

Finance

Environmental Scan

In 2009 our focus will be on helping other departments deliver more accessible service through the use of technology.

Our Customers

- Council
- Residents of York Region
- Direct service departments in York Region
- Regional staff
- Development industry
- Vendors, suppliers and bidders in public procurement processes
- Area municipalities

Accessibility Statement

We will continue to:

- increase awareness of disabilities amongst our staff, and,
- support operating departments in their efforts to improve accessibility to York Region services.

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Progress Report on Accessibility Achievements – 2008

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			
Study and document how municipalities across Ontario are using technology solutions to overcome various accessibility barriers.	Technological	Sensory	This initiative is in the planning stages and will proceed in 2009.
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Technological, Communicational	Sensory	This initiative is in the planning stages and will proceed in 2009.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	2 staff from Finance have completed the 'Just Ask' Inclusivity Training.

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Barrier Identification for 2009

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 2009. The nature of the action may be phased in over a number on months or years depending on the resources and priorities of the Department)
Making Regional Services More Accessible		
Study and document how municipalities across Ontario are using technology solutions to overcome various accessibility barriers.	Survey municipalities, with follow-up sites visits where appropriate. Discuss findings with appropriate support agencies to confirm suitability where possible.	Fall 2009
Changing Attitudes and Raising Awareness		
Review department's internal policies, practices and procedures to ensure incorporation of the AODA Customer Service Regulation's core principles of independence, integration, and equal opportunity.	A comprehensive review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity.	2009

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Barriers That Will Be Addressed for 2009

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 2009; 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						
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Technological, Communicational	Sensory	Through new business solutions, TTY type calls can be handled and routed more easily to ensure the right staff addresses a customer-specific issue.	Migrate existing Business Call Centres from TTY devices to a networked solution called TEXTNET or some newer technology.	Call volumes are expected to increase over the existing TTY call volumes. An exit survey within the system may be implemented as an automated feature or with a live operator after the customer has received the services they inquired about for feedback and usage information.	This initiative is continued from 2008 and will be completed in 2009.