

Corporate Communications Services

Environmental Scan

The high level issues identified by the Office of the CAO are as follows:

- To analyze and help research the best possible strategy or software for making The Regional Municipality of York's website more accessible using the W3C consortium criteria (e.g. Content Management Software with accessibility features built into it, 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 pull technology to access information by identifying what types of information are important to them. The ability to pull that information to their computer with automatic up to date refreshes in plain screen reading software will increase access to information.
- 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 persons with cognitive disabilities.
- To lead The Regional Municipality of York through AODA Customer Service Regulation's core principles and to supply a training strategy for moving forward.

Our Customers

The Office of the CAO deals with corporate administration, strategic planning, internal and external communications, and emergency management. The Corporate Communications branch is also responsible for the layout and dissemination of information over the Internet and Intranet in a manner that supports screen reading software for 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

The Office of the CAO is committed to training members of their department to be aware of the needs of persons who have disabilities, through training offered by The Regional Municipality of York. This will educate our staff on how to properly manage requests from people with disabilities in a respectful and accommodating manner.

Corporate Communications Services

Progress Report on Accessibility Achievements – 2008

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, mental illness or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Research to determine if technology used to provide information directly to user's computer is compatible with screen reading software.	Technological, Informational	Sensory	Testing completed determined that RSS can be streamed in an accessible manner.
Web review (Content Management System): • Option of having an automatic font size icon/link placed on the site. How will it work with CMS? • Contrast control of text on the York Region's website.	Technological, Informational	Sensory	This testing will begin in November 2008 as part of the Internet redesign process.
Research the possibility of making York Region's website accessible without having to create a duplicate site to accessibility for people with visual disabilities.	Technological, Informational	Sensory	Testing the accessibility of the navigation will begin in November 2008 as part of the Internet redesign process.
Navigation of York Region's website.	Informational, Communicational, Technological	Cognitive, Sensory	Persons with cognitive and sensory disabilities are able to surf the site via key words rather than depend on intuitive forms of navigation.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	2 staff from Corporate Communications have completed the 'Just Ask' Inclusivity Training

Corporate Communications Services - 2009

Barrier Identification for 2009

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 2009. 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 Available		
Research to determine what Regional content should be accessible through RSS technology (information pushed directly to user's computer that is compatible with screen reading software).	Conduct survey and/or focus group to gauge effectiveness.	Spring 2009
Changing Attitudes and Raising Awareness		
Review department's internal policies, practices and procedures to ensure incorporation of the AODA Customer Service Regulation's core principles of independence, integration and equality of opportunity.	A comprehensive review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity.	2009

Corporate Communications Services- 2009

Barriers That Will Be Addressed for 2009

Barrier Identified (Indicated 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 preventing this barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2009; 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						
To meet the requirements of the Customer Service Regulation (AODA), a corporate document will be developed that sets out the steps to be taken in connection with a temporary disruption.	Informational	All	Customers who use or benefit from the goods or services will be aware of the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any are available.	A process to notify the public of the temporary disruption will be developed and implemented and will be available both onsite and on the corporate website.	Decreased customer complaints and increase positive customer feedback. Customer Service including access to York Region's goods and services for persons with disabilities will be enhanced.	January 1, 2010.
Web: CMS (Content Management System).	Technological	Sensory	Access to the Regional Municipality of York website will be increased for people with sensory disabilities.	A test will be conducted to determine the effectiveness of the automatic font size icon/link placed in the new web design. Testing to be conducted on the contrast changing feature for text on The Regional Municipality of York's website.	Increased access to the Regional website by people with sensory disabilities.	Summer 2009.

Corporate Communications Services - 2009

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Changing Attitudes and Raising Awareness						
To meet the requirements of the Customer Service Regulation (AODA) a corporate training strategy will be created and implemented about the provision of York Regional goods and services to people with disabilities, incorporating the AODA Customer Service Regulation's core principles of independence, integration and equal opportunity.	All	All	All York Region staff will receive Customer Service Training about the provision of goods and services to people with disabilities.	Mandatory training modules will be developed using feedback obtained from focus groups with stakeholders, York Region staff and York Region technical working group. Training levels will be determined and staff will be assigned to appropriate level of training.	All York Regional staff will be trained about the provisions of goods and services to people with disabilities, meeting the requirements of the Customer Service Regulation (AODA).	Completed by January 1, 2010.

Corporate Communications Services- 2009

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Changing Attitudes and Raising Awareness						
To meet the requirements of the Customer Service Regulation (AODA), a customer feedback process for receiving and responding to feedback about the manner in which York Region provides goods and services to people with disabilities will be developed.	All	All	An accessible customer feedback process with defined processes and timelines will make it easier for customers with disabilities to let us know how we are doing.	A corporate accessible customer feedback process will be developed and implemented. Notices will be posted at Regional locations, accessible to customers and on the website advising of the feedback process and timelines.	Customer Service, including access to an accessible customer feedback process will be enhanced for persons with disabilities.	Completed by January 1, 2010.