

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

Our Customers

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

Accessibility Statement

Corporate Services 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 – 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			
Property Services Ramp at the Ceremonial entrance of the Administrative Centre.	Architectural	Physical	Architect and ODA Consultant review in progress.
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Physical	Physical	Architect and ODA Consultant review in progress.
Changing Attitudes and Raising Awareness			
Human Resources Employee workplace modification or accommodation supports.	Informational	All	Question included and information gathered from survey.
Making Regional Services More Accessible			
Property Services Lighting in the washrooms of the Administrative Centre.	Physical	Sensory	Ballasts replaced, light levels tested and proven to be sufficient.
Property Services Internal spaces signage at the Administrative Centre.	Informational	Sensory	Due to a number of corporate re-organizations, signage plan to be completed in 2009.
Property Services Elevators of the Administrative Centre.	Physical	Sensory	Upgrades in progress.
Property Services Accessibility throughout the Administrative Centre.	Physical	Physical	Wheelchair was purchased and located at the reception centre for use.
Property Services Exposed hot water pipes under the sinks in the washrooms and first aid room at the Administrative Centre.	Physical	Physical	Insulation application in progress.
Property Services Door to the Corporate Learning Centre at the South Services Centre.	Physical	Physical	Power door operators installed.
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	Training in progress.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	3 staff from Corporate Services have completed the 'Just Ask' Inclusivity Training.

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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		
Investigate the possibility of converting the two washrooms in the Great Hall at the Administrative Centre to a unisex accessible washroom.	Hire a consultant to conduct a study on the two washrooms.	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

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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, 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 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						
Property Services Ramp at the Ceremonial entrance of the Administrative Centre.	Architectural	Physical	Ramp will be redesigned for easier access for persons with a physical disability.	Ramp handrails will be modified and a flat transition area added.	Modified ramp will allow for increased accessibility by people with disabilities.	2009
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Physical	Physical	Salad bar area will be redesigned to remove barriers to accessibility for people with disabilities.	The design will allow for people with disabilities to have better access to the salad bar area.	Salad bar area will be more accessible for people with disabilities.	2009
Property Services Parking lot at 22 Prospect Street.	Architectural	Physical	Parking Lot and main entrance area will be redesigned to incorporate a ramp and an accessible parking spot.	Site will be modified to accommodate accessible parking.	Site will be more accessible for people with physical disabilities.	2009
Property Services Internal office signage at the Administrative Centre.	Informational	Sensory	More effective way finding for persons with sensory disabilities.	New signage will be installed in all internal office spaces with colour contrasting and letter sizing, making way finding easier for people with sensory disabilities.	All offices will be more easily identified improving way-finding.	2009