

Finance

Environmental Scan

In 2008, our focus will be on helping other departments promote accessibility through technology.

Our Customers

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

Accessibility Statement

We will continue to increase awareness of disabilities amongst our staff and support operating departments in their efforts to improve accessibility to York Region services.

DRAFT – 2008 DEPARTMENTAL ACCESSIBILITY PLAN

Finance

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			
Investigate corporate applicability of new technology called TextNet to replace TTY systems.	Technological	Sensory	TextNet provides a more effective solution for Regional staff to serve customers who call that are deaf, deafened or hard of hearing than the existing TTY machines currently deployed. The TextNet solution offers staff better functionality and the ability to forward calls from their own desk. The cost for migration to the TextNet solution is nominal. It is recommended that the Region plan to migrate to the TextNet solution in early 2008.
Support Corporate Communications in their plan to increase the level of accessibility of Regional web pages.	Technical	Sensory	Supporting Corporate Communications by assisting them in looking into new technologies to make the web site more accessible, and in developing a corporate strategic plan to make it more accessible. The Information Technology Branch plays a support role where there is an identified need. The costs will be assessed once a solution is determined and will be incorporated.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	10 employees have completed training and 6 more are scheduled to attend. Will exceed target by 100% at year end.

DRAFT – 2008 DEPARTMENTAL ACCESSIBILITY PLAN

Finance - 2008

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		
Study and document how municipalities across Ontario are using technology solutions to overcome various accessibility barriers.	Survey municipalities, with follow-up site visits where appropriate. Discuss findings with appropriate support agencies to confirm suitability where possible.	Fall 2008.

DRAFT – 2008 DEPARTMENTAL ACCESSIBILITY PLAN

Finance - 2008

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, 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						
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Technological, Communicational	Sensory	Through new business solutions, TTY type calls can be handled and routed more easily to ensure the right staff addresses a customer-specific issue.	Migrate the existing Business Call Centres from TTY devices to a networked solution called TEXTNET.	Call volumes to the TEXTNET service will increase over the existing TTY call volumes. An exit survey within the system may be implemented as an automated feature or with a live operator after the customer has received the services they inquired about for feedback and usage information.	Third quarter of 2008.
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.	10 employees in the Finance 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