service to determine criteria for accessible routes.

They will also continue to identify accessibility issues at bus stops and facilities using the accessibility checklist. Further, they will develop a process and plan for designating an accessible transit route network to facilitate trip planning.

Community and Health Services will investigate a potential partnership with YRT to provide travel training to clients who qualify for Mobility Plus services, to acquire the skills and confidence to use conventional buses to more readily access community and health programs and services.

Barriers to Be Addressed – 2008

Transportation Services will be busy with a number of projects throughout 2008 to improve access to their information, services, and facilities including:

- Launching a travel training pilot program targeted at both seniors and people with disabilities to help them develop the skills and confidence to use conventional public transit and VIVA buses
- Constructing 400 new or replacement concrete pads at bus stop locations to make them more accessible
- Introducing an Interactive Voice Response system (IVR) for Mobility Plus users, making it easier for them to book, confirm, and cancel trips and get pertinent information around the clock
- Purchasing new accessible buses bringing the percentage of accessible buses in the fleet to approximately 89% in 2008, and improving access onto conventional transit buses
- Developing a process and plan for designating an accessible transit route network to facilitate trip planning
- Installing Audible Pedestrian Signals and relocating pedestrian push buttons at identified street crossings

3. Making Regional Services More Accessible

Accessibility Achievements – 2007

Every improvement York Region makes to the way it provides services to people with disabilities opens doors to equal opportunities to health care, education, jobs, and community involvement.

Throughout 2007, Regional departments worked to enhance and find ways to improve the delivery of Regional services.

Community and Health Services

- Consulted with the Canadian Hearing Society to determine how to better meet the needs of people who are deaf, deafened, or hard of hearing
- Trained on-site housing staff on ways to provide appropriate services for people with hearing disabilities
- Designed and planned renovations to enhance accessibility at the reception area at York Region's office at 62 Bayview Parkway. Implemented automatic door paddles at both north and south entrance doors for improved accessibility
- Created a Resource List to support the Corporation's Accessible Meeting Guidelines and to help plan meetings or events to increase participation of people with disabilities
- Developed a checklist to help staff identify accessibility issues faced by people living in or using the Region's public health offices or long-term care facilities
- Completed a review of informational barriers in public information brochures, beginning with materials related to the Safe Water Program, and converted all Safe Water Fact Sheets to accessible formats
- Completed renovations at the Newmarket Health Centre to improve accessibility to essential services for seniors and adults with disabilities
- Consulted with the Canadian National Institute of the Blind and the Canadian Hearing Society on emergency planning processes in the event of a pandemic influenza outbreak

Corporate Communications

- Made improvements to the York Region website to make it more accessible for people using screen reading software
- While improvements were being made to the website, piloted a centralized telephone service to give people with disabilities an alternate way to get information that is located on the website
- Trained Web Coordinators to broaden their knowledge about accessibility features and software

Corporate Services

- Completed a total redesign and reconstruction of the north parking lot of the Administrative Centre at 17250 Yonge Street, improving the number, size, and proximity of accessible parking spaces. The reconstruction included making a safer crosswalk and entrance way into the building which now features heated sub-surface coils to prevent ice build up.
- Installed common area signage at the Administrative Centre to help people find their way around the building
- Installed power door operators and other upgrades to washrooms at the Region's leased space in the Gates of York Plaza





Finance

- Consulted with the Canadian Hearing Society and TextNet – a Centrex-like TTY telephone service designed to provide interactive communications with people who use TTY – to determine the most effective way for Regional staff to serve customers who are deaf, deafened, or hard of hearing
- Provided technology and financial support to Corporate Communications in its search for new technologies to make the York Region website more accessible

Transportation Services

- YRT continued to allocate accessible buses to routes with the greatest demand
- Launched a redeveloped, accessible YRT website in 2007. The site enables customers with low vision who have web-reading software to read information and plan transit trips. Other YRT marketing and information print materials were modified for greater accessibility.
- Completed customer service improvements to the Transportation Services reception desk in the Administrative Centre. For example, introduced a wireless mouse and keyboard that can download maps and charts to print for clients.

York Regional Police

- Began a feasibility study for an email 911 service for people who are deaf, deafened, or hard of hearing and will continue this study in 2008
- Embarked on, and will continue in 2008, a comprehensive technology review in 2008 of all of its communications devices, including TTY phones, pocket talkers, FM systems, and amplification phones to ensure they effectively meet the needs of people with disabilities
- Began production of a training DVD and provided training to officers and support staff to make them more aware of how to interact with citizens who are deaf, deafened, or hard of hearing
- Constructed an accessible parking spot closer to the entrance of the Community Safety Village

Barrier Identification for 2008

Community and Health Services will actively seek feedback by surveying people with disabilities who use Ontario Works Employment Resource Centres to identify barriers and ways to make the information materials and the website more accessible.

Corporate Communications will evaluate the effectiveness of the various accessibility features of the Region's website to ensure that all citizens of York Region have equal access to information about our communities' many programs and services.

Corporate Services will review and redesign the ramp at the Administrative Centre's ceremonial entrance and the salad bar area in the cafeteria to address barriers to accessibility.

Environmental Services will review font and colour contrast of promotional and education materials in their Waste Management and Water for Tomorrow Divisions. Web pages for both these Divisions will be reviewed to identify any barriers to accessibility, and an emergency plan at all facilities in the Department will be reviewed to ensure they address the needs of persons with disabilities.

Finance will conduct a survey of other Ontario municipalities to determine how they are using various technology solutions to overcome different accessibility barriers and how York Region could benefit from these technologies.

York Region Transit will continue to review its printed marketing materials to ensure they are accessible to people with low vision.

In the past, **York Regional Police** has worked in partnership with various groups representing people with disabilities to identify and remove barriers to accessibility. This activity will continue throughout 2008, including a continued partnership with the Canadian Hearing Society to review all its internal communication devices such as TTY phones and other equipment to determine their effectiveness. The Department will also research the feasibility of developing an email version of the 911 emergency call system to make it easier for citizens who are deaf, deafened, or hard of hearing to get help when they need it.



Barriers to be Addressed – 2008

Community and Health Services will introduce new technology on web pages to help people with disabilities navigate the site. Standards will be established for all printed material to ensure they are easy-to-read and available in alternate formats. Health Services will use the corporate Accessible Meeting Guidelines to conduct accessibility audits of its meeting locations, including its Breast Feeding Clinics, to encourage greater participation for people with disabilities.

Corporate Communications will continue to build enhancements to the Region's website to make it easier for people with cognitive and sensory disabilities find information.

Corporate Services plans to make improvements at the Administrative Centre including brighter lighting in washrooms and elevators, improved signage, insulation of water pipes underneath sinks to prevent burning, and providing a wheelchair near the main entrance for visitors requiring assistance.

Environmental Services will review and incorporate accessibility designs in the architectural plans for the proposed Community Environmental Centre in Vaughan.

Finance will make improvements to the Region's Business Call Centres by moving the existing TTY system to a solution called TEXTNET. This will allow TTY calls to be handled and routed more easily to ensure the right staff addresses a customer-specific question.

York Regional Police will relocate accessible parking spaces at 2 District, making policing services easier to access for people with physical disabilities.

4. Making it Easier to Participate in Regional Government

Accessibility Achievements – 2007

A healthy, vibrant community is an inclusive community where all citizens have an equal opportunity to participate and provide input into matters that have an impact on their lives.

The **Corporate Services Department** increased access to public Regional Council meetings for persons with disabilities by installing power door operators on the Council Chamber doors.

The **Planning and Development Services Department** made it easier to participate in regional government by producing more accessible geomatic maps that are helpful to people with disabilities. The Department also began using the corporate Accessible Meeting Guidelines when choosing and preparing sites for their public meetings and open houses, including Planning for Tomorrow Public Consultations, and public meetings related to the Region's Official Plan amendments.

Throughout 2007, **York Regional Police (YRP)** began a number of initiatives that will continue in 2008. These initiatives will make their services more accessible to people who are deaf, deafened, or hard of hearing and include developing a Sign Language Interpreter Protocol that will give people who are deaf or deafened appropriate and timely access to sign language services when needed. The YRP Equity Advisory Committee will continue its efforts to invite a member of the force who is deaf, deafened, or hard of hearing to the YRP Equity Advisory Committee, making it more inclusive and representative of the community. YRP will also work in partnership with the Canadian Hearing Society and continue to create a media marketing campaign that promotes relations between the police force and citizens who are deaf, deafened, or hard of hearing.

Barrier Identification for 2008

Staff from **Community and Health Services** are participating on resource teams to help the Standard Development Committees for the Built Environment and Information and Communications Standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Other staff from the Department will continue to represent the Region on the Association of Municipalities of Ontario (AMO) Barrier Free Working Group. The Department will also review the way it gets feedback from citizens on matters related to accessibility, an initiative that will help identify barriers that continue to exist.

Planning and Development Services will continue to carry out accessibility audits at the Region's public consultation centres.

Building on what was started last year, **York Regional Police** will continue to involve representatives of the Canadian Hearing Society as members of its Recruitment Community Insights Program to enhance officers' knowledge of the community of people they serve that are deaf, deafened, or hard of hearing. York Regional Police will also provide Sign Language Interpreter services using the protocol developed last year. At the same time, Membership on the Equity Advisory Committee will be enhanced by participation of a staff member who is deaf, deafened, or hard of hearing.

Barriers to Be Addressed – 2008

Planning and Development Services will continue to improve all of its products, including the many maps it produces. The most legible and largest fonts possible will be used, and colour combinations such as red and green will be avoided. As well, text to speech options on YorkAtlas icons, buttons and links will be created.

5. Changing Attitudes and Raising Awareness

Accessibility Achievements – 2007



Negative attitudes and misinformation can shape and influence perceptions about people with disabilities. These invisible barriers can have a direct impact on the quality of life of persons with different disabilities.

