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YORK REGION'S 2011/2012 ACCESSIBILITY PLAN

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated December 20, 2011, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. Council approve *Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan* as included in *Council Attachment 1*.
2. Council approve the summary of the York Region Accessibility Advisory Committee's overall comments and feedback and York Region staff responses regarding the draft 2011/2012 departmental accessibility plans (see *Council Attachment 2*).
3. The Regional Clerk forward this report to the York Region Accessibility Advisory Committee, the Municipal Staff Reference Group, local municipalities and their Accessibility Advisory Committees, The York Regional Police Services Board, the Accessibility Directorate of Ontario and the Association of Municipalities of Ontario for their information.

2. PURPOSE

This report seeks Council approval of *Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan* (see *Council Attachment 1*) and the York Region Accessibility Advisory Summary of Overall Comments and Feedback on the draft 2011/2012 Departmental Accessibility Plans (see *Council Attachment 2*). Approval of this Plan will ensure York Region's compliance with the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*.

3. BACKGROUND

Accessibility Plans are a requirement under the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*

The *Ontarians with Disabilities Act, 2001* (ODA) requires municipalities to prepare annual accessibility plans. These plans must address the identification, removal and

prevention of barriers to accessibility for people with disabilities when accessing municipal by-laws, policies, practices, programs, services and facilities. The ODA also requires that the accessibility plan be developed in consultation with people with disabilities and be made available to the public. The ODA applies to the Ontario Public Service and the broader public sector, including municipalities.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), specifically the Integrated Accessibility Standards Regulation (IASR), requires large broader sector organizations with 50 or more employees to establish, implement, maintain and document a multi-year accessibility plan. This plan must outline a strategy to prevent and remove barriers and meet the requirements under this Regulation. The Integrated Accessibility Standards Regulation also requires that the accessibility plan be developed in consultation with people with disabilities and be made available to the public.

The IASR under the AODA came into force on July 1, 2011 with prescribed requirements in the areas of Information and Communications, Employment, and Transportation. Compliance dates range from July 1, 2011 to January 1, 2021. For more information about the Integrated Accessibility Standards Regulation refer to *Update on the Accessibility for Ontarians with Disabilities Act, 2005 – Integrated Accessibility Standards Regulation (Ontario Regulation 191/11)* Clause No. 4, Report No. 7 of the Community and Health Services Committee, September 14, 2011.

The AODA will eventually replace the ODA. However, until the Province repeals the ODA, all public sector organizations, including York Region, must continue to comply with both Acts simultaneously. During this transition period, the Region's 2011/2012 plan has been adapted to meet the requirements of both legislations.

4. ANALYSIS AND OPTIONS

This is York Region's eighth Accessibility Plan

Since 2004, York Region has executed eight (including the release of this plan) accessibility plans which have included the development and implementation of over 700 accessibility planning initiatives.

Development of the Accessibility Plan began with the recruitment of the new 2011-2014 York Region Accessibility Advisory Committee

York Region's 2011/2012 Accessibility Plan continues to follow the direction set out in our Accessibility Plan Policy Framework and is integrated with the annual business planning and budget process.

The Region's accessibility plans are developed by the ODA/AODA Staff Committee (an inter-departmental committee with representatives from each department, including York

Regional Police) in consultation with the York Region Accessibility Advisory Committee. Each Staff Committee member works with their respective department to ensure that ODA/AODA commitments contained in the plan are planned and implemented successfully.

This year, the timeline for the 2011/2012 Accessibility Planning process began in January 2011 to allow for the recruitment and orientation of the new York Region Accessibility Advisory Committee for the 2011-2014 term. Along with the recruitment of the Accessibility Advisory Committee, in 2011 the Region continued to develop and implement accessibility initiatives under the ODA and meet the compliance dates for accessibility requirements within the IASR under the AODA. Some of the achievements of 2011 include:

- York Region's National Access Awareness Week Event that took place in collaboration with the Municipal Staff Reference Group
- Monitoring the development of standards under the AODA and providing input through the Association of Municipalities of Ontario Barrier Free Working Group
- Continued compliance, monitoring and promotion of the Accessibility Standards for Customer Service Regulation through new employee orientation and integration into customer service operations of each department
- Compliance with the July 1, 2011 Transportation requirements under the IASR such as:
 - Accommodating the needs of people with disabilities on both conventional and specialized transportation where accessibility equipment is non-functioning
 - Fare parity for people with disabilities using conventional transportation
 - Access to pre-boarding announcements on conventional transportation, upon request
 - Access to on-board audible verbal announcements on conventional transportation

The 2011/2012 accessibility plan will be available to the public

The ODA and AODA both require that municipal annual accessibility plans be made available to the public. Pending Council approval, the 2011/2012 Accessibility Plan will be made available to the public as follows:

- Post the plan on York Region's website
- Share the plan with individuals, agencies and organization that represent or provide services to people with disabilities in York Region

- Share the plan with the York Region Accessibility Advisory Committee, the Municipal Staff Reference Group, nine local municipalities and their Accessibility Advisory Committees, the York Regional Police Services Board and the Accessibility Directorate of Ontario and the Association of Municipalities of Ontario for their information
- Make the plan accessible by producing it in large print and CD and offer other alternate formats, upon request
- Offer a survey that can be completed online or by hardcopy for public feedback and comments on the accessibility plan

York Region Accessibility Advisory Committee continues to provide valuable input and advice throughout the accessibility planning process

As legislated under the ODA, the York Region Accessibility Advisory Committee (YRAAC) continues to provide valuable input and advice through the accessibility planning process. Members of the YRAAC have reviewed and endorsed the initiatives included in the 2011/2012 Accessibility Plan. Regional staff presented the draft departmental accessibility plans to the committee over two meetings held in June 2011. The committee provided its overall comments and feedback on the proposed initiatives and these were considered when developing the final version of the plan (see *Council Attachment 2*).

The 2011/2012 accessibility plan contains 154 new initiatives

Along with the obligation to develop an annual accessibility plan under the ODA, the 2011/2012 Accessibility Plan also includes AODA initiatives that address the requirements of the Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation.

Through this Plan, departments continue to identify and address barriers that prevent people with disabilities from accessing the Region's facilities, programs and services. In total, the plan includes 154 accessibility planning initiatives, of which 65 initiatives are based on the requirements under the AODA's Integrated Accessibility Standards Regulation and the remaining 37 initiatives support the ODA requirements.

The initiatives contained in the plan are organized into five themes reflecting feedback from public consultations and the York Region Accessibility Advisory Committee.

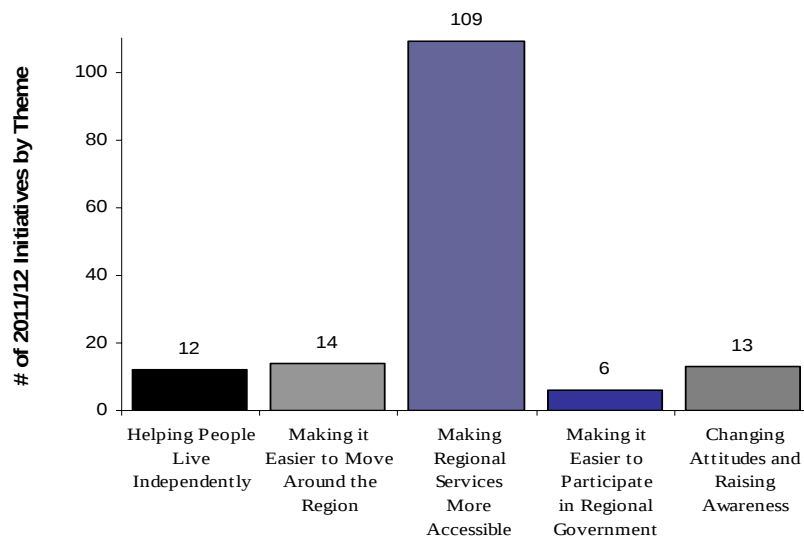
The themes are:

- Helping people live independently
- Making it easier to move around the Region
- Making Regional services more accessible

- Making it easier to participate in Regional government and
- Changing attitudes and raising awareness

Graph 1 illustrates the initiatives by theme area.

GRAPH 1
2011/2012 Initiatives by Theme



Some initiatives included in the 2011/2012 Plan are:

The **Community and Health Services Department** will continue to improve the accessibility of the affordable housing buildings it manages by upgrading bathrooms and lighting to provide more suitable housing for people with disabilities. The Department will also act as corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the AODA.

The **Corporate Services Department** will make the South Services Centre more accessible through the installation of activated floor announcements in the elevators. The Department will also act as departmental lead for the corporate implementation of the Employment Standard within the Integrated Accessibility Standards Regulation (IASR) and the proposed Accessible Built Environment Standard, under the AODA, when it is passed into law.

The **Environmental Services Department** will improve access to waste management information for people with sensory disabilities by posting three brochures on-line with audio file options. The Department is also reviewing other sites for future accessible trails in York Region.

The **Finance Department** will conduct a review of their purchasing process to identify any potential barriers to accessibility.

The **Office of the Regional Chair/Office of the Chief Administrative Officer** will act as departmental lead for the corporate implementation of the Information and Communications Standard within the IASR and continue to provide support for the requirements of the *Accessibility Standards for Customer Service Regulation*. Additionally, it will continue to make access to information on York Region more accessible by implementing Web Portal personalization technology. This will allow users to customize their web interface to link directly to information that is personally relevant. The Department will include accessible planning in new community developments with respect to transit and Regional streets, enhancing access to all places and services in community developments.

The **Transportation and Community Planning Department** will act as departmental lead for the corporate implementation of the Transportation Standard within the IASR. Their plan also includes the installation of audible pedestrian signals requested from the public and/or community agencies. Staff awareness about people with disabilities will be enhanced by presenting four lunch-and-learn sessions for departmental staff regarding accessibility.

York Regional Police (YRP) is enhancing accessibility at all District public washrooms and community room entrances by replacing the door handles with lever action handles. Additionally, to increase the participation of people with sensory disabilities at meetings, forums and events hosted by YRP, the Department will partner with the Canadian Hearing Society to provide sign language interpreters, upon request.

LINK TO KEY COUNCIL-APPROVED PLANS

Accessibility planning is aligned with York Region's strategic direction

Accessibility planning in York Region meets the requirements of both acts and aligns with York Region's strategic direction and priorities included in *Vision 2051*, the 2011-2015 *Strategic Plan*, specifically the priority area to "Improve Social and Health Supports", and the Community and Health Services Department's *Multi-Year Plan*. Figure 1 below illustrates how accessibility planning fits in relation to the Region's broader corporate plans, and shows how the accessibility acts link to departmental operational service plans.

Figure 1 – Accessibility Planning aligns with broad regional strategies



The opportunities for alignment and collaboration, internal engagement of Regional departments and feedback from the York Region Accessibility Advisory Committee have broadened the scope of accessibility planning. This has allowed the Region to address barriers and develop inclusive and accessible programs and services that make a difference in the community.

5. FINANCIAL IMPLICATIONS

Accessibility planning is integrated into the way York Region does its business

Accessibility planning continues to be integrated with the Region's services and business planning practices. Initiatives under both accessibility acts included in this plan are part of the current departmental base budgets or in some cases the major capital expenditures that were planned and incorporated in previous years budgets. For example, the Community and Health Services Department continues to make facility upgrades in its Housing York Inc. buildings that include accessibility features such as non-slip floors, grab bars and better lighting using funding that was allocated in 2010.

Ontarians with Disabilities Act, 2001 (ODA) expenditures are offset by Federal Provincial Economic Stimulus funding and community fundraising

The total estimated cost for new ODA related initiatives included in the 2011/2012 plan is approximately \$1.7 million. The full amount of \$1.7 million is offset by Year 2 of the Federal Provincial Economic Stimulus funding. This funding has been used to address accessibility in various Housing York Inc. buildings and non-profit social housing buildings.

Between 2003 and 2010, approximately \$143 million was approved for a range of projects under the ODA. This amount has been offset by approximately \$50 million in provincial and federal funding. These costs were mainly related to transportation, housing and regional facility capital improvements which included some accessibility features.

Accessibility for Ontarians with Disabilities Act, 2005 expenditures will also be included in existing departmental base budgets

Since the implementation of the AODA, \$133,000 has been approved by Council to implement the requirements of the Accessibility Standards for Customer Service Regulation.

The total estimated cost to implement the courtesy seating requirement under the Transportation Standard within the Integrated Accessibility Standards Regulation is approximately \$60,000. This cost will be included in Transportation and Community Planning's operating budget. As the implementation of the standards under the IASR continue to roll-out, budgetary impacts and financial implications will be further assessed and reported to Council.

Accessibility activities currently underway to meet the January 1, 2013 compliance date will be reported in the 2013 budget reporting process.

6. LOCAL MUNICIPAL IMPACT

All York Region residents, including those with disabilities, benefit from accessible programs, services and facilities. The Municipal Staff Reference Group, led by the Region, is comprised of those responsible for implementing the requirements of the ODA and the AODA in the nine local municipalities, their Accessibility Advisory Committees and broader sectors such as hospitals and school boards. The group continues to meet to share reports and exchange information and ideas regarding implementation activities.

7. CONCLUSION

Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan is a comprehensive plan that reaffirms the Region's ongoing commitment to meet the requirements of the ODA and the AODA and to make our region inclusive and accessible. Integrating accessibility into business practices and processes is now commonplace across all departments. This moves us closer to our strategic objective of fostering social inclusion and economic opportunities by addressing the needs of a growing and diverse community.

For more information on this report, please contact Lisa Gonsalves, Managing Director, Strategic Service Integration and Policy Branch at Ext. 2090.

The Senior Management Group has reviewed this report.

(Attachment 1 and 2 referred to in this clause were included in the agenda for the January 18, 2012, Committee meeting.)

Reaching a New Standard for Accessibility:

YORK REGION'S 2011/2012 ACCESSIBILITY PLAN

JANUARY 2012



DRAFT



Mayor
Frank Scarpitti
Town of Markham



Regional Councillor
Jack Heath
Town of Markham



Regional Councillor
Jim Jones
Town of Markham



Regional Councillor
Gordon Landon
Town of Markham



Regional Councillor
Joe Li
Town of Markham



Mayor
David Barrow
Town of Richmond Hill



Mayor
Maurizio Bevilacqua
City of Vaughan



Chairman and CEO
Bill Fisch



Regional Councillor
Vito Spatafora
Town of Richmond Hill



Regional Councillor
Gino Rosati
City of Vaughan



Regional Councillor
Michael Di Biase
City of Vaughan



Regional Councillor
Deb Schulte
City of Vaughan



Mayor
Robert Grossi
Town of Georgina



Regional Councillor
Danny Wheeler
Town of Georgina



Mayor
Geoffrey Dawe
Town of Aurora



Mayor
Virginia Hackson
Town of East Gwillimbury



Mayor
Steve Pellegrini
Township of King



Mayor
Wayne Emmerson
Town of Whitchurch-Stouffville

Message from York Regional Council

York Regional Council is committed to making accessibility a part of the way we do business at The Regional Municipality of York. *Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan* represents our eighth year of detailed planning and implementation to make our services, facilities and programs more accessible to our residents and visitors who have disabilities.

Since we began the accessibility planning process in 2003, we have identified and removed more than 700 barriers to accessibility. We acknowledge the support and effort of regional staff and York Regional Police, who make it easier for people with disabilities to access regional programs and services.

This year, we welcome the new York Region Accessibility Advisory Committee to this process for the 2011-2014 term. The Committee provides valuable input and strategic guidance as we implement the requirements of the Province's accessibility legislation.

Throughout 2012, we will continue to remove and prevent barriers to our programs and services for people with visible and invisible disabilities. We want to help more residents and visitors participate in all York Region has to offer.



Regional Councillor
Brenda Hogg
Town of Richmond Hill



Mayor
Tony Van Bynen
Town of Newmarket



Regional Councillor
John Taylor
Town of Newmarket

Reaching a New Standard for Accessibility:

YORK REGION'S 2011/2012 ACCESSIBILITY PLAN

JANUARY 2012



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A Message from the 2011-2014 York Region Accessibility Advisory Committee

The York Region Accessibility Advisory Committee (YRAAC) is pleased to present *Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan*. It outlines initiatives that will continue to eliminate barriers to accessibility within York Region's programs, services and facilities.

The 2011/2012 Accessibility Plan is York Region's eighth accessibility plan released under the *Ontarians with Disabilities Act, 2001* (ODA), and is the first under our term as the 2011-2014 York Region Accessibility Advisory Committee (YRAAC). The success and development of this Plan was made possible by members of Regional Council and Regional staff.

Members of our committee have come together from all across York Region, representing people with varying disabilities, backgrounds and ages to contribute on a variety of perspectives.

Under the ODA, we will continue to advise Council on implementing the initiatives included in this Plan. Under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) our role is to advise Council on the accessibility standards and compliance reporting. As a committee, we will continue to play an important role in making York Region more inclusive and accessible by contributing to the development, implementation and enforcement of the requirements under the ODA and the AODA.

We look forward to supporting the Region's ongoing commitment to meeting the requirements of both Acts and helping York Region in its goal of *reaching a new standard for accessibility*.



Front Row: Steve Foglia, Cindy Gorlewski, Regional Councillor Danny Wheeler, Leslie Bolt, Margaret Gaukel (Vice Chair), Lilian Hulme-Smith

Back Row: Bob Creighton, Chairman and CEO Bill Fisch, Regional Councillor Vito Spatafora (Chair), Christine Arnold, Donna Hardaker, Linda Jones, Frank Maggisano, Brian Lynch



Overview

**Reaching a New Standard
for Accessibility**

York Region is a unique combination of urban centres and rural areas

The Regional Municipality of York (York Region) is one of six regional governments in Ontario that provide cross-boundary services such as policing and water. It is made up of the following nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan and Whitchurch-Stouffville. York Region covers 1,756 square kilometres from Lake Simcoe in the north to Steeles Avenue in the south. It borders Simcoe County and Peel Region in the west and Durham in the east.

York Region's landscape includes farmlands, wetlands, kettle lakes, the Oak Ridges Moraine and over 2,070 hectares of regional forest. Our diverse region is a unique combination of urban centres and rural areas.

