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# **Environmental Services Department 2010 Accessibility Plan**

Presentation to  
York Region Accessibility Advisory  
Committee

Lucas Cugalj  
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# Environmental Services Department

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## Mandate

- ❑ To plan and provide accessible, safe, quality, cost-effective waste management and water and wastewater services that grant universal access for pedestrians at the department's public depots, public events and through its communication efforts.

# Environmental Services Department

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## Core Business

- ❑ The Environmental Services Department includes a customer base of regional residents, businesses, area municipalities and visitors affected by waste management and water and wastewater service needs.

# Environmental Services Department

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## Core Services

- ❑ Strategy and Business Planning
- ❑ Operations Maintenance and Monitoring
- ❑ Capital Planning and Delivery
- ❑ Environmental Promotion and Protection

# Achievement Highlights - 2009

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- ❑ Implemented recommendations made by the York Region Accessibility Advisory Committee into the design of the new Community Environmental Centre in Vaughan.
- ❑ New Water for Tomorrow website redesigned to be more accessible.

# Achievement Highlights - 2009

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- ❑ Reviewed internal policies and procedures against the Accessibility Standards for Customer Service Regulation.
- ❑ Waste Management brochures to be updated with accessibility features by year end.

# Barrier Identification for 2010

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- ❑ Present design plans of the proposed Community Environmental Centre in Richmond Hill to the YRAAC for review and feedback.
- ❑ Align departmental policies and practices with Accessible Customer Service Policy.

# Barriers That Will Be Addressed for 2010

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- ❑ Review departmental web pages for business critical information that can be revised with audio file option.
- ❑ Improve accommodation request on the York Children's Water Festival registration form.



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Thank you.

Questions?

## Environmental Services

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### Environmental Scan

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Our innovative people provide environmental services that protect health and the environment and meet the needs of our thriving communities. The long-term vision of the department is to provide environmentally sustainable services through integrated efforts in an organizational culture of opportunity, trust, leadership and partnership.

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### Our Customers

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The Environmental Services Department's customers include regional residents, businesses, area municipalities and visitors affected by environmental services.

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### Accessibility Statement

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To plan and provide accessible, safe, quality, cost-effective environmental services that grant universal access for pedestrians at the department's public depots, public events and through its' communication efforts.

# DRAFT – 2010 DEPARTMENTAL ACCESSIBILITY PLAN

## Environmental Services Progress Report on Accessibility Achievements – 2009

| <b>Barrier Identified</b><br>(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?)                                                                                | <b>Barrier Type</b><br>(Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice) | <b>Disability Type</b><br>(Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive, mental illness or other) | <b>How the barrier was addressed</b><br>(Describes the action taken to identify, remove or prevent the barrier)                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Making Regional Services More Accessible</b>                                                                                                                                                                                                                                       |                                                                                                                                                                 |                                                                                                                                                |                                                                                                                                                                                   |
| <b>Waste Management</b><br>Review of communication materials identified two brochures to be revised to enhance accessibility.                                                                                                                                                         | Informational, Communicational                                                                                                                                  | Sensory, Cognitive                                                                                                                             | Multiple brochures are being merged into one comprehensive guide which will include accessibility features such as larger font, colour, contrast and plain language use.          |
| <b>Water and Wastewater</b><br>Revise web pages to increase access to information.                                                                                                                                                                                                    | Informational                                                                                                                                                   | Sensory, Cognitive                                                                                                                             | The New Water for Tomorrow website was redesigned to include larger font, colour, contrast and plain language use.                                                                |
| Community Environmental Centre in Vaughan.                                                                                                                                                                                                                                            | Physical, Architectural                                                                                                                                         | All                                                                                                                                            | Implemented design recommendations provided in feedback from the York Region Accessibility Advisory Committee, including accessible washroom features.                            |
| <b>Making it Easier to Participate in Regional Government</b>                                                                                                                                                                                                                         |                                                                                                                                                                 |                                                                                                                                                |                                                                                                                                                                                   |
| Access to public consultation facilities.                                                                                                                                                                                                                                             | Architectural, Physical                                                                                                                                         | Physical, Sensory                                                                                                                              | The Region's Accessible Meeting and Multiple Format Guidelines will be used to assess the accessibility of the public consultations centres currently being used.                 |
| <b>Changing Attitudes and Raising Awareness</b>                                                                                                                                                                                                                                       |                                                                                                                                                                 |                                                                                                                                                |                                                                                                                                                                                   |
| Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> 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 in underway. |

## DRAFT – 2010 DEPARTMENTAL ACCESSIBILITY PLAN

### Environmental Services – 2010 Barrier Identification for 2010

| By-laws, policies and practices to be reviewed                                                        | Methods to be used to identify the barrier                                                                                                  | <b>Timing</b><br>(When will this be completed?<br>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) |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Making Regional Services More Accessible</b>                                                       |                                                                                                                                             |                                                                                                                                                                                                                                                                                |
| Community Environmental Centre (CEC) in Richmond Hill.                                                | Richmond Hill CEC's architectural design plans to be presented to the York Region Accessibility Advisory Committee for review and feedback. | December 2010                                                                                                                                                                                                                                                                  |
| <b>Changing Attitudes and Raising Awareness</b>                                                       |                                                                                                                                             |                                                                                                                                                                                                                                                                                |
| 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                                                                                                                                                                                                                                                                           |

## DRAFT – 2010 DEPARTMENTAL ACCESSIBILITY PLAN

### Environmental Services – 2010 Barriers That Will Be Addressed for 2010

| <b>Barrier Identified</b><br>(Indicated where the barrier was found) | <b>Barrier Type</b><br>(Indicate the type of barrier-physical, architectural, informational, attitudinal, technological, policy/practice) | <b>Disability Type</b><br>(Indicate the type of disability affected by the barrier – physical, sensory, cognitive, mental illness or other) | <b>What will be gained by removing or preventing the barrier</b><br>(Indicate how accessibility will be enhanced by removing or preventing this barrier) | <b>Means to prevent/remove the barrier</b><br>(Describe what action will be taken to remove and/or prevent the barrier)                                                                                 | <b>Indicators of success</b><br>(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) | <b>Timing</b><br>(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) |
|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Making Regional Services More Accessible</b>                      |                                                                                                                                           |                                                                                                                                             |                                                                                                                                                          |                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                            |
| Website Access                                                       | Informational, Technological                                                                                                              | Sensory                                                                                                                                     | Improved access to information on the website for people with sensory disabilities.                                                                      | Review the Departmental web pages to identify business critical information and revise the selected web pages to include an audio file option.                                                          | Greater access to website information by adding an audio file option.                                                                                                                                                                                                              | December 2010                                                                                                                                                                                                                              |
| Event Registration Forms                                             | Policy/Practice                                                                                                                           | All                                                                                                                                         | Increase access to the York Children's Water Festival for students with disabilities.                                                                    | Improve the York Children's Water Festival online registration form by requesting more details on accommodation needs so that reasonable efforts can be made to accommodate students with disabilities. | Students with disabilities will be able to attend the event with a greater sense of independence.                                                                                                                                                                                  | December 2010                                                                                                                                                                                                                              |