York Region continued to make progress with its programs to raise awareness and change attitudes about different disabilities and the many benefits of greater inclusiveness. Our focus on educating and informing our staff and the broader community helps to make our region a more inviting and welcoming place to live for all our citizens.

Community and Health Services

In 2007, the Department provided training sessions for staff regarding mental illness and learning disabilities, and provided a course on employment resources for Ontario Works participants with disabilities. Health Services produced internal staff newsletters providing information about the *Ontarians with Disabilities Act, 2001*, the *Accessibility for Ontarians with Disabilities Act, 2005*, and other accessibility issues, increasing knowledge and raising awareness of disability issues among our staff.

In 2007, over 100 employees across the Region participated in “Just Ask” inclusivity training offered corporately, increasing the awareness of staff to the needs of persons with disabilities.

York Regional Police worked with the Canadian Hearing Society to offer a Diversity Speakers component to the re-qualification training for officers and communications staff. The course is intended to help officers better understand how to interact with citizens who are deaf, deafened, or hard of hearing. YRP also:

- Developed a workshop for specialized police units where hearing loss is a potential issue as a result of workplace exposure
- Produced a variety of communications products to help officers when dealing with people who are deaf, deafened, or hard of hearing, such as notification cards and sun visor cards

Barrier Identification for 2008

Community and Health Services

In 2008, Community Services will conduct a comprehensive review of all its training materials to identify information gaps for staff concerning the needs of Community Services clients with disabilities.

Barriers to be Addressed – 2008

Community and Health Services

During 2008, the Department will be very active undertaking a number of initiatives to change attitudes and promote greater awareness. Initiatives will include:

- Increasing the community's awareness about the work of the York Region Accessibility Advisory Committee by developing a brochure
- Creating staff resource libraries in each Ontario Works office which will include information about mental illness issues, learning disabilities, and chronic diseases
- Conducting one-on-one interviews with Ontario Works clients with disabilities at the Vaughan Employment Resource Centre to inform them about resources and seek feedback on ways to improve service
- Organizing an agency fair for Departmental Staff Day, bringing community agencies together to educate staff and raise awareness

Each year, every department across York Region makes an ongoing commitment to provide staff with an opportunity to participate in the "Just Ask" inclusivity training offered corporately. To date, over 430 staff have participated in this training.





Conclusion

The Region's fifth annual Accessibility Plan is a comprehensive plan of actions that York Region will take to identify, remove, and prevent the barriers that present everyday challenges for people with disabilities. It addresses all aspects of regional government including our programs and services, policies and procedures, regional bylaws, and all our facilities.

It is a plan that builds on our growing experience in accessibility planning and moves us toward our goal of becoming a strong example to other communities, making real and effective changes that open doors of opportunity to everyone in our region.

York Region is proud of the progress it has made to date to make our region more inviting and more inclusive of people with disabilities – for those who live here, and for thousands of others who visit each and every day to work, play, learn, and live life to the fullest.

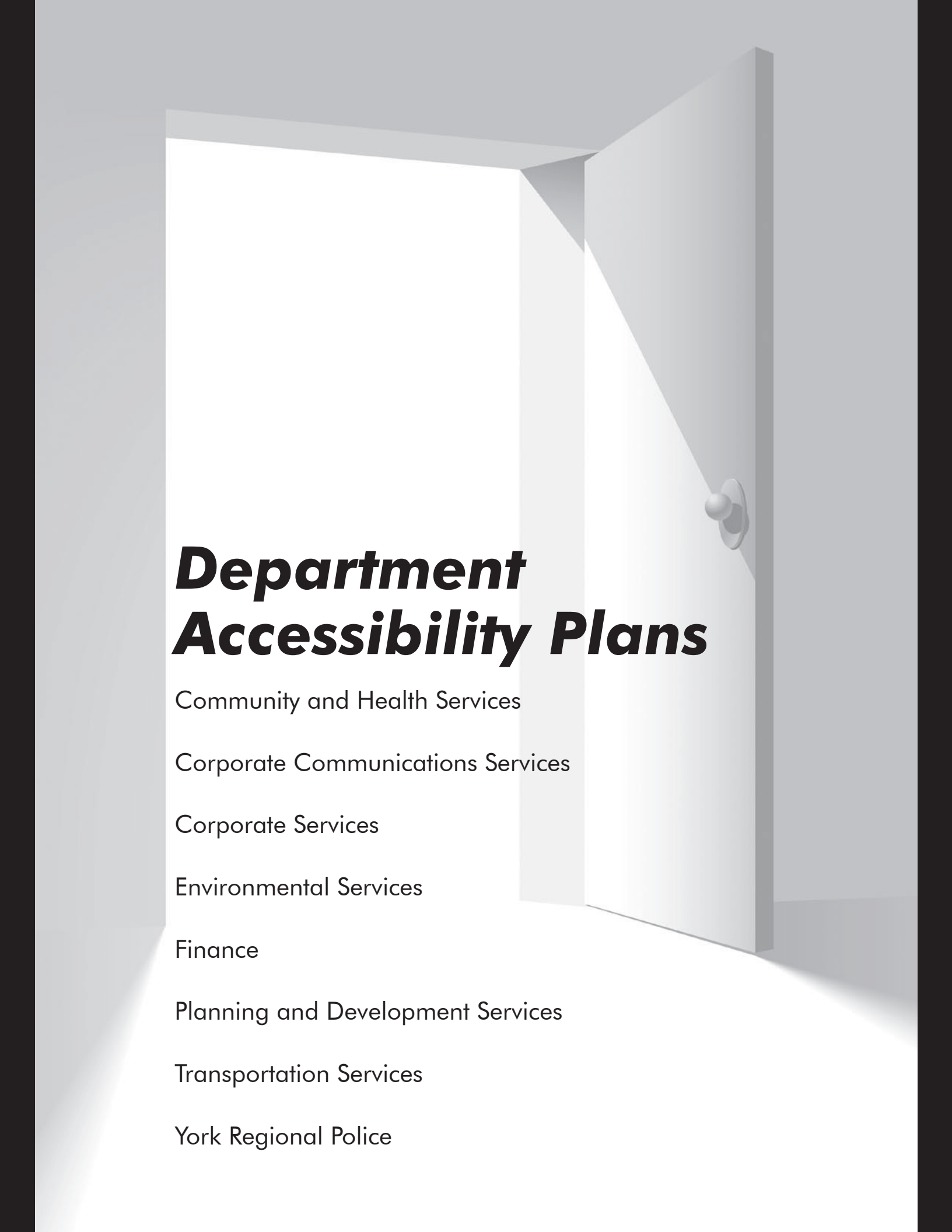
We still, however, have more to do.

While we celebrate our achievements, we must also continue to work together within our departments, across all our agencies and with stakeholders and the people of York Region, to demonstrate leadership and innovation in accessibility.

We will continue to explore barriers and implement accessibility solutions to create equal opportunity and greater independence for all people with disabilities.

Questions or comments about York Region's 2008 Accessibility Plan are welcome. To provide comments, please refer to page 8 of this document.





Department Accessibility Plans

Community and Health Services

Corporate Communications Services

Corporate Services

Environmental Services

Finance

Planning and Development Services

Transportation Services

York Regional Police



Community and Health Services

Environmental Scan

The Community and Health Services Department continues to identify barriers within the five themes that people in our communities with disabilities have told us have the greatest impact on their lives. For example:

Helping People Live Independently

- The Department will continue to help people with disabilities live independently in York Region through enhancements to customer service and accessibility improvements to our social housing units, buildings, and Health Centres.

Making it Easier to Move Around the Region

- To make it easier to move around the region, the Department will investigate partnering with York Region Transit (YRT) to have selected clients participate in the Travel Training Program.

Making Regional Services More Accessible

- To identify potential barriers in our services and to make our services more accessible, the Department will review its Employment Resource Centres, Breastfeeding Clinics, Meeting/Clinical facilities, printed materials (such as pamphlets, brochures, and promotional materials), and the Department's website.

Making it Easier to Participate in Regional Government

- By monitoring and providing feedback on Provincial legislation aimed at increasing access for people with disabilities to government programs and facilities, the Department will make it easier for our clients to participate in regional government.

Changing Attitudes and Raising Awareness

- To change attitudes and raise awareness, the Department will provide tools, information, and training to staff and consult with community agencies, disability organizations, and other Regional departments to explore opportunities to provide greater accessibility to our clients and customers with a range of disabilities.

Our Customers

In the fall of 2007, Community Services and Housing and the Health Services Departments combined to form the new Community and Health Services Department. This new Department provides a wide range of programs and services to the residents of York Region that promote safe, secure, and healthy communities and responds to the needs of vulnerable residents by supporting health care needs at all stages of life.

The Department serves people of all ages, including children, youth, and seniors with diverse cultural and religious backgrounds in need of financial and employment assistance, housing assistance, child care including developmental programming, emergency medical services, long term care, and public health services.

Community Services

The Employment and Financial Support Branch provides employment and financial assistance to eligible residents of York Region including adults and children.

The Family and Children's Services Branch provides financial assistance and direct developmental programming to York Region children aged birth to 12 years and for eligible adults living in domiciliary hostels.

Our Housing Services Branch manages social housing units through the operation of Housing York Inc. and administers social housing units through independent non-profit and co-operative housing providers. The Branch is also responsible for increasing the supply of affordable housing, including the creation of new accessible units. The Region supports and funds a range of homelessness and prevention support programs in partnership with community agencies.

The Policy and Program Support Services Branch provides support to the Department, the Corporation, and Regional Council by providing strategic policy analysis and program development services.

