



Environmental Services Department 2009 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory Committee

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Environmental Services

Our Mission

- ❑ Our innovative people provide Environmental Services that protect health and the environment and meet the needs of our thriving communities.

Core Business

- ❑ Water & Wastewater
- ❑ Waste Management



Achievement Highlights - 2008



- ❑ Waste Management web pages reviewed and revised to reduce informational and / or technological barriers for people with sensory disabilities.
- ❑ Revised design plans for the Community Environmental Centre to reflect feedback from the York Region Accessibility Advisory Committee.
- ❑ 10 staff from Environmental Services have completed the 'Just Ask' Inclusivity Training.

Achievement Highlights – 2008 (Cont'd)



- ❑ Continuing to review printed promotional and educational materials to identify changes needed to improve legibility and plain language use.
- ❑ Emergency Plans to be reviewed before year end to ensure needs of persons with disabilities are addressed.
- ❑ Ongoing accessibility audits of public consultation facilities as needed.

Barrier Identification for 2009

- ❑ Review department's internal policies, practices and procedures to ensure incorporation of the Customer Service Regulation's (AODA) core principles of independence, integration and equal opportunity.



Barriers That Will Be Addressed for 2009



- ❑ Increasing access to the Public Consultation facilities using the Accessible Meeting and Multiple Format Guidelines.



- ❑ Review of communication materials identified two brochures to be revised to enhance accessibility.



- ❑ Water & Wastewater webpages to be revised to increase access to information.



- ❑ Community Environmental Centre to be constructed incorporating accessibility features presented in the design phase.





Thank you.

Questions?