

Environmental Services

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Environmental Scan

Our innovative people provide Environmental Services that protect health and the environment and meet the needs of our thriving communities. The long-term vision of the department is to provide environmentally sustainable services through integrated efforts in an organizational culture of opportunity, trust, leadership and partnership.

Our Customers

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

Accessibility Statement

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

Environmental 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			
Waste Management Promotional and educational printed material.	Informational, Communicational	Sensory	A review of printed materials is underway.
Water and Wastewater Water and Tomorrow promotional material.	Communicational	Sensory	A review of promotional materials will be complete by year end/early 2009.
Waste Management Communication materials	Informational, Communicational	Cognitive	A plain language review of communications materials is underway.
Waste Management Waste Management web pages.	Informational, Technological	Sensory	Web pages reviewed and edited based on web audit requirements set out by Corporate Communications.
Waste and Wastewater Water and Wastewater web pages.	Informational, Technological	Sensory	Web pages are currently being reviewed.
Waste Management Emergency Plan.	All	All	Emergency plans will be reviewed by year end/early 2009.
Water and Wastewater Emergency Plan.	All	All	Emergency plans will be reviewed by year end/2009.
Making It Easier to Participate in Regional Government			
Waste Management Public consultation facilities.	All	All	Ongoing process as needed. Audit protocol to be developed by March 2009.
Water and Wastewater Public seminar locations.	All	All	Audits of seminar locations will be conducted by year end/early 2009.
Making Regional Services More Accessible			
Architectural plans for the proposed Community Environmental Centre in Vaughan.	Physical, Architectural	All	Plans for CEC were presented to committee and revisions made based on feedback (e.g. reconfiguring the fixture placements in the accessible washroom).
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 staff from Environmental Services have completed the 'Just Ask' Inclusivity Training.

DRAFT – 2009 DEPARTMENTAL ACCESSIBILITY PLAN

Environmental 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)
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

Environmental 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, 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						
Waste Management Review of communication materials identified two brochures to be revised to enhance accessibility.	Informational, Communicational	Sensory, Cognitive	Improved legibility and comprehension.	Change layout and design to enhance accessibility for persons with sensory and cognitive disabilities.	Greater access to communication materials by people with disabilities.	December 2009
Water & Wastewater Revise webpages to increase access to information.	Informational	Sensory, Cognitive	Increase overall navigation, access and comprehension of webpages by people with sensory and cognitive disabilities.	Revise webpages for font, colour, contrast and plain language use.	Increased access to information by people with sensory and cognitive disabilities.	December 2009
Community Environmental Centre.	Physical, Architectural	All	Increase access to facility for people with all disability types. Enhance functionality and ease of use.	Accessible enhancements such as an accessible washroom with reconfigured fixture placements at the front entrance and contrasting paint colours for the walls and floors will be included during construction.	Increased access to the Environmental Centre by people with disabilities. Success to be based on customer feedback.	June 2009

Environmental Services - 2009

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Making it Easier to Participate in Regional Government						
Access to Public Consultation facilities.	Architectural, Physical	Physical, Sensory	Easier access to public consultation facilities for persons with physical and sensory disabilities.	Increasing access to the public consultation facilities using the Accessible Meeting and Multiple Format Guidelines.	Increased participation of people with disabilities in public consultation facilities.	April 2009