The Business Operations and Support Services Branch delivers direct and support services such as helping clients to pursue support income, investigating and collecting revenues owed to the Region, knowledge and skills training for all staff, first call services that provide callers with information, referral, and application services, ensuring the Department's fiscal integrity, delivering accommodation services, and providing technology support.



Health Services

Emergency Medical Services provides emergency and non-emergency land ambulance services to residents and visitors of York Region. Paramedics perform patient assessment, life saving treatment, and provide skills and procedures which require medical control along with providing safe and timely transport.

Long Term Care and Seniors provides programs and services that recognize the needs of adults who can no longer live independently. These programs and services focus on promoting the health, well-being, safety, and independence of these individuals.

Public Health delivers programs and services legislated by the Ministry of Health and Long Term Care under the *Health Protection and Promotion Act*, to the residents of York Region. Public Health strives to ensure that programs and services are delivered in accordance with the Provincial guidelines.

The Business Services Branch ensures fiscal and program integrity within the Department and is responsible for human resource management, business continuity planning, emergency preparedness planning, adherence to policies and procedures, administrative support, and technical expertise within the Department.



Accessibility Statement

The Community and Health Services Department commits to enhancing accessibility for persons with disabilities to its programs, services, and facilities through partnerships with community agencies and by increasing our awareness of the needs of persons with both visible and invisible disabilities, so that we can better respond to those needs. After five years of accessibility planning under the ODA, the Department continues to consider accessibility planning a key component when reviewing, improving, and developing its programs and services. In 2008, the Branches will work together to identify, remove, and prevent barriers in our programs and services.



Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Helping People Live Independently			
Community Services Access to special needs units for people with disabilities. (Housing Services)	Informational	All	Completed survey of support service providers who have referral agreements with housing providers.
Community Services Housing York Inc. resident feedback on the housing services they receive including accessibility issues. (Housing Services)	Informational (baseline tenant survey)	All	902 completed surveys identifying issues to be addressed in the 2008 Accessibility Plan.
Community Services Explore with the Canadian National Institute for the Blind the need for and options to improve housing facilities for persons who are blind or have low vision. (Housing Services)	Informational	Sensory	Initiated discussions with CNIB staff.
Community Services Access to special needs units for people with disabilities with support services. (Housing Services)	Informational	All	Consultant report completed of inventory of support service providers referral agreements. Plan to add information to website.
Community Services Facility limitation and need to provide greater accessibility for social housing residents. (Housing Services)	Physical	Sensory, Physical	The modernization of elevators to include several accessibility measures, including but not limited to Braille floor buttons and large digital displays and buttons, in the following two Housing York Inc. communities is underway: • Maplewood Place (71 Dunlop St.) • Pineview Terrace (190 Church St.)
Community Services Uneven or inadequate lighting levels in older Housing York Inc. properties. (Housing Services)	Physical	Sensory	The development of a lighting standard and a survey of 10 buildings are underway. After completing energy audits, correct lighting will be put in place where necessary.

Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Helping People Live Independently			
Community Services Explore the opportunity of installing railings in the halls of seniors' communities. (Housing Services)	Architectural	Physical	Hall railings installed in two senior apartment buildings (72 residents and visitors serviced).
Community Services People who are deaf, deafened, or hard of hearing are often under-served in terms of their access to affordable housing. (Housing Services)	Informational	Sensory	Building seven dedicated units at Tom Taylor Place in Newmarket for households with members who are deaf, deafened, or hard of hearing. Creating a referral system for potential tenants for designated units at Tom Taylor Place in Newmarket.
Community Services Service Contact Centre. (Business Operations and Support Services)	Informational	Sensory	Implementation of Voice Information Systems to make information accessible for people who are blind or have low vision. Drafting scripts for recording service and program descriptions.
Community Services Review recommendations from client focus group and make changes to communicate more effectively to Ontario Works clients. (Employment and Financial Support)	Informational	Sensory	Incorporated focus group's recommendations into the OW Newsletter insert included in monthly Ontario Works benefit payment runs.
Health Services Need for more accessible external and internal environments at the Maple Health Centre to provide essential care to seniors and adults with physical disabilities. (Long-Term Care and Seniors)	Physical, Architectural, Communicational	Physical, Sensory, Cognitive	Renovation work commenced in 2007, in progress.
Health Services Need for more physically accessible supportive housing units within the Assisted Community Living program that provides essential homemaking and personal care to seniors and adults with physical disabilities in order for them to stay in the community and remain as independent as possible. (Hadley Grange site renovation of approximately seven units.) (Long-Term Care and Seniors)	Physical, Architectural	Physical, Sensory, Cognitive	Approximately six units will be renovated by incorporating accessible features such as lighting, flooring, kitchen, and bathrooms. The contract has been tendered; award is pending MOHLTC review and approval.

Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making It Easier to Move Around the Region			
Community Services Access to York Region Transit's conventional Travel Training Program for Community Services' clients.	Physical, Informational, Communicational, Attitudinal, Policy/ Practice	All	Department plans to investigate partnering with YRT to have selected clients, who would qualify for Mobility Plus services but may be able to use conventional bus services, to access services provided by Community Services, participate in the YRT Travel Training Program.
Community Services Client feedback on accessibility issues within our programs and services.	All	All	Developed standardized accessibility questions that could be integrated into the business processes (e.g. surveys) to obtain client feedback on the programs and services within Community Services.
Making Regional Services More Accessible			
Community Services Access for persons who are deaf, deafened, or hard of hearing to Community Services programs and services. (Business Operations and Support Services)	Communicational	Sensory	In discussion with Canadian Hearing Society to determine why minimal use of TTY machine in Contact Centre.
Community Services Review Corporate Accessibility Planning Policy. (Policy and Program Support Services)	Policy/Practice	All	Working with Regional departments planned to ensure that the corporate accessibility planning policy is updated to include new legislative requirements under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> .
Community Services Access to co-located integrated multi-service building for children and youth with disabilities at 13175 Yonge St. Oak Ridges. (Family and Children's Services)	Architectural, Physical	Any physical, motor or related disability	Building completed and operational. Surveys began in September/October 2007.
Community Services Reception area at 62 Bayview Parkway Office. (Business Operations and Support Services)	Architectural	Physical	Design drawings are complete. In process of hiring architect. Renovations to begin summer of 2008.

Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Community Services Need for Accessibility Planning Resource list of accessibility services to use when planning meetings or events (e.g. Interpreter Services, Notetakers etc.). (Policy and Program Support Services)	All	All	Developed an Accessibility Planning Resource list.
Health Services Audit Public Health offices to assess accessibility. (Public Health)	Physical, Architectural, Informational, Communicational	All	The Health Services ODA Committee reviewed various toolkits from outside resources as well as the Corporate Accessibility Meetings Checklist. The Committee agreed to use the Corporate Accessible Meeting Checklist as a standard for Health Services when arranging a meeting. First location audit for Public Health to be finalized in 2008.
Health Services Review Health Services fact sheets to identify potential barriers.	Informational, Technological, Communicational	Sensory	All Safe Water Fact Sheets were reviewed for barriers and barriers were addressed.
Health Services Need for more accessible internal environment and building system at the Newmarket Health Centre to provide essential care to seniors and adults with physical disabilities. (Long-Term Care and Seniors)	Physical, Architectural, Communication	Physical, Sensory, Cognitive	Renovation work commenced in 2007, in progress.
Health Services Inclusion of persons with disabilities into York Region Health Services emergency planning process, specifically for Pandemic Influenza. (Business Services)	Physical, Communicational	Physical, Sensory	Consultation with the CNIB and the Canadian Hearing Society (CHS) on pandemic contingency planning has taken place and are ongoing.

Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Changing Attitudes and Raising Awareness			
Community Services Need for more staff awareness of customers with disabilities and how best to serve them. (Policy and Program Support Services)	All	All	Recognized National Access Awareness Week (NAAW) internally through information displays at the Administrative Centre and South Services Centre; held Know York lunch-time session; promoted NAAW and held quiz/contest through York Beat (internal e-newsletter); produced newsletter with tips and distributed along with resources and tips from various organizations serving people with disabilities.
Community Services Staff knowledge of employment resources for Ontario Works participants with disabilities. (Employment and Financial Support)	Informational, Policy/Practice	All	Staff training was provided to enhance employment planning with participants who have chronic diseases/disabilities.
Community Services Extend mental illness and learning disabilities training to Community Services' staff. (Business Operations and Support Services)	Attitudinal	Cognitive	Training completed.
Health Services Staff awareness related to the ODA and incorporation of accessibility practices into daily activities within Health Services. (Business Services)	Communicational, Informational, Policy/Practice, Attitudinal	All	An ODA internal newsletter for Health Services was developed to educate staff on ODA initiatives and activities. The newsletter incorporates information on how to better serve our clients with disabilities, provide staff the information they need to search for other departments' ODA initiatives, and to provide staff with an avenue for feedback or concerns. In 2007, the Long Term Care and Seniors Branch implemented an In-Service Inclusivity Training Program entitled: 'Organizational Diversity and Inclusion', which is mandatory training within the Branch. 372 Long Term Care and Seniors staff have attended this program specifically designed for those working in this Branch.

Community and Health Services

Progress Report on Accessibility Achievements – 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Changing Attitudes and Raising Awareness			
Community Services Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	In 2007, 33 employees in the Community and Health Services Department participated in the inclusivity and accessibility training course offered corporately.




