



DRAFT 2006 Accessibility Plan

Corporate Services Department

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;
- Review of Council and Committee processes to identify and remove any existing barriers; and
- Expand the educational component of the Customer Service Strategy to assist staff in providing excellent customer service to persons with disabilities.

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

Corporate Services shall continue to improve customer service by focusing its efforts on the education and training of staff to respectfully and effectively serve the needs of disabled persons, identifying existing barriers by completing accessibility studies of prioritized owned and leased facilities, and developing and implementing barrier removal action plans to improve accessibility for all of the Region's residents. In 2005, the Department began to implement many of the highest priority recommendations to remove barriers at the Administrative Centre and establish a multi-year plan to address other identified barriers. Additional accessibility studies were completed on other prioritized facilities to establish baseline accessibility information. The Department has not only investigated the physical nature of buildings, but also our policies, practices and procedures to ensure that all aspects relating to the design, construction, operation, maintenance, or leasing, are focused on improving accessibility to all persons with disabilities. The Department will continue to encourage diversity in hiring through policy development, continue to review Council, Committee, Legal, and Court processes to identify and remove barriers that limit accessibility, and continue to enhance and improve our work environment, with a vision of barrier-free facilities for our citizens, customers and staff.

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Progress Report on Accessibility Achievements - 2005

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Human Resource Services Job Board	Informational Physical	Physical	Job posting board was moved from inside HR reception to the outer hallway behind the elevator bank and the self serve bins were made to be wheel chair accessible.
Recruitment Process Interview Scheduling	Informational	All	The question "Do you require any accommodation for the interview?" is asked when interviews are initially set up.
Flooring at the Administrative Centre.	Physical Architectural	Physical Sensory	A flooring study was completed to allow for safer and easier travel throughout the building while ensuring that it will function well over the long term with regard to cleaning, maintenance and sustainability. Installation of the new flooring planned for completion by the end of 2005.
Elevators at the Administrative Centre.	Physical Architectural	Physical Sensory	Consultant currently reviewing alternatives to provide additional lighting inside the elevators and to make adjustments to ensure that the elevator floor is level with each storey's landing.
Clarity of doorways in the Administrative Centre.	Architectural	Sensory	Waiting for approval of flooring colours prior to painting doorframes in contrasting colours to ensure easier and safer navigation throughout public areas.
Washrooms at the Administrative Centre.	Physical Architectural	Physical	Pilot test case for auto flush toilets and hands-free faucets is being tested in basement prior to installation in remaining washrooms.
Washroom and parking garage doors within the Administrative Centre.	Architectural Physical	Physical	Power operators will be added to 4 additional ground-floor washroom doors and 2 additional doors leading to the parking garage from the elevators. Additionally, indoor accessible parking spaces and the ramps between the elevators and the parking garage will be repainted and additional railings will be installed along these ramps.
Establish baseline accessibility information on prioritized, owned facilities with Regional staff.	Physical	Physical	Consultant retained to review facilities and provide recommendations and cost estimates for barrier removal in accordance with ODA/AODA. Studies completed.

1 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

2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)

3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)

4 Describes the action taken to identify, remove or prevent the barrier

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Making Regional Services More Accessible			
Review prioritized leased facilities, leasing practices and standard lease agreements to improve accessibility.	Physical	Physical	Consultant retained to inspect prioritized leased facilities, identify existing barriers and investigate opportunities for improvements with landlords. Studies completed.
Review existing flooring at the Administrative Centre.	Physical Architectural	Physical	Flooring study completed. Awaiting approvals for new flooring to be installed in the public areas of the Administrative Centre.
Review existing signage at the Administrative Centre.	Informational	Sensory	First Phase of Signage study completed which reviewed sign location, height, contrast, type size, texture, colour and shape to ensure effective communication to all persons.
Changing Attitudes and Raising Awareness			
Customer Service Best Practices	Informational	All	Ongoing preparation of articles for each issue of <i>Here to Serve You</i> customer service newsletter.
Inclusivity training for Regional staff.	Attitudinal	All	Two training sessions were completed and 55 staff attended to raise awareness of the needs of people with different types of disabilities and to discuss ways that accommodation can be provided.

- 1 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
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Barrier Identification for 2006

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing⁵ (When will this be completed)
Making Regional Services More Accessible		
North Entrance, crosswalk, and disabled parking spaces at the Administrative Centre.	Consultant to be retained to study and redesign the exterior and interior of the Administrative Centre's north entrance.	April 2006

⁵ The timing for addressing a barrier does not necessarily have to be set within 2006.
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.

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Barriers That Will Be Addressed for 2006

Barrier Identified ⁶	Barrier Type ⁷	What will be gained by removing or preventing this barrier? ⁸	Means to prevent/remove the barrier ⁹	Indicators of success ¹⁰	Timing ¹¹ (When will this be completed)
Making Regional Services More Accessible					
North entrance, crosswalk and disabled parking spaces at the Administrative Centre.	Physical, Architectural	The building will be more easily and safely accessible to disabled persons.	A complete redesign of this area is required to ensure a sufficient number of appropriate spaces, with incorporated curb cuts and a well demarcated, smoother, concrete surface path to new north entry doors. Additional changes to the entryway's card reader, power assist button, lighting, and trash bin location, will also be implemented.	Sufficient and appropriately sized accessible parking spaces, clearly marked and better designed crosswalk area, and changes to doors and interior and exterior door area, will allow for easier and safer entry to the building.	September 2006

⁶ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy, practice, or facility?

⁷ Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

⁸ Indicate how accessibility will be enhanced by removing or preventing this barrier.

⁹ Describe what action will be taken to remove and/or prevent the barrier.

¹⁰ 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.

¹¹ The timing for addressing a barrier does not necessarily have to be set within 2006; 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.

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Making Regional Services More Accessible					
Water fountains in the Administrative Centre	Physical	Existing fountains act as an obstruction along narrow corridors. Removal will make corridors safer and more accessible to persons with visual disabilities.	The existing fountains on the first floor will be relocated from where they are now to remove the existing obstruction. New, accessible water fountains, with internal chiller units, will be installed. Fountains located on the other 3 floors will be removed.	Removal of existing water fountains, which are obstructions along narrow building corridors, will be removed, and those existing on the first floor, will be relocated and replaced with more accessible fountains.	January 2006
Changing Attitudes and Raising Awareness					
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training	Attitudinal	Will provide staff with an introduction to the information and tools which can be utilized to effectively and respectfully serve persons with disabilities.	A target of 10% of Corporate Services Staff will participate in the inclusivity and accessibility training course being offered corporately. Human Resource Services Staff shall review an initiative to make inclusivity training mandatory for all staff.	Staff awareness is raised and staff report having a better understanding of the needs of persons with disabilities.	2006

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