



Corporate Services 2010 Draft Department Accessibility Plan

Presentation to
York Region Accessibility Advisory Committee

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Corporate Services Department

Mandate

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.

Corporate Services Department

Core Businesses

- ❑ Human Resource Services
- ❑ Legal Services
- ❑ Property Services
- ❑ Office of the Regional Clerk
- ❑ Court Services

Achievement Highlights - 2009

- ❑ A review to convert the two washrooms in the Great Hall in the Administrative Centre into one unisex accessible washroom is in progress.
- ❑ A review to install voice activated floor announcements in the elevators at the Administrative Centre has been completed.
- ❑ The ramp at the ceremonial entrance of the Administrative Centre has been upgraded.

Achievement Highlights – 2009 (Cont'd)

- ❑ A review of departmental policies and practices against the Accessibility Standards for Customer Service Regulation has been completed.
- ❑ Upgrades to the salad bar in the cafeteria at the Administrative Centre make it more accessible.
- ❑ A ramp and accessible parking space have been installed at 22 Prospect Street.

Achievement Highlights – 2009 (Cont'd)

- ❑ New internal accessible office signage has been installed at the Administrative Centre.
- ❑ The police elevator at the Administrative Centre has been upgraded with accessibility features.
- ❑ YRAAC documents are available in alternate formats.

Barrier Identification for 2010

- ❑ Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.

Barriers That Will Be Addressed for 2010

- ❑ The 2 washrooms in the Great Hall at the Administrative Centre will be converted to one unisex accessible washroom.
- ❑ Voice activated floor announcements will be installed in the elevators at the Administrative Centre.
- ❑ Distress alarms will be installed in the accessible washrooms on the ground floor of the Administrative Centre.

Barriers That Will Be Addressed for 2010 (Cont'd)

- ❑ Include accessibility features in the proposed electronic directory in the Great Hall of the Administrative Centre.
- ❑ Include accessibility features in the Central Service Centre design.

Barriers That Will Be Addressed for 2010 (Cont'd)

- ❑ Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Built Environment Standard under the AODA.
- ❑ Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Employment Standard under the AODA.

Corporate Services Department

Thank you.

Questions?

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.
 - Review of Council and Committee processes to identify and remove any existing barriers.
 - Continued enhancement of the work environment through accessible hiring policies and practices.
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Our Customers

- Regional Chairman and Members of Council
 - Police Services Board
 - The Public
 - Regional Employees
 - Direct Service Departments
 - Other Municipalities and Government Agencies
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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.

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Corporate 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)
Making Regional Services More Accessible			
Property Services Ramp at the ceremonial entrance of the Administrative Centre.	Architectural	Physical	Newly designed ramp and handrails have been installed for easier access for people with physical disabilities.
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Physical	Physical	Once completed, the redesigned salad bar area will be more accessible for people with disabilities.
Property Services Parking lot at 22 Prospect Street.	Architectural	Physical	The addition of a ramp and accessible parking spot will make 22 Prospect St. more accessible.
Property Services Internal office signs at the Administrative Centre.	Informational	Sensory	Improved wayfinding will make the Administrative Centre more accessible for people with sensory disabilities.
Property Services York Regional Police's elevator in the Administrative Centre.	Physical	Sensory	Brighter lighting and smaller handrails will make the York Regional Police elevator more accessible.
Investigate the possibility of converting the two washrooms at the north entrance of the Administrative Centre to a unisex accessible washroom.	Architectural	Physical	Architect and ODA Consultant review in progress.
Investigate the possibility of installing voice-activated floor announcements in the elevators at the Administrative Centre.	Communicational	Sensory	Investigation in progress.
Making it Easier to Participate in Regional Government			
 Office of the Regional Clerk Access to Committee information and documents for York Region Accessibility Advisory Committee meetings.	Policy/Practice	Sensory, Cognitive	Printed materials for committee meetings are now provided in alternate formats upon request promoting increased participation of members in committee meetings.
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</i> (AODA) 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 was completed.

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Corporate 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)
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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Corporate 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)
Making Regional Services More Accessible						
Property Services Distance to accessible washrooms from the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	Architectural	Physical	Accessible washrooms will be located closer to the Seminar Room and Council Chambers at the north entrance of the Administrative Centre for use by people with disabilities.	The two washrooms at the north entrance of the Administrative Centre will be converted to one unisex accessible washroom for use by people with disabilities.	An accessible washroom will be located closer to the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	2010
Property Services Wayfinding for people with low vision while using the elevators in the Administrative Centre.	Communicational	Sensory	More effective wayfinding when using the elevators in the Administrative Centre for people with vision loss.	Voice activated floor announcements will be installed in the elevators located in the Administrative Centre.	It will be easier for people with low vision to find their way around the Administrative Centre.	2010
Property Services Wayfinding for people with disabilities looking for direction at the Administrative Centre.	Communicational	All	More effective wayfinding for visitors with disabilities at the Administrative Centre.	Electronic directory in the Great Hall of the Administrative Centre will have accessibility features, including a feature that can raise or lower the information in the display.	It will be easier for people with disabilities to find their way around the Administrative Centre.	2010

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Making Regional Services More Accessible						
Property Services Architectural plans for the proposed Central Service Centre.	Physical, Architectural	All	Increased accessibility for people with disabilities while visiting or working at the proposed Central Service Centre.	Accessibility features will be included in the Centre's design, in accordance with requirements of the AODA Accessible Built Environment Standard. Architectural plans will be presented to the YRAAC, for feedback.	It will be easier for people with disabilities to access the Central Service Centre facility.	Q4 2010
Human Resource Services Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Employment Standard under the AODA.	Policy/Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Working collaboratively with the Community and Health Services Department (corporate AODA lead) to monitor standard development activities, prepare for implementation requirements and to report development activities to Senior Management and Council.	Increased access for people with disabilities to York Region employment.	2010 ongoing

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Making Regional Services More Accessible						
Property Services Safety mechanisms for people with disabilities using the accessible washrooms located on the ground floor of the Administrative Centre.	All	All	Increased safety for people with disabilities while using accessible washrooms on the ground floor of the Administrative Centre.	Distress alarms will be installed in the accessible washrooms on the ground floor of the Administrative Centre.	A person with a disability using the accessible washrooms will be able to call for assistance, if in distress.	2010
Property Services Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Built Environment Standard under the AODA.	Policy/Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Working collaboratively with the Community and Health Services Department (corporate AODA lead) to monitor standard development activities, prepare for implementation requirements and to report development activities to Senior Management and Council.	Increased access for people with disabilities to York Region's Built Environment.	2010 ongoing