National Access Awareness Week (NAAW)
May 28th to June 1, 2007 - Towards Accessibility

It's a week for all of us to celebrate the achievements by, and for people with disabilities and to learn how we as individuals, businesses and government can work together to promote an inclusive and barrier-free community for people with disabilities. Get involved and:

- Visit information displays
At the Administrative Centre and South Services Centre
Pick up copies of *Towards Accessibility – York Region's 2007 Accessibility Plan*, a special NAAW newsletter, including tips on how to serve people with disabilities and information about the recently appointed 2007 - 2010 York Region Accessibility Advisory Committee members.
- Attend a Know York session
South Services Centre on May 28th
Administrative Centre on June 1st
Hear the latest update on the development of standards under the Accessibility for Ontarians with Disabilities Act, 2005 and learn about the Region's new Guidelines for planning Accessible Meetings and providing information in formats that are more accessible.
- Register for Just Ask! an interactive one-day workshop
October 16th and 17th
This workshop provides staff with an introduction to serving persons with disabilities effectively and respectfully.
There are only 60 spots available, so register soon through the online Corporate Learning Registration System via mynetwork.ca.
- Enter the online contest and quiz
For a chance to win York Region merchandise.
More details available on York Beat.

For more information contact:
Lisa Gonsalves at lisa.gonsalves@york.ca or Ext. 2060

Community and Health Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Helping People Live Independently		
Community Services Finalize the process of creating a centralized waiting list for households requiring modified units. (Housing Services)	This is the final phase of a multi-year process to improve customer service for households requiring modified units.	Fourth Quarter 2008
Community Services Research the self declared disabilities of tenants reported in Housing York Incorporated tenant survey. (Housing Services)	This is the second phase of a process to improve understanding of tenant self-declared disabilities.	Third Quarter 2008
Making it Easier to Move Around the Region		
Community Services Access to York Region Transit's conventional Travel Training Program for Community Services clients. (Policy and Program Support Services)	Department partnered with YRT to have clients, who would qualify for Mobility Plus services but may be able to use conventional bus services, to access services provided by Community Services, to volunteer to participate in the YRT Travel Training Program.	2008
Making Regional Services More Accessible		
Community Services Use of Ontario Works Employment Resource Centres by persons with disabilities. (Employment and Financial Support)	Staff will actively solicit feedback to determine barriers.	Third Quarter 2008
Community Services Printed materials used in Family and Children's Services Branch. (Family and Children's Services)	Review of printed materials to identify barriers.	Feasibility completed by Q3 2008
Community Services Access to information on the Community Services website for people with different types of disabilities. (Policy and Program Support Services)	Review website materials and technology to determine which items are accessible and where barriers exist.	2008
Community Services Access to printed materials within Community Services for people with different types of disabilities. (Policy and Program Support Services)	Survey different client groups to identify barriers and suggest solutions or possible alternative formats.	2008
Health Services Child & Family Health parenting programs, brochures, and promotional material. (Public Health)	Review parenting programming, brochures, and promotional material for barriers.	End of 2008

Community and Health Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Participate in Regional Government		
Community Services AODA Standards Development Committees. (Housing Services/Policy and Program Support Services)	York Region staff participation in AODA/AMO Resource Team for Built Environment and Information and Communications Standards and on the AMO Barrier-Free Working Group.	2007/2008
Community Services Accessibility feedback mechanism for York Region residents. (Policy and Program Support Services)	Review feedback process related to accessibility planning in York Region.	2008
Changing Attitudes and Raising Awareness		
Community Services Review training materials to identify gaps in training for staff awareness of the needs of Community Services clients with disabilities. (Business Operations and Support Services)	Comprehensive review of all training materials and changes made to enhance staff training.	2008



Community and Health Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Helping People Live Independently						
Community Services Facility limitation and need to provide greater accessibility in elevators for social housing residents. (Housing Services)	Physical	Sensory	Greater independence, integration, and accessibility for residents.	Hire a consultant to prepare elevator upgrades to service persons with visual and hearing disabilities. • Northview Court (37 North St.)	Use of facilities by persons with visual and hearing disabilities.	Third Quarter 2008
Community Services Inadequate lighting levels in common areas of Housing York Inc. property. (Housing Services)	Physical	Sensory	Improve lighting levels in common areas to support seniors with reduced vision.	Replace common area lighting to new lighting standard. • Dunlop Pines (78 Dunlop St.)	Use of common areas in facility by persons who are blind or have low vision.	Third Quarter 2008
Community Services Facilities limitation and need for greater accessibility to building entries. (Housing Services)	Architectural	Physical	Improved accessibility to building entry for all residents.	Install two automatic door openers. • Evergreen Terrace (75 Dunlop) • Heritage East (Crowder Blvd.)	Increase accessibility of facility for use by persons with physical disabilities.	Second Quarter 2008

Community and Health Services - 2008 Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/ remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Helping People Live Independently						
Health Services Fire Alarm Systems in public areas of the Maple Health Centre and the Newmarket Health Centre. (Long-Term Care and Seniors)	Informational, Communicational	Sensory	Increase safety and independence of persons who are deaf, deafened, or hard of hearing during an emergency.	Add visual alarm feature to Fire Alarm Systems in public areas of the Maple Health Centre and the Newmarket Health Centre.	Improved communication system in place in the event of an emergency for persons who are deaf, deafened, or hard of hearing.	Fourth Quarter 2008
Making Regional Services More Accessible						
Community Services People who are deaf, deafened, or hard of hearing are often under serviced in terms of their access to affordable housing. (Housing Services)	Policy/Practice	Sensory	Households with members who are deaf, deafened, or hard of hearing will have priority access to a number of new affordable housing units in Tom Taylor Place.	Building seven dedicated units in Tom Taylor Place in Newmarket for households with members who are deaf, deafened, or hard of hearing.	Completion of housing units, occupied by people who are deaf, deafened, or hard of hearing in Tom Taylor Place.	Third Quarter 2008
Community Services Access to Community Services web information for persons with disabilities. (Policy and Program Support Services)	Informational, Technological	Sensory	People with disabilities will be able to access information more easily and readily from the Community Services website.	Web pages will be made more accessible and incorporate technology to assist people with disabilities to navigate the website.	Customer Service will be enhanced because more people will be able to find the information that they are searching for easily and at their own convenience.	Fourth Quarter 2008

Community and Health Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Community Services Access to Community Services printed materials - format and language. (Policy and Program Support Services)	Informational	Sensory	People with different types of disabilities will be able to access Community Services information more easily.	Standards of practice will be developed for printed material to incorporate plain language and alternative formats e.g. large print, PDF, or others as requested.	Increase accessibility to services for people with different types of disabilities.	Fourth Quarter of 2008
Health Services Health Services Fact Sheets. (Public Health)	Informational, Communicational	Sensory	Improve access to information for persons with low vision.	Develop template using the Region's Multiple Format Guidelines.	Improve access to information on Fact Sheets for people with low vision.	Fourth Quarter 2008
Health Services Dental and Nutrition Services printed material. (Public Health)	Informational	Sensory, Cognitive	Increased accessibility to printed material.	Assess current materials and make revisions where necessary to ensure that language, font style, font size, and contrast are accessible using the Region's Multiple Format Guidelines.	Increased access to Dental and Nutritional services information for people with sensory disabilities.	2008
Health Services Accessibility of Breastfeeding Clinics. (Public Health)	All	All	Accessibility will be enhanced at Breastfeeding clinics.	Audit of clinics using the Accessible Meeting and Multiple Format Guidelines.	Greater participation of persons with disabilities at Breastfeeding clinics throughout the region.	Fourth Quarter 2008

Community and Health Services - 2008 Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Community Services Limited awareness and use of Ontario Works Employment Resource Centres by persons with disabilities. (Employment and Financial Support)	Informational, Communicational, Technological	All	Persons with disabilities will access the Employment Resource Centre to support their employment planning goals, increasing their chances to secure jobs.	Ontario Works clients with disabilities will be invited to participate in one-on-one orientation sessions in the Vaughan Ontario Works Employment Resource Centre, as part of a pilot project. Clients will learn about available resources and their feedback will be sought to further enhance services.	Increased use of Ontario Works Employment Resource Centres by persons with disabilities.	Third Quarter 2008
Making it Easier to Participate in Regional Government						
Health Services Meetings are not equally accessible to all. (Business Services)	All	All	Equal accessibility to all meetings conducted by Health Services.	Conduct accessibility audits of meeting locations using the Region's Accessible Meeting Guidelines.	Promote participation of persons with disabilities in Health Services Department meetings.	Fourth Quarter 2008

Community and Health Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Changing Attitudes and Raising Awareness						
Community Services Regional Staff and community knowledge of York Region Accessibility Advisory Committee. (Policy and Program Support Services)	Informational	All	Increase community knowledge and participation in YRAAC activities.	Create brochure regarding YRAAC, membership, role, and activities.	Increase community awareness and participation in accessibility planning.	2008
Community Services Staff access to resources and information regarding mental illness issues, learning disabilities and chronic diseases. (Employment and Financial Support)	Attitudinal, Informational	All	Improved case management and employment planning for persons with disabilities related to mental illness, learning disabilities, and chronic diseases.	Creation of a staff resource library in each Ontario Works office with initial focus on materials related to: 1) Mental Illness Issues 2) Learning Disabilities 3) Chronic Diseases	Staff will be better able to serve the needs of clients with mental illness issues, learning disabilities, and chronic diseases.	Fourth Quarter 2008



Community and Health Services - 2008

Barriers That Will Be Addressed for 2008

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Changing Attitudes and Raising Awareness						
Community Services Knowledge of community programs and services for people with disabilities. (Business Operations and Support Services)	Attitudinal, Informational	All	Increase staff education and knowledge of community resources for persons with disabilities.	Organize agency fair for the Department Staff Day bringing together community agencies to educate and support staff on their interactions with persons with disabilities. Agencies to include: Canadian Hearing Society (CHS), CNIB, etc.	Improved staff knowledge, skills, and awareness to understand and assist customers with disabilities.	Second Quarter, 2008
Community Services Increase workforce diversity within Community Services. (Policy and Program Support Services)	Policy/Practice	All	Increase work force diversity within Community Services.	Provide an employment opportunity to a person with a disability by hiring a summer student.	Mutual benefits to be gained through employment experience and special project completion.	2007/2008