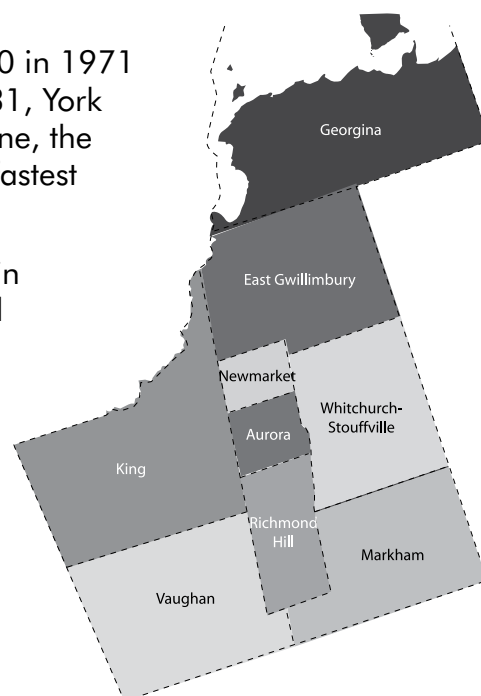
York Region is one of the fastest growing Census Divisions in Canada

York Region's population has grown significantly from 169,000 in 1971 to almost 1.1 million residents as of September 2011¹. By 2031, York Region's population will be 1.5 million residents¹. In 2010 alone, the region grew by more than 29,000 people making it the third fastest growing Census Division in Canada¹.

Most of the population growth (2010) has been concentrated in the two southern local municipalities of Markham (29.0%) and Vaughan (28.1%)¹. In terms of the percentage growth rate, Whitchurch-Stouffville and King have grown the fastest¹.

According to the Participation and Activity Limitation Survey (Statistics Canada 2006)², approximately 4.4 million (14.3 per cent) Canadians reported having a disability. This reflected a growth of 21.2 per cent from 3.6 million in 2001. In 2006, there was an estimated 1.9 million Ontario residents with a disability – representing 15.5 per cent of the population. This was an increase of two per cent from 2001.

Ontario's population is projected to increase by 34.4 per cent over the next 26 years, rising by over 4.5 million, from an estimated 13.2 million to 17.7 million by July 1, 2036³. Such rapid population growth will pose challenges for all levels of government to find better ways to anticipate the needs of residents and to ensure that programs and services are accessible to everyone.



¹ York Region Population Estimate, Office of the Chief Administrative Officer, 2010.

² Statistics Canada, Participation and Activity and Limitation Survey, 2006

³ Statistics Canada, Census 2006 (Note: This census provides the most recent census data available).

Programs and services in York Region are delivered at a regional and local level

York Region provides a diverse and wide range of services, all of which require staff who offer equally diverse skills and experience. Our staff ranges from public health professionals and doctors to lawyers and engineers; from social workers, police officers, and analysts to accountants and computer technicians.

In general, York Region provides services and programs that are best delivered across wide areas, or those requiring large-scale coordination. The nine local municipalities provide programs and services that are more local in nature. The following list shows the range of services provided at the regional and local municipal levels, in accordance with the provincial *Municipal Act, 2001*.

Regional and Local Municipal Responsibilities

The Regional Municipality of York	Local Municipalities
Court Services	Building Permits
Emergency Medical Services (EMS)	Local Emergency Preparedness
Family and Children's Services	Fire Services
Housing and Residential Services	Curb side garbage, Green Bin, Blue Bin recycling pick up, yard waste collections
Long Term Care Services	Local Roads
Police Services	Libraries
Public Health	Marriage Licences
Roads	Parking Permits/Restrictions
Social Assistance	Parks and Recreation
Solid Waste Management	Pet Licences
Transit	Sidewalk Repair
Water and Wastewater	Streetlights
Planning and Development Services	Local Water and Sewage

Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan reflects the Region's ongoing commitment to meet Ontario's two accessibility acts

Ontario currently has two active accessibility acts – the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

York Region, like other broad public sector organizations is meeting the legislative requirements of both the ODA and the AODA at the same time. With accessibility planning obligations under both acts, the 2011/2012 Accessibility Plan will also include AODA requirements from the Integrated Accessibility Standards Regulation (IASR), including Information and Communications, Employment, and Transportation standards.

Accessibility Plans are a requirement under the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*

The purpose of the ODA is to improve opportunities for people with disabilities in Ontario by identifying, preventing and removing physical and other barriers that may limit opportunities for people with disabilities to fully participate in society.

Since 2004, all municipalities in the province have had a legal obligation under the ODA to prepare annual accessibility plans. Each municipality's plan must include a complete overview of all operations including bylaws, programs and procedures, practices, policies, facilities and services.

Under the ODA, the annual accessibility plan must include:

- Steps the Region has taken to identify, remove and prevent barriers
- How the Region will assess its bylaws, policies, programs, practices, and services to determine their impact on people with disabilities
- What by-laws, policies, services, programs and practices the Region will review in the coming year to identify barriers
- Measures the Region will take in the coming year to identify, remove and prevent barriers in all of its services and programs, including transit

Each Regional department, including York Regional Police, develops its own annual departmental accessibility plan to identify, remove and prevent barriers in their programs, services and facilities. The initiatives included in these departmental plans are combined to form an Annual Accessibility Plan.

Under the AODA, accessibility planning requirements shift from annual to multi-year plans which must outline an organization's strategy to prevent and remove barriers and meet the requirements under the IASR. The first multi-year plan must be in place by January 1, 2013.

York Region's strategic direction has broadened the scope of accessibility planning

The Region is using strategic planning initiatives to create programs and deliver services that meet the needs of rapid population growth and the increasingly diverse needs of residents.

Accessibility planning in York Region meets the requirements of both acts and aligns with our strategic direction and long-term strategies such as *Vision 2051*, the *2011-2015 Strategic Plan* and *York Region's Official Plan*. These plans and initiatives contribute to creating an inclusive and accessible community for all residents of York Region. Meeting the specific requirements of the ODA and AODA through developing and implementing accessibility plans aligns with the goals set out in these strategies.

Through public feedback and consultation with the YRAAC, we know that barriers to accessibility go far beyond physical obstacles and include social, economic, attitudinal and technological barriers. Regional departments are working together to address many of these issues and strategies have been developed to provide guiding principles for delivering programs and services that meet various accessibility needs.



York Region's accessibility planning process involves a broad cross-section of stakeholders

York Regional Council encourages involvement from many different people and groups in the accessibility planning process. Networks that encourage ongoing communication with local municipalities, schools, hospitals, stakeholder organizations and the general public have been formed.

Developing this plan involved many people from across York Region who gave their time and expertise, including the York Region Accessibility Advisory Committee, members of the ODA/AODA Staff Committee and Regional staff from across all departments.

The York Region Accessibility Advisory Committee plays a critical role in advising Council on developing and implementing the annual accessibility plans

The YRAAC is a legislatively mandated committee that was first appointed by York Regional Council in 2003.

This Committee plays an important role in the Region's process for removing barriers for people with disabilities. The term for the 2006-2010 YRAAC ended in November 2010 concurrent with the term of Regional Council.

In February 2011, Regional Council appointed a new committee to serve for the 2011 - 2014 term. It includes members of Regional Council and citizen volunteers, and has been an integral part of the accessibility planning process. The YRAAC plays a critical role in advising Council on preparing, implementing, and the effectiveness of its annual accessibility plans.

In keeping with its legislated mandate, members of the outgoing YRAAC continued to provide direct input into the implementation activities of the 2010 Accessibility Plan. For example, members of the YRAAC:

- Advised on the development of *Accessing York: York Region's 2010 Accessibility Plan*
- Recommended that Regional Council recognize National Access Awareness Week, which was endorsed by Council in April 2010, and presented at a corporate "Know York" session that week
- Participated in YRP's "Community Support and Victim's Assistance" roundtable session, providing valuable feedback on the importance of developing and implementing accessible safety mechanisms for people with disabilities who require assistance resulting from a crime
- Participated in PRESTO's Accessibility Focus group, presenting feedback on the accessibility challenges of the smartcard fare payment machine for public transit. Their feedback was forwarded to Metrolinx and the Transportation Services Committee.
- Participated on the York Region Forest Trail Accessibility Sub-Committee and in the subsequent launch of the first accessible trail in York Region in September 2010

- Participated in the Vision 2051 consultation session providing their feedback and discussing their vision for an accessible region

The ODA/AODA Staff Committee is committed to accessibility planning

The ODA/AODA Staff Committee, an inter-departmental committee with representatives from each department including York Regional Police, has been an active contributor and participant in developing and implementing accessibility initiatives across the Region.

As the Region continues to implement the requirements of both accessibility acts, the ODA/AODA Staff Committee will continue to provide its expertise and time, ensuring that the Region continues to move towards becoming a community that encourages the principles of dignity, independence, integration and equality.

We appreciate the ongoing commitment and support of all the committee members.

Office of the Regional Chair	
Lina Bigioni	
Office of the Chief Administrative Officer	Environmental Services
Dino Basso	Kelly Vandette
Patrick Casey	Mirella Bertini
Tim Paleczny	Finance
Marc Gallant	Darryl Blakeley
Michelle Herder	Val Sequiera
Community and Health Services	Transportation and Community Planning
Lisa Gonsalves	Rick Leary
Sylvia Patterson	Irene McNeil
Lisa Alfieri Sladen	Angela Gibson
Lois Davies	Lizuarte Simas
Sue Smythe	Paul Dubniak
Aisha Saintiche	
Kim Adeney	
Kirti Gandhi	
Corporate Services	York Regional Police
Joy Hulton	Chief Eric Jolliffe
Stephen Maio	Deputy Chief Thomas Carrique
Barry Crowe	Deputy Chief Bruce Herridge
Bev Cassidy-Moffatt	Superintendent Tony Cusimano
Chris Raynor	Darwin Trojan
Anitra Basant-Sisavang	Ruth Houghton
Tracy Grover	

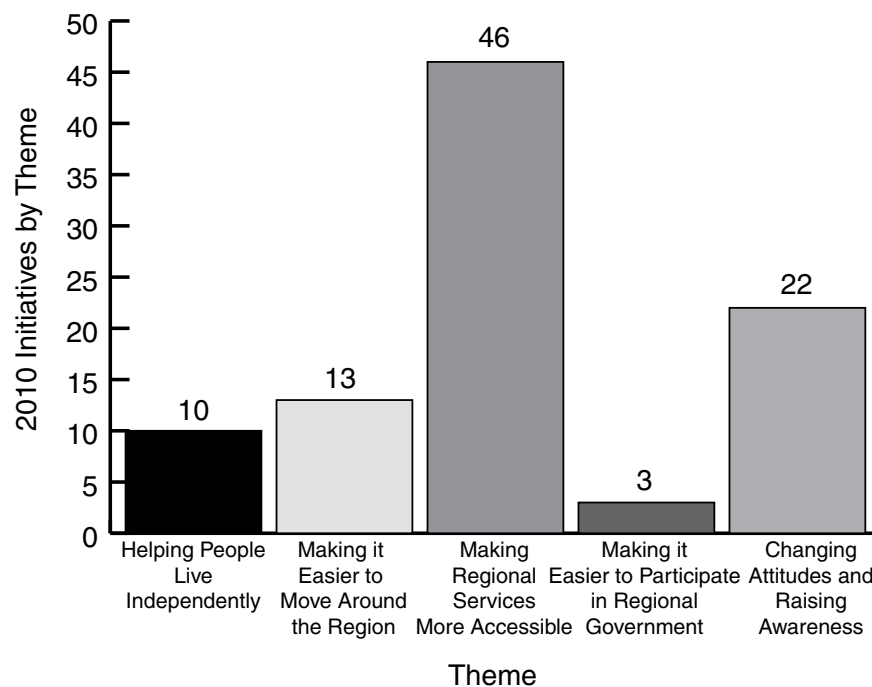
Looking back – accessibility achievements in 2010

Accessing York: York Region's 2010 Accessibility Plan originally contained 71 accessibility initiatives. Since its approval in May 2010, some departments have identified and addressed 23 additional accessibility initiatives, increasing the number of initiatives in 2010 to 94.

Of those 94 initiatives, 23 are related to barrier identification and 71 are aimed at removing and preventing barriers to Regional programs and services.

Accessibility initiatives that have been developed and implemented are categorized into five themes that reflect feedback from public consultations and the YRAAC. The themes represent key aspects of life that impact people with disabilities. The following graph details the number of accessibility initiatives in 2010 that were developed and implemented under each theme.

2010 Initiatives by Theme



In 2010, York Region accomplished and achieved some important milestones. For example:

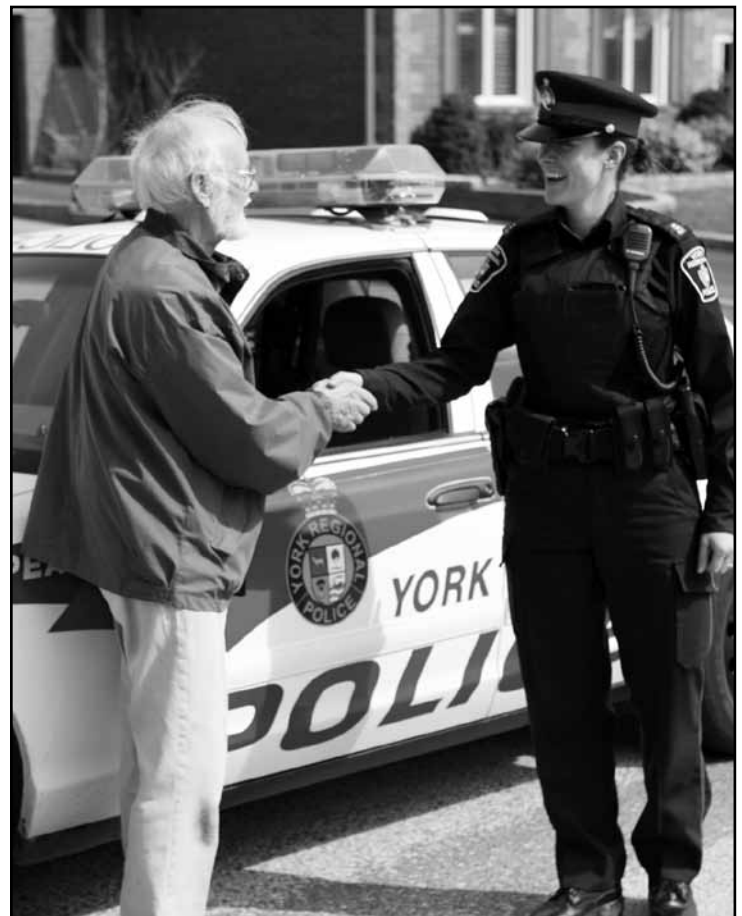
- The Region received a Celebrating Accessibility Champion Award from the Canadian Hearing Society for its work with the Society to eliminate barriers for people who are deaf, deafened or hard of hearing
- In September 2010, the first accessible trail in York Region was launched in the Hollidge Tract in the Town of Whitchurch-Stouffville, increasing the accessibility of the forest trail for people with all disability types

Accessibility has become the way of doing business at the Region. Some initiatives that were implemented after the 2010 Plan was approved by Regional Council include:

- Enhancing accessibility at York Region's social housing building located at 325 Elm Road in the Town of Whitchurch-Stouffville by conducting bathroom upgrades such as installing raised toilets, grab bars and improved lighting
- Including a teletypewriter (TTY) number in all outgoing Public Health correspondence and promotional information to give people with sensory disabilities better access to information related to infectious diseases, immunization and sexual health
- Adding a closed captioned and descriptive video component to York Region Transit's travel training video, enhancing accessibility for people with all disability types

The York Regional Police (YRP) have also added a number of new initiatives including:

- Researching the possibility of having portable TTY devices at district locations for people who are deaf, deafened or hard of hearing
- Putting plans in place to install an elevator at YRP's headquarters with brighter lighting, a hands-free phone and "Elevoice", a voice activated floor announcement system
- Expanding the online electronic staff resource library to include materials on physical disabilities, mental illness and learning disabilities
- Inviting the Canadian Hearing Society, the Learning Disabilities Association of York Region and York Support Services Network to help develop accessibility-related goals and initiatives in their business planning process



Accessibility initiatives continued to be developed and implemented in 2011

Throughout 2011, the Region continued to develop and implement accessibility initiatives under the ODA and meet compliance dates for accessibility requirements within the Integrated Accessibility Standards Regulation (IASR) under the AODA which became law on July 1, 2011. Some of the achievements of 2011 include:

- The recruitment, appointment and orientation of the 2011-2014 York Region Accessibility Advisory Committee
- York Region's National Access Awareness Week event that took place in collaboration with the Municipal Staff Reference Group
- Monitoring the development of the standards under the AODA and providing input through the Association of Municipalities of Ontario Barrier Free Working Group
- Continued compliance, monitoring and promotion of the Accessibility Standards for Customer Service Regulation through new employee orientation and integration into customer service operations of each departments
- Compliance with the July 1, 2011 Transportation requirements under the IASR such as:
 - Accommodating the needs of people with disabilities on both conventional and specialized transportation where accessibility equipment is non-functioning
 - Fare parity for people with disabilities using conventional transportation
 - Access to pre-boarding announcements on conventional transportation, upon request
 - Access to on-board audible verbal announcements on conventional transportation



Going forward in 2012

Reaching a New Standard for Accessibility: York Region's 2011/2012 Accessibility Plan reflects the ongoing commitment to make the Region inclusive and accessible. In 2012 departments will continue to plan and implement accessibility initiatives that aim to remove barriers to programs, services and facilities throughout the Region and meet the accessibility requirements of the IASR at the same time. The accessibility initiatives are organized under five themes that indicate where our programs and services will have the greatest impact on people with disabilities and reflect the Region's ideals and its ongoing commitment to creating accessible communities.

Helping People Live Independently

York Region will continue to make significant strides in creating barrier-free communities so that people with disabilities can live independently in safe and accessible neighbourhoods.

For example in 2012 the Region will:

- Continue to increase awareness about the needs of people with disabilities during an emergency or disaster through public consultation and emergency management exercises
- Increase accessibility in Long Term Care facilities and Housing York Inc. buildings by including accessibility features such as non-slip floors, grab bars and improved lighting for people with all types of disabilities

Making it Easier to Move Around the Region

Making it easier to move around York Region allows all residents and visitors to participate in typical everyday activities: getting to work and school, going shopping, visiting friends and family, going to the doctor and participating in community life. The Region is committed to delivering services that preserve the environment, integrate new and existing development and provide accessible travel choices. Improvements to the accessibility of our transportation system include the public transit system operated by York Regional Transit (YRT), as well as pedestrian networks and roadways.

In 2012, the Region will:

- Increase access to sidewalk and transit stops by constructing walkways linking neighbourhoods adjacent to Regional corridors and replacing remaining non-accessible fleet with new low-floor accessible buses

Making Regional Services More Accessible

By providing services, programs and facilities that are accessible for people with a full range of disabilities, our communities are inclusive and welcoming.

