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ACCESSING YORK: YORK REGION'S 2010 ACCESSIBILITY PLAN

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated April 27, 2010, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. Council approve *Accessing York: York Region's 2010 Accessibility Plan* as included in *Council Attachment 1*.
2. Council approve the summary chart of the York Region Accessibility Advisory Committee's questions, comments and suggestions and York Region staff recommendations and responses regarding the draft 2010 departmental accessibility plans (*Council Attachment 2*).
3. Council approve the release strategy in Section 4 of this report to make the 2010 Accessibility Plan available to the public.
4. 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 Regional Municipality of York Police Services Board, and the Accessibility Directorate of Ontario for their information.

2. PURPOSE

This reports presents to Regional Council *Accessing York: York Region's 2010 Accessibility Plan* (see *Council Attachment 1*) and the York Region Accessibility Advisory Committee Summary of Feedback on the draft 2010 Departmental Accessibility Plans (see *Council Attachment 2*). This report also seeks approval for this plan and its release strategy which includes forwarding the final printed version to area municipalities, their Accessibility Advisory Committees and other community stakeholders across York Region.

3. BACKGROUND

York Region must comply with the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*

The *Ontarians with Disabilities Act, 2001* (ODA) requires municipalities, including York Region, to prepare annual accessibility plans that address the identification, removal and prevention of barriers to accessibility for people with disabilities in their municipal bylaws, policies, practices, programs, services and facilities. The ODA also requires that the accessibility plan is developed in consultation with people with disabilities and is made available to the public. The ODA applies only to the Ontario Public Service and the broader public sector, including municipalities.

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) came into effect on June 13, 2005 with the goal to make Ontario fully accessible by 2025. This goal will be achieved through the development, implementation, and enforcement of provincially set accessibility standards relating to customer service, transportation, information and communications, employment and the built environment. Both public and private sector organizations will be required to implement these standards in phases.

As required for designated public sector organizations under the AODA, York Region achieved compliance with the Accessibility Standards for Customer Service Regulation by January 1, 2010. Actions taken by York Region to comply with the regulation are summarized in another report entitled “Update on Compliance with the Accessibility Standards for Customer Service Regulation (429/07) under the *Accessibility for Ontarians with Disabilities Act, 2005*” for review at the May 12, 2010 meeting of the Community and Health Services Committee.

The AODA will eventually replace the ODA, however, the Province has indicated that the ODA will remain in effect for the foreseeable future. Until the Province repeals the ODA, all public sector organizations, including York Region, must continue to implement both acts simultaneously. To ensure that the Region’s accessibility efforts remain linked, AODA compliance initiatives have been included in the ODA accessibility planning process.

4. ANALYSIS AND OPTIONS

York Region’s ongoing commitment to accessibility

Since 2004, York Region has planned and executed six, and with the release of this plan, seven accessibility plans which have involved the development and implementation of close to 600 accessibility planning initiatives.

Accessibility achievements made in the 2009 accessibility plan

ACCESS-ability: York Region's 2009 Accessibility Plan originally contained a total of 77 initiatives. Since its approval in May 2009 (Clause No. 6 of Report No. 4 at the May 21, 2009 Regional Council Meeting), some departments worked on additional initiatives thereby increasing the total to 85 initiatives. The 85 initiatives included 29 related to barrier identification and 56 aimed at removing and preventing barriers from across all Regional departments including York Regional Police. Of these, 61 per cent are complete, 32 per cent are underway and 7 per cent are planned, with completion expected in 2010.

A progress report on *ACCESS-ability: York Region's 2009 Accessibility Plan* was presented to and approved by Council on December 16, 2009 through the adoption of Clause No. 4 of Report No. 4 of the Community and Health Services Committee.

Developing Accessing York: York Region's 2010 Accessibility Plan

Accessing York: York Region's 2010 Accessibility Plan continues to follow the direction set out in our Accessibility Plan Policy Framework and is integrated with our 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 and in consultation with the York Region Accessibility Advisory Committee. Each Staff Committee member works with their respective department to ensure that ODA commitments are planned and implemented successfully.

York Region Accessibility Advisory Committee provides valuable input and advice throughout the accessibility planning process

As legislated under the ODA, the York Region Accessibility Advisory Committee continues to provide valuable input and advice throughout the accessibility planning process. For example, in 2009 members of the Committee:

- Provided advice in the development and implementation of *ACCESS-ability: York Region's 2009 Accessibility Plan* and in the development of *Accessing York: York Region's 2010 Accessibility Plan*.
- Recommended that Regional Council recognize National Access Awareness Week (May 24 to May 30, 2009), which was endorsed by Council in April 2009.
- Participated in the Rapid Co. accessibility workshop in May 2009.
- Participated in the Province's Accessibility Advisory Committee forum held in June 2009.
- Participated on the York Region Forest Trail Accessibility Sub-Committee.