Community and Health Services - 2008

Barriers That Will Be Addressed for 2008

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Changing Attitudes and Raising Awareness						
Community Services Awareness of ODA and AODA legislation. (Policy and Program Support Services)	Attitudinal, Informational	All	Increased knowledge of ODA and AODA legislation.	Regular submission of ODA/AODA articles to "Working Together" Newsletter.	Raised Awareness of ODA/AODA.	2008
Community Services Need for more staff awareness of customers with disabilities and how best to serve them. (Policy and Program Support Services)	All	All	Improved customer service to people with disabilities.	Design and implement activities to support and promote National Access Awareness Week in consultation with other departments.	Greater staff sensitivity and awareness in serving customers with disabilities; greater customer satisfaction.	2008
Community and Health Services Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	In 2008, 12 employees across Community Services and approximately 15 staff in Health Services will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing



Corporate Communications Services

Environmental Scan

The high level issues identified for Corporate Communications are as follows:

- To analyze and help research the best possible strategy or software for making York Region's website more accessible and adhere to the W3C consortium criteria. For example, using Content Management Software with accessibility features built into it or creating a high-level strategy or policy that dictates levels of accessibility that must be achieved with the current software
 - Empower persons who are blind or have low vision to use screen reading software to access information that is important to them with automatic up-to-date refreshes
 - A centralized telephone contact for the website so persons who are blind or have low vision can talk to a Regional employee to obtain information that may not be accessible on the website
 - To review the writing styles of the departments that post to the website and determine guidelines around literacy levels and how to incorporate such guidelines into daily web development for people with cognitive disabilities.
-

Our Customers

Corporate Communications is responsible for communicating Regional issues and services to external and internal clients, as well as to the general public. Corporate Communications is also responsible for the layout and dissemination of information over the Internet and Intranet in a manner that is compatible with screen reading software used by persons 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



Corporate Communications Services is committed to increasing staff awareness to the needs of persons with disabilities through inclusivity training offered corporately. This type of training will educate our staff on how to properly manage requests from people with disabilities in a respectful and accommodating manner.



Corporate Communication Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
A centralized phone service will be piloted to give full support to persons with disabilities while web issues are resolved.	Technological, Informational	Sensory	The new phone service has been implemented and is available for persons who are blind or have low vision while web issues are being resolved. An alternative contact needs to be added in order to provide coverage.
The Content Management System (CMS) software will be reviewed to determine what strategy is needed to maintain an accessible website using the new CMS updated software.	Technological	Sensory, Cognitive	The CMS software was reviewed to determine the value of performing an upgrade in conjunction with the Regional portal that is being suggested. Corporate Communications, with the help from IT, evaluated the new software for performance enhancement and accessibility options. Accessibility criteria, as laid out by the W3C consortium, will be used to determine the level of accessibility that will be achieved or could be achieved with the suggested software. Recommendations will be given with respect to accessible design and navigation by Corporate Communications.
Some web pages that have tables, charts and photos etc. are not accessible to screen reading software.	Technological	Sensory, Cognitive	Creation of guidelines and standards to address issues of accessibility on certain web pages via direct telephone are completed. These guidelines address branding and graphic standards as well as how accessibility standards will be incorporated into the Regional administrative processes (what to do when a person with a disability requests information or service from the Region).
Increase the level of accessibility of Regional web pages by creating an Accessible Content Management Strategy moving forward.	Technological	Sensory	The new CMS software package was reviewed for accessibility components, including accessibility barriers related to reading PDF files, as well as determination of the best system to guide the users in the creation of accessible web pages. Accessible web page construction training is planned.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Four staff members completed the course in 2007.

Corporate Communications Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Research to determine if technology used to provide information directly to a user's computer is compatible with screen reading software.	Test feed all software with screen reading software.	First Quarter 2008
Web review (Content Management System): • Option of having an automatic font size icon/link placed on the site. How it will work with CMS? • Contrast control of text on the York Region's website.	Research by Corporate Communications partnering with Information Technology services.	2008
Research the possibility of making York Region's website accessible without having to create a duplicate site to address accessibility for people with visual disabilities.	Test the Content Management System against WC3 criteria to determine if the software will handle a single layer layout while addressing accessibility concerns.	2008



Corporate Communications Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Navigation of York Region's website.	Informational, Communicational, Technological	Cognitive, Sensory	It will be easier for people with cognitive and sensory disabilities to find information on the Region's website.	Implementing the Google search function will enable all, including people with disabilities, to retrieve information quickly without having to navigate the entire website.	There will be a greater number of people accessing information via the search function reducing the number of requests for information.	February 2008
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	Two members of the Corporate Communications staff will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008



Corporate Services

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
 - Review of Council and Committee processes to identify and remove any existing barriers
-

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 our work environment, with a vision of barrier-free facilities and services for our citizens, customers, and staff.



Corporate Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Property Services North parking area, crosswalk, and accessible parking spaces at the Administrative Centre	Physical, Architectural	Physical	A Consultant was hired to study and redesign the Administrative Centre's entire north parking lot, including crosswalk and accessible parking spaces. YRAAC was consulted for feedback.
Property Services North parking area, crosswalk, and accessible parking spaces at the Administrative Centre.	Physical, Architectural	Physical	The entire north parking was redesigned and reconstructed to improve the number, size, and proximity of accessible parking spaces, and to provide a safer crosswalk and entrance way area, which has heated, sub-surface coils to prevent ice build-up.
Property Services Redesign of the building directory in the Great Hall of the Administrative Centre and signage in the common areas.	Informational	Sensory, Cognitive	The building directory will be redesigned to be mobile and more clearly legible. The common area signage is complete.
Property Services Accessible washrooms located across the hall from the Corporate Learning Centre in the lobby of the leased South Services Centre.	Physical, Architectural, Informational	Physical	The washrooms will be upgraded to make them more accessible. Automatic flush sensors, no touch faucets, and brighter lighting will be added.
Property Services Accessibility at the Region's leased space at the Gates of York Plaza adjacent to the Administrative Centre.	Physical	Physical	Power door operators have been installed and the washrooms upgraded to make them more accessible. Automatic flush sensors and no touch faucets were added. A ramp between the Administrative Centre parking lot and the Gates of York will be installed.
Making it Easier to Participate in Regional Government			
Property Services Regional Council Chamber doors.	Physical	Physical	Access to Regional Council Chambers is easier and more accessible due to the installation of power door operators on the Council Chamber doors.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	10 employees in the Corporate Services Department participated in the inclusivity and accessibility training course being offered corporately.

Corporate Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Property Services Ramp at the Ceremonial entrance of the Administrative Centre.	Consultant to study and re-design the ramp at the Administrative Centre's Ceremonial entrance.	2008
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Consultant to study and re-design the salad bar at the Administrative Centre to remove barriers to accessibility.	2008
Changing Attitudes and Raising Awareness		
Human Resources Employee workplace modification or accommodation supports.	Develop question to be included in the Employee Satisfaction Survey to measure employee's satisfaction with workplace modification or accommodation supports.	2008



Corporate Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Property Services Lighting in the washrooms at the Administrative Centre.	Physical	Sensory	Brighter lighting in washrooms will increase ease of use for persons with low vision.	Brighter lighting will be added to the washrooms.	The washrooms will be brighter.	2008
Property Services Internal spaces signage at the Administrative Centre.	Informational	Sensory	More effective communication and way-finding.	New signage will be installed in all internal spaces.	All offices will be more easily identified improving way-finding.	2008
Property Services Elevators at the Administrative Centre.	Physical	Sensory	Will make elevators brighter and more accessible.	Brighter lighting and smaller handrails will be added.	The elevators will be brighter and handrails easier to access for all.	2008
Property Services Accessibility throughout the Administrative Centre.	Physical	Physical	Availability of a wheelchair will allow persons needing assistance better access throughout the building.	A wheelchair will be located near the main entrance for use by visitors requiring assistance.	The ease in which all building visitors can access all areas of the building.	2008
Property Services Exposed hot water pipes under the sinks in the washrooms and first aid room at the Administrative Centre.	Physical	Physical	Will make access to the sinks safer for people who use wheelchairs.	Pipes underneath the sinks will be insulated to prevent burns.	The sinks will be safer for people who use wheelchairs.	2008

Corporate Services - 2008

Barriers That Will Be Addressed for 2008

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Making Regional Services More Accessible						
Property Services Door to the Corporate Learning Centre at South Services Centre.	Physical	Physical	Will allow for easier access to the Corporate Learning Centre.	A power door operator will be installed on the door to the Corporate Learning Centre.	Access to the Corporate Learning Centre will be easier for persons with disabilities.	2008
Changing Attitudes and Raising Awareness						
Human Resources Increase awareness of employer to needs of employees experiencing mental illness disabilities in the workplace.	Attitudinal	Mental Illness	Will help Human Resources Services to manage their duty to accommodate employees experiencing mental illness disabilities, such as depression or anxiety in the workplace.	Launch of "Mental Health Works" program offered by Canadian Mental Health Association for Human Resource Services.	Increase awareness among Human Resource staff and in turn will allow Human Resources to assist managers who may bring these issues forward.	2008
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	A minimum of 25 employees in the Corporate Services Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing



Environmental Services

Environmental Scan

In the fall of 2007, the Environmental Services Department was created from the existing Solid Waste Administration and Water and Wastewater Branches of the Transportation and Works Department. The Environmental Services Department provides its customers with waste diversion and disposal services and water and wastewater systems. The long-term vision of the Department is to provide environmentally sustainable services to an ever-growing population by pursuing new technologies in running its programs and continuously improving its existing systems and infrastructure.

Our Customers

The Environmental Services Department includes a customer base of regional residents, businesses, area municipalities, and visitors affected by waste management and water and wastewater service needs.