To make York Region's services more accessible, in 2012 the Region will:

- Increase access to affordable housing for seniors and people with disabilities by constructing units that include accessible accommodations
- Make information and services regarding Public Health and Social Services more accessible by creating new web based software that provides online information about programs and services
- Improve wayfinding for people with disabilities at public sites and centres by increasing sign legibility and clarity, incorporating accessibility in construction designs and developing online brochures with audio options
- Implement the requirements of the Integrated Accessibility Standards Regulation under the AODA including transportation, information and communications and employment requirements
- Continue to provide support to departments for the requirements of the Accessibility Standards for Customer Service Regulation

Making it Easier to Participate in Regional Government

By committing to serving all of our residents, York Region continues to make strides to make it easier for people with disabilities to participate in regional government.

In 2012, York Region will:

- Develop partnerships with agencies that provide communication and information supports to people with sensory disabilities, increasing participation in public meetings, forums and events hosted by the Region
- Update the Corporate Accessible Meeting Guidelines to reflect the requirements of the AODA and to support staff to increase participation of people with disabilities in public meetings, forums and events

Changing Attitudes and Raising Awareness

People with disabilities face both visible and invisible barriers to accessibility. In some cases visible barriers can be addressed by making technological advancements or physical improvements. Addressing barriers resulting from negative attitudes, misconceptions and lack of awareness about accessibility issues sometimes poses challenges. York Region continues to work on breaking down these invisible barriers by changing attitudes and raising awareness about people with disabilities.

In 2012, the Region will:

- Develop newsletters, staff resources, agency partnerships and provide “lunch n’ learn” sessions to promote changing attitudes and raising awareness about the accessibility acts and people with disabilities
- Continue to promote accessible customer service through including training in new employee orientation

Reaching a New Standard for Accessibility, York Region’s eighth accessibility plan highlights the many ways York Region is identifying, preventing and removing barriers within our programs, services and facilities. The 2011/2012 Accessibility Plan also reflects the changing tide of accessibility acts in Ontario by incorporating the accessibility requirements of both the AODA and ODA within this plan. This new standard demonstrates the Region’s ongoing commitment to making our communities, services, programs and facilities accessible for people with disabilities.

To learn more details about the initiatives included in York Region’s 2011/2012 Accessibility Plan, read the following Departmental Accessibility Plans.





Departmental Accessibility Plans

The following is a list of the table header meanings:

Progress Report on Accessibility Achievements — 2010	
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.
Barrier Identification for 2011/2012	
By-laws, policies and practices to be reviewed	Indicates what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describes the method used to identify barriers.
Timing	When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2010. 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 in 2011/2012	
Barrier Identified / AODA Initiative	Indicates where the barrier is found or the Integrated Accessibility Standards Regulation requirement under the AODA that will be addressed in 2011/2012.
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.
What will be gained by removing or preventing the barrier	Indicates how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describes what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicates how customer service will be improved by removing or preventing this barrier. Also indicates 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 2011/2012; 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. The timing also reflects the compliance date for the specific accessibility requirement under the AODA.



Photo courtesy of the Town of Richmond Hill

Community and Health Services

Departmental Overview

Environmental Scan

The Community and Health Services Department provides a wide range of programs and services that promote safe, secure and healthy communities. We strive to respond to the needs of all residents by supporting health care needs at every stage of life.

The Department's branches include:

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

Our Customers

The Department serves people of all ages — including children, youth, and seniors — with diverse cultural and religious backgrounds. Services we provide include financial and employment assistance, housing assistance, child care (including development programming), emergency medical services, long term care and public health services.

Accessibility Statement

The Community and Health Services Department continues to identify and eliminate barriers to accessibility for people with disabilities in our programs, services and facilities. Through our partnerships with community agencies, we are increasing our awareness of the needs of people with both visible and invisible disabilities so that we can better respond to their needs.

Throughout 2011 and into 2012, we continue to consider accessibility planning as a key component of our work to ensure our citizens and customers have full access to our programs, services and facilities.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Facility limitation and the need to provide greater accessibility in Housing York Inc. buildings.	Architectural	Physical	Completed link between 55 and 57 Orchard Heights Place in Aurora. Installed additional lamp posts to enhance accessibility for residents at 55 Orchard and 43 Queensway.
Facility upgrades to assist people with physical disabilities in Housing York Inc. buildings.	Architectural, Physical	Physical	Upgrades were completed which include raised toilets, grab bars and improved lighting in some of Housing York Inc. buildings.
Facility upgrades to assist people with physical disabilities in Housing York Inc. buildings.	Architectural, Physical	Physical	Bathroom upgrades at 325 Elm Road are complete.
Facility upgrades to assist people with disabilities in Housing York Inc. buildings.	Architectural, Physical	Physical	To enhance accessibility for people with physical disabilities, a wood ramp was replaced with concrete paths. Curb cuts were also completed to enable easier access from the roadway.
Inadequate access to affordable housing.	Architectural	Physical	Completion of the nine barrier-free units at Mapleglen Residences are expected to be complete in early 2012.
Inadequate access to affordable housing.	Architectural	Physical	Completion of the four designed units for residents of Kingview Court was completed in October of 2011.
Inadequate access to affordable housing.	Physical	Physical	The stimulus funding to improve accessibility in non-profit social housing has been allocated. Repairs are underway and will be completed by end of 2011.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making It Easier to Move Around the Region			
Gaining access to segments of the intended population for the Falls Prevention program.	Informational	Mental Illness	Seniors with mental health disabilities have greater access to Falls Prevention information, reducing the number of falls at the Canadian Mental Health Association and long-term care facilities.
Current policies and practices around risk management and safety, along with vehicle limitations prevent Emergency Management Services (EMS) staff from loading assistive devices during transport.	Policy/Practice	Physical, Other	The development and implementation of departmental practices, procedures and protocols regarding the transportation of assistive devices is complete. More occurrences are required to determine the success of the implementation of the practice, procedures and protocols.
Current policies and practices around risk management and safety, along with vehicle limitations prevent EMS staff from transporting service animals in EMS vehicles.	Policy/Practice	All	The development and implementation of departmental practices, procedures and protocols regarding the transportation of service animals is complete. More occurrences are required to determine the success of the implementation of the practice, procedures and protocols.
Making Regional Services More Accessible			
Communication materials used in Long Term Care and Community programs.	Informational	Sensory	The development of communication materials for Seniors Community Programs, Newmarket Health Centre and Maple Health Centre have been streamlined and centralized. All new materials developed are reviewed to ensure all materials align with the Information and Communications standard within the Integrated Accessibility Standards Regulation (IASR) under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) and CNIB's Print Clarity Guidelines.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Communication materials and processes at Housing York Inc.(HYI) buildings.	Communicational, Physical	Sensory	A review of HYI tenant letters and forms was completed to ensure the use of plain language and a standard format. Property notices and communications about building repairs and maintenance are posted in accessible, common areas in all buildings. Larger font is now used in print materials produced for senior tenants and HYI web pages were refreshed to increase the accessibility of information for people with sensory disabilities.
Access to recreational programs for children with disabilities.	Policy/Practice, Physical	All	A focus group was held in October 2010 with 25 families whose children participated in the 2009 Summer Camp and PLAY programs for children with special needs. Feedback received from the focus group was positive and resulted in the following recommendations: • Increased capacity for both PLAY and Summer Camp programs • Programming has been increased from two weeks to two-four weeks • Improved partnership with municipalities about the availability of activities managed by municipalities
Access to (intranet) corporate staff website.	Communicational	All	Barriers to information have been identified and addressed for the new website (e.g. white/black background options). Once the new website is launched, staff will continue to look for other barriers that need to be addressed.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Expand opportunities for people with disabilities in receipt of Ontario Works to provide input and feedback on how to best serve them.	All	All	An additional Ontario Works Consumer Reference group in the Vaughan office was established in late 2010 and two meetings took place in December 2010 and May 2011. Feedback from the group included: • Providing more tips on how to find employment in the OW Newsletter and Participant Handbook • Including more information about support services for new immigrants • Ensuring all information that is available in the newsletter and handbook is also available on York Region's website. Participants also toured the Employment Resource Centre at the Vaughan Ontario Works office.
Corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the AODA.	Policy/Practice	All	The Corporate and Departmental leads are working together to review the standards to address and implement the specific requirements of each regulation under the AODA to achieve compliance.
Access to staff communication and information by staff with low vision.	Informational	Sensory	To increase access to written and digital communication and information, plans are in place to use size 11 font as the minimum font size used. Plans are underway to make this font size the standard in all materials printed. Accessible formats (i.e. verbal, large print) continue to be provided upon request.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Access to staff communication and information for staff with low vision.	Informational	Sensory	At the request of Human Resource Services and the Employee Health and Safety Division, the needs of employees with low vision are accommodated individually.
Provide ongoing support to the York Region Accessibility Advisory Committee (YRAAC).	Policy/Practice	All	The term for the 2006-2010 York Region Accessibility Advisory committee has concluded with the term of Regional Council. Recruitment for the new 2011-2014 YRAAC was completed in January 2011.
Eliminate accessibility barriers on (intranet) corporate staff website.	Informational, Communicational, Technological	Sensory, Cognitive	The new intranet site will have a built-in contrast tool that will allow users to switch from a white background with black font to a black background with white font.
Access to Public Health information.	Communicational	Sensory	People with sensory disabilities are provided with more customer service options for accessing information and resources related to infectious diseases, immunization and sexual health.
Changing Attitudes and Raising Awareness			
Access to Smoking Treatment programs facilitated by Public Health.	Architectural	Physical	By responding to requests for accommodations, Public Health has provided greater access to Smoking Treatment programs for people with disabilities.
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Policy/Practice	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and practices.

Community and Health Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Need for continued awareness and sensitivity on how to make programs and services more accessible for staff with disabilities.	All	All	Increased independence and accessibility to programs and services by staff with disabilities by providing technological, physical, and communicational accommodations.
Need for greater staff awareness and sensitivity about how to make programs and services more accessible for people with disabilities.	All	All	Activities during National Access Awareness Week have enhanced customer service and staff's sensitivity and awareness about working with and serving people with disabilities. The 2011 NAAW celebrations included an educational forum for members of the local accessibility advisory committee, a public celebration and art exhibit featuring people with a disability. These activities were presented as a collaborative project of the York Region Municipal Staff Reference Group which includes accessibility professionals from York Region, York Regional Police, local municipalities, hospitals and school boards.

Community and Health Services Department

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Helping People Live Independently		
Accessible space in day centre at Maple Health Centre (one of the Region's long-term care homes).	Review the current layout of the centre for barriers and identify solutions to increase accessible space.	2012
Access to computer technology for people with cognitive and physical disabilities.	Assess and identify physical requirements (space, furniture) and cognitive requirements (software) that will increase access to and use of internet and other computer software programs by clients.	Complete
Making Regional Services More Accessible		
Access to Newmarket Health Centre (one of the Region's long-term care homes).	Investigate the possibility of installing an accessible push button at all entry/exit doors at Newmarket Health Centre.	Complete
Changing Attitudes and Raising Awareness		
Employment opportunity for a person with a disability.	Working with Human Resources, the department will investigate the opportunity to create an employment position within the department for a person with a disability. Research will be conducted for funding and employment options.	Ongoing



Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Helping People Live Independently						
Limited capacity in the Region's Long-Term Care day centre programs for people with cognitive and physical disabilities.	Informational	Physical, Cognitive	Increased capacity for people with physical and cognitive disabilities who are living in the community to participate in the Region's day centre programs, helping them to remain integrated into the community longer.	Assess current space and needs. Investigate strategies to increase the program's operating space to accommodate more clients from the community.	Increased participation of people with physical and cognitive disabilities in day centre programs.	2012
Limited access to computer technology at Maple Health Centre for people with physical and cognitive disabilities.	Technological	Physical, Cognitive	Clients with physical and cognitive disabilities will be able to communicate with family and friends through use of the internet.	Three new computers will be provided and set-up with wheelchair accessible workstations. Increased access to computers will be achieved by reconfiguring computers to include speech to text software and touch screen for clients who have lost speech and/or are without hand dexterity.	Independence through access to computer technology for people with disabilities.	2012
Floor tiles in Housing York Inc. buildings at Heritage East.	Architectural	Physical	People with disabilities will have improved safety and independence when travelling throughout the facility.	The floor tiles in the foyer, laundry room and landing become slippery when wet. All existing tiles will be removed and replaced with a non-slip variety.	Greater safety and independence for people with physical disabilities to move throughout the facility.	Complete

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Helping People Live Independently						
Lighting in Housing York Inc. buildings at 75, 76, 78 Dunlop Street and 125 Pugsley Avenue in Richmond Hill, 275 Woodbridge Avenue in Woodbridge and 16105 Yonge Street in Newmarket.	Architectural	Physical	Seniors and people with disabilities will benefit from new energy efficient lighting that provides brighter light and improved colour rendering qualities.	Common area lighting upgrades will be performed at seniors' buildings.	Greater visibility and safety for seniors and people with disabilities.	2012
Bathrooms in Housing York Inc. buildings at 39 North Street, Hadley Grange, and Keswick Gardens.	Architectural	Physical	Bathrooms will be more accessible.	Bathrooms will be equipped with raised toilets and grab bars in the tub area.	Greater access to bathrooms for people with physical disabilities.	2012
Bathrooms in Housing York Inc. buildings at Glenwood Mews.	Architectural	Physical	Bathrooms will be more accessible.	Bathroom upgrades will include uniform grab bar installations.	Greater independence for people with physical disabilities.	2012
Making It Easier to Move Around the Region						
Parking lot at a Housing York Inc. building at 125 Pugsley Avenue in Richmond Hill.	Architectural	Physical	Trip and slip hazards due to water pooling in the parking lot will be reduced for people with physical disabilities.	The parking will be replaced. Improved subsurface drainage will reduce water pooling, new light standards will improve lighting, and widened paths will better accommodate walking devices.	Greater independence and safety for people with physical disabilities when using the parking lot.	Complete

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Inadequate access to affordable housing.	Architectural	Physical	People with disabilities will have greater access to affordable housing.	Construct a shelter and transitional housing facility for single women which includes accommodations for people with disabilities.	Greater independence for people with disabilities.	2013
Inadequate access to affordable housing.	Architectural	Physical	People with disabilities will have greater access to affordable housing.	Construct a 140-unit residence in Richmond Hill which includes accommodations for people with disabilities.	Greater independence for people with disabilities.	2013
Facility upgrades are needed in social housing buildings to assist seniors and people with disabilities.	Physical	Physical	Accessibility in non-profit affordable housing buildings will be improved, allowing seniors to age in place.	Allocate some of the Year 2 Federal and Provincial Economic Stimulus funding to non-profit affordable housing providers to improve accessibility. Improvements include bathroom upgrades and ramp installations.	Greater accessibility in non-profit affordable housing for seniors and people with disabilities.	Complete

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Ongoing efforts are needed to meet the legislative requirements for a municipal accessibility advisory committee.	Policy/ Practice	All	York Region's Accessibility Advisory Committee (YRAAC) will advise the Region on meeting compliance with Ontario's two accessibility legislations. Under the ODA, barriers to accessibility will be identified, prevented and/or removed. Under the AODA compliance requirements will be met enhancing accessibility for people with all types of disabilities as the regulations are passed into law.	Staff will continue to support the 2011-2014 YRAAC's efforts to advise Regional Council on annual accessibility plans as required under the ODA and review and advise Council on compliance with the standards under the AODA.	Compliance requirements for the ODA and each regulation under the AODA will be met, enhancing accessibility for people with disabilities.	Ongoing
Act as corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the AODA.	Policy/ Practice	All	Accessibility will be enhanced in the areas of Customer Service, Information and Communications, Employment, Transportation and Built Environment.	Work collaboratively with the departmental leads to assess, implement and monitor the requirements of the regulations under the AODA across all departments and to report activities to senior management and Council.	Compliance requirements of each regulation under the AODA will be met.	Ongoing

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Access to on-line social assistance application process.	Informational	All	Access to social assistance benefits will be increased through training agencies who support people with disabilities when applying for social assistance benefits.	York Region Social Services staff will conduct orientation sessions with specific agencies who serve clients with disabilities to update them about a new web-based intake application process for social assistance benefits.	Access to social assistance benefits for people with disabilities will be increased.	Complete
Access to information about Public Health clinic services.	Technological, Informational	All	Increased access to information about Public Health clinic services on-line for people with all types of disabilities.	Create software that enables people with disabilities to schedule appointments, register and pay for public health clinic services on-line.	Residents will have increased access to Public Health clinic services on-line.	2012
Act as corporate lead to assess, implement and monitor the requirements of the Integrated Accessibility Standards Regulation (IASR) under the AODA.	Policy/ Practice	All	Accessibility will be enhanced in the areas of Information and Communications, Employment and Transportation.	Work collaboratively with departmental leads to assess, implement and monitor the requirements of the IASR under the AODA across all departments.	Compliance requirements of the IASR under the AODA will be met.	2011-2021

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
As corporate coordinator continue to monitor, support and report corporate compliance with the Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation under the AODA.	Policy/ Practice	All	Enhanced accessibility to the Region's programs and services while achieving compliance with the regulations under the AODA.	Corporate coordinator and departmental leads will continue to work together to monitor, support and report compliance with the regulations under AODA.	Compliance requirements of each regulation under the AODA will be met.	Ongoing
Develop the inaugural Multi-Year Accessibility Plan to meet the requirements of the Integrated Accessibility Standards Regulation (IASR) under the AODA (IASR - Section 4).	Policy/ Practice	All	Accessibility to the Region's programs, services and facilities will be enhanced across all departments.	The corporate coordinator and the ODA/AODA Staff Committee will work together to develop a multi-year accessibility plan that meets the requirements of the IASR under the AODA across all departments.	The inaugural Multi-Year Accessibility Plan will be approved by the required compliance date of January 1, 2013.	January 1, 2013
Making it Easier to Participate in Regional Government						
Corporate Accessible Meeting Guidelines.	All	All	Increased opportunities for people with disabilities to participate in Regional meetings.	Update the existing Corporate Accessible Meeting Guidelines (2006) to meet the requirements of the Information and Communications standard within the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).	Greater participation of people with disabilities in Regional meetings.	2012

Community and Health Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Changing Attitudes and Raising Awareness						
Need for greater staff awareness and sensitivity about how to make programs and services more accessible for people with disabilities.	All	All	Improved customer service to people with disabilities.	Design and implement activities to support and promote National Access Awareness Week in consultation with the Municipal Staff Reference Group (MSRG).	Greater staff awareness about serving people with disabilities, improving customer satisfaction.	2012
Need for greater staff awareness about accessibility.	All	All	Improved awareness about regional and local accessibility activities, initiatives and legislative changes under the ODA and AODA.	Develop and implement a bi-annual newsletter that promotes and highlights activities, initiatives and legislative changes under the ODA and AODA to bring greater awareness to Regional staff about what is happening in the Region and surrounding areas.	Greater staff awareness about Regional and local accessibility activities, initiatives and legislative changes under the ODA and AODA.	Ongoing
Need for better staff awareness about accessibility.	Attitudinal	All	Enhanced safety and quality of care for long term care residents and people with disabilities.	Ongoing training and information will continue to be provided for staff about how to create a supportive environment that takes into account an individual's disability.	Increased level of awareness among staff regarding the needs of people with disabilities.	Ongoing

Welcome to the 2011 - 2014
York Region
Accessibility Advisory Committee
(YRAAC)
Appointment & Orientation

March 24, 2011



Corporate Services

Departmental Overview

Environmental Scan

- Implementation of high priority recommendations to improve accessibility at the Administrative Centre and other prioritized facilities.
- Escalation in construction costs for renovations or new buildings.
- Continued enhancement of the work environment through accessible hiring policies and practices.