- Presented at the full day training modules of Accessible Customer Service Training in the Spring of 2009.
- Participated in the filming of the Accessible Customer Service Training DVD.
- Presented an update of York Region Accessibility Advisory Committee activities to the Town of Markham Accessibility Advisory Committee in October 2009.
- Attended six York Region Accessibility Advisory Committee meetings and provided feedback to all regional departments on draft departmental accessibility plans for 2010.

York Region Accessibility Advisory Committee members have reviewed and endorsed the initiatives included in *Accessing York: York Region's 2010 Plan*. Regional staff presented the draft departmental accessibility plans to the committee over two meetings held in November 2009. The Committee members provided their comments and advice on the proposed initiatives and these were incorporated into the final version of the plan. *Council Attachment 2* includes the Committee's questions, comments and suggestions and the corresponding staff recommendations and responses for Council's review and approval.

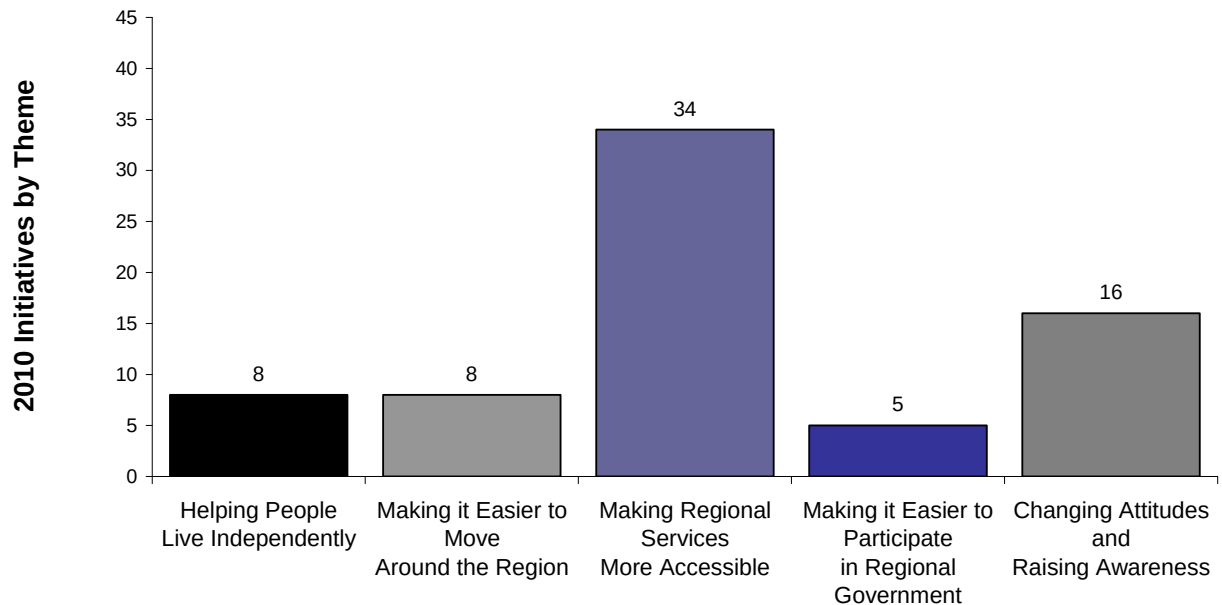
The 2010 accessibility plan has 71 new initiatives

In 2010, departments will continue to identify and address barriers that prevent people with disabilities from 'Accessing York' Region's facilities, programs and services. This year, departments have brought forward 71 accessibility planning initiatives (18 Barrier Identification and 53 Barriers to be Addressed initiatives) that have been organized into the five accessibility themes reflecting feedback from the York Region Accessibility Advisory Committee and the public. 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.

The graph below illustrates the initiatives by theme area.

2010 Initiatives by Theme



Some initiatives included in the 2010 Plan are:

The **Community and Health Services Department** will focus on improving the accessibility of the affordable housing buildings it manages so that more people with disabilities have access to housing that is suitable to their needs.

The **Office of the Chief Administrative Officer** will develop a public education program to build the individual capacity of people with disabilities to be personally prepared during emergencies.

The **Corporate Services Department** will make the Administrative Centre more accessible through the installation of activated floor announcements in elevators, an enhanced accessible washroom and accessible floor directory in the Great Hall.

