

Corporate Services

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; and
- Review of Council and Committee processes to identify and remove any existing barriers.

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

The Corporate Services Department will continue to improve customer service by focusing on improving our work environment, with a vision of barrier-free facilities and services for our citizens, customers and staff.

DRAFT – 2008 DEPARTMENTAL ACCESSIBILITY PLAN

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Progress Report on Accessibility Achievements – 2007

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 or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Property Services North parking area, crosswalk, and accessible parking spaces at the Administrative Centre.80	Physical, Architectural	Physical	A Consultant was hired to study and redesign the Administrative Centre's entire north parking lot, including crosswalk and accessible parking spaces. YRAAC was consulted for feedback.
Property Services North parking area, accessible parking spaces and crosswalk at the Administrative Centre.	Physical, Architectural	Physical	The entire north parking was redesigned and reconstructed to improve the number, size and proximity of accessible parking spaces, and to provide a safer crosswalk and entrance way area, which have heated, sub-surface coils to prevent ice build-up.
Property Services Redesign of the Building directory in the Great Hall of the Administrative Centre and signage in the common areas.	Informational	Sensory, Cognitive	The directory will be redesigned to be mobile and more clearly legible. The building directory and common area signage will be installed.
Property Services Accessible washrooms located across the hall from the Corporate Learning Centre in the lobby of the leased South Services Centre.	Physical, Architectural, Informational	Physical	The washrooms will be upgraded to make them more accessible by the end of the year. Automatic flush sensors, no touch faucets and brighter lighting will be added.
Property Services Accessibility at the Region's leased space at the Gates of York Plaza adjacent to the Administrative Centre.	Physical	Physical	Power door operators will be installed and the washrooms will be upgraded to make them more accessible by the end of the year. Automatic flush sensors and no touch faucets will also be added. A ramp between the Administrative Centre parking lot and the Gates of York will be installed.
Making it Easier to Participate in Regional Government			
Property Services Regional Council Chamber doors.	Physical	Physical	Access to Regional Council Chambers is easier and more accessible due to the installation of power door operators on the Council Chamber doors.

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Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	A minimum of 10 employees in the Corporate Services Department will participate in the inclusivity and accessibility training course being offered corporately.

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Barrier Identification for 2008

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 2008. 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		
Property Services Ramp at the Ceremonial entrance of the Administrative Centre.	Consultant to study and re-design the ramp at the Administrative Centre's Ceremonial entrance.	2008
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Consultant to study and re-design the salad bar at the Administrative Centre to remove barriers.	2008
Human Resources Employee workplace modification or accommodation supports.	Develop question to be included in the Employee Satisfaction Survey to measure employee's satisfaction with workplace modification or accommodation supports.	2008

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Barriers That Will Be Addressed for 2008

Barrier Identified (Indicate 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 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 2008; 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						
Property Services Lighting in the washrooms at the Administrative Centre.	Physical	Sensory	Will make washrooms brighter.	Brighter lighting will be added to the washrooms.	The washrooms will be brighter.	2008
Property Services Internal spaces signage at the Administrative Centre.	Informational	Sensory	More effective communication.	New signage will be installed in all internal spaces.	All offices will be more easily identified improving way-finding.	2008
Property Services Elevators at the Administrative Centre.	Physical	Sensory	Will make elevators brighter.	Brighter lighting and smaller handrails will be added.	The elevators will be brighter and handrails easier to access for all.	2008
Property Services Accessibility throughout the Administrative Centre.	Physical	Physical	Will allow persons needing assistance better access throughout the building.	A wheelchair will be located near the main entrance for use by visitors requiring assistance.	The ease in which all building visitors can access all areas of the building.	2008
Property Services Exposed hot water pipes under the sinks in the washrooms and first aid room at the Administrative Centre.	Physical	Physical	Will make access to the sinks safer.	Pipes underneath the sinks will be insulated to prevent burns.	The sinks will be safer to use for persons in a wheelchair.	2008

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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 25 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.	2008 – Ongoing
Human Resources Increase awareness of employer to needs of employees experiencing mental illness disabilities in the workplace.	Attitudinal	Mental Illness Disabilities	Will help Human Resources Services to manage their duty to accommodate employees experiencing mental illness disabilities, such as depression or anxiety in the workplace.	Launch of “Mental Health Works” program offered by Canadian Mental Health Association for Human Resources Services.	Increase awareness among Human Resource staff and in turn will allow Human Resources to assist managers who may bring these issues forward.	2008