Our Customers

- Regional Chairman and Members of Council
- Police Services Board
- The Public
- Regional Employees
- Direct Service Departments
- Other Municipalities and Government Agencies

Accessibility Statement

The Corporate Services Department will continue to improve customer service by focusing on improving accessibility in the physical work environment and hiring policies and practices. This will be accomplished through design and renovations of Regional facilities and the enhancement of existing practices and procedures to better serve the needs of citizens, customers and staff.

Corporate Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Distance to accessible washrooms from the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	Architectural	Physical	Two washrooms have been converted into accessible washrooms at the north entrance of the Administrative Centre to replace the non-accessible washrooms.
Wayfinding for people with low vision while using the elevators in the Administrative Centre.	Communicational	Sensory	Voice activated floor announcements have been installed in the elevators at the Administrative Centre.
Wayfinding for people with disabilities looking for direction at the Administrative Centre.	Communicational	All	Planning for the electronic directory at the Administrative Centre is still underway.
Safety mechanisms for people with disabilities using the accessible washrooms located on the ground floor of the Administrative Centre.	All	All	Planning for the distress alarms in the accessible washrooms on the ground floor of the Administrative Centre is in the final stages. To be installed in 2012.
Act as departmental lead for the corporate implementation of the requirements of the Proposed Accessible Built Environment Standard (ABES) under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> .	Policy/Practice	All	The Department continued to work with Community and Health Services Department to monitor standard development activities of the Proposed Accessible Built Environment Standard.
Architectural plans for the proposed Central Services Centre.	Physical Architectural	All	Once plans are at the drawing review stage, an accessibility consultant will review the plans and present the information to the YRAAC.
Act as departmental lead for the corporate implementation of the requirements of the Employment standard within the Integrated Accessibility Standards Regulation (IASR) under the AODA.	Policy/Practice	All	The Department will continue to work with Community and Health Services Department to develop an implementation strategy and report development activities to senior management and Council.

Corporate Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	All	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.



Corporate Services Department Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making It Easier to Move Around the Region		
Accessibility Design Standards for York Region.	Investigate the possibility of developing a corporate York Region Accessibility Design Manual for use during renovations and new construction using the Proposed Accessible Built Environment Standard (ABES) under the AODA.	2012
Accessibility audits on specified Regional facilities.	Hire an accessibility consultant to conduct accessibility audits on specified Regional facilities to identify barriers to accessibility.	2012
Making Regional Services More Accessible		
Employee workplace self identification.	Develop a question to be included in the Employee Satisfaction Survey to measure employees need for specialized services or programs.	Complete
Employment opportunity for summer student with a disability.	Investigate the opportunity to create an employment opportunity for a summer student with a disability in 2012.	2012
Corporate process and funding mechanism to provide for the accommodation needs for new employees in York Region.	Investigate the possibility of developing a corporate process and funding mechanism to provide employees who have accommodation needs.	2012

Corporate Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making It Easier to Move Around the Region						
Wayfinding for people with low vision while using the elevators at the South Services Centre.	Communicational	Sensory	More effective wayfinding when using the elevators at South Services Centre for people with low vision.	Voice activated floor announcements will be installed in the elevators located in the South Services Centre.	It will be easier for people with low vision to find their way around the South Services Centre.	2012
Incorporate the Proposed Accessible Built Environment Standard (ABES) under the AODA in new construction projects.	Architectural	All	Greater accessibility to York Region's built environment.	Using the Proposed Accessible Built Environment Standard (ABES) as a guide, accessibility features will be included in renovations and new designs of Regional facilities.	Increased access for people with disabilities to York Region's Built Environment.	2012
Making Regional Services More Accessible						
Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Built Environment Standard (ABES) under the AODA.	Policy/ Practice	All	York Region will be better prepared to meet the requirements of the ABES when it is passed into law.	Work collaboratively with the Community and Health Services Department to monitor standard development activities, prepare for implementation requirements and to report development activities to senior management and Council.	Increased access for people with disabilities to York Region's Built Environment.	Ongoing

Corporate Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Act as departmental lead for the corporate implementation of the Employment Standard within the IASR under the AODA.	Policy/ Practice	All	Accessibility to the Region's employment practices will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to implement the requirements of the Employment standard within the IASR and to report activities to senior management and Council.	Increased access for people with disabilities across all stages of the employment life cycle and compliance requirements of the IASR under the AODA will be met.	On-going
Provide individualized workplace emergency response information to employees who have a disability and require accommodation (IASR - Section 27).	Policy/ Practice	All	Enhanced communication, support and safety for people with disabilities in the event of a workplace emergency.	As departmental lead for the Employment Standard within the IASR, implement a process to provide workplace emergency response information to employees who have a disability, as outlines in Section 27 of the IASR of the AODA.	Workplace emergency response information for employees who have a disability and require accommodation will be in place by the required compliance date of January 1, 2012.	January 1, 2012

Corporate Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Career counseling for York Region employees with disabilities.	Policy/ Practice	All	The Corporate learning specialists will be better prepared to provide career counseling to employees with disabilities.	The Corporate learning specialists will take a course on "Career counseling for individuals with disabilities".	Specialized career counseling will be available for York Region employees with disabilities.	2012





Environmental Services

Departmental Overview

Environmental Scan

The priorities identified by the Environmental Services Department are:

- To improve accessibility at public depots, tour designated facilities, forest trails and events by enhancing accessibility of signage, architectural designs, and communications for people with all types of disabilities.
- The long-term vision of the department is to provide environmentally sustainable services that encompass the highest level of accessibility for York Region residents and businesses through integrated efforts in an organizational culture of opportunity, trust, leadership and partnership.

Our Customers

The Environmental Services Department's customers include York Region residents, businesses, area municipalities, regulatory agencies, and visitors affected by environmental services.

Accessibility Statement

It is our commitment to plan and deliver accessible, safe, quality, cost effective environmental services that grant universal access for residents and businesses at the department's public depots, public events, forest trails and through its communication efforts.

Environmental Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Community Environmental Centre (CEC) in Richmond Hill.	Architectural	All	At the February 24, 2010 meeting of the YRAAC, plans for Richmond Hill's Community Environmental Centre were presented and the Committee provided feedback. Resulting from the feedback received, the universal symbol and an intercom system will be installed under the canopy. In accordance with the Region's Accessible Customer Service Policy, all staff contracted for the Richmond Hill Community Environmental Centre will be trained using the Accessible Customer Service Training video, and all Requests for Proposals (RFPs) will include this provision on this requirement.
Website Access.	Informational, Technological	Sensory	Five webpages have been identified and selected as business critical information and are in the process of being revised to accommodate an audio file option. Pages with tables are being converted to text in order for Screen Reading software to be able to translate them properly.
Event Registration Forms.	Policy/Practice	All	The York Children's Water Festival Registration Form was edited to include any requests for accommodation. The form also now advises participants that accessible restrooms are available and where they are located.

Environmental Services Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Policy/Practice	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.



Environmental Services Department

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Accessible Trails.	Undertake a review of candidate sites for future accessible trails.	Complete
Operations Maintenance and Monitoring (OMM) emergency procedures at Bayview Operations Centre.	Review International Organization for Standardization (ISO) procedures to ensure that emergency procedures for staff and visitors with disabilities are in place.	Complete
Construction Contracts.	Review front end documents in construction contracts for clarity, font size and plain language use.	Complete
Public waste drop-off depot signage.	Review depot signage for language clarity, font size and colour contrast.	Complete
Reception displays.	Review display access to brochures and flyers to identify any visual and physical barriers to accessibility.	Complete
York Region Forest Headquarters building and Nature's Classroom.	Research the possibility of an accessible York Region Forest Headquarters building and Nature's classroom that incorporates the requirements of the proposed Accessible Built Environment Standard (ABES) under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA).	Complete
Making it Easier to Participate in Regional Government		
Media release and public notice template.	Review public notice protocols and media release templates for clarity and plain language.	Complete

Environmental Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making It Easier to Move Around the Region						
Accessibility at wastewater construction sites.	Physical	Physical, Sensory	Greater access at wastewater construction sites for people with physical or sensory disabilities.	Replace existing signage with large font and better colour contrast. Provide ramps on sidewalks where construction is taking place.	Greater access to signage and sidewalks at wastewater construction sites for people with physical or sensory disabilities.	2012
Automatic security gate at 380 Bayview Operations Centre.	Physical	Physical	Enhanced accessibility and security at Bayview Operations Centre.	Replace existing manual gate with an automatic system for easier and safer access.	Greater access to Bayview Operations Centre for people with physical disabilities.	Complete
Making Regional Services More Accessible						
Public Waste Depot Signage.	Informational	Cognitive, Sensory	Improved access to information for people with sensory or cognitive disabilities at public waste depots.	Signs identified in 2011 will be revised and replaced in 2012.	Greater access to information by increasing sign legibility and clarity where needed for people with cognitive and sensory disabilities.	2012

Environmental Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Elgin Mills Community Environmental Centre (CEC) in Richmond Hill.	Architectural	Physical, Sensory	Improved access at the CEC for people with sensory or physical disabilities.	Accessibility enhancements to architectural design identified by York Region Accessibility Advisory Committee in 2010 will be incorporated.	Residents with disabilities will be able to use CEC with a greater sense of independence.	Complete
On-line Waste Management brochures.	Informational	Sensory	Improved access to waste management information for people with sensory disabilities.	Three brochures will be posted on-line with audio file option.	Greater access to information materials for people with sensory disabilities.	Complete
Making Regional Services More Accessible						
Operations Maintenance and Monitoring (OMM), Georgina Water Treatment Facility School tours.	Informational, Communicational	Physical, Sensory	Improved access to tours of OMM, Georgina Water Treatment Facility for people with physical or sensory disabilities.	Advertisements for public tours will include a provision for accommodations (upon request).	Greater participation by people with disabilities in public tours.	Complete

Environmental Services Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making it Easier to Participate in Regional Government						
Participation in public meetings for Environmental Services Capital Planning and Delivery projects.	Communicational, Informational	Physical, Sensory	Improved participation and engagement from all stakeholders who are seeking input into Capital Planning and Delivery projects and programs.	York Region's Accessible Meeting Guidelines will be used as a guideline to assess accessibility of public consultation centres.	Participation by people with disabilities in public meetings will increase.	Complete





Finance

Departmental Overview

Environmental Scan

In 2011/2012 the Finance Department will focus on ensuring that procurement processes incorporate the requirements of the Information and Communications standard within the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). The department will help other departments deliver more accessible services through the use of technology.

Our Customers

In our role of providing financial advice, leading financial management of resources, managing corporate technology and ensuring the fiscal health of the organization the Finance Department serves Regional Council, the Chair of Regional Council, the Chief Administrative Officer (CAO), the senior management team, regional staff, staff from local municipalities, the development industry, organizations that procure goods and services, and residents of York Region.

Accessibility Statement

The Finance Department will continue to:

- Support meeting the requirements of the Information and Communications standard within the Integrated Accessibility Standards Regulation under the AODA; and
- Support operating departments in their efforts to improve accessibility to York Region services.

Finance Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Incorporate the Information and Communications standard within the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) into the organization when it is passed as law.	Informational, Communicational, Technological	Sensory, Cognitive	The department will support the Office of the Chief Administrative Officer to implement the requirements of the Integrated Accessibility Standards Regulation.
Accessibility of contracts/tenders.	Policy/Practice	All	All ads for solicitation include the following statement: "If you require accommodation due to a disability, please contact York Region Supplies & Services at 905-830-4444 Ext. 1900 or email purchasing@york.ca".
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Policy/Practice	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.

Finance Department Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Review purchasing process to identify barriers to accessibility.	Conduct a review of current procurement processes to identify potential barriers to accessibility.	Complete



Finance Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Support the implementation of the website requirements of the Information and Communications Standard within the IASR under the AODA.	Informational, Communicational, Technological	Sensory, Cognitive	Improved access to public documents, information and York Region's website.	Support the information technology and finance needs of the Office of the Chief Administrative Officer (departmental lead) in the implementation of the Information and Communications Standard within the IASR under the AODA.	The website requirements of the IASR under the AODA will be met by the initial required compliance date of January 1, 2014.	January 1, 2013
Develop a process in the request for proposal process to incorporate accessibility features and criteria when procuring or acquiring goods, services or facilities to meet the requirements of the IASR under the AODA (IASR - Section 5).	Policy/ Practice	All	Accessibility to the Region's goods, services and facilities will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of goods, services or facilities, as outlined in Section 5 of the IASR under the AODA.	Process to incorporate accessibility features in the procurement process will be in place by the required compliance date of January 1, 2013.	January 1, 2013

Finance Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Develop a process in the request for proposal process to incorporate accessibility features and criteria when designing, procuring or acquiring self-service kiosks to meet the requirements of the IASR under the AODA (IASR - Section 6).	Policy/ Practice	All	Accessibility to the Region's self-service kiosks will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of self-service kiosks, as outlined in Section 6 of the IASR under the AODA.	Process to incorporate accessibility features in the self-service kiosk procurement process will be in place by the required compliance date of January 1, 2013.	January 1, 2013



Office of the Regional Chair / Office of the Chief Administrative Officer *Departmental Overview*

Environmental Scan

The Office of the Regional Chair

The Office of the Regional Chair works with York Regional Council and oversees the policies and directions for The Regional Municipality of York.

The Chairman's Office appoints members of Regional committees, including the Accessibility Advisory Committee.

York Regional Council is charged with making the programs and services of Regional government more accessible to people with disabilities.

The Office of the Chief Administrative Officer is responsible for corporate administration, corporate continuous improvement, audit services, corporate communications – both internal and external, the corporate customer service strategy, emergency management, long range and strategic planning, economic strategy and tourism and geographic information systems infrastructure.

The priorities identified by the Office of the Chief Administrative Officer are as follows:

- To lead The Regional Municipality of York in implementing the Information and Communications section within the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
- To increase accessibility on www.york.ca by continuing to research and implement assistive technologies. The web remains a popular channel to access Regional information. The implementation of web portal personalization technology allows the user to customize their web interface to link directly with information personally relevant to them. We ensure our external and internal websites support screen reading software for people who are visually impaired.
- To increase knowledge of personal preparedness by revising the York Region Emergency Preparedness Guide Book to incorporate additional information for people with disabilities.
- To increase accessibility when engaging members of the public, partners and stakeholders in consultative discussions and public meetings about the Region's strategic directions and long-term planning.

Our Customers

The Regional Chairman's Office and the Chief Administrative Officer work closely with residents and businesses, members of Regional Council, local municipalities, public agencies such as school boards and conservation authorities, the Provincial and Federal governments and internal staff across the corporation to provide leadership in developing the strategic directions for The Regional Municipality of York.

Accessibility Statement

The offices of the Regional Chair and the Chief Administrative Officer are committed to providing services that align with the goals of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). Our practices will respect the dignity and independence of people with disabilities.

Office of the Regional Chair / Office of the Chief Administrative Officer Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Awareness of the needs of people with disabilities during an emergency or disaster.	All	All	Emergency Management conducted two focus groups attended by people with disabilities, social agencies that serve people with disabilities and emergency first responders. The goal of the sessions was to gain knowledge and understanding of the issues that people with disabilities face during an emergency situation. It was an excellent opportunity for people with disabilities and first responders to learn about priorities and expectations during an emergency situation. The focus group findings were presented to the York Region Accessibility Advisory Committee (YRAAC).
Inclusion of accessibility planning in new community developments with respect to public transit and Regional streets.	Policy/Practice	Physical	The Regional Official Plan (ROP) which contains accessibility policies regarding new communities, transportation and transit was approved by the Province in 2010. Regional staff is requiring that accessibility policies be included in Local Municipal Official Plans as part of the larger ROP municipal conformity exercise. The ROP was reviewed against the proposed Accessible Built Environment Standard under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
Making Regional Services More Accessible			
Access to information on www.york.ca .	Technological, Informational	Cognitive, Sensory, Physical	All media releases are now available as Really Simple Syndication (RSS) feeds. Work is underway to identify other categories of information that may be available using RSS technology.
Act as departmental lead for the corporate implementation of the requirements of the Information and Communications standard within the Integrated Accessibility Standards Regulation (IASR) under the AODA.	Policy/Practice	All	Implementation plans are being revised to address the requirements of the Information and Communications standard within the IASR under the AODA.

Office of the Regional Chair / Office of the Chief Administrative Officer Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Continue to implement the 2009 web-based objectives that are linked to implementing portal technology: a) Test the effectiveness of the automatic font size icon/link available on the website; b) Conduct usability testing on the contrast control feature available on the website.	Technological	Sensory	To increase access to York Region's website, the font size function has been successfully tested and will be implemented with the Portal launch. The contrast function was tested for usability in December 2010.
Working in collaboration with the Community and Health Services Department as departmental lead for communication and compliance supports for the Accessibility Standards for Customer Services Regulation under the AODA.	All	All	The Office of the Chief Administrative Officer will continue to work with the Community and Health Services Department to advise staff on best practices regarding the Accessibility Standards for Customer Service Regulation.
Accessibility to Geomatics maps and products.	Informational, Physical, Communicational, Technological	Sensory	To enhance accessibility for people with sensory disabilities, the Department will continue to include practices using the most readable and largest font possible, as well as avoiding combination of colour (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons, and links have been included. Maps created in Adobe Acrobat 7.0 can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards. The Department will continue to build on technology advances to provide information in a way that best benefits the user.