The **Environmental Services Department** will review its pages on the corporate website and investigate the addition of an audio file option to ensure business critical information is accessible to people with disabilities.

The **Finance Department** will modify its website pages to indicate that contracts and tenders are available in alternate, accessible formats.

The **Planning and Development Services Department** will include policies in the approved Regional Official Plan to ensure that communities are designed to have interconnected and accessible transportation.

The **Transportation Services Department** will continue to ensure that everyone in our region has access to safe, quality-driven transit, roadways and pedestrian networks, including accessibility upgrades to transit stops and additional audible pedestrian signals.

York Regional Police will create the Persons with Disabilities Safety Unit to provide people with disabilities greater access to police resources and the information they need to increase their personal safety and home security.

All Departments will incorporate the Accessible Customer Service Policy into specific departmental policies and practices to ensure compliance with the requirements of the AODA Accessibility Standards for the Customer Service Regulation.

Release strategy for making the 2010 accessibility plan publicly available

The ODA requires that municipal annual accessibility plans be made available to the public. Pending Council approval, *Accessing York: York Region's 2010 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 organizations 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 Regional Municipality of York Police Services Board and the Accessibility Directorate 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 for public feedback and comments on the accessibility plan that can be mailed or completed online.

5. FINANCIAL IMPLICATIONS

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

Accessibility planning continues to be integrated with the Region's services and business planning practices. The majority of initiatives included in the accessibility plans are therefore, part of the existing base budgets of various departments or in some cases the major capital expenditures were planned and incorporated in previous years budgets and

are now being expended as part of existing base budgets. For example, the Transportation Services Department is purchasing buses that include accessibility features as part of the basic design and base price of the bus.

The total estimated cost for new initiatives included in the 2010 plan is approximately \$1.9 million. Of this, approximately \$1.6 million is offset by the Federal Provincial Economic Stimulus funding being used to address accessibility in various Housing York Inc. buildings and non-profit social housing buildings. The remaining (approximately) \$300,000 will be used to improve accessibility to websites, forest trails and transportation services and is included in the 2010 Departmental Budgets.

Since the development of the Region's first accessibility plan in 2003/04, approximately \$141 million has been approved for a range of projects included in York Region's previous six accessibility plans (2003/04 – 2009). This amount was offset by approximately \$47 million in provincial and federal funding. These costs were mainly related to transportation, housing and regional facility capital improvements which included some accessibility features.

6. LOCAL MUNICIPAL IMPACT

All York Region residents, including those with disabilities, benefit from barrier free regional practices, procedures and services. 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 and broader public sectors such as hospitals and school boards. The group continues to meet to exchange information and share ideas regarding implementation activities. York Region will continue to meet with and share reports and information with the Municipal Staff Reference Group and their Accessibility Advisory Committees.

7. CONCLUSION

Accessing York: York Region's 2010 Accessibility Plan reaffirms York Region's commitment to make our region welcoming, inclusive and accessible. It moves us closer to the goal of creating an accessible environment that encourages the independence, inclusion and participation of people with disabilities in all aspects of our community.

For more information on this report, please contact Cordelia Abankwa-Harris, Managing Director, Strategic Service Integration and Policy Branch at Ext. 2150.

The Senior Management Group has reviewed this report.

(Council Attachment #1 referred to in this clause was included in the agenda for the May 12, 2010 meeting. Council Attachment #2 referred to in this clause is attached to this report.)

Accessing York 2010

York Region's Seventh Accessibility Plan



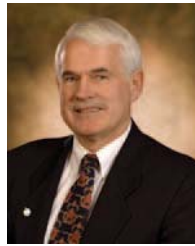
DRAFT



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
Joseph Virgilio
Town of Markham



Mayor
David Barrow
Town of Richmond Hill



Mayor
Linda D. Jackson
City of Vaughan



Chairman & CEO
Bill Fisch



Regional Councillor
Brenda Hogg
Town of Richmond Hill



Regional Councillor
Joyce Frustaglio
City of Vaughan



Regional Councillor
Mario Ferri
City of Vaughan



Regional Councillor
Gino Rosati
City of Vaughan



Mayor
Robert Grossi
Town of Georgina



Regional Councillor
Danny Wheeler
Town of Georgina



Mayor
Phyllis M. Morris
Town of Aurora



Mayor
Wayne Emmerson
Town of Whitchurch-Stouffville



Mayor
James Young
Town of East Gwillimbury



Mayor
Margaret Black
Township of King

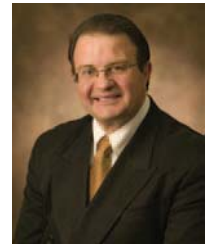
Message from York Regional Council

We are pleased to present *Accessing York: York Region's 2010 Accessibility Plan*. This plan builds upon a strong tradition of accessibility planning and progress in The Regional Municipality of York and supports our continued efforts to make services, facilities and programs more accessible for our residents and visitors who have disabilities.

