



Planning and Development Services 2010 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee

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November 18, 2009

Planning and Development Services

Mandate

- ❑ Provides effective leadership of strategic initiatives and policies to advance the goals of Vision 2026 and the Sustainability Strategy.

Core Business

- ❑ Long Range and Strategic Planning
- ❑ Community Planning
- ❑ Economic Development
- ❑ Geomatics
- ❑ Infrastructure Planning

Achievement Highlights - 2009

- ❑ Enhanced accessibility at Public Consultation Centres and stakeholder engagement forums.

Achievement Highlights - 2009

- ❑ Included accessibility policies in the Draft Regional Official Plan regarding public consultation, new communities, transportation and transit.
 - ❑ Consulted with YRAAC at the September meeting.

Achievement Highlights - 2009

- ❑ Accessible Geomatics maps and products.
- ❑ Review of department's internal policies, practices and procedures to ensure compliance with the AODA's Accessibility Standards for Customer Service.

Barrier Identification for 2010

- ❑ Review of public consultation efforts on an on-going basis.
- ❑ Incorporate the Accessible Customer Service Policy into departmental policies and practices.

Barriers That Will Be Addressed for 2010

- ❑ Provide Accessible Public Consultation Centres and stakeholder forums using York Region's Accessible Meeting Guidelines.
- ❑ Continue to partner with Canadian Hearing Society to provide sign interpreters upon request .

Barriers That Will Be Addressed for 2010

- ❑ Include accessibility policies in the *Regional Official Plan*:
 - ❑ Incorporate accessibility into 25% affordable housing target.
 - ❑ Ensure accessible public buildings and facilities.
 - ❑ Design communities to be accessible.
- (continued)

Barriers That Will Be Addressed for 2010

(Regional Official Plan continued)

- ❑ Provide accessible and integrated transit.
- ❑ Accessible pedestrian and cycling facilities.
- ❑ Encourage accessibility features in new housing.
- ❑ Ensure public meetings and materials are accessible .

Barriers That Will Be Addressed for 2010

- ❑ Continue to create accessible Geomatics maps and products.

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Thank you.

Questions?

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Environmental Scan

The Planning and Development Services Department provides accessible public meetings by identifying and removing physical, architectural, informational and communicational barriers at meeting sites. In addition, we ensure information and communication barriers are minimized in the publications and web application services that we provide.

Our Customers

Planning and Development Services Department customers and partnerships include Regional Council, the residents of York Region, regional and local municipal politicians, other regional departments, local municipalities, development industries, businesses of York Region and public agencies (such as school boards, health and safety organizations, and conservation authorities).

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers, taking into consideration their accessibility needs and our ability to address those needs. When a barrier is identified that requires the co-operation with another corporate department we will work in partnership to minimize or remove barriers to access.

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Planning and Development Services 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)
Helping People Live Independently			
Inclusion of accessibility planning in new developments with respect to public transit and Regional streets.	Physical Policy/Practice	All	Collaborated with Community and Health Services Department to include accessibility policies in the Draft Regional Official Plan regarding new communities, transportation and transit. Staff presented the Regional Official Plan at the September 23, 2009 meeting of the York Region Accessibility Advisory Committee to obtain the Committee's feedback.
Making Regional Services More Accessible			
Accessible Public Consultation Centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational, Technological	All	All current venues are now accessible. Sound amplification is used at meetings. All printed materials are in accessible font colours. Meeting transcripts, brochures and all display and presentation materials are available on the Region's website. All public notices include a clause to contact the Region with any special accommodation requests to allow full participation in public meetings. Public notice of meetings have been included in the Canadian Hearing Society newsletter. Through a partnership with the Canadian Hearing Society sign interpreters can now be provided at stakeholder forums, upon request. The requirement for accessible public meetings and materials has been integrated as policy into the draft Regional Official Plan.
Accessibility to Geomatic maps and products.	Physical, Informational, Communicational, Technological	Sensory	Continue to include practices using the most readable and largest fonts possible on maps. Avoiding combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons, and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech, and mouseless keyboards.

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Making Regional Services More Accessible			
Review of Public Consultation Centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational	Physical, Sensory	A review of public consultation centres was completed and barriers to accessibility were identified for action.
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 all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity is underway.

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Planning and Development Services – 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)
Making it Easier to Participate in Regional Government		
Review of Public Consultation Centres and stakeholder engagement forums.	Staff will continue to review Public Consultation Centres and stakeholder engagement forums for accessibility.	2010 - ongoing
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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Planning and Development Services – 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, 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)
Helping People Live Independently						
Inclusion of accessibility planning in the new developments with respect to public transit and Regional Streets.	Policy/Practice	Physical	People with disabilities will gain reasonable access to all places and services in community developments.	Policies will be included in the Regional Official Plan (ROP) to ensure that communities are designed to have interconnected and accessible mobility systems. A focus on accessibility policies with respect to public transit and Regional streets, will be included in the development of new communities. Implementation guidelines will compliment the ROP policies.	Increased accessibility in new community development policy.	2010 - ongoing

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Making Regional Services More Accessible						
Accessibility to Geomatics maps and products.	Informational, Physical, Technological, Communicational	Sensory	Geomatics products that are more easily accessed by people with sensory disabilities.	Continue to use the most legible and largest fonts possible on maps. Avoiding the combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons, and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech, and mouseless keyboards.	Continuous incorporation of practices in the development of all new products.	2010 – ongoing
Making it Easier to Participate in Regional Government						
Provision of Sign Language Interpreters at public meetings (upon request).	Informational, Communicational	Sensory	Everyone will have reasonable access to public consultation meetings in order to be an actively involved member of the public.	Partnership with Canadian Hearing Society to provide sign interpreters (upon request).	Increased participation of people with sensory disabilities in public meetings.	2010 - ongoing

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Making it Easier to Participate in Regional Government						
Accessible public consultation centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational, Technological	All	Everyone will have reasonable access to public consultation meetings in order to be an actively involved member of the public.	York Region's Accessible Meeting Guidelines will be used as a guideline to assess accessibility of public consultation centres.	Increased participation of people with disabilities in public meetings.	2010 - ongoing