

Finance

2010 Draft Department

Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee

Val Sequeira
November 18, 2009

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Mandate

- ❑ Develop strategies and practices to ensure prudent financial management in a growth environment.
- ❑ Provide effective fiscal management and administration of York Region's financial resources.
- ❑ Provide customers with an increasing level of service that is both cost effective and efficient through the implementation of new systems and processes.

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Branches:

- ❑ Financial Services
- ❑ Policy, Risk & Treasury
- ❑ Business Planning & Budgets
- ❑ Supplies and Services
- ❑ Information Technology

Achievement Highlights - 2009

- ❑ Survey of Ontario municipalities on how they use technology to remove accessibility barriers underway.
- ❑ Review of department's policies, practices and procedures to ensure compliance with the AODA's Accessibility Standards for Customer Service.

Achievement Highlights – 2009 (Cont'd)

- ❑ Transitioning the Business Call Centres to newer TTY devices to more effectively deliver services and information to our customers with a hearing disability.

Barrier Identification for 2010

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

Barriers That Will Be Addressed for 2010

- ❑ Incorporate the Information and Communications Standard into the organization when it is passed into law. Will improve access to public documents, information, and the Regional website.
- ❑ Clearly identify the availability of contract / tender information in alternate formats. Put in place process to make them available on an as-needed basis where appropriate.

Thank you.

Questions?

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Environmental Scan

In 2010 our focus will be on ensuring our procurement processes incorporate the requirements of the Accessibility Standards for Customer Service Regulation (AODA) and helping other departments deliver more accessible service through the use of technology.

Our Customers

- Council
 - Residents of York Region
 - Direct service departments in York Region
 - Regional staff
 - Development industry
 - Vendors, suppliers and bidders in public procurement processes
 - Area municipalities
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Accessibility Statement

We will continue to:

- make every effort to ensure compliance with both the ODA and AODA where appropriate
- increase awareness of disabilities amongst our staff, and
- support operating departments in their efforts to improve accessibility to York Region services.

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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			
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Communicational, Technological	Sensory	Additional local product offerings have been assessed by staff to determine the best solution for York Region. Conversion of the existing Region TTY devices to the new selected technology and staff training will be completed by year end.
Study and document how municipalities across Ontario are using technology to remove accessibility barriers.	Technological	Physical, Sensory, Cognitive	Several municipalities in Ontario have responded to York Region's inquiries regarding technology solutions deployed to remove accessibility barriers. The municipal scan will be completed in 2009. Information gathered will be compiled and summarized by year end.
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(AODA)</i> Accessibility Standards for Customer Service core principles of independence, integration, and equal opportunity.	Policy/Practice	All	A review of internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity was completed. The department's internal policies, practices and procedures were not in conflict with the Regulation.

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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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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						
Incorporate the Information and Communications Standard into the organization when it is passed as law.	Informational Communicational Technological	Sensory Cognitive	Improved access to public documents, information and the York Region website.	Support the IT and Finance needs of the CAO's Office in their effort to implement the Accessible Information and Communications Standard under the AODA.	Website will be updated and documentation modified.	Pending timing and requirements of the final Information and Communications Standard.
Contracts / tenders availability in alternate formats.	Policy/Practice	All	People with disabilities have improved access to public tender documentation.	Public website and documentation will be modified to clearly indicate that alternate formats are available.	Website will be updated and documentation modified.	June 2010