



Community and Health Services 2009 Department Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee
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Community and Health Services

The Community and Health Services Department provides a range of programs and services to York Region residents that promote safe, secure and healthy communities.



Our Core Businesses

- ❑ Emergency Medical Services
- ❑ Public Health Services
- ❑ Social Services
- ❑ Housing and Long-Term Care
- ❑ Strategic Service Integration and Policy
- ❑ Business Operations and Quality Assurance

Achievement Highlights - 2008



❑ *Opening Doors:*

2008 Departmental Plan included 34 initiatives.

❑ Achievements addressed a broad range of disability and barriers types.

Achievement Highlights – 2008



- ❑ Built seven affordable housing units at Tom Taylor Place dedicated to persons who are deaf, deafened or hard of hearing.



- ❑ Upgraded lighting levels in housing facilities to support seniors with reduced or low vision.



- ❑ Installed automatic door openers at Evergreen Terrace and Heritage East.



- ❑ Visual fire alarm features installed to the Fire Alarm System at Maple Health Centre and Newmarket Health Centre.



Achievement Highlights -2008 (Cont'd)



- ❑ Accessibility audit of Regional meeting locations.



- ❑ Website technology to assist with navigation and easy retrieval of information.



- ❑ Accessibility to Dental and Nutritional services.



- ❑ One-on-one orientation sessions with Ontario Works clients with disabilities.



- ❑ Resource Libraries for Ontario Works staff.

Achievement Highlights – 2008 (Cont'd)



- ❑ Community Partner Open House



- ❑ YRAAC Brochure drafted



- ❑ AODA Standards Development Committees



- ❑ Increase workforce diversity



- ❑ Just Ask – 62 Community and Health Services staff attended in 2008.

Achievement Highlights – 2008 (Cont'd)



Achievements not in the Plan include:

- ❑ Installed a new elevator at Elmwood Gardens.
- ❑ An emergency power generator was installed at Maplewood Place.
- ❑ Raised toilet seats were installed in all the suites in North View Court.
- ❑ Upgraded lighting in public areas at Heritage East, Crowder Blvd. and Fairy Lake Gardens.

Barrier Identification for 2009



- ❑ Review of Department's internal policies, practice and procedures.
- ❑ Solicit staff feedback to identify physical mobility barriers on EMS emergency vehicles.
- ❑ Consult with experts to assess barriers to communication for people with sensory disabilities.
- ❑ Complete a comprehensive review of the Ontario Works Application Support Worker pilot.
- ❑ Implement an Ontario Works Reference Group to provide feedback on the delivery of services.

Barrier Identification for 2009 (cont'd)



☐ Departmental reviews:

- ☐ Printed materials;
- ☐ Web sites and technology;
- ☐ Feedback mechanisms.

☐ Review Department's training procedures to ensure employees are learning in an environment that suits their needs.

Barriers That Will Be Addressed for 2009



- ❑ Improvements to housing and long-term care facilities:
 - ❑ Design and construct five modified units at the Vaughan Civic Centre Campus.
 - ❑ Design and construct a modified unit at Leeder Place Emergency Shelter.
 - ❑ Allocate the Housing Innovations Fund to housing providers to conduct accessibility upgrades and repairs.
 - ❑ Elevator upgrades at North Street.
 - ❑ Install new stair treads at Church Street.
 - ❑ Improve lighting levels in the suites of 11 seniors buildings.

Barriers That Will Be Addressed for 2009 (cont'd)



- ❑ To make Region services more accessible:



- ❑ Equal access to recreational programs for children with disabilities.



- ❑ Accessibility audits of Public Health's Breast Feeding Clinics.



- ❑ Enhance staff knowledge of the AODA to improve Customer Service.



Barriers That Will be Addressed for 2009 (cont'd)



- ❑ To make Regional services more accessible:
 - ❑ Re-design website to allow easier navigation to retrieve information.
 - ❑ Implement standards of practice for the Department's printed material.
 - ❑ Improve access to information for staff with sensory disabilities.



Thank you.

Questions?