

CORPORATE SERVICES DEPARTMENT

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; and
- Expand the educational component of Customer Service Strategy to assist staff in providing excellent customer service to persons with disabilities.

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 shall continue to improve customer service by focusing its efforts on the education and training of staff to respectfully and effectively serve the needs of persons with disabilities, identifying existing barriers at owned and leased facilities, and developing and implementing barrier removal action plans to improve accessibility for all residents. The Department will continue to encourage diversity in hiring through policy development, review Council, Committee, Legal, and Court processes to identify and remove barriers that limit accessibility, and enhance and improve our work environment, with a vision of barrier-free facilities for our citizens, customers and staff.

Corporate Services Department

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Study north entrance, crosswalk and accessible parking spaces at the Administrative Centre.	Physical Architectural	All	Consultant completed study of the interior and immediate exterior of the Administrative Centre's north entrance, the results of which are being incorporated into the redesign.
Water fountains in the Administrative Centre.	Physical	Physical	Existing water fountains were removed or relocated to avoid obstruction along narrow corridors and those relocated were replaced with more accessible units.
Automatic flush toilets, touch-less faucets, automatic door openers to be installed in all washrooms; Doorframes throughout building to be painted in a contrasting colour; new glass panel with frosted lines to be installed at south entrance door beside cafeteria; building signage study to be completed at Administrative Centre.	Physical Architectural	All	All building improvements completed at the Administrative Centre and signage study has also been completed.
New sliding hardware and handles to be installed on accessible washroom stall doors.	Physical Architectural	Physical Sensory	New sliding hardware door handles and pull-down support bars have been installed in accessible washroom stalls.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	As of October 2006, 396 Regional Staff including 60 Corporate Services staff, have completed the training.

1 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 and facility.

2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)

4 Describes the action taken to identify, remove or prevent the barrier.

Barrier Identification for 2007

By-laws, policies, practices, services or facilities to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
North parking area, crosswalk, and accessible parking spaces at the Administrative Centre.	Consultant to study and redesign the Administrative Centre's entire north parking lot including crosswalk and accessible parking spaces.	2007

⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. The nature of the action may be phased in over a number months or years depending on the resources and priorities of the Department.

Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making Regional Services More Accessible						
North parking area, accessible parking spaces and crosswalk at the Administrative Centre.	Physical, Architectural	Physical	Will provide better access to the Administrative Centre.	The entire north parking lot will be redesigned and reconstructed to improve the number, size and proximity of accessible parking spaces, provide a safer crosswalk and entrance way area, which is to have heated sub-surface coils to prevent ice build-up.	The ease with which persons with disabilities are able to park in the north parking area and enter the Administrative Centre safely.	2007

⁸ Indicate where the barrier was found. For example: was it in program, service, by-law, policy or facility?

⁹ Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ 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/preventing this barrier.

¹⁴ The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

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Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making Regional Services More Accessible						
Building Directory in the Great Hall of the Administrative Centre.	Informational	Sensory, Cognitive	More effective communication with regard to the location of building services.	The directory will be redesigned to be mobile and more clearly legible.	The ability of all building visitors to read, comprehend and locate the building's services.	2007
Accessible washrooms located across the hall from the Corporate Learning Centre in the lobby of the leased South Services Centre.	Physical, Architectural, Informational	Physical	Will make the washrooms fully accessible and easier to locate.	No touch faucets, automatic flush toilets, better lighting and clearer signage will be installed.	The washrooms will be fully accessible and easily located when entering the building.	2007
Accessibility at the Region's leased space at the Gates of York Plaza adjacent to the Administrative Centre.	Physical	Physical	Provide easier access for staff and visitors.	Power door operators will be installed along with upgrades to the washrooms to make them more accessible.	The space and washrooms will be more accessible for staff and visitors.	2007

8 Indicate where the barrier was found. For example: was it in program, service, by-law, policy or facility?

9 Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

10 Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

11 Indicate how accessibility will be enhanced by removing or preventing this barrier.

12 Describe what action will be taken to remove and/or prevent the barrier.

13 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/preventing this barrier.

14 The timing for addressing a barrier does not necessarily have to be set within 2007; 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.

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Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making it Easier to Participate in Regional Government						
Regional Council Chamber doors.	Physical	Physical	Will make access to Regional Council Chambers easier.	Installation of power operators on the Council Chamber doors.	The Council chambers will be more accessible for staff and visitors.	2007
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.	A minimum of 10% of 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.	2007

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