Office of the Regional Chair / Office of the Chief Administrative Officer Department

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making it Easier to Participate in Regional Government			
Review of Public Consultation Centres and stakeholder engagement forums.	Architectural, Physical, Informational, Communicational	Physical, Sensory	All current Public Consultation Centres are now accessible. Sound amplification is used at meetings. All printed materials are in accessible font colours. Meeting transcripts, brochures and all display and presentation materials are available on the Region's website. All public notices include a clause to contact the Region with any special accommodation request to allow participation in public meetings. Public notice of meetings have been included in the Canadian Hearing Society newsletter. Through a partnership with the Canadian Hearing Society, sign interpreters are now provided at stakeholder forums upon request. The requirement for accessible public meetings and materials has been integrated as policy into the approved Regional Official Plan.
Provision of Sign Language Interpreters at public meetings (upon request).	Informational, Communicational	Sensory	Public notice of meetings has been included in the Canadian Hearing Society newsletter. Through a partnership with the Canadian Hearing Society, sign interpreters are now provided at stakeholder forums, upon request.
Accessible public consultation centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational Technological	All	Using York Region's Accessible Meeting Guidelines as a guideline to assess the accessibility of public consultation centre, all current Public Consultation Centres are now accessible.
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	All	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.

Office of the Regional Chair / Office of the Chief Administrative Officer Department Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Public awareness for individual capacity for personal preparedness.	Communicational, Informational	All	An "Emergency Support Contact" pamphlet designed to assist people with disabilities to create a personal support network is now available. Information on personal emergency preparedness for people with disabilities continues to be distributed at various home shows and community fairs.
Awareness of the needs of people with disabilities during an emergency or disaster.	Policy/Practice	All	Members of the YRAAC participated in York Region's annual Emergency Exercise "Operation Strike Three". Members participated at two levels during the design phase and also observed the actual exercise.



Office of the Regional Chair / Office of the Chief Administrative Officer Department Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Review access to York Region information using social media technology.	Research the use of Quick Response (QR) barcode technology (a technology that allows you to transmit information to your phone by way of graphic barcoding) and other mobile device applications. Evaluate this tool as a means to increase accessibility for people with disabilities who access information about York Region using social media technology.	2012
Investigate access to York Region information using new Web 2.0 technology.	Research the use of Web 2.0 technology to transfer information from York Region's website to a personal mobile device.	2012
Wayfinding for people with cognitive or sensory disabilities at the Administrative Centre.	Research the possibility of developing a corporate standard for building signage that includes eliminating acronyms, use of standardized font for signs and use of new logo that is easy to read.	Complete
Review of Public Consultation Centres and stakeholder engagement forums.	Staff will continue to review the Public Consultation Centres and stakeholder engagement forums of accessibility.	Ongoing



Office of the Regional Chair / Office of the Chief Administrative Officer Department

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Helping People Live Independently						
Continue to increase awareness of the needs of people with disabilities during an emergency or disaster in emergency management exercises.	Policy/ Practice	All	Increased awareness of the needs of people with disabilities during an emergency or disaster.	Increase the participation of people with disabilities in emergency management exercises.	Exercises will be more inclusive of the needs of people with disabilities.	Ongoing
Continue to increase awareness of the needs of people with disabilities during an emergency or disaster in emergency management public education.	Communi- cational Techno- logical	All	Increased awareness of the needs of people with disabilities during an emergency or disaster.	Increase the participation of agencies supporting people with disabilities in emergency management public education.	Supporting agencies will be better informed on personal preparedness during emergencies for people with disabilities.	Ongoing
Inclusion of accessibility planning in new community developments with respect to transit and Regional streets.	Policy/ Practice	Physical	People with disabilities will gain reasonable access to all places and services in community developments.	The Regional Official Plan (ROP) was approved by the Province in 2010 which contained accessibility policies regarding new communities, transportation and transit. Accessibility policies will be included in Local Municipal Official Plans as part of the larger ROP municipal conformity exercise.	Increased accessibility in new community development policy.	Ongoing

Office of the Regional Chair / Office of the Chief Administrative Officer Department Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
As departmental lead, continue to provide support for the requirements of the Accessibility Standards for Customer Service Regulation under the AODA.	All	All	Increased capacity of staff, volunteers and agents working on York Region's behalf to serve customers with disabilities.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) to continue to implement the requirements of the Accessibility Standards for Customer Service Regulation and continue to act as a resource on best current customer service practices.	Successful ongoing implementation of the Accessibility Standards for Customer Service Regulation will result in better customer service to people with disabilities.	Ongoing
Access to information on www.york.ca .	Technological Communicational	Cognitive, Physical, Sensory	Customers will be able to access information on www.york.ca in an accessible manner that is faster and more user-friendly.	Web Portal personalization technology promotes accessibility to York Region information by allowing the user to customize their web interface to link directly to information that is personally relevant.	The success can be tracked through internal tracking software that shows the number of personalized sites initiated. Customers may also provide feedback through the technology.	2012

Office of the Regional Chair / Office of the Chief Administrative Officer Department Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Act as departmental lead for the corporate implementation of the Information and Communications Standard within the IASR under the AODA.	Policy/ Practice	All	Accessibility to the Region's information and communications will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to implement the requirements of the Information and Communications Standard within the IASR and report activities to senior management and Council.	York Region's information and communications will be more accessible to people with disabilities.	Ongoing
Provide emergency procedures, plans or public safety information that is prepared for the public in an accessible format, or with appropriate communication supports, upon request (IASR - Section 13).	Policy/ Practice	All	Enhanced communication, support and safety for people with disabilities in the event of an emergency.	As departmental lead for the Information and Communications Standard within the IASR, implement a process to provide emergency information that is prepared for the public in accessible formats as outlines in Section 13 of the IASR under the AODA.	Process to provide emergency information that is prepared for the public in accessible formats, upon request, to be in place by the required compliance date of January 1, 2012.	January 1, 2012
Act as departmental lead for the corporate implementation of the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 under the Information and Communications Standard with the IASR under the AODA.	Policy/ Practice, Technological	All	Accessibility to the Region's website and web content will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to implement the requirements of the Information and Communications Standard within the IASR and report activities to senior management and Council.	Increased access for people with disabilities to York Region's website and web content and achieved compliance with the requirement under the IASR.	January 1, 2014 January 1, 2021

Office of the Regional Chair / Office of the Chief Administrative Officer Department Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Public awareness for individual capacity for personal preparedness during an emergency or disaster.	Communicational, Informational	All	Increased awareness of individual capacity for personal preparedness to increase resilience in the event of an emergency or disaster.	Update the York Region Emergency Preparedness Guide Book to incorporate additional information on personal preparedness for people with disabilities.	People with disabilities will be better prepared for emergency situations.	Complete
Accessibility of www.investinyork.ca website.	Informational, Physical, Technological	Sensory	People with sensory disabilities will have greater access to the website.	Incorporate adjustable font size option and maximize contrast in font and background colours.	Increased use by people with sensory disabilities.	Ongoing
Accessibility to Geomatics maps and products.	Informational, Physical, Technological	Sensory	Enhanced geomatics products that are more easily accessible by people with sensory disabilities.	Provide scroll-over option to allow text-to-speech functionality on yrGeo icons, buttons and links. Maps created in Adobe Acrobat 7.0 that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards. Enhanced cartography improves the readability of map features. Use of Flash animation and help videos will enhance accessibility for people with cognitive and learning disabilities. Highly optimized web views are designed for users to zoom to scales that assists users to view geographic information at levels of readability.	Continuous incorporation of practices in the development of all new products.	Ongoing

Office of the Regional Chair / Office of the Chief Administrative Officer Department Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making it Easier to Participate in Regional Government						
Provision of Sign Language Interpreters at public meetings, upon request.	Informational, Communicational	Sensory	People with sensory disabilities will have reasonable access to public consultation meetings in order to be actively involved members of the public.	Continue a partnership with Canadian Hearing Society at public meetings to provide Sign Language Interpreters, upon request.	Increased participation of people with sensory disabilities in public meetings.	Ongoing
Accessible public consultation centres and stakeholder engagement forums.	Physical, Architectural, Informational	All	People with disabilities will have reasonable access to public consultation meetings in order to be actively involved members of the public.	York Region's Accessible Meeting Guidelines will continue to be used as a guideline to assess accessibility of new public consultation centres.	Increased participation by people with disabilities in public meetings.	Ongoing





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YORK REGION
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WHEELCHAIR

VIVA

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BMT-925

Transportation and Community Planning

Departmental Overview

Environmental Scan

The rapid growth projected in The Regional Municipality of York requires a transportation system that preserves the environment, enhances the Region's economic viability, seamlessly integrating with new and existing developments, while offering safe, reliable and accessible travel choices for all users. Our focus is on enhancing our ability to provide long-term transportation and community planning support for our growing communities through the delivery of public transit, the maintenance and building of roads and with the optimization of our traffic systems.

Our Customers

Our customers include all users of the Region's transportation system including pedestrians, cyclists, transit users and drivers. Providing safe and barrier-free access to transportation options contributes to residents' quality of life, as well as the overall health of communities across the Region. With the help of residents and community partners, Transportation and Community Planning will continue to break down barriers and increase ease-of-use for all.

Accessibility Statement

Transportation and Community Planning is committed to planning and operating a transportation system that is safe and accessible for users of all ages and abilities, while protecting the natural and cultural heritage of local communities.

Transportation and Community Planning

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Alternative learning tools to access YRT/Viva Services.	Informa- tional	All	To enhance accessibility for people with all disability types, a video that includes closed captioning and descriptive video illustrating how to use YRT/Viva services has been produced and distributed to all travel training partners. The video was launched August 2011 and will be part of the redesign of the YRT/Viva website. The video will also be used by YRT/Viva contractors for bus operator training purposes to increase awareness about the needs of customers with disabilities. The Department will be updating the video to include information about PRESTO.
Making It Easier to Move Around the Region			
Review Accessible Pedestrian Signal installation policy to ensure it aligns with the proposed Accessible Built Environment Standard under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) and Transportation Association of Canada's "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals".	Commu- nicational, Physical	Sensory	Interjurisdictional research conducted on best practices for aligning the proposed Accessible Built Environment Standard under the AODA and the "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals" is complete. Transportation Services has undertaken a pilot project to permit the installation of audible signals that have been requested from the public and/or agencies. A presentation on the status of APS installation in the Region was made to the YRAAC at the September 28, 2011 meeting. A Report to Council recommending options for installation of APS to follow.
Connectivity of accessible bus routes.	Physical, In- formational	Physical	In consultation with YRT Service Planning, Operations and Facilities, nearly 40 per cent of YRT/Viva routes have been designated as accessible, providing travel connectivity through the Region. For a route to be considered accessible, 100 per cent of the fleet and over 50 per cent of the bus stops must be accessible on the route. More routes are expected to be designated as accessible.

Transportation and Community Planning

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making It Easier to Move Around the Region			
Pedestrian signal timing at specific locations.	Technological	Physical, Sensory	Using feedback from YRT Travel Training partners and residents, the time allotted to cross at approximately 50 intersections has been reviewed and adjusted, improving access and safety.
Audible pedestrian signals.	Technological	Sensory	Five intersections across the Region have been upgraded with Accessible Pedestrian Signals (APS).
Lack of accessible bus stop locations.	Physical	Physical, Sensory	As of October 2010, 717 bus stops have been constructed to meet YRT bus stop accessible standards. Another 83 bus stops are expected to be constructed, increasing the number of accessible stops in York Region.
Accessibility of terminal platform signage and on-street bus stop signage.	Informational, Communica- tional	Sensory	In preparation for the installation of the Variable Message System (VMS), civil and electrical work has been completed. Over 75 per cent of the 1,500 bus stops have been updated, with the remaining to be completed by early 2012.
Increase percentage of fleet accessibility.	Physical	Physical	As of October 2010, 98 per cent of YRT/Viva fleet is accessible. This is an increase of 4 per cent from 2009.
Web based trip booking system.	Technological	All	The web based trip booking system is now functional, providing customers with the ability to book trips at their convenience (24/7) using YRT Mobility Plus website.

Transportation and Community Planning

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Accessibility of York Regional Forest trails.	Physical	Physical, Sensory	A 1 km accessible forest trail has been completed and is now open (Sept 20, 2010) in the Hollidge Tract located in Town of Whitchurch-Stouffville. The trail provides a unique nature experience for all including people using mobility devices.
YRT Website.	Technological	Sensory	The newly designed YRT/Viva website was launched August 2011 and conforms with the W3C WCAG 2.0 - Level AA as prescribed in the Integrated Accessibility Standards Regulation (IASR) under the AODA. This is expected to increase the ease of use for customers with low vision.
Act as departmental lead for the corporate implementation of the requirements of the Transportation standard within the IASR under the AODA.	Policy/Practice	All	As the departmental lead for the corporate implementation of the Transportation standard within the IASR under the AODA, YRT/VIVA is in a good position to meet many of the requirements included in the IASR under the AODA.
Accessible transit ticket agent locations.	Architectural	All	Forty-three YRT/Viva ticket agent locations have been identified as operating on a wheelchair accessible property. These facilities have been listed on the YRT website using the universal accessible symbol.
Changing Attitudes and Raising Awareness			
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Attitudinal	All	Departmental policies and practices have been reviewed against the Corporate Accessible Customer Service Policy to ensure incorporation of the Accessible Customer Service Policy into specific departmental policies and procedures.

Transportation and Community Planning

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Helping People Live Independently		
myRide Travel Training Program.	Investigate the possibility of expanding the travel training program to include pedestrian safety by including materials to educate people with disabilities on how to use Accessible Pedestrian Signals (APS) and zebra crossings.	2012
Making It Easier to Move Around the Region		
Winter Maintenance.	Investigate the coordination of operations between municipalities to look at ways to improve snow clearance between sidewalk and roadways to increase accessibility during winter weather.	2012
Rapid Co (Viva Next).	Identify potential barriers to accessibility and address them by using the Transportation standard within the IASR under the AODA as a guideline.	Complete
YRT/Viva Buses.	Work with the York Region Accessibility Advisory Committee (YRAAC) to conduct an accessibility review of the new YRT/Viva buses for future accessibility enhancements.	Complete
PRESTO Launch.	Monitor customer feedback regarding the accessibility of PRESTO and investigate opportunities to increase accessibility.	Complete



Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making It Easier to Move Around the Region						
Increase percentage of fleet accessibility.	Physical	Physical	Access to YRT/Viva services will be increased.	Replace the remaining non-accessible fleet with new low floor accessible buses.	100 per cent accessible future fleet procurement.	Complete
Accessibility of walkways and transit stops.	Physical	All	Increased access to sidewalk and transit stops on Regional corridors and transit routes.	Construct walkways linking neighborhoods adjacent to Regional corridors providing a link for residents to have access to sidewalk and bus stops providing minimal distance to travel in order to access the bus stop.	Number of sidewalk connection improvements.	Ongoing
Making Regional Services More Accessible						
Act as departmental lead for the corporate implementation of the Transportation standard within the IASR under the AODA.	Policy/ Practice	Other	Accessibility to the Region's conventional and specialized transportation services will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to implement the requirements of the Transportation standard within the IASR and to report activities to senior management and Council.	Identify areas that need to be addressed through AODA, informing staff of legislation and responding to requests from Community and Health Services in a timely manner.	Ongoing

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Develop a transportation-specific accessibility plan to meet the requirements of the IASR under the AODA (Sections 41, 42 and 43).	Policy/ Practice	All	Accessibility to the Region's conventional and specialized transportation services will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a transportation-specific accessibility plan that meets the requirements of the IASR under the AODA.	The transportation-specific accessibility planning requirements of the IASR will be met by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'non-functioning accessibility equipment' requirement of the IASR under the AODA (Section 35).	Physical	All	In the event that equipment on a vehicle is non functioning and/or equivalent service cannot be provided as soon as practicable, the Region's conventional and specialized transportation services will take the necessary steps to accommodate people with disabilities.	Standards and policies are already in place regarding non-functioning accessibility equipment. Vehicle checks for cleanliness, operation and amenities are completed by operators before buses leave for service. Contractors currently train operators on this process and a training document is being developed.	Achieved compliance with IASR Section 35 by the July 1, 2011 compliance date.	July 1, 2011 Complete

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'transition, existing vehicles' requirement of the IASR under the AODA (Section 40).	Physical	All	Modifications made to a portion of a regional conventional transportation services vehicle that was within the fleet as of July 1, 2011, will ensure that the vehicle meet the accessibility requirements of the IASR (sections 53 to 62), providing the modifications affect accessibility and will not affect the structural integrity of the vehicle.	Current bus procurement requirements meet the IASR accessibility standards. Preferences for modifications to the existing fleet will be determined in consultation with the YRAAC.	Achieved compliance with IASR Section 40 by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'fares' requirement of the of the IASR under the AODA (Section 46(1)).	Policy/ Practice	All	People with disabilities using conventional transportation will not be charged a higher fare than a person without a disability, however they may be charged a lesser fare.	Existing fare policy ensures that persons with disabilities are not charged a higher fare than the fare charged to a person without a disability.	Achieved compliance with IASR Section 46(1) by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'storage of mobility aids' requirement of the IASR under the AODA (Section 48 (4)).	Policy/ Practice	All	People with disabilities using conventional transportation will not be charged a fee for the storage of a mobility aid or mobility assistive device.	The existing YRT/Viva fare structure ensure that people with disabilities are not charged for the storage of mobility devices.	Achieved compliance with IASR Section 48 (4) by the July 1, 2011 compliance date.	July 1, 2011 Complete

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'pre-boarding announcements' requirement of the IASR under the AODA (Section 51 (1)).	Informational	All	People with disabilities using conventional transportation will, on request, have access to pre-boarding verbal announcements of the route, direction, destination or next major stop.	Conventional transportation service operators will provide pre-boarding announcements, upon request.	Achieved compliance with IASR Section 51 (1) by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'on-board announcements' requirement of the IASR under the AODA (Section 52 (1)).	Informational	All	People with disabilities using conventional transportation will have access to audible verbal announcements of all destination points or available route stops while the vehicle is on route or while the vehicle is being operated.	Automated audible stop announcement systems are in place onboard vehicles.	Achieved compliance with IASR Section 40 by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'grab bars' requirement of the IASR under the AODA (Section 53 (6)).	Physical	All	People with disabilities using conventional transportation will have access to vehicles equipped with grab bars, handholds, handrails or stanchions that are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed. This does not apply if the installation of such would impair the structural integrity of the vehicle.	All buses feature grab bars and stanchions throughout the vehicle to assist people with disabilities.	Achieved compliance with IASR Section 53 (6) by the July 1, 2011 compliance date.	July 1, 2011 Complete

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'floors and carpeted surfaces' requirement of the IASR under the AODA (Section 54 (4)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have floors that produce a minimal glare and are slip resistant; and that any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.	All vehicle flooring is slip resistant and produces minimal glare.	Achieved compliance with IASR Section 54 (4) by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'allocated mobility aid' requirement of the IASR under the AODA (Section 55 (5)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have two or more allocated mobility aid spaces and are equipped, as appropriate, with securement devices.	YRT and Viva vehicles are equipped with two allocated mobility aid spaces.	Achieved compliance with IASR Section 55 (5) by the July 1, 2011 compliance date.	July 1, 2011 Complete



Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'stop-requests and emergency response controls' requirement within the IASR under the AODA (Section 56 (5)).	Physical	All	People with disabilities using conventional transportation services will have access to transportation vehicles that are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.	YRT and Viva vehicles are equipped with accessible stop requests located throughout the vehicle.	Achieved compliance with IASR Section 56 (5) by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'lighting features' requirement within the IASR under the AODA (Section 57 (5)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.	YRT and Viva vehicles are equipped with adequate lighting at all passenger access doors.	Achieved compliance with IASR Section 57 (5) by the July 1, 2011 compliance date.	July 1, 2011 Complete

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'signage' requirement within the IASR under the AODA (Section 58 (5)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that display the route or direction of the transportation vehicle or its destination or next major stop.	YRT and Viva vehicles are equipped with vehicle signage that is consistently located, glare free, high contrast and visible at the passenger boarding point.	Achieved compliance with IASR Section 58 (5) by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'lifting device, etc' requirement within the IASR under the AODA (Section 59 (4)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that each of them has: - a colour strip that runs its full width marking the bottom edge and that is high-colour-contrasted with its background to assist with visual recognition; - a slip resistant platform surface; and - raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.	YRT and Viva vehicles are equipped with lifting devices and the appropriate safety features.	Achieved compliance with IASR Section 59 (4) by the July 1, 2011 compliance date.	July 1, 2011 Complete

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'steps' requirement within the IASR under the AODA (Section 60 (5)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with steps that are marked by a colour strip that is high colour-contrasted and has a surface that is slip resistant and produces minimal glare.	YRT and Viva vehicles are equipped with steps that are uniform and outfitted with the appropriate safety features.	Achieved compliance with IASR Section 40 by the July 1, 2011 compliance date.	July 1, 2011 Complete
Comply with the 'indicators and alarms' requirement within the IASR under the AODA (Section 61 (7)).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.	YRT and Viva vehicles are equipped with ramps that have a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.	Achieved compliance with IASR Section 61 (7) by the July 1, 2011 compliance date.	July 1, 2011 Complete

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'origin to destination services' requirement within the IASR under the AODA (Section 68).	Physical	All	People with disabilities using specialized transportation services will have access to origin to destination services that takes into account the abilities of its passengers and that accommodates their abilities; and provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities.	Mobility Plus will provide a range of services that takes into account the abilities of its passengers and that accommodates their abilities.	Achieved compliance with IASR Section 68 by the July 1, 2011 compliance date. Compliant with the Regulation.	July 1, 2011 Complete
Comply with the 'accessible websites and content' requirement within the IASR under the AODA (Section 14 (5)).	Informational	All	Access to YRT and Mobility Plus' website will be enhanced for people with disabilities.	YRT and Mobility Plus released a new website that conforms to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG).	Achieved compliance with IASR Section 14 (5) August, 2011.	January 1, 2012

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'availability of information on accessibility equipment, etc' requirement within the IASR under the AODA (Section 34).	Informational	All	People with disabilities using conventional and specialized transportation services will have access to current information on accessibility equipment and features of their vehicles, routes and services.	All conventional transportation and specialized transportation service providers will make available to the public current information on accessibility equipment and features of their vehicles, routes and services in an accessible format.	Achieved compliance with IASR Section 34 August, 2011.	January 1, 2012
Comply with the 'emergency preparedness and response policies' requirement within the IASR under the AODA (Section 37).	Communicational	All	People with disabilities and the public will have access to information regarding emergency preparedness and response policies for conventional and specialized transportation service providers.	Emergency evacuation procedures that outline how operators are to help people with disabilities evacuate vehicles and handle emergency situations are currently in place.	Achieved compliance with IASR Section 37 on or before January 1, 2012.	January 1, 2012

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'general responsibilities, conventional transportation service providers' requirement within the IASR under the AODA (Section 44).	Physical	All	People with disabilities using conventional transportation services will have access to; lifting devices, ramps or portable bridge plates that deploy, upon request;adequate time to safely board, be secured and deboard transportation vehicles with assistance, upon request, assistance with the safe and careful storage of mobility aids or mobility assistive; and ability to travel with a medical aid.	Conventional transportation service drivers will be trained on the requirements set out in Section 44 of the IASR.	Achieved compliance with IASR Section 44 by the January 1, 2012 compliance date.	January 1, 2012
Comply with the 'transit stops, conventional transportation service provider' requirement within the IASR under the AODA (Section 47).	Physical	All	People with disabilities using conventional transportation services will be able to board or deboard a transportation vehicle at the closest available safe location, as determined by the operator, that is not an official stop, if the official stop is not accessible and the safe location is along the same transit route.	Existing operating protocol states that operators will take passenger(s) to the next safe or accessible stop, however, not another location. This will need to be expanded by adding parameters and developing a process.	Achieved compliance with IASR Section 47 by the compliance date of January 1, 2012.	January 1, 2012

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'storage of mobility aids, conventional transportation service provider' requirement within the IASR under the AODA (Section 48).	Physical	All	Improved and safe storage of mobility aids and mobility assistive devices used by people with disabilities on conventional transportation services.	Conventional transportation service operators will be trained on the safe and secure storage of mobility aids and mobility assistive devices used by people with disabilities.	Achieved compliance with IASR Section 48.	January 1, 2012
Comply with the 'courtesy seating, conventional transportation service provider' requirement within the IASR under the AODA (Section 49).	Physical	All	People with disabilities using conventional transportation services will have access to courtesy seating.	The department will develop and implement a communication strategy designed to inform the public about the purpose of courtesy seating.	Achieved compliance with IASR Section 49.	January 1, 2012
Comply with the 'companions and children, specialized transportation service provider' requirement within the IASR under the AODA (Section 74).	Policy/ Practice	All	People with disabilities using specialized transportation services will be able to travel with a companion, provided the availability of space or with a dependant, provided the child has the appropriate restraint securement system and equipment.	Policy allowing support persons and dependants to travel on Mobility Plus with a person with a disability is in place.	Achieved compliance with IASR Section 74.	January 1, 2012

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Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'establishment of accessibility policies' requirement within the IASR under the AODA (Section 3).	Policy/ Practice	All	Ensure a statement of organization commitment to meeting the needs of persons with disabilities in a timely manner is provided.	Develop and implement policies governing the achievement of compliance with this regulation.	Achieved compliance with IASR Section 3 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'accessibility plans' requirement within the IASR under the AODA (Section 4).	Policy/ Practice	All	Accessibility to the programs, services and facilities provided by York Region Transit will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a multi-year accessibility plan that meets the requirements of the IASR under the AODA.	Achieved compliance with IASR Section 4 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'procuring or acquiring goods, services or facilities' requirement within the IASR under the AODA (Section 5).	Policy/ Practice	All	Accessibility to goods, services and facilities operated by York Region Transit will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of goods, services or facilities as outlined in Section 5 of the IASR under the AODA.	Achieved compliance with IASR Section 5 by the January 1, 2013 compliance date.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'self-service kiosks' requirement within the IASR under the AODA (Section 6).	Technological, Informational	All	Accessibility to self-service kiosks operated by York Region Transit will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of self-service kiosks, as outlines in Section 6 of the IASR under the AODA.	Achieved compliance with IASR Section 6 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'accessibility plans, conventional transportation services' requirement within the IASR under the AODA (Section 41).	Policy/ Practice	All	The process for managing, evaluating and taking action on customer feedback provided by people with disabilities using conventional transportation services will be improved.	Develop and implement a process for managing, evaluating and taking action on customer feedback.	Achieved compliance with IASR Section 41 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'accessibility plans, specialized transportation services' requirement within the IASR under the AODA (Section 42).	Policy/ Practice	All	People with disabilities using specialized transportation will have greater access to services.	Mobility Plus will identify the demand for their services and develop a process to reduce wait times for specialized transportation.	Achieved compliance with IASR Section 42 by the January 1, 2013 compliance date.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'accessibility plans, conventional and specialized transportation services' requirement within the IASR under the AODA (Section 43).	Policy/ Practice	All	Procedures for dealing with accessibility equipment failures on conventional and specialized transportation services will be improved for people with disabilities.	YRT and Mobility Plus will develop a procedure that identifies the required procedure with respect to vehicle repairs as a result of accessibility equipment failures.	Achieved compliance with IASR Section 43 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'service disruptions' requirement within the IASR under the AODA (Section 50).	Communication	All	People with disabilities using conventional transportation services will be provided with an alternative accessible arrangement in the event of a service disruption and the information regarding the disruption will be provided in a manner that takes into account the person's disability.	In the event of a service disruption that is known in advance, alternate accessible arrangements will be provided and the information on the alternate arrangement will be communicated publicly and in a manner that is accessible.	Achieved compliance with IASR Section 50 by the January 1, 2013 compliance date.	January 1, 2013



Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'requirements re: grab bars, etc.' requirement within the IASR under the AODA (Section 53).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles equipped with grab bars, handholds, hand rails or stanchions that are accessible from ground level and are mounted so that they are inside the vehicle when the doors are closed. This requirement does not apply if the installation would impair the structural integrity of the vehicle.	All buses feature grab bars and stanchions throughout the vehicle to assist people with disabilities.	Achieved compliance with IASR Section 53 by the compliance date of January 1, 2013.	January 1, 2013
Comply with the 'floors and carpeted surfaces' requirement of the IASR under the AODA (Section 54).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have floors that produce a minimal glare and are slip resistant; and that any carpeted surfaces have a low, firm and level pile or loop and are securely fastened.	All vehicle flooring is slip resistant and produces minimal glare.	Achieved compliance with IASR Section 54 by the compliance date of January 1, 2013.	January 1, 2013

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Barriers That Will Be Addressed for 2011/2012

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Making Regional Services More Accessible						
Comply with the 'allocated mobility aid ' requirement of the IASR under the AODA (Section 55).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have two or more allocated mobility aid spaces and are equipped as appropriate, with securement devices.	YRT and Viva vehicles are equipped with two allocated mobility aid spaces.	Achieved compliance with IASR Section 55 by the compliance date of January 1, 2013.	January 1, 2013
Comply with the 'stop-requests and emergency response controls' requirement within the IASR under the AODA (Section 56).	Physical	All	People with disabilities using conventional transportation services will have access to transportation vehicles that are equipped with accessible stop-requests and emergency response controls that are located throughout the transportation vehicle, including places within reach of allocated mobility aid spaces and courtesy seating locations.	YRT and Viva vehicles are equipped with accessible stop requests located throughout the vehicle.	Achieved compliance with IASR Section 56.	January 1, 2013



Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'lighting features' requirement within the IASR under the AODA (Section 57).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with lights above or beside each passenger access door that are constantly lit when the door is open and that illuminate the lifting device, ramp, portable bridge plate or step nosings, as the case may be.	YRT and Viva vehicles are equipped with adequate lighting at all passenger access doors.	Achieved compliance with IASR Section 57 by the compliance date of January 1, 2013.	January 1, 2013
Comply with the 'signage' requirement within the IASR under the AODA (Section 58).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that display the route or direction of the transportation vehicle or its destination or next major stop.	YRT and Viva vehicles are equipped with vehicle signage that is consistently located, glare free, high contrast and visible at the passenger boarding point.	Achieved compliance with IASR Section 58 by the compliance date of January 1, 2013.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'lifting device, etc.' requirement within the IASR under the AODA (Section 59).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with lifting devices, ramps or portable bridge plates and that each of them has: - a colour strip that runs it; - a slip resistant platform surface; - and raised edges of sufficient height to prevent a mobility aid from rolling off the edge of the ramp during the boarding or de-boarding of passengers.	YRT and Viva vehicles are equipped with lifting devices and the appropriate safety features.	Achieved compliance with IASR Section 59 by the compliance date of January 1, 2013.	January 1, 2013
Comply with the 'steps' requirement within the IASR under the AODA (Section 60).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that are equipped with steps that are marked by a colour strip that is high colour-contrasted and has a surface that is slip resistant and produces minimal glare.	YRT and Viva vehicles are equipped with steps that are uniform and outfitted with the appropriate safety features.	Achieved compliance with IASR Section 60.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'indicators and alarms' requirement within the IASR under the AODA (Section 61).	Physical	All	People with disabilities using conventional transportation services will have access to vehicles that have a ramp, lifting device or a kneeling function, each of them is equipped with a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.	YRT and Viva vehicles are equipped with ramps that have a visual warning lamp indicator mounted on the exterior near the mobility aid accessible door and with an audible warning alarm.	Achieved compliance with IASR Section 61 by the compliance date of January 1, 2013.	January 1, 2013
Comply with the 'fare parity' requirement within the IASR under the AODA (Section 66).	Policy/ Practice	All	People with disabilities using specialized transportation services will not be charged a higher fare than those using conventional transportation in the same jurisdiction.	Develop and implement the same fare structure for conventional and specialized transportation services.	Achieved compliance with IASR Section 66 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'visitors' requirement within the IASR under the AODA (Section 67).	Policy/ Practice	All	People with disabilities from other jurisdictions will have access to specialized transportation services	Develop and implement a policy that allows visitors (who qualify in their own jurisdiction or who meet the services eligibility requirements) to travel on specialized transportation.	Achieved compliance with IASR Section 67 by the January 1, 2013 compliance date.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Comply with the 'co-ordinated service' requirement within the IASR under the AODA (Section 69).	Policy/ Practice	All	People with disabilities using specialized transportation services are able to travel between jurisdictions.	Develop and implement a policy that specialized transit providers in adjacent municipalities facilitate transfers for passengers traveling across jurisdictions.	Achieved compliance with IASR Section 69 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'hours of service' requirement within the IASR under the AODA (Section 70).	Policy/ Practice	All	People with disabilities using specialized transportation services will have access to specialized transit during the same hours of conventional transportation services.	Develop and implement policy that hours of service for specialized are consistent with those for conventional transit service.	Achieved compliance with IASR Section 70 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'service delays' requirement within the IASR under the AODA (Section 73).	Com-munica-tional	All	People with disabilities using specialized transportation services will be notified, by an agreed upon method, of any delay in service of greater than 30 minutes.	Develop and implement policy that specialized service providers advise customers of any delay in service greater than 30 minutes.	Achieved compliance with IASR Section 73 by the January 1, 2013 compliance date.	January 1, 2013
Comply with the 'duties of municipalities, general' requirement within the IASR under the AODA (Section 78).	Infor-ma-tional	All	People with disabilities will have access to more accessible bus stops and shelters.	Develop and implement a design criteria for the construction, renovation or replacement of bus stops and shelters in consultation with the York Region Accessibility Advisory Committee and the public.	Achieved compliance with IASR Section 78 by the January 1, 2013 compliance date.	January 1, 2013

Transportation and Community Planning

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Accessible transit ticket agent locations.	Physical	Physical	Customers using mobility devices will have greater access to transit ticket locations in the Region.	Site accessibility will be included as a mandatory requirement in order for a new vendor to be eligible to sell transit tickets and passes.	Greater number of accessible transit ticket agent locations for people with disabilities.	Ongoing
Changing Attitudes and Raising Awareness						
myRide e-newsletter.	All	All	Greater access to information about the benefits of the travel training program.	Develop and launch a bi-annual electronic newsletter to inform community partners and stakeholders about the benefits of York Region's Travel Training program on how to move around the Region using YRT/Viva.	Increased use of the travel training program by people with disabilities.	Complete
Enhanced staff awareness of topics relating to people with disabilities.	Attitudinal	All	Improved understanding by staff about topics relating to people with disabilities.	Present four lunch-and-learn sessions for departmental staff regarding accessibility.	Increased level of awareness amongst staff about people with disabilities.	Complete
Enhanced education about YRT/ Viva services.	Informational	All	Greater awareness of YRT/Viva services by community agencies who provide services to people with disabilities.	Provide information and related resources to community agencies about services offered by YRT/Viva.	Enhanced knowledge of YRT/Viva services by community agencies who provide services to people with disabilities.	Ongoing



York Regional Police

Departmental Overview

Environmental Scan

York Regional Police proudly serves a diverse community through the efforts of 1,433 officers and 520 civilian members. The department maintains headquarters in Newmarket and support facilities in Vaughan, Richmond Hill, Markham, Newmarket, Georgina and Aurora, delivering community based policing, investigative and specialized services to both urban and rural communities. As the region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of our residents. People with disabilities are an increasing proportion of the population we serve. Police officers increasingly interact with persons with disabilities and as such, require increasing awareness of the diverse needs within the communities that they serve. York Regional Police continues to consider accessibility planning a significant component when reviewing and developing new programs and services. In 2012, we will continue to identify, remove and prevent barriers to accessibility and work towards implementation of the Integrated Accessibility Standards Regulation (IASR) under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Our Customers

