

Finance Department

Environmental Scan

In 2007 our focus will be on helping other departments promote accessibility through 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.

Finance Department

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
In consultation with Regional departments, implement where appropriate, TTY technology to address accessibility concerns.	Technological	Sensory	Eight TTY machines have been deployed at various Regional call centres.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Seven employees have attended training.

1 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 and facility.

2 Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

3 Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive or other)

4 Describes the action taken to identify, remove or prevent the barrier.

Barrier Identification for 2007

By-laws, policies, practices, services or facilities to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Investigate corporate applicability of new technology called TextNet to replace TTY systems	Research this technology through consultation with Canadian Hearing Society and TextNet.	2007

⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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.

Barriers That Will Be Addressed for 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making Regional Services More Accessible						
Support Corporate Communications in their plan to increase the level of Accessibility of Regional Web pages.	Technical	Sensory	Better access to information about the Region and services available through the web site.	Support Corporate Communications in its efforts to research new CMS software and determine the best tool to guide staff in the creation of accessible Web pages. Assist in the development of an "Accessible Content Management Strategy."	Fewer incidents of user-identified situations where York Region web information was not accessible.	2007
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with an introduction to the information to effectively and respectfully serve persons with disabilities.	8 employees in the Finance department will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of persons with disabilities.	2007

8 Indicate where the barrier was found. For example: was it in a program, service, by-law, policy or facility?

9 Indicate where the barrier type (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

10 Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

11 Indicate how accessibility will be enhanced by removing or preventing this barrier.

12 Describe what action will be taken to remove and/or prevent the barrier.

13 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/preventing this barrier.

14 The timing for addressing a barrier does not necessarily have to be set within 2007; 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.