Accessibility Statement

To plan and provide accessible, safe, quality, cost-effective waste management and water and wastewater services that grants universal access for pedestrians at the Department's public depots, public events, and through its communication efforts.



Environmental Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Waste Management Promotional and educational printed material.	Review font and colour contrast of printed materials to ensure it is accessible for persons who have low vision.	2008
Water and Wastewater Water for Tomorrow promotional material.	Review font and colour contrast used in Water for Tomorrow promotional material to ensure it is accessible for persons who have low vision.	2008
Waste Management Communication materials.	Review communication materials for plain language use.	2008
Waste Management Waste Management web pages.	Review web pages to identify any barriers to accessibility.	2008
Water and Wastewater Water and Wastewater web pages.	Review web pages to identify any barriers to accessibility.	2008
Waste Management Emergency Plan.	Review Emergency Plans at all facilities to ensure they address the needs of persons with disabilities.	2008
Water and Wastewater Emergency Plan.	Review Emergency Plans at all facilities to ensure they address the needs of persons with disabilities.	2008
Making it Easier to Participate in Regional Government		
Waste Management Public consultation facilities.	Accessibility audit of public consultation facilities will be conducted.	2008
Water and Wastewater Public seminar locations.	Accessibility audit of public seminar locations will be conducted.	2008

Environmental Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Architectural plans for the proposed Community Environmental Centre in Vaughan.	Physical, Architectural	All	Improved access to solid waste management services.	Engineering design for the proposed facility will include review and incorporation of accessibility measures.	Increased community participation in solid waste management programs. Success to be evaluated based on customer feedback.	2008
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	10 employees in Environmental Services will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing



Finance

Environmental Scan

In 2008, our focus will be on helping other departments promote accessibility through technology.

Our Customers

- Council
 - York Region residents
 - Direct service departments in York Region
 - Regional staff
 - Development industry
 - Vendors, suppliers, and bidders in public procurement processes
 - Area municipalities
-

Accessibility Statement

We will continue to increase awareness of disabilities amongst our staff and support operating departments in their efforts to improve accessibility to York Region services.



Finance

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Investigate corporate applicability of new technology called TextNet to replace TTY systems.	Technological	Sensory	TEXTNET provides a more effective solution for Regional staff to serve customers who call that are deaf, deafened, or hard of hearing than the existing TTY machines currently deployed. The TEXTNET solution offers staff better functionality and the ability to forward calls from their own desk. The cost for migration to the TEXTNET solution is nominal. It is recommended that the Region plan to migrate to the TEXTNET solution in early 2008.
Support Corporate Communications in their plan to increase the level of accessibility of Regional web pages.	Technological	Sensory	Supporting Corporate Communications by assisting them in looking into new technologies to make the website more accessible, and in developing a corporate strategic plan to make it more accessible. The Information Technology Branch plays a support role where there is an identified need. The costs will be assessed once a solution is determined and will be incorporated.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	10 employees have completed training.

Finance - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Study and document how municipalities across Ontario are using technology solutions to overcome various accessibility barriers.	Survey municipalities, with follow-up site visits where appropriate. Discuss findings with appropriate support agencies to confirm suitability where possible.	Fall 2008





Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Technological, Communicational	Sensory	Through new business solutions, TTY type calls can be handled and routed more easily to ensure the right staff addresses a customer-specific issue.	Migrate the existing Business Call Centres from TTY devices to a networked solution called TEXTNET.	Call volumes to the TEXTNET service will increase over the existing TTY call volumes. An exit survey within the system may be implemented as an automated feature or with a live operator after the customer has received the services they inquired about for feedback and usage information.	Third quarter of 2008
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	10 employees in the Finance Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing



Planning and Development Services

Environmental Scan

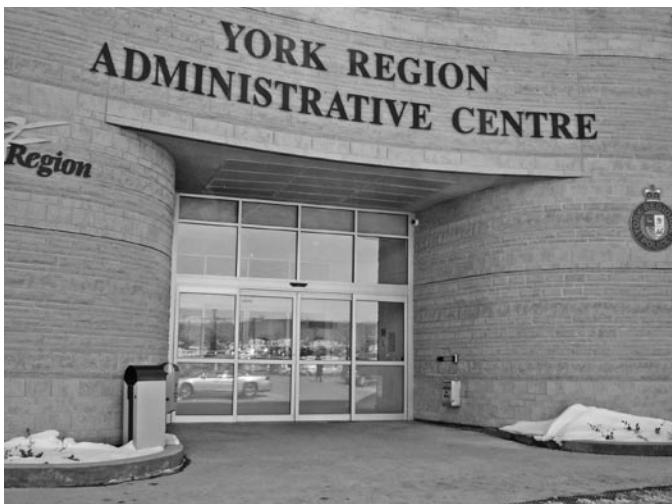
The Planning and Development Services Department provides accessible public meetings by identifying and removing where possible, physical, architectural, informational, and communicational barriers at their meeting sites. In addition, the Department ensures information and communication barriers are minimized through the wide array of publications and web application services that we provide.

Our Customers

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

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers to the best of our ability, taking into consideration their accessibility needs and our ability to address those needs. Where a barrier can be removed with existing resources - we plan to do so. When a barrier is identified that requires the co-operation of resources of another corporate department we will work in partnership to minimize and/or eliminate barriers to access.



Planning and Development Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making it Easier to Move Around the Region			
Accessibility information published in York Region's Visitors Guide.	Physical, Architectural	Physical	Wheelchair accessible icons are included in the Visitor's Guide as informed by tourism partners.
Making It Easier to Participate in Regional Government			
Accessibility Audit of Public Consultation Centres.	Informational, Physical, Architectural	Physical, Sensory	Staff used the Accessible Meeting Guidelines when choosing and preparing public meeting venues. The Official Plan Manual includes guidelines for choosing accessible locations for public meetings and open houses. All locations of the Planning for Tomorrow public consultation meetings and three Regional Official Plan Amendments held in 2007 were wheelchair accessible, and infrared assistive listening devices were used whenever available. In the public meeting of the York Region Immigration Portal held in May 2007, sign language interpretation was provided.
Accessibility to Geomatics maps and products.	Informational, Physical, Technological, Communicational	Sensory	Continuous incorporation of practices enhancing accessibility in the development of all new products.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	All Department staff were encouraged to participate in inclusivity training. Five staff attended training in 2007.

Planning and Development - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Participate in Regional Government		
Accessibility Audit of Public Consultation Centres.	Staff will use the Accessible Meeting Guidelines to conduct audit of Public Consultation Centres.	2008



Planning and Development Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Helping People Live Independently						
Inclusion of accessibility planning in new community developments.	Policy/Practice, Physical	All	New accessible communities in York Region will be created so that everyone has reasonable access to all places and services.	The Region's Sustainability Strategy aims to build healthy communities in York Region. Its draft action plan includes "Create new communities that prioritize mobility and access so that everyone is entitled to reasonable access to all places, goods, and services in the region. This includes people with physical disabilities, low incomes and elderly". Accessibility and mobility will be incorporated in the development of new communities design criteria in collaboration with local municipalities.	Incorporation of mobility and accessibility into the new community design criteria.	2008 - Ongoing

Planning and Development Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, Informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/ remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible						
Accessibility to Geomatics maps and products.	Informational, Physical, Technological, Communicational	Sensory	Geomatics products that are more easily accessed by people with sensory disabilities.	Use of the most legible and largest fonts possible on maps. Avoiding the combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on YorkAtlas icons, buttons, and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech, and mouseless keyboards.	Continuous incorporation of practices in development of all new products.	2008 - Ongoing



Planning and Development Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	Seven employees in the Planning and Development Services Department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing





Transportation Services

Environmental Scan

In the fall of 2007, the Transportation Services Department and the Environmental Services Department were formed from the existing Transportation and Works Department. Transportation Services oversees the Roads Transportation Branch and York Region Transit.

A Leader in Emerging Technologies

As one of the eight departments in York Region, including York Regional Police, Transportation Services exemplifies public and environmental safety by providing residents with efficient and state-of-the-art transit and roads. Our long-term vision consists of improving service and infrastructure for transit services and roads.

The Services We Provide

- Public Transit – Plan and operate a region-wide network of transit routes that are integrated with TTC and GO Transit. We also operate the YRT Mobility Plus service – a service which is the Region's door-to-door, shared, accessible public transit service for people with disabilities.
- Roads – Plan, design, construct, and operate region-wide road system.
- Forestry – Manages 18 public properties (2,070 hectares) of Regional forests, the Greening and Securement Strategies and implements the Forest Conservation By-law.

Significant investments required to meet current and future demand

York Region's population is projected to be 1.1 million by 2021 with a corresponding increase in employment to 700,000 jobs. Approximately 40,000 new residents move to York Region each year. This is causing significant pressure on the transportation system. Currently, 25% of the region's road network is operating at or near capacity and average congestion levels are projected to increase. This growth requires significant investment in the roads system, the public transit network, water supply, wastewater collection system, and solid waste management.

The public is demanding higher service standards in road maintenance and transit coverage. At the same time, the cost of delivering these services is increasing. Investment in public transit has been strong and has received both Federal and Provincial support. This strong support was demonstrated by implementing a bus rapid transit services, with the first phase that began in the fall of 2005.

The economic conditions and growth pressures within York Region require investment. The Department will continue to experience significant increases in fuel prices, road maintenance, transit operating contracts, and construction costs.



Our Customers

The Department's customers include a broad cross-section of regional residents, businesses, area municipalities, and visitors.

However, the primary focus, for the purposes of this Accessibility Plan, is to ensure universal access for pedestrians and transit customers to the public transportation system. This includes access to bus stops, transit terminals, vehicles, and the sidewalk network that connects to the transit system.

Accessibility Statement

To plan and provide accessible, safe, cost-effective, quality driven and integrated public transit, roads, forestry, and other related services that support economic vitality, while meeting regional growth and the expectations of regional residents and businesses.



