



Finance

2009 Draft Department

Accessibility Plan

Presentation to
York Region Accessibility Advisory
Committee

Darryl Blakeley
Project Manager
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Finance - Mission

- The Finance Department provides financial direction and high quality corporate support services to our clients. It is also responsible for the stewardship of the financial assets and records, as well as, the protection of the physical assets of the corporation.



Finance – Core Services



- ❑ Financial Services (Accounts Payable / Accounts Receivable)
- ❑ Business Planning and Budgets
- ❑ Policy, Risk and Treasury
- ❑ Information Technology Services
- ❑ Supplies and Services

Achievement Highlights - 2008

Technology Study

- ❑ Conduct a study of other municipalities to better understand where technology solutions have been used to assist people to overcome accessibility barriers.
- ❑ This initiative is in the planning stages and will proceed in 2009.



Achievement Highlights – 2008 (Cont'd)

Migrate TTY Devices to a Software Solution

- ❑ TTY devices assist people with a sensory disability, those who may be deaf, deafened or hard of hearing, access Region services.
- ❑ It was expected that in 2008 an upgrade to the York Region Call Centre's telephone systems would be completed which was to include the migration to the TEXTNET solution.
- ❑ Call Centre conversions were unexpectedly delayed until 2009 due to a software technology change on the call handling systems.



Achievement Highlights – 2008 (Cont'd)

Staff Training – “Just Ask”

- ❑ Intended to increase staff awareness of the needs of persons with disabilities and address an Attitudinal barrier.
- ❑ 10 staff were expected to attend the ‘Just Ask Inclusivity Training course.
- ❑ 2 staff from Finance Services have completed the ‘Just Ask’ Inclusivity Training.
- ❑ Staff that have attended, indicate an increased awareness of how to interact and serve people with dignity and respect.



Barrier Identification for 2009

Technology Study



- ❑ Conduct a study of other municipalities to better understand where technology solutions have been used to assist people to overcome accessibility barriers.
- ❑ The study plans to use surveys and site visits, where feasible.
- ❑ Findings will be reviewed with internal business staff and appropriate support agencies.
- ❑ Report to YRAAC – findings and next steps in the Fall of 2009.

Barrier Identification for 2009 (Cont'd)

Internal Policy, Practice and Procedure Review

- ❑ Conduct an internal review of policies, practices and procedures to ensure alignment with the AODA Customer Service Regulation.
- ❑ The review intends to identify service gaps and make appropriate modifications to ensure the core principles of independence, integration and equality of opportunity are available.
- ❑ Findings and changes will be reviewed with internal business staff.



Barriers That Will Be Addressed for 2009

Migrate TTY Devices to a Software Solution

- ❑ TTY devices assist people with a sensory disability, those who may be deaf, deafened or hard of hearing, access Region services.
- ❑ TEXTNET is a PC based, easy to use, solution that can replace existing TTY devices and seamlessly integrate the Region telephone network, data network and the Internet to provide fully accessible text (TTY) communications.



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

Migrate TTY Devices to a Software Solution

- ❑ The project intends to build a cross functional business implementation team and to partner with the Canadian Hearing Society.
- ❑ It is expected that TTY call volumes will increase with the advertised launch of this service and that feedback will be solicited to ensure that the service is meeting customer needs.
- ❑ The service is expected to be launched in the fall of 2009.





Thank you.

Questions?