



ADELINA URBANSKI, Commissioner
Community and Health Services Department

September 25, 2012

Alfred Spencer, Director
Director's Office, Outreach and Compliance
Accessibility Directorate of Ontario
Ministry of Community and Social Services
6th Floor, Suite 601a
777 Bay Street
Toronto, ON M7A 2J4

Dear Mr. ^{Alf} Spencer:

Re: Reference # 1600102

The purpose of this letter is to confirm The Regional Municipality of York's compliance with the *Accessibility for Ontarians with Disabilities Act, 2005* as requested in the notice of file review received September 10, 2012.

The following responses document and describe how the Region has met compliance with the requirements specified in the file review:

- 1. Documents describing the Region's training policy, including contents and details of when the training was and is to be provided (s. 6(5) of the Accessibility Standards for Customer Service).**

Response:

To meet this requirement by January 1, 2010:

- York Regional Council approved the corporate Accessible Customer Service Policy in November 2009. This document describes the training policy and includes a summary of the contents of the training and when it is to be provided. It is posted online and is available in accessible formats, upon request.
- York Region developed its own in-house Accessible Customer Service Training DVD (including Closed Caption and Descriptive Audio accessibility features) and accompanying brochure for all staff, students, volunteers and contractors. This training DVD and brochure provides training regarding:
 - the purpose of the AODA;

- how to interact and communicate with people with various types of disabilities (mental illness, physical, cognitive, and vision);
- how to interact with people with disabilities who use an assistive device, service animal or support person;
- how to use assistive equipment or devices; and
- what to do if a person with a particular disability is having difficulty accessing York Region's goods or services.

A Senior Management memorandum instructed staff to include this training requirement in contracts where contractors/agents are providing direct service on behalf of York Region to the public. Resources were made available online to assist contractors with training their employees. York Region's DVD has also been used by some of York Region's local municipalities, not-for-profit agencies, volunteer fire departments and private businesses for training purposes.

The Region implemented a formal training program and all current staff and new staff are required to complete this training. Since 2010, 3,715 of York Region's staff, including part-time, casual, volunteers and student interns have received this training. The training was added as a mandatory component of the Region's Customer Service Core Competency course and through our Human Resources, Corporate Learning is available to staff on a monthly basis.

In 2012, The Regional Municipality of York was awarded an *Excellence Canada – Ontario Accessibility Award* for leadership in accessible customer service.

Please refer to the following attached supporting documents for verification:

1. Accessible Customer Service Policy
 2. Training materials – DVD, Brochure
 3. Senior Management Memorandum
 4. 'Creating an Accessible York Region' Intranet Landing Page
 5. 'Accessible Customer Service' Intranet Landing page
 6. Accessible Customer Service Internet pages (supports for contractors/agents)
 7. Poster
2. **Documents indicating that York Region provides accessible formats, upon request, of its emergency procedures, plans or public safety information that York Region makes available to the public (s.13(1) of the Integrated Accessibility Standards Regulation (IASR).**

Response:

To meet this requirement, York Region:

- Developed a corporate process for providing emergency and public safety information in accessible formats or with communication supports, upon request;
- Communicated the process to all York Region staff through a Senior Management memorandum, on line announcements and pay inserts;

- Developed an Accessible Format Support Request form for use by staff when a request is received;
- Provided a Creating Accessible Formats list of internal and external resources, FAQ's and a list of definitions to assist staff when fulfilling requests; and
- Developed a Statement of Accommodation for use on all public emergency and safety information.

Please refer to the following attached supporting documents for verification:

1. Accessible Emergency and Public Safety Information Intranet Landing Page
2. Senior Management Memorandum
3. Accessible Format Request Form
4. Creating Accessible Format Resources
5. Statement of Accommodation
6. FAQ's/List of Definitions
7. Pay Insert
8. Emergency Support Contact Brochure for People with Disabilities

3. Documents indicating that York Region meets the standards governing the provision of vehicle registration and identification information in an accessible format to persons with disabilities who are passengers (s. 80(3) of the IASR).

Response:

Under Section 11(11) of Ontario's *Municipal Act, 2001*, the local or lower-tier municipality is assigned exclusive jurisdiction for the licensing of taxis. Therefore, this requirement does not apply to York Region.

If you require further clarification of York Region's compliance activities, please contact Lisa Gonsalves, Managing Director, Strategic Service Integration and Policy at 905-830-4444, Ext. 2090.

Sincerely,



Adelina Urbanski
Commissioner of Community and Health Services

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Attachment - 1

Copy to: Bill Fisch, Chairman and CEO, York Region
Bruce Macgregor, Chief Administrative Officer, York Region
York Region Accessibility Advisory Committee