Transportation Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making it Easier to Move Around the Region			
YRT Mobility Plus Increase system capacity to meet demand and ensure client satisfaction (estimated 5% increase in trip demand @ \$26.00 per trip).	Physical	Physical	Reviewed service delivery strategy (vehicle types, contractors, etc.). Current contractor levels are adequate.
YRT Operations Process for conventional vehicle on-board bus stop announcement and VMS display.	Policy/Practice	Sensory	The process for conventional buses is underway in light of the recent Human Rights Decision.
YRT Fleet Accessible conventional fleet inventory including expansion and replacement. (Delivery in 2007).	Physical	Physical	Inventory Fleet replacement program is underway – all new deliveries will be low-floor accessible. Plan to be fully accessible by 2012.
YRT Fleet Develop policy for allocation of conventional buses across region by size and accessibility features to meet demand and accessible route designation.	Physical	Physical	All contractors are receiving additional accessible buses as required for expansion and replacement needs.
YRT Facilities Update of Technical Guideline for Transit Facilities Stops and Accessories.	Physical	Sensory	Pilot installation completed; monitor in winter 2008. Standard updates as per research with CNIB and other organizations.
YRT Facilities In Field Inventory based on accessibility checklist of the first 1,500 stops.	All	Physical	Accessibility checklist is complete. 1,500 stops have been completed.
YRT Transportation Management Systems Retrofit Automated Fare Collection (AFC) machines for persons who are blind or have low vision and persons who are deaf, deafened, or hard of hearing.	Architectural, Technological	Sensory	Under review due to potential capital costs.
T&W Roads Incorrect height of the pedestrian push button on traffic signal poles and hard ground surface.	Physical, Technological	Physical	Relocation of pedestrian push buttons on traffic signal poles facilitating ease of use completed.
T&W Roads Traffic control signals that are not useable by persons who are blind or have low vision.	Physical, Technological	Physical	Installation of Audible Pedestrian Signals at identified crossings is underway and will allow for ease of use by persons who are blind or have low vision.

Transportation Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making it Easier to Move Around the Region			
YRT Mobility Plus Increase system capacity to meet mobility demand for bus service through software efficiency.	Physical	Physical	Software functionality and some internal processes to improve efficiency have been reviewed. The upgrade has been completed.
YRT Training Travel Training Pilot Launch.	Physical, Information, Communicational, Attitudinal, Policy/ Practice	All	Travel Training Pilot to commence in Spring 2008.
YRT Mobility Plus Introduction of 24-hour advance day trip booking process (update to software).	Communicational, Technological	All	Completed within the existing call centre hours.
YRT Operations Need for audio bus stop announcements and visual next bus stop display.	Communicational	Physical	Service improvements for persons who are blind or have low vision, or are deaf, deafened, or hard of hearing are ongoing and may be advanced in light of recent Human Rights decision (TTC).
YRT Facilities Need for accessible bus stop locations as identified along routes deemed to be accessible.	Physical	Physical	Improvements to bus stops at 150 locations have been completed to date.
Making Regional Services More Accessible			
T&W Customer Service Improve communication with persons who are deaf, deafened, or hard of hearing at T&W's reception desk at the Administrative building.	Communicational	Sensory	A new computer screen with wireless mouse and keyboard was installed at T&W's reception desk in the Administrative Building.
YRT Marketing Ongoing review of font/contrast improvements in print materials (Mobility Plus Application and specific Route Navigators) for persons with low vision.	Informational	Sensory	Initial review has been completed. Initiative is ongoing.
YRT Mobility Plus Introduction of 24 -hour advance notice day trip booking process.	Policy/Practice	Physical/Sensory	Completed. Customer satisfaction surveys indicated that this was the most requested service improvement.

Transportation Services

Progress Report on Accessibility Achievements - 2007

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	Additional accessible buses have been purchased and will meet target of 85% of fleet by year end. Fully accessible fleet is projected by 2012.
YRT Fleet Develop policy for allocation of conventional buses across the region by size and accessibility features to meet demand and accessible route designation.	Physical	Physical	Low floor buses for VIVA have been allocated to key corridors on designated routes; additional buses on order will be allocated to YRT contractors to address service and replacement needs.
YRT Marketing Full web accessibility for persons who are blind or have low vision with reading software (new website is currently 85% accessible).	Policy/Practice	Sensory	Full accessibility testing/audit of new website/trapeze schedules completed.
T&W Customer Service Improve communication with persons who are deaf, deafened, or hard of hearing at T&W's reception desk at the Administrative building.	Physical, Technological	Physical	Using a monitor and wireless keyboard which is linked to reception's monitor, reception can now download maps, organizational charts, etc. and print for the client. Paper and pens for writing have also been made available for clients to provide comments/feedback.
YRT Marketing Full web accessibility for persons who have low vision with reading software (new website currently 85% accessible).	Technological	Sensory	Focus groups were conducted and feedback was considered in the web redesign. The website was launched on August 12, 2007.
YRT Marketing Ongoing review of font/contrast improvements in print materials.	Informational	Sensory	A focus group was conducted that included 27 stakeholders. The group's feedback was included in the redesign of the Mobility Plus application form. Specific Route Navigators on seniors' routes were also updated.
Changing Attitudes and Raising Awareness			
YRT Mobility Plus Changing attitudes and raising awareness.	Attitudinal	All	Two networking meetings between agencies and Mobility Plus have been held to date (December 2006 and June 2007).
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	80 employees in Transportation and Works Department participated in the inclusivity and accessibility training course offered corporately.

Transportation Services - 2008

Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Move Around the Region		
YRT Mobility Plus Language.	Call centre audit.	Q4 2008
YRT Facilities Facilities review.	Review inventory based on accessibility checklist of 1,500 stops.	Q4 2008 – ongoing to completion in 2009
YRT Service Planning Process for identifying accessible transit routes.	Service Planning to consult with YRT operations/facilities, contractors, marketing, and customer service to determine criteria for accessible routes.	Q1
Making Regional Services More Accessible		
YRT Marketing Ongoing review of font/contrast improvements in print materials for persons with low vision.	Internal staff review of print materials.	Q1 – Q4



Transportation Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Move Around the Region						
YRT Service Planning Travel Training Pilot Launch (to increase knowledge and confidence to use conventional public transit services).	Physical, Informational, Communicational, Attitudinal, Policy/Practice	All	Increase travel opportunities for persons with disabilities.	Launch of a Travel Training Pilot project targeted at seniors and persons with disabilities. Will involve a communication strategy to advise trainers and customers of travel skills.	Will help a wide range of clients to develop the skills and confidence to ride conventional public transit and Viva buses. New riders and transferred riders from Mobility Plus service.	Q2
YRT Facilities Need for accessible bus stop locations as identified along routes deemed to be accessible.	Physical	Physical	Improved access to bus stops.	Construct concrete pads to YRT standards.	Increased percentage of accessible stops; 400 new and replacement concrete pads per year.	Ongoing 2008 to 2015
YRT Mobility Plus Improve client access to trip booking system.	Technological	All	Enables Mobility Plus registrants to confirm, cancel, and book trips and obtain information on Mobility Plus services 24 hours a day, 7 days a week.	Development and implementation of interactive voice response software and interface.	Improved access to Mobility Plus information and improved customer service levels (i.e. call wait times).	Q2

Transportation Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/ remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Move Around the Region						
YRT Mobility Plus Improve client access to trip booking system on website.	Technological	All	Enable Mobility Plus registrants to book their trips one day in advance and receive confirmation over email.	Enhancements to software to process trip booking without manual input.	Improved access to Mobility Plus service.	Ongoing 2008-2009
YRT Fleet Increase percentage of fleet accessibility.	Physical, Technological	Physical	Improved access on to conventional transit buses.	Purchase accessible buses.	Percentage of fleet that is accessible (2007 year end was about 85%, and 2008 year end anticipated to be 89%).	Ongoing- Fully accessible fleet projected by 2012
YRT Fleet Develop guideline for allocation of conventional buses across the region by size and accessibility features to meet demand and accessible route designation.	Policy/Practice	Physical	Improved accessibility to public transit based on demand.	Annual review to allocate accessible buses to designated accessible routes.	Assignment of buses to designated routes and successful communication strategy for customers.	2008 Annual Review
Roads Traffic control signals that are not useable by persons who are blind or have low vision.	Technological	Sensory	Ease of use.	Installation of Audible Pedestrian Signals at identified crossings.	Frequency of use.	Throughout 2008 as required with CNIB

Transportation Services - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate where the barrier was found)	Barrier Type (Indicate the type of barrier - physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier - physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2008; the nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making it Easier to Move Around the Region						
Roads Incorrect height of the pedestrian push button on traffic signal poles and hard ground surface.	Physical, Technological	Physical	Ease of use.	Relocation of pedestrian push buttons on traffic signal poles.	Frequency of use.	Ongoing 2008
Making Regional Services More Accessible						
Ongoing improvement of all marketing and communications materials.	Informational, Communicational	Sensory	Improved communication to customers.	Ensure consistency of font sizes/contrast for easy reading (printed materials and web information).	Audit of all materials to ensure standards are met.	Ongoing throughout 2008
Accessibility of forest trails in Regional Forests.	Physical	Physical, Sensory	Accessibility to Regional Trails for persons with disabilities.	Plan in place with the Oak Ridges Trail Association (ORTA) to make some trails accessible for persons with disabilities.	Increased use of Regional trails by persons with disabilities.	Ongoing throughout 2008

Transportation Services - 2008

Barriers That Will Be Addressed for 2008

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Changing Attitudes and Raising Awareness						
YRT Mobility Plus Desire to improve information exchange between social/health agencies/stakeholders regarding transportation service needs.	Attitudinal	All	Improved information exchange between agencies and improved working relationships.	Bi-annual formal meetings and ongoing communication.	Information sharing and potential for sharing resources and improved client services and potential for increased efficiencies (e.g. combining rides).	2008 - Ongoing
Review training materials and content to identify any gaps in meeting the Customer Service Regulation requirements under the AODA.	Policy/Practice	Physical	Compliance with the Customer Service Regulation under the AODA.	Training materials/course content review.	Changes to training programs will meet the requirements of the Customer Service Regulation.	2008
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	50 employees in Transportation Services will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008 - Ongoing



Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1,296 officers and 457 civilian members. We maintain headquarters in Newmarket and support facilities in Vaughan, Richmond Hill, Markham, Newmarket, Georgina, and Aurora, delivering community-based policing, investigative and specialized services to both urban and rural communities. The organizational structure includes Operation and Administrative Branches which oversee District Patrol Operations, Investigative and Support Services, Information Services, Financial and Staff Services, Community Services, and Court Services.