The customers of York Regional Police are all citizens, businesses and visitors to York Region, victims, suspects, witnesses and perpetrators of crime. Our partnerships include Regional and Municipal councils, Regional departments, the judiciary and corrections, policing partners (other police services, by-law enforcement, CISO, Interpol, etc.), public agencies and human service providers (school boards, fire services, emergency medical services, etc.), and a multitude of community agencies and groups, amongst others. In 2010 we created the Persons with Disability Safety Unit which offers crime prevention education to people with disabilities living in York Region ranging from personal safety to home security. The Community Safety Village offers educational programs to students with disabilities in the areas of pedestrian safety, internet safety and safety within their home related to fire safety.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to persons with disabilities requiring policing services, regardless of the event(s) giving rise to the need for interaction. Education, outreach programs, communication strategies, human resource practices and criminal investigations will all be reviewed as a precursor to implementing necessary changes that reflect our desire to better serve the public. We work in partnership with service agencies and community based groups who work with persons with disabilities to raise awareness amongst our members. We will continue to enhance the accessibility of our programs and services through building community and regional partnerships and by increasing our awareness of the needs of people with disabilities, so that we can better respond to their needs and promote a safe, secure and healthy community.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making It Easier to Move Around the Region			
Accessibility of York Regional Police (YRP) facilities being modified and constructed.	Architectural	All	Plans for the new York Regional Police Central Services Building were reviewed by an Accessibility Consultant to ensure accessibility measures were included.
Accessibility of current York Regional Police (YRP) facilities.	Architectural	All	Plans are in place to conduct an audit of YRP facilities to identify accessibility upgrades that can be made in the future.
Making Regional Services More Accessible			
Access to (intranet) corporate member website.	Technological	Sensory	During the redesign of the intranet site, barriers to accessibility were identified and will be addressed.
Awareness of TTY (teletypewriter) availability at Districts.	Communicational, Technological	Sensory	Plans are in place to publicize the availability of TTY devices through the Corporate website, brochures and public presentations.
Personal communication devices for use by people who are deaf, deafened or hard of hearing.	Communicational, Technological	Sensory	Plans are in place to research the possibility of having portable TTY devices available for use at district locations by people who are deaf, deafened or hard of hearing.
Personal safety and home security for people with disabilities.	Policy/ Practice	All	The <i>Persons with Disability Safety Unit</i> offers crime prevention presentations on the Project Lifesaver Program and safety planning to members of the public. The Unit delivered over 53 presentations.
Ability to contact police regarding non-emergency matters for individuals who are deaf, deafened or hard of hearing.	Technological	Sensory	NexTalk is in place at all five Districts. This system allows members of the public who are deaf, deafened or hard of hearing to contact police for non-emergent matters.
Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	The surface at the Community Safety Village playground has been changed from a pea-stone surface to a rubberized surface allowing greater access for children who use mobility devices.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Access to public washrooms and community rooms at the districts.	Physical	Physical	To enhance access for people with physical disabilities, plans are in place to replace existing door knobs with lever action handles. Automatic doors will also be installed in public washrooms and community rooms at the districts.
Access to front desks at the districts.	Physical	Physical	Desks at each district will be lowered. If necessary, new desks that allow sections to be lowered will be installed.
Need for greater accessibility at public entrance to Headquarters' reception area.	Physical	Physical	An automatic door opener will be installed in the Headquarters' reception entrance from the Region side to Police side.
Access to elevator at YRP Headquarters.	Technological	Sensory, Physical	Brighter lighting, hands free phone and Elevoice (a voice activated floor announcement system) will be installed in the elevators at YRP Headquarters.
Meetings and events are not easily accessible for all.	All	All	Plans are in place to create a resource list of accessibility services for use when planning meetings or events.
Access to educational programs for children with disabilities.	Policy/Practice	All	389 children with disabilities participated in education programs at the Community Safety Village in 2010. These programs include pedestrian safety, internet safety and fire safety within the home.
Inclusion of people with disabilities into York Regional Police's business planning process.	Informational, Communica- tional	All	Eight organizations that represent people with disabilities participated in the business planning process including the Canadian Hearing Society, Learning Disabilities Association of York Region and York Support Services Network.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Fire alarm at the Community Safety Village.	Physical	Sensory	Plans are in place to install an exterior audible alarm strobe light in the vicinity of the rear entrance at the Community Safety Village to ensure that people who are deaf, deafened or hard of hearing do not enter the building during a fire.
Changing Attitudes and Raising Awareness			
Incorporate the organization's Accessible Customer Service Policy into specific policies and practices.	Attitudinal	All	Departmental policies, practices and procedures have been reviewed against YRP's Accessible Customer Service procedure to ensure incorporation of YRP's Accessible Customer Service procedure into specific departmental policies and procedures.
Lack of information for specialized police units where vision loss may be a concern as a result of potential workplace exposure.	Informational	Sensory	Plans are underway to host a workshop on eye safety in the workplace with CNIB.
More diverse participation of community agencies that serve people with disabilities in the Recruit Community Insight Program.	Attitudinal	All	Five agencies that serve people with disabilities currently participate in the Recruit Community Insight Program. In the future YRP will look for opportunities to invite individuals, people with disabilities, agencies and groups who serve people with disabilities to speak to all members.
Accessibility awareness among employees of YRP.	All	All	Members from YRP participated in National Access Awareness activities, creating greater staff sensitivity and awareness about working and serving people with disabilities.
YRP employees' knowledge of the <i>Ontarians with Disabilities Act, 2001</i> (ODA) and <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) legislation.	Attitudinal, Informational	All	An electronic resource library is now available on the employee intranet. The library contains information on the ODA and the accessibility standards under the AODA.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Hiring and volunteer selection processes.	All	All	An Human Resource (HR) Recruitment Coordinator position was created to oversee the Community Living Program. This Program resulted in the hiring of two individuals with intellectual disabilities. The hiring of a dedicated Coordinator ensures continued success of this program.
To meet the requirements of the Accessibility Standards for Customer Service Regulation under the AODA, all YRP employees and volunteers will receive additional accessible customer service training.	All	All	All sworn and civilian members of York Regional Police viewed the training DVD at annual requalification. In 2011, new members were required to view the DVD through an on-line training portal.
Awareness of mental health related issues in the workplace.	Attitudinal, Physical	Mental Illness	A trainer from Canadian Mental Health Association's (CMHA) "Mental Health Works" presented to Senior Officers and Civilian Managers on how to identify and address mental health related issues in the workplace.
Staff access to resources and information regarding physical disabilities, mental illness and learning disabilities.	Attitudinal, Informational	All	Plans are in place to add more information on physical disabilities, mental illness and learning disabilities to the existing online resource library.
Knowledge of resources and organizations available to parents of children with disabilities.	Informational	All	In partnership with the Children's Treatment Network of York Region, over 300 parents and their children attended the May 2010 Accessibility Fair at the Community Safety Village.

York Regional Police

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Helping People Live Independently		
Accessibility of current York Regional Police facilities.	Staff will review existing facilities to determine where accessibility upgrades are needed.	2012
Making Regional Services More Accessible		
Awareness of TTY availability at Districts.	Publicize TTY availability via corporate website, brochures and public presentations.	2012
Personal TTY communication devices for use by people who are deaf, deafened or hard of hearing.	Research possibility of having portable TTY devices available at all 5 District locations for use by people who are deaf, deafened or hard of hearing.	2012
Lack of information regarding the American Sign Language Skills (ASL) of YRP members.	Review and identify ASL skills of YRP members who could be placed in the internal language skills database.	2012
Changing Attitudes and Raising Awareness		
Employment opportunities for people with intellectual disabilities.	HR Recruitment Coordinator to assess the feasibility of expanding the Community Living Program to provide additional employment opportunities.	2012



York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Access to public washrooms and community rooms at Districts.	Physical	Physical	Renovations will allow for easier access for people with disabilities.	Replace the door handles with lever action handles at all District public washrooms and community room entrances. Install automatic door openers on the public washrooms.	District facilities will be more accessible for people with disabilities.	2012
Access to front desks at the Districts.	Physical	Physical	Renovations will allow for easier access for people with a disability.	Renovate the front desks at each District by lowering sections of the existing desks or installing new desks where applicable.	Lower front desks will result in easier access for people with disabilities.	2012
Need for greater accessibility at public entrance to Headquarters (H.Q.) reception area.	Physical	Physical	Renovations will allow for easier access for people with a disability.	Install automatic door openers at H.Q. Reception entrance from Police side to Region side.	H.Q. reception will be more accessible for people with disabilities.	2012
Meetings and events are not easily accessible for all.	All	All	Increased participation of people with disabilities at meetings and events.	Create a resource list of accessibility services for use when planning meetings or events.	YRP events and meetings will be more accessible for people with disabilities.	2012
Accessibility of YRP presentations and crime prevention materials.	Informational, Communicational	Sensory, Cognitive	Enhanced ability to communicate with the public in alternate formats.	Ensure public presentations and crime prevention materials are created and available in accessible formats.	YRP presentations and materials will be more accessible for people with disabilities.	2012

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Fire alarm at the Community Safety Village.	Physical	Sensory	Greater safety during an emergency for people with sensory disabilities.	Install an exterior audible alarm with strobe light in the vicinity of the rear entrance.	Individuals with sensory disabilities will be alerted to an emergency.	Complete
Develop accessibility policies to meet the requirements of the Integrated Accessibility Standards Regulation (IASR) under the AODA (IASR - Section 3).	Policy/ Practice	All	Accessibility to YRP's programs, services and facilities will be enhanced for people with disabilities.	YRP will develop, implement and maintain policies that meets the requirements as outlined in Section 3 of the IASR under the AODA.	Accessibility policies will be approved by the required compliance date of January 1, 2013.	January 1, 2013
Develop a Multi-Year Accessibility Plan to meet the requirements of the IASR under the AODA (IASR - Section 4).	Policy/ Practice	All	Accessibility to YRP's programs, services and facilities will be enhanced for people with disabilities.	YRP will work collaboratively with Community and Health Services to develop a multi-year accessibility plan that meets the requirements of the IASR under the AODA.	The Multi-Year Accessibility Plan will be approved by the required compliance date of January 1, 2013.	January 1, 2013
Develop a process in the request for proposal process to incorporate accessibility features and criteria when procuring or acquiring goods, services or facilities to meet the requirements of the IASR under the AODA (IASR - Section 5).	Policy/ Practice	All	Accessibility to the Region's goods, services and facilities will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of goods, services or facilities, as outlined in Section 5 of the IASR under the AODA.	Process to incorporate accessibility features in the procurement process will be in place by the required compliance date of January 1, 2013.	January 1, 2013

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Develop a process in the request for proposal process to incorporate accessibility features and criteria when designing, procuring or acquiring self-service kiosks to meet the requirements of the IASR under the AODA (IASR - Section 6).	Policy/ Practice	All	Accessibility to the Region's self-service kiosks will be enhanced for people with disabilities.	Work collaboratively with the Community and Health Services Department to develop a process to incorporate accessibility features and criteria in the procurement of self-service kiosks, as outlined in Section 6 of the IASR under the AODA.	Process to incorporate accessibility features in the self-service kiosk procurement process will be in place by the required compliance date of January 1, 2013.	January 1, 2013
Provide emergency procedures, plans or public safety information that is prepared for the public in an accessible format, or with appropriate communication supports, upon request (IASR - Section 13).	Policy/ Practice	All	Enhanced communication, support and safety for people with disabilities in the event of an emergency.	As departmental lead for the Information and Communications Standard within the IASR, implement a process to provide emergency information that is prepared for the public in accessible formats as outlines in Section 13 of the IASR under the AODA.	Process to provide emergency information that is prepared for the public in accessible formats, upon request, to be in place by the required compliance date of January 1, 2012.	January 1, 2012
Provide individualized workplace emergency response information to employees who have a disability and require accommodation (IASR - Section 27)	Policy/ Practice	All	Enhanced communication, support and safety for people with disabilities in the event of a workplace emergency.	YRP will implement a process to provide workplace emergency response information to employees who have a disability, as outlined in Section 27 of the IASR of the AODA.	Workplace emergency response information for employees who have a disability and require accommodation will be in place by the required compliance date of January 1, 2012.	January 1, 2012

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making it Easier to Participate in Regional Government						
Provision of Sign Language interpreters at meetings, forums and events hosted by York Regional Police.	Informational, Communicational	Sensory	People with sensory disabilities will be able to fully participate in meetings, forums and events hosted by YRP.	Partnership with the Canadian Hearing Society to provide Sign Language interpreters (upon request).	Increased participation of persons with sensory disabilities at meetings, forums and events hosted by YRP.	2012
Changing Attitudes and Raising Awareness						
Staff access to resources and information regarding physical disabilities, mental illness and learning disabilities.	Attitudinal, Informational	All	Enhanced awareness of staff regarding types of disabilities.	Expand on-line electronic resource library to include materials on physical disabilities, mental illness and learning disabilities.	Increased level of awareness amongst members and citizens about physical disabilities, mental illness and learning disabilities.	Complete
Staff involvement in implementing provincially mandated AODA standards.	Informational, Communicational, Policy/ Practice	All	Enhanced involvement in accessibility planning and implementation of accessibility standards by staff.	Establish an internal resource team to assist in implementing future AODA standards and developing the annual ODA accessibility plan.	Greater engagement of staff in implementation activities related to making the organization more accessible.	2012
Enhanced education and partnership initiatives related to mental health issues.	Attitudinal, Informational	Mental Illness	Improved understanding by officers and citizens about children's mental health and related resources.	Develop a Children's Mental Health Awareness Course and related materials to enhance staff education about children's mental health issues.	Increased level of awareness amongst members and citizens about children's mental health and related resources.	2011-2013

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified / AODA Initiative Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing When will this be completed?
Changing Attitudes and Raising Awareness						
Enhance staff awareness of the AODA and the needs of people with disabilities.	All	All	Enhanced staff awareness of accessibility legislation and the needs of people with disabilities.	Design and implement activities to support and promote National Access Awareness Week in partnership with the Regional Municipality of York.	Greater staff awareness in serving people with disabilities and greater customer satisfaction.	2012
Lack of awareness amongst the public regarding services and crime prevention programs, specifically for people with disabilities.	Informational	All	Increased awareness amongst members of the public of the services and programs that YRP has in place for people with disabilities.	Host events at the Community Safety Village for people with disabilities regarding crime prevention programs and other related information.	Increased use of programs and services that YRP offers for people with disabilities.	2012

Let Us Know What You Think

We welcome your feedback. Please let us know what you think about
Reaching a New Standard of Accessibility: York Region's 2011/2012 Accessibility Plan.

To request a copy of the accessibility plan in an alternate format or to send us your comments or questions, please contact us at:

Email: AODA@york.ca
Mail: The Regional Municipality of York
17250 Yonge Street, 2nd Floor
Newmarket, ON L3Y 6Z1
Attention: Program Manager, ODA/AODA
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Fax: 905-895-6616

To access this publication, please visit www.york.ca > **Services** and click on **Accessibility Planning**.



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Organizations wishing to use any portion of *Reaching a New Standard for Accessibility* are requested to:

- Contact the Office of the Commissioner, York Region Community and Health Services Department, regarding the purpose for which this material will be used.
- Use the following citation when referencing this document:
The Regional Municipality of York. *York Region's 2011/2012 Accessibility Plan*.
Newmarket, Ontario.
- Acknowledge that The Regional Municipality of York is providing a copy of its material for reference purposes only and that the organization is responsible and liable for compliance with the *Ontarians with Disabilities Act, 2001*, and the *Accessibility for Ontarians with Disabilities Act, 2005*.



York Region's 2011/2012 Accessibility Plan

Comment Form – This form is available online at www.york.ca

Your comments are important to us. Please take a few minutes to complete this form and let us know what you think about *York Region's 2011/2012 Accessibility Plan*.

1. What do you like most about the plan? (Check as many boxes as you want)

- ☐ The many new things that York Region will do in 2011/2012 to make its services and programs easier for people with different types of disabilities
- ☐ Learning more about all that York Region has already done to ensure people with disabilities can use the Region's services and programs
- ☐ The range of existing barriers that will be removed and new barriers that will be prevented
- ☐ How York Region will identify barriers within its programs and services
- ☐ Total number of initiatives to address barriers in 2011/2012
- ☐ Types of barriers that will be addressed in 2011/2012
- ☐ The addition of AODA requirements in this plan
- ☐ The participation of all Regional departments in accessibility planning
- ☐ The involvement of the York Region Accessibility Advisory Committee in developing the plan
- ☐ The overall layout and format of the document
- ☐ Other: _____

2. What do you see as the key issues facing people with disabilities in York Region? (Check as many boxes as you want)

- ☐ Transit
- ☐ Roads
- ☐ Lack of services/supports
- ☐ Attitudes/awareness
- ☐ Lack of information
- ☐ Housing
- ☐ Social Assistance
- ☐ Barriers in the private sector
- ☐ Other: _____

3. Have you noticed an improvement in accessing York Region's services and programs?

☐ Yes ☐ No

If yes, please list improvements. If no, please explain.

4. Is this plan easy to read and understand?

☐ Yes ☐ No

If not, why?

5. Other comments about *York Region's 2011/2012 Accessibility Plan*

**6. How did you find out about *York Region's 2011/2012 Accessibility Plan*?
(Check as many boxes as you want)**

- ☐ Newspaper advertisement/article
- ☐ Social Services/Community Agency
- ☐ York Region building
- ☐ York Region Accessibility Advisory Committee
- ☐ York Region staff
- ☐ York Region disability organizations
- ☐ www.york.ca
- ☐ Municipal website
- ☐ Other: _____

7. Are you a resident of York Region?

☐ Yes

☐ No

8. Are you a person with a disability? (Optional)

☐ Yes

☐ No

9. Are you a member of an organization or agency that represents or provides services to people with disabilities in York Region?

☐ Yes

☐ No

If yes, what is the name of the organization? _____





**The Regional Municipality of York
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YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Overall Comments and Feedback: DRAFT 2011/2012 Departmental Accessibility Plans

Overall Comments and Feedback	Response
The York Region Accessibility Advisory Committee (YRAAC) has responsibilities under both the <i>Ontarians with Disabilities Act, 2001</i> (ODA) and the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA). Under the ODA, the YRAAC advises York Regional Council, including York Regional Police, on its annual Accessibility Plan. To document this legislated review, this chart summarizes the overall comments and feedback offered by the YRAAC at the June 2011 Accessibility Advisory Committee meetings at which each of the draft departmental plans were presented. Most of the comments or feedback contained in this chart result in an explanation or clarification of the subject matter or roles.	
General Feedback	
What is the difference between “accessibility” and “universal design?”	The term “universal design” is a broader, more inclusive “design-for-all” approach to the development of architecture. It recognizes the changing and diverse needs of all types of people regardless of their age, ability, or condition. “Accessibility” is commonly focused on addressing the needs of people with disabilities, whose needs may somewhat differ from the needs of the public at large. (Source: www.dgs.ca.gov)
Community & Health Services Department	
When the Region undertakes the construction of a new affordable housing building, why are only a few accessible units built rather than making the building accessible for everyone?	There are different design features to accommodate different disabilities. In order to address the needs of persons with disabilities, the Region has found it beneficial to develop a certain percentage of rental units as fully accessible. Fully accessible units contain roll-in bathroom showers with adjustable hand-held shower wands, grab bars, enhanced adaptive kitchen features such as stoves with front mounted controls, power outlets mounted on the face of lower cabinets and cabinets that have slide-out working surfaces. As a result, these rental units are not leased to persons without a disability. We have found that a number of individuals with disabilities find it challenging to live independently in our rental units without additional support services. This is why in our recent builds we have partnered with disability organizations like the Canadian Hearing Society to design some of our units to meet their clients’ needs and provide additional supports. In our new seniors buildings (Mapleglen Residences and Kingview Court), we are developing 10% of the units as fully accessible and have included design features like grab bars in all the units to accommodate the aging population. As well, the units in our mixed buildings like Mackenzie Green are being designed to allow for future modifications if needed to accommodate persons with disabilities.