York Region is committed to creating barrier-free environments and our seventh accessibility plan takes new strides towards making that a reality. Since our planning began, about 600 barriers to accessibility have been addressed. This plan identifies 71 new initiatives to make York Region more accessible in 2010 and highlights the many initiatives achieved in 2009.

We acknowledge the efforts of the York Region Accessibility Advisory Committee, who provided valuable input and strategic guidance throughout the development of this plan and the implementation of the requirements of the Province's accessibility legislations. Regional staff across all departments and York Regional Police were also involved in the development of this plan, working together to make York Region barrier free and inclusive for people with disabilities.

An accessible environment encourages the independence, inclusion and participation of people with disabilities in all aspects of our community. This plan demonstrates our ongoing commitment to making York Region a strong, safe and caring community that all people can actively be a part of and enjoy.



Regional Councillor
Vito Spatafora
Town of Richmond Hill



Mayor
Tony Van Bynen
Town of Newmarket



Regional Councillor
John Taylor
Town of Newmarket

York Region's Seventh Accessibility Plan



Message from the York Region Accessibility Advisory Committee

It is with great pleasure that we present *Accessing York: York Region's 2010 Accessibility Plan*.

The York Region Accessibility Advisory Committee advises Regional Council on the implementation and effectiveness of annual accessibility plans. We are proud of the fact that Regional Council and staff have listened and acted on our advice about making York Region's programs, services and policies more accessible. We look forward to advising Council on the implementation activities included in this year's plan.

We've seen great accessibility accomplishments within the Region under the requirements of the *Ontarians with Disabilities Act, 2001* and anticipate more progress as the accessibility standards are released under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The York Region Accessibility Advisory Committee is a legislatively mandated committee that was first appointed by York Regional Council in 2003. The term of our current committee concludes in the fall of 2010. As we prepare to finish our term, we appreciate the opportunity to have served our community in such a meaningful and important way. A new committee will be appointed to continue to provide advice on these issues.

Whether it is with its current or new membership, this committee will continue to play a critical role in making York Region more accessible for people with disabilities. We look forward to successfully supporting the Region's efforts to make our communities accessible for all who live, work and visit here.

2010 York Region Accessibility Advisory Committee



Front Row: Regional Councillor John Taylor, Regional Councillor Danny Wheeler, Margaret Gaukel, Cindy Gorlewski, Diana Hordo

Back Row: Chairman and CEO Bill Fisch, Regional Councillor Vito Spatafora (Chair), Kirsten Hill, Janice Cameron, Wilf Morley, Donna Hardaker, Trish Robichaud (Vice-Chair)

Other Members: Diane Humeniuk

Acknowledgements

York Regional Council would like to thank the many people who actively contributed and participated in the development and production of *Accessing York: York Region's 2010 Accessibility Plan*.

The successful development of this plan was made possible by many people from across The Regional Municipality of York who gave their time and expertise, including the York Region Accessibility Advisory Committee, members of the *Ontarians with Disabilities Act, 2001 (ODA)/ Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* Staff Committee and other Regional staff from across all departments.

We appreciate the ongoing commitment and support of all of these people.

The Members of the ODA/AODA Staff Committee



Front Row: Rick Leary, Tim Paleczny, Marc Gallant, Val Sequeira

Second Row: Deputy Chief Eric Jolliffe, Taz Karimjee, Piragal Thiru, Cordelia Abankwa-Harris, Tracy Grover, Yvonne Cheung, Dawn Seetaram, Kirti Gandhi, Aisha Saintiche, Pat Harrison, Kelly Vandette

Third Row: Lisa Gonsalves, Lois Davies, Ruth Houghton, Darwin Trojan, Christopher Raynor, Joy Hulton, Lina Bigioni, Kim Adeney

Other Members: Dino Basso, Darryl Blakeley, Bev Cassidy-Moffatt, Barry Crowe, Leslie Gilbert, Michelle Herder, Stephen Maio, Irene McNeil, Deputy Chief Bruce Herridge, Sylvia Patterson, Lizuarte Simas, Kathryn Webber

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Regional Overview

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Introduction



The purpose of the *Ontarians with Disabilities Act, 2001* (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 a legal obligation under the ODA to prepare an annual accessibility plan. Each municipality's plan must include a complete overview of all operations including bylaws, programs and procedures, practices, policies, facilities and services.

