
Office of the CAO 2010 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee

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Office of the CAO

Accessibility Statement

The Office of the Chief Administrative Officer is committed to providing service that aligns with the goals of the ODA and AODA. Our practices will respect the dignity and independence of persons with a disability.

Office of the CAO

Core Business

- ❑ Strategic Initiatives & Administration
 - ❑ Corporate Communications
 - ❑ Corporate Customer Service Strategy
 - ❑ Continuous Improvement
 - ❑ Emergency Management
- ❑ Audit Services

Achievement Highlights - 2009

- ❑ Implementing the Accessibility Standards for Customer Service Regulation:
 - ❑ Internal practices and procedures were reviewed to identify gaps in the core principles of independence, integration and equal opportunity.
 - ❑ Temporary disruption and customer feedback processes were addressed in both the Accessible Customer Service Training and Policy.
 - ❑ Training underway - 1200 staff trained to date.

Achievement Highlights – 2009 (Cont'd)

- ❑ Increasing website accessibility
 - ❑ Preparing to test the effectiveness of the automatic font size icon/link and contrast changing features of the new web content management system.
 - ❑ Survey underway to determine RSS (Really Simple Syndication) priority pages.

Barrier Identification for 2010

- ❑ Incorporate the Accessible Customer Service Policy into specific policies and practices within the department.

Barriers that will be addressed for 2010

Web Accessibility

- ❑ Increase access to information on the internet website:
 - ❑ Increase number of RSS feeds.

- ❑ Continue to implement the 2009 web based objectives linked to portal implementation:
 - ❑ Test effectiveness of automatic Font size Icon/link.
 - ❑ Usability testing on the contrast control.

Barriers that will be addressed for 2010 (cont'd)

AODA Standards

- ❑ Partner with Community and Health Services Department for delivery of communication and compliance items in support of the Accessibility Standards for Customer Service Regulation.
- ❑ Continue role as departmental lead for the corporate requirements of the proposed Information and Communications Standard.

Barriers that will be addressed for 2010 (cont'd)

Emergency Management

- ❑ Increase public awareness for individual capacity for personal preparedness.

- ❑ Increase awareness of the needs of people with disabilities during an emergency or disaster.

Thank you.

Questions?

Office of the Chief Administrative Officer

Environmental Scan

The priorities identified by the Office of the Chief Administrative Officer are as follows:

- To lead The Regional Municipality of York in implementing the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Accessibility Standards for Customer Service Regulation and the Accessible Information and Communications Standard.
 - To increase accessibility on www.york.ca by continuing to research and implement assistive technologies. The web remains a popular channel to access Regional information. The implementation of technologies such as RSS (Really Simple Syndication) feeds allows customers to customize the Regional website to meet their viewing and navigational needs and preferences.
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Our Customers

The Office of the Chief Administrative Officer is responsible for corporate administration, strategic planning, internal and external communications, the Corporate Customer Service Strategy and emergency management. Our customers include staff, local municipalities and the community. The Corporate Communications branch is also responsible for the layout and dissemination of information over the Internet and Intranet in a way 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 Chief Administrative Officer is committed to providing service that aligns with the goals of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Our practices will respect the dignity and independence of persons with a disability.

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Office of the Chief Administrative Officer Progress Report on Accessibility Achievements – 2009

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			
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a corporate document will be developed that sets out the steps to be taken in connection with a temporary disruption.	Informational	All	A Temporary Disruption process was addressed in the Accessible Customer Service Training and included in the Accessible Customer Service Policy.
Web: Content Management System (CMS).	Technological	Sensory	It is anticipated the technology will be implemented and tested in 2010.
Research to determine what York Region website content should be accessible through Real Simple Syndication (RSS) technology.	Informational, Technological	Sensory, Cognitive	Research to be completed in 2010.
Changing Attitudes and Raising Awareness			
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a corporate training strategy will be created and implemented for the provision of York Region goods and services to people with disabilities, incorporating the Regulation's core principles of independence, integration and equal opportunity.	All	All	Tier 1 Accessible Customer Service Training is completed. The original estimate was that 60-100 staff would meet the criteria for full day training. In the end 150+ staff received this training. Tier 2 training for staff, volunteers and agents working on our behalf is underway. The training DVD used for Tier 2 training is closed captioned and has an option for descriptive video built into the main DVD menu. A strategy is being developed to ensure contracts for agents working on our behalf include training requirements.
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a process will be developed for responding to customer feedback about the way York Region provides goods and services to people with disabilities.	All	All	A customer feedback process was included in the Accessible Customer Service Policy.

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Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Customer Service Regulation's core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity was completed. The department continues to act as the lead for the implementation of the AODA Accessibility Standards for Customer Service Regulation.

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Office of the Chief Administrative Officer – 2010 Barrier Identification for 2010

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 2010. 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		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal Departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010

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Office of the Chief Administrative Officer – 2010 Barriers That Will Be Addressed for 2010

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 2010; 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						
Access to information on the internet web site.	Technological, Informational	Cognitive, Sensory, Physical	Easier access to changing information that does not have to be searched by users or located via web navigation. Information will be pushed directly to the computers of end users.	Increase the amount of RSS (Really Simple Syndication) feeds on www.york.ca .	People with disabilities will find it easier to retrieve information from the Region's website.	Q1 2010
Act as departmental lead for the corporate implementation of the requirements of the proposed Information and Communications Standard under the AODA.	Policy/Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) to monitor standard development activities, prepare for implementation requirements and report development activities to Senior Management and Council.	Increased access for people with disabilities to York Region's information and communications.	2010 - Ongoing

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Making Regional Services More Accessible						
Continue to implement the 2009 web based objectives that are linked to the implementation of portal technology: - Test the effectiveness of the automatic Font Size Icon/link available on the website. - Conduct usability testing on the contrast control feature available on the website.	Technological	Sensory	Access to York Region's website will be increased for people with sensory disabilities.	The Office of the CAO will work in partnership with Information Technology Services to research appropriate technology to deliver these features.	People with disabilities will find it easier to retrieve information from the Region's website.	Q1 2010 - 2012

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Making Regional Services More Accessible						
Working in collaboration with the Community and Health Services Department as Departmental Lead for communication and compliance supports for the Accessibility Standards for Customer Service Regulation (AODA).	All	All	Implementation activities will be completed across all departments.	Communication tools and compliance support and monitoring tools will be developed to assist departments to implement the requirements of the Regulation.	Successful implementation of the Accessible Standards for Customer Service will result in better customer service to people with disabilities.	2010 - ongoing
Changing Attitudes and Raising Awareness						
Public awareness for individual capacity for personal preparedness.	Communicational, Informational	All	Increased awareness of individual capacity for personal preparedness to increase resiliency in the event of an emergency or disaster.	Development/or use of public educational material targeted to people with disabilities, building individual capacity for personal preparedness.	Increased knowledge will allow people with disabilities to respond to emergency situations in a proactive way.	Q4 2010
Awareness of the needs of people with disabilities during an emergency or disaster.	Policy/Practices	All	Increased awareness of the needs of people with disabilities during an emergency or disaster.	Increase the participation of people with disabilities in emergency management exercises.	Exercises will be more inclusive of the needs of people with disabilities.	Q2 2010