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Community & Health Services Department (cont'd)	
	It is also important to mention that Housing York Inc. has been making a number of modifications to their existing units and buildings upon request by tenants or on their own accord to accommodate tenants' changing needs and abilities. A number of these modifications have been outlined in previous years ODA plans. Therefore, a number of our units have minor modifications or can be modified in the future to accommodate a person with a disability in addition to a certain percentage of units that are fully accessible for persons with disabilities.
Is universal design criteria incorporated when building housing and long-term care facilities?	Universal design criteria are considered when developing affordable housing. Our new builds have universal access to the building to support tenants and visitors with disabilities. As well, there are power operated doors installed at public entrances, the common corridors and exits, the laundry room, and the common lounge area. In addition, the Region ensures that exterior amenity areas are accessible and that there are lever-type handles on all doors in the building. Since the development of Blue Willow Terrace, the Region has also designed their units to be "visitable". "Visitable" means tenants and visitors with disabilities can easily visit anyone living in the building regardless of whether the unit is fully accessible or not to ensure inclusiveness for all. Although the Region has not built a long term care facility since 1998, the Region has been making improvements to the two existing long term care centres by creating accessible space in the Day Centre at Maple Health Centre and improving access at Newmarket Health Centre. The Provincial and Ontario Building Code requirements for building long term care centres are highly prescriptive to ensure clients with varying disabilities can access every area of the facility.
When building new affordable housing or long-term care facilities, the Request for Proposal (RFP) process should include accessibility requirements for people with all types of disabilities.	The Region includes a section on accessibility criteria in the Request for Proposals under Housing York Inc. Project Design Guidelines.

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How long do people with disabilities remain on a waiting list for accessible housing?	The Region maintains a separate modified unit wait list for persons with disabilities. These units can only be offered to eligible households. As of December 2010, there were 7626 households on the centralized wait list. Of these, 89 households were on the modified unit wait list. In 2010, the Region housed a total of 324 households from the centralized wait list and 17 of these households were housed in modified units. Wait times vary significantly depending on factors such as unit size and location preference. In total, 4% of the households on the centralized wait list were housed and 19% of the households on the modified unit wait list were housed. Refer to the Application for Subsidized Housing or York Region's website to find out which buildings have modified units. The website also contains details on each modified unit and pictures of the unit. For information on modified units visit: www.york.ca/Departments/Community+Services+and+Housing/Housing+Services/where_available.htm
The Region should consider joining the 'Accessible Housing Roundtable'	The Ontario Home Builders' Association (OHBA) is an association that gives residential builders a voice in the provincial government, facilitates changes in the industry and provides networking opportunities for home-building businesses, suppliers and services. The Accessible Housing Council is a council of the OHBA made up of OHBA members and consultants specializing in barrier-free design. The Accessible Housing Council was created to look into best practices and make recommendations to improve housing accessibility for Ontarians with disabilities. The Council was also involved in providing general policy and technical analysis to the Province on the AODA Built Environment Standard. The Region is not a member of the OHBA or the Accessible Housing Council; however we are always interested in learning about best practices in barrier-free design and will refer to the OHBA-Accessible Housing Council for further information.
Are the modified units in housing facilities pre-wired with visual flashing alarms to notify a person who is deaf, deafened or hard of hearing in the event of an emergency?	Visual flashing alarms are installed in common areas of our buildings and in units dedicated for the Canadian Hearing Society at Tom Taylor Place. Visual flashing alarms are not installed in all modified units. While a visual flashing alarm may accommodate a person who is deaf, deafened or hard of hearing, it may also cause severe irritation for a person with a neurological disability. A visual flashing alarm can and would be installed into any Housing York Inc. building as required by the resident.
What is the Newmarket Health Centre?	The Newmarket Health Centre is one of the Region's long term care homes.

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Community & Health Services Department (cont'd)	
Request for a report back on transporting assistive devices and support animals for people with disabilities who require emergency medical services	During our 2010 continuing medical education (CME) all York Region EMS paramedics were provided with specific training related to the new requirements under the AODA, specifically training regarding the requirements for transportation of service animals. Included in the training was the use of size specific harnesses that were placed on all EMS transport vehicles at the completion of the training. The harnesses have been provided to ensure the safety of the animal and occupants of the vehicle during transport. The harness attaches to the seat belt in the rear compartment of the vehicle. We have also provided further training to our Field Superintendents called “All Dogs Can Bite.” This is an awareness level course for recognition of animals and their capability to bite or become aggressive. In very rare cases (none to date) we could also request the assistance of the York Regional Police canine unit to assist us with any aggressive animals as required. During initial discussions with YRT Mobility Plus Services it was agreed that defining a time line for delivery of an assistive device would prove difficult to determine. Once a request is received for transportation of an assistive device, factors such as the time of day, weather, proximity of a specialized transport unit and operational demand would need to be considered to determine the approximate time of delivery to the receiving hospital. Since the inception of the program, EMS has only requested transport of an assistive device 3-4 times with no issues identified to our staff. We remain committed to the efficient and timely transport of the devices and welcome any feedback to EMS. To provide feedback, contact Iain Park, Deputy Chief, Paramedic Operations, at iain.park@york.ca or Steve Darling, Deputy Chief/Manager, Operations, at steve.darling@york.ca for follow up with YRT Mobility Services.
Request for report back on the outcome of the focus groups that took place in October 2010 regarding the Summer Camp and PLAY programs for children with special needs	Overall, participants of the Summer Camp and PLAY programs provided positive feedback on the outcome of both programs. Participants of the focus groups identified existing barriers to the programs that include: • Not imposing a “cap” on the cost of the programs so that all programs are available to all children; • Increasing the capacity of available programs; and • Having more enhanced inclusion training for Municipal staff providing the programs.

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	Participants also provided recommendations on how to remove barriers to the accessibility of the programs such as: • Making the entrance age into the PLAY program age 3, as many children are now being diagnosed at 18 months of age and would benefit from programming earlier; • Including activities outside of the municipality such as private sport clubs; and • Offering programs through Christmas, summer and March Break. Lastly, participants who participated in the focus group also provided feedback on the benefits of their children participating in both programs such as: • Increased child skill in the specific activity e.g swimming; • Greater sense of achievement by the child; • Increased concentration level; • Improved self-esteem; and • Children “feeling just like their siblings”. Parents of the children who participated in the program gained greater understanding of the importance of one-to-one support, as well greater awareness of other services and programs available through referrals. Based on the feedback obtained at the focus group, the following changes have been made to both the Summer Camp and PLAY: • Increased capacity for both PLAY and Summer Camp programs • Programming has been increased from 2 weeks to 2-4 weeks programming • Improved partnership with municipalities regarding the availability of activities managed by municipalities Greater awareness and recognition about the PLAY and Summer Camp programs in York Region.
Request for report back on the outcome of the second Ontario Works Consumer Reference Group in Vaughan?	A Consumer Reference Group was established in the Vaughan area in late 2010 and have met in December 2010 and May 2011. At the last meeting, feedback was requested from the group on a possible pilot transit subsidy and communication materials including the Ontario Works newsletter and Participant Handbook.

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Community & Health Services Department (cont'd)	
	Some of the feedback provided by the participants of the Ontario Works Consumer Reference Group included: • Providing more tips on how to find employment in the OW Newsletter and Participant Handbook • Including more information about support services for new immigrants • Ensuring all information that is available in the newsletter and handbook is also available on York Region's website. The group also toured the Employment Resource Centre at the Vaughan Ontario Works office and provided their general feedback on the availability of services being offered, specifically requesting that more space, when possible, be available for children to play.
Is participation in the activities for National Access Awareness Week voluntary or mandatory for staff?	Participation in the activities for National Access Awareness Week (NAAW) is voluntary. Since 2005, Regional Council has endorsed NAAW as an opportunity to raise awareness and celebrate the work that is being done to make programs and services more accessible for people with disabilities. The 2010 NAAW celebrations included an educational forum for members of the local accessibility advisory committee, a public celebration and art exhibit featuring people with a disability. These activities were presented as a collaborative project of the York Region Municipal Staff Reference Group which includes accessibility professionals from York Region, York Regional Police, local municipalities, hospitals and school boards.
Request for clarification regarding the need for workplace accessibility. Is this not already a requirement of workplace accommodation?	Ensuring that programs and services for staff are accessible is a workplace mandate. Our goal is to engage all staff to recognize the importance of accessibility and inclusivity and to respond to any accommodation requests to ensure the full participation of staff, excellence in customer service and meet legislative requirements. This is also an on-going training initiative especially for our Accommodation Team to increase their knowledge, skills, and experience to effectively support the accessibility needs of staff with disabilities.
Corporate Services Department	
Who can access the 'Life Speak' videos?	'Life Speak' videos are available to York Region staff. This video series is part of the Region's Employee Assistance Program and is purchased through a contract based on the number of employees at the Region. The Life Speak series is only available to employees.
What is the Employment Satisfaction Survey?	The Employee Satisfaction Survey is a confidential employee survey conducted every few years as a benchmark measurement of the Region's employee satisfaction and engagement. Questions related to diversity have always been included. This year the questions will extend beyond diversity to be inclusivity focused.

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Corporate Services Department (cont'd)	
Why is the corporate process and funding mechanism to provide employees who have accommodation needs only for new employees?	The Region and all its departments are responsible for the costs of meeting the accommodation needs of their current and new employees, as required. The Corporate Services Department is investigating the possibility of creating a centralized corporate fund for departments to access for employees who require accommodation at the beginning of their employment.
How does the WebEx technology assist people with low vision?	WebEx technology is an interactive system that allows a user to log in from their home office computer to the Region's system. WebEx technology allows users to join web conferencing meetings (e.g. interviews) from any location including their home. WebEx has audio and video capabilities and users require only a computer or smart phone and access to the internet to participate. WebEx technology does not have a built in feature to assist people with low vision. Users with low vision would benefit from utilizing a larger screen with the WebEx technology and may also participate using the audio functionality.
Environmental Services Department	
What is the 'Operating Centre?' Request for detail regarding how the gates at the Centre will be enhanced to provide greater accessibility for people with disabilities?	The Centre is one of Environmental Services' sites. The existing gate is a key activated lock system that provides very little accessibility. The new gate will have a swipe card access system, providing greater accessibility for staff.
What is the York Children's Water Festival?	The York Children's Water Festival is for children in Grade 4. The Festival is a major component of York Region's Water for Tomorrow program and is a partnership between York Region and the Toronto and Region Conservation Authority. The event began in 1999 and has grown into a five-day annual event with 5,000 student participants. It is held at Bruce's Mill Conservation Area each May. The mandate for the festival is to educate children on the value, importance, vulnerability and globalism of water. Through approximately 50 interactive curriculum-linked activities, the students learn about water conservation, changing environmental attitudes, water and technology, water protection, water science and water stewardship.

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Finance Department	
The Region should consider joining The Ontario Purchasing Group.	The Finance Department will investigate joining The Ontario Purchasing Group.
Office of the Regional Chair/Office of the Chief Administrative Officer	
What level of customer service training did contractors receive?	The Corporation took a very stringent approach to the Customer Service Training process. All contractors who provided goods, services and facilities on behalf of the Region received the same level of training as staff and volunteers. A toolkit was also developed and provided information on the compliance requirements.
What is “Operation Strike Three?”	One of the compliance requirements under the <i>Emergency Management and Civil Protection Act</i> is to conduct an annual simulation of a disaster. Working in partnership with the City of Vaughan and the Town of Markham, ‘Operation Strike Three’ was the name of a simulated disaster (plane crash) to demonstrate what the Region has in place to ensure that York Region residents are well prepared in the event of a disaster. More information on Emergency Management can be found on our website at www.york.ca. Residents can obtain a copy of our new Emergency Preparedness Guide Book that includes a section on tips for people with disabilities.
Request for demonstration of the new Web Portal personalization technology?	Staff from the CAO’s office will provide a demonstration of the Web Portal at a future meeting of the committee.
What is the definition of ‘affordable housing?’	The definition of “affordable” in the Regional Official Plan is as follows: “In the case of ownership housing, the least expensive of: a. housing for which the purchase price results in annual accommodation costs not exceeding 30% of gross annual household income for low- and moderate-income households; or, b. housing for which the purchase price is at least 10% below the average purchase price of a resale unit in the regional market area;

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Office of the Regional Chair/Office of the Chief Administrative Officer (cont'd)	
	In the case of rental housing, the least expensive of: a. a unit for which the rent does not exceed 30% of gross annual household income for low- and moderate-income households; or, b. a unit for which the rent is at or below the average market rent of a unit in the regional market area. For the purposes of this definition, “low- and moderate-income households” means, in the case of ownership housing, households with incomes in the lowest 60% of the income distribution for the regional market area or, in the case of rental housing, households with incomes in the lowest 60% of the income distribution for renter households for the regional market area.” NOTE: This definition is that same as what is found in the Provincial Policy Statement and the Growth Plan.
Plans to include accessibility planning in new community developments should promote the spirit of the AODA.	The Regional Official Plan (ROP), which was approved by the Province in 2010, contains accessibility policies regarding new communities, transportation and transit promoting the spirit of the AODA. (For more information on the ROP, please follow the link: http://www.york.ca/Departments/Planning+and+Development/Long+Range+Planning/ROP.htm) Community developments are created in adherence to several mandated legislations (e.g. <i>The Planning Act</i>, The Ontario Building Code), Regional Official Plan policies, municipal Official Plan policies, and individual development applications. The responsibility for review and approvals of individual development applications rests with municipalities. The Region, through the official plan policies requires communities to be designed to ensure accessibility to all ages, cultures and abilities creating complete communities. These policies will work their way into municipal Official Plans and ultimately into individual development applications. Therefore, wording used in this context demonstrates the holistic approach to developing a complete community.
Transportation and Community Planning Department	
Request for clarification of what is meant by ‘crossing times have been improved?’	The Transportation Services Department received feedback from community members that the crossing time at identified crosswalks at signalized intersections was not long enough. An audit of the crosswalks was conducted, and crosswalk times were increased, giving pedestrians more time to cross the road safely. If you have a concern about a cross walk in your neighbourhood, contact Transportation Services Department at 1-877-464-YORK (9675) or by email at TransportationServices@york.ca.

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Transportation and Community Planning Department (cont'd)	
Request for clarification regarding Mobility Plus' 40 minute window waiting time when booking on-line.	The 40 minute waiting window applies to both the on-line booking system and the telephone booking system. When booking the Mobility Plus service we ask our customers to be prepared to wait 20 minutes prior to the requested time and 20 minutes after the requested time (this provides the 40 minute waiting window).
How can passengers provide feedback regarding the driving of YRT/Mobility Plus drivers?	Passengers are more than welcome to provide their feedback to drivers on their driving, especially if it is causing discomfort. We also encourage passengers to notify the YRT Customer Service line by phone at 1-866-MOVE-YRT (668-3978) or by email at transitinfo@york.ca if a driver is not safely operating the vehicle.
Request for clarification regarding 'Audible Pedestrian Signal (APS)?'	An Audible Pedestrian Signal is an automated system that advises pedestrians when it is safe to cross and in which direction to cross the street using distinct sounds. The Transportation Services Department works collaboratively with CNIB who identifies intersections where APS' are needed.
Suggestion to make Lunch n' Learns mandatory so that information about people with disabilities becomes part of core competency and professional development training.	Transportation Services staff have always responded positively to the lunch n' learn sessions held on accessibility topics. Lunch n' Learns is only one method of educating our staff on accessibility concerns. Transportation Services continues to work with the Corporation to ensure that each staff member receives their mandatory training on customer service and future AODA standards.
What is the process for making sure that accessible features on a bus are always in working condition?	YRT has standard operating procedures that require each driver to perform mandatory checks on the working condition of the bus prior to placing the bus in service. These checks include ensuring that all accessibility features are functioning and that the buses are clean.
Can Mobility Plus tickets be purchased on-line?	Currently tickets are not available on-line.

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Transportation and Community Planning Department (cont'd)	
Request for an update regarding the accessibility features of the PRESTO smart card system.	The PRESTO smart card program is a Provincial initiative in which York Region is partnering with other GTHA municipalities and Metrolinx. The Presto smart card is a common fare card which allows customers to ride on any participating GTHA transit system without pre-purchasing tickets or passes. Customers do not have to know the fare policies of each transit system nor have the exact cash fare as they travel from one system to another. The Presto card allows fare payment and accommodates the fare policies of all transit systems, including intersystem transfers, discounts and customer loyalty schemes, in a transparent way for customers. The system was launched in York Region on July 18, 2011. The Presto project office has confirmed that the Presto smart card system meets accessibility standards. Some of the concerns raised during the human factors testing have been incorporated into the system design. The rest of the comments/concerns will be considered in future upgrades as part of the continuous improvement program. The Presto project office is working on a solution for paratransit system which is likely to be implemented in 2013/14.
Do taxi drivers who provide services on behalf of the Region also receive training?	Taxi drivers are provided with training twice a year: once by regional staff and the other by their respective companies.
How is the public notified of major road disruptions and/or closures?	In the event of a disruption or closure, a communication strategy is put in place. Members of the public can view media releases regarding construction on the Transportation Services Department website at http://www.york.ca/Publications/News/Default+Newsroom.htm or by viewing the 2011 10 Year Road Construction map at http://maps.york.ca/yorkexplorer/pdf/2011RoadsCapitalPlan_Med.pdf Road signs are placed on location in advance of construction advising residents of service disruptions and/or changes are also posted.
York Regional Police (YRP)	
Suggestion to invite people with disabilities to participate in YRP's Recruit Community Insight Program.	In our 2010 Accessibility Plan we committed to continue looking for opportunities to invite individuals, agencies and groups who serve people with disabilities to interact with our members. We will seek to ensure that people with disabilities are involved in the Recruit Community Insight Program. The YRP Recruit Community Insight Program offers specific diversity training to new recruits at the start of their careers with YRP in an effort to serve York Region's diverse community with enhanced understanding.

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York Regional Police (YRP) (cont'd)	
Suggestion to consider including parents of children with mental illness or adults who have lived with mental illness in YRP's new children's mental health awareness course to provide their perspective and insight into the issues that people with disabilities are coping with.	The development of the Children's Mental Health Awareness course is an initiative from the YRP 2011-2013 Business Plan. The YRAAC recommendation about involving the disability community in diversity training initiatives has been passed on to the Community Services and Training & Education Bureaus, both of whom will be involved in the development of the course.
Are the emergency strobe lights installed at the Community Safety Village (CSV) dangerous for people who live with seizures?	The emergency strobe light installed at the CSV is a Mircom FHS-240. This unit emits one flash every second. Generally, flashing lights most likely to trigger seizures are between the frequencies of 5 to 30 flashes per second. Therefore the unit installed at the CSV presents a low risk to people with seizure related conditions.
Will YRP revisit the discussion of implementing 'Reverse 911?'	The York Regional Police reverse 911 system was initiated in 2006/2007. This program is still active, however the greatest challenge is building and maintaining the subscriber data base. Currently, there are approximately 2000 subscribers to the program. YRP has promoted this program extensively at events and functions over the past 5 years. Our Communications Bureau can facilitate a presentation to the YRAAC on the Program.