

Planning and Development Services Department

Environmental Scan

The Planning and Development Services Department provides accessibility at public meetings by identifying and removing barriers where possible to remove and/or reduce physical, architectural, information and communication barriers. In addition, the Department ensures information and communication barriers are minimized through the wide array of publications and web application services that we provide.

Our Customers

The Planning and Development Services Department customers and partnerships include Regional Council, the residents of York Region, Regional and area municipal politicians, other Regional departments, area municipalities, development industry, businesses of York Region, public agencies (such as school boards, health and safety organizations and conservation authorities) and human service providers.

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers to the best of our ability, taking into consideration their accessibility needs and our ability to address those needs. Where a barrier can be removed with existing resources - we plan to do so. When a barrier is identified that requires the co-operation of resources of another corporate department (i.e. Clerks Office, Property Services, etc.) we will work in partnership to minimize and/or eliminate barriers to access.

Planning and Development Services 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			
Accessibility information published in York Region's Visitor's Guide.	Architectural, Physical, Information	Physical	Premier Ranked Tourism Infrastructure Audit in September 2006 gathered information on accessibility of tourism attractions.
Making it Easier to Move Around the Region			
Access to regional heritage sites.	Physical, Information, Attitudinal, Architectural, Communicational	Physical, Sensory	In partnership with Ontario Historical Society, a workshop called "Making Ontario's Heritage Accessible" was hosted to raise awareness and identify ways to improve accessibility at regional heritage sites. Approximately 60 people from York Region heritage community attended this workshop.

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 Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Participate in Regional Government			
Accessibility to Geomatics maps and products.	Technological, Informational, Physical, Communicational	Sensory	Map fonts were made much larger and more legible and the practice of using the colours red and green together on maps is now avoided. An alternate scroll-over option was implemented to allow text-to-speech functionality on YorkAtlas icons, buttons and links. Maps created in Adobe Acrobat 6.0 can now be downloaded with features including intelligent navigation, text-to-speech and mouseless keyboards. There has been and will be continuous review and implementation of colour schemes and fonts for accessibility and the use of Acrobat 6.0 for text-to-speech and mouseless keyboards.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Informational and Attitudinal	All	Employees from each branch of the Planning and Development Services Department were encouraged to participate in the Inclusion and Accessibility training course being offered corporately. Four employees participated in the Inclusion and Accessibility training course in 2005/2006 and three additional employees have registered for this training course.

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 it Easier to Move around the Region		
Accessibility information published in York Region's Visitors Guide.	Premier Ranked Tourism Infrastructure Audit 2005/2006 will gather information on accessibility of tourism attractions.	2006/2007
Making it Easier to Participate in Regional Government		
Accessibility Audit of Public Consultation Centres.	Accessibility Guidelines Developed.	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 it Easier to Participate in Regional Government						
Accessibility to Geomatics maps and products.	Informational, Physical, Technological	Sensory, Physical	Geomatics products that are more easily accessed by people with physical disabilities.	Use of the most legible and largest fonts possible on maps. Avoidance of the combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on YorkAtlas icons, buttons and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards.	Continuous incorporation of practices in development of all new products.	Ongoing

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.

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
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	Sensory, Physical	Will provide staff with an introduction to the information and tools to effectively and respectfully serve persons with disabilities.	Approx. 6-7 employees in the Planning and Development Services 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 people 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.