As the region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of our citizens. As we consider the significant population growth, it is important to remember that there are approximately 140,000 York Region residents with a disability (2006). People with disabilities are a significant part of the diverse composition of the population we serve. The legitimate needs of all persons drive the need for responsive public services that enhance quality of life.

York Regional Police ensures information and communication barriers are minimized through the wide array of mechanisms available to access our services and programs, including telephone, web, and other technology applications. There are specific crime prevention tips available for persons with disabilities to help them feel safer and more secure at home. We will focus on consulting with groups, agencies, and partners to develop further ways to incorporate access to services and information, needs to support persons with disabilities. Members of York Regional Police understand the importance of inclusion and we will continue to provide tools, information, and training to increase their awareness. We will work to remove barriers to information and services to facilitate equal access to policing services for all the residents of York Region and will continue to improve strategies, programs, and facilities to increase physical accessibility for persons with disabilities.





Our Customers

The customers of York Regional Police include all citizens, businesses, visitors to York Region, victims, suspects, witnesses, and perpetrators of crime. Our partnerships include regional and municipal Councils, other Regional departments, the judiciary and corrections, policing partners (such as other police services, by-law enforcement, CISO, Interpol, etc.), public agencies and human service providers (such as school boards, fire services, emergency medical services, etc.), and a multitude of community agencies and groups, amongst others. Providing quality policing services requires a concerted effort to ensure the protection of all citizens, giving specific attention to vulnerable groups and locations in our communities.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to persons with disabilities requiring policing services regardless of the event(s) giving rise to the need for interaction. Education, outreach programs, communication strategies, human resource practices, and criminal investigations will all be reviewed as a precursor to implementing necessary changes that reflect our desire to better serve the public and minimize and/or eliminate barriers to access. In past accessibility plans, we have worked in partnership with various disability groups to raise awareness among our officers and members. This year we will continue to partner with the Canadian Hearing Society to raise our awareness of people who are deaf, deafened, or hard of hearing and issues that affect their community.



York Regional Police **Progress Report on Accessibility Achievements - 2007**

Barrier Identified (Gives a description of the barrier and indicates where the barrier was found. For example, was the barrier in a program, service, by-law, policy, practice or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Communication devices for use by persons who are deaf, deafened, or hard of hearing.	Communicational, Technological	Sensory	Reviewing internal technology of communication devices (i.e. TTY phones, pocket talkers, FM Systems, amplification phones, etc.) currently used by York Regional Police to determine their effectiveness. This initiative will not be fully completed in 2007 and will be included in the 2008 plan.
Email 911 (for use by citizens who are deaf, deafened, or hard of hearing).	Technological	Sensory	Researching the feasibility of developing an email 911 for use by citizens who are deaf, deafened, or hard of hearing. This initiative will not be fully completed in 2007 and will be included in the 2008 plan.
Develop short in-house training DVD to raise awareness of issues faced by citizens who are deaf, deafened, or hard of hearing.	Attitudinal	Sensory	Will provide officers and support staff with a better understanding of how to deal with citizens who are deaf, deafened, or hard of hearing.
Create one accessible parking spot at the top of the ramp close to the entrance of the Community Safety Village.	Physical	Physical	An accessible parking spot was created close to the entrance of the Community Safety Village creating easier access for persons with mobility issues.
Making it Easier to Participate In Regional Government			
Appoint a York Regional Police member who is deaf, deafened, or hard of hearing to sit on York Regional Police Equity Advisory Committee.	Attitudinal	Sensory	Participation of this person on the committee will help to raise awareness of the needs and issues of citizens who are deaf, deafened, or hard of hearing.
Preparation of Media Marketing Campaign for Canadian Hearing Society partnership initiatives.	Attitudinal	Sensory	Media Marketing campaign will promote relations between police and citizens who are deaf, deafened, or hard of hearing.
Invite representative of Canadian Hearing Society to become member of York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	Officers will be exposed to diverse community groups, including religious, cultural, ethnic, persons with disabilities etc. to provide insight into the various communities in York Region.
Develop Canadian Hearing Society Sign Language Interpreter Services protocol.	Policy/Practice	Sensory	Provision of Sign Language Interpreter Service Protocol will enable appropriate and timely access to Sign Language Interpreter Services.

York Region Police
Progress Report on Accessibility Achievements - 2007

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Changing Attitudes and Raising Awareness			
Increase officers' awareness of the needs of citizens who are deaf, deafened, or hard of hearing through Canadian Hearing Society participation in Diversity Speakers component of re-qualification training and communications training.	Attitudinal	Sensory	Improving policing interactions with citizens who are deaf, deafened, or hard of hearing.
Develop a workshop for specialized police units where hearing loss may be an issue as a result of potential workplace exposure.	Informational	Sensory	Provided preventative education for staff at risk of becoming deaf, deafened, or hard of hearing.
Develop aids for officers to use with citizens who are deaf, deafened, or hard of hearing.	Communicational	Sensory	Notification cards, sun visor cards and tips for Officers in pocket calendars are being developed to assist in communicating with citizens who are deaf, deafened, or hard of hearing.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Eight staff participated in inclusivity training 2007.

**York Regional Police- 2008
Barrier Identification for 2008**

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2008. The nature of the action may be phased in over a number of months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Communication devices for use by persons who are deaf, deafened, or hard of hearing.	Internal technology review of communication devices (i.e. TTY phones, etc.) currently used by York Regional Police to determine their effectiveness.	2008
Communication system (TTY) used by persons who are deaf, deafened, or hard of hearing.	Research availability of software that will provide better options than the current TTY system and that will interface directly with Computer Automated Dispatch (CAD) system.	2008

York Regional Police - 2008
Barriers That Will Be Addressed for 2008

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Making Regional Services More Accessible						
Parking lot at 2 District.	Architectural	Physical	Policing services will be easier to access from the parking lot by people with disabilities.	Relocation of accessible parking spaces.	Policing services at 2 District will be easily accessed by persons with physical disabilities.	2008
Aids for officers to use with citizens who are deaf, deafened, or hard of hearing.	Communicational	Sensory	Policing interactions with citizens who are deaf, deafened, or hard of hearing will be improved.	Notification cards, sun visor cards, and tips for officers in pocket calendars will be developed to assist in communicating with citizens who are deaf, deafened, or hard of hearing.	The use of communication aids will enhance officers' ability to communicate effectively with citizens who are deaf, deafened, or hard of hearing.	2008
Making it Easier to Participate in Regional Government						
Canadian Hearing Society membership of the York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	Enhance officers' knowledge of the communities they serve in York Region including the community of people who are deaf, deafened, or hard of hearing.	Continue to invite representation from the Canadian Hearing Society to become members of the YRP Recruitment Community Insights Program.	Improved communications in a factual and integrative manner.	2008

York Regional Police - 2008 **Barriers That Will Be Addressed for 2008**

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Making it Easier to Participate in Regional Government						
Representation of persons who are deaf, deafened, or hard of hearing on the York Regional Equity Advisory Committee.	Attitudinal	Sensory	Membership on Equity Advisory Committee (representing diversity across the Service) will be more inclusive, representing the community as a whole.	Appoint a York Regional Police member who is deaf, deafened, or hard of hearing to sit on York Regional Equity Advisory Committee.	The mission of this committee is to be the leaders in creating inclusivity awareness through promoting an inclusive, diverse and highly skilled organization.	2008
Canadian Hearing Society Sign Language Interpreter Services Protocol.	Policy/Practice	Sensory	Provision of Sign Language Service Protocol will enable appropriate and timely access to Sign Language Interpreter Services	Access to Sign Language Interpreter services.	Enhanced level of communication between parties and positive feedback from clientele using this service.	2008
Changing Attitudes and Raising Awareness						
Awareness of officers and dispatchers to the needs of citizens who are deaf, deafened, or hard of hearing.	Attitudinal	Sensory	Will provide officers and dispatchers with better understanding of how to deal with citizens who are deaf, deafened, or hard of hearing.	Officers and dispatchers to participate in re-qualification training through the Canadian Hearing Society to receive: a) Diversity Speakers component re-qualification training b) Communications training.	Improved policing interactions with citizens who are deaf, deafened, or hard of hearing are improved.	2008

York Regional Police - 2008 Barriers That Will Be Addressed for 2008

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Changing Attitudes and Raising Awareness						
Training curriculum for specialized police units where hearing loss may be an issue.	Informational	Sensory	Raising awareness through preventative education for staff at risk of becoming deaf, deafened, or hard of hearing.	Review the training curriculum for specialized police units where hearing loss may be an issue.	Staff awareness is raised and hearing loss is prevented.	2008
Increase awareness of staff to the needs of persons with disabilities through continued staff participation in inclusivity training.	Attitudinal	All	Will provide additional staff with an introduction to information to effectively and respectfully serve persons with disabilities.	An additional 6-10 York Regional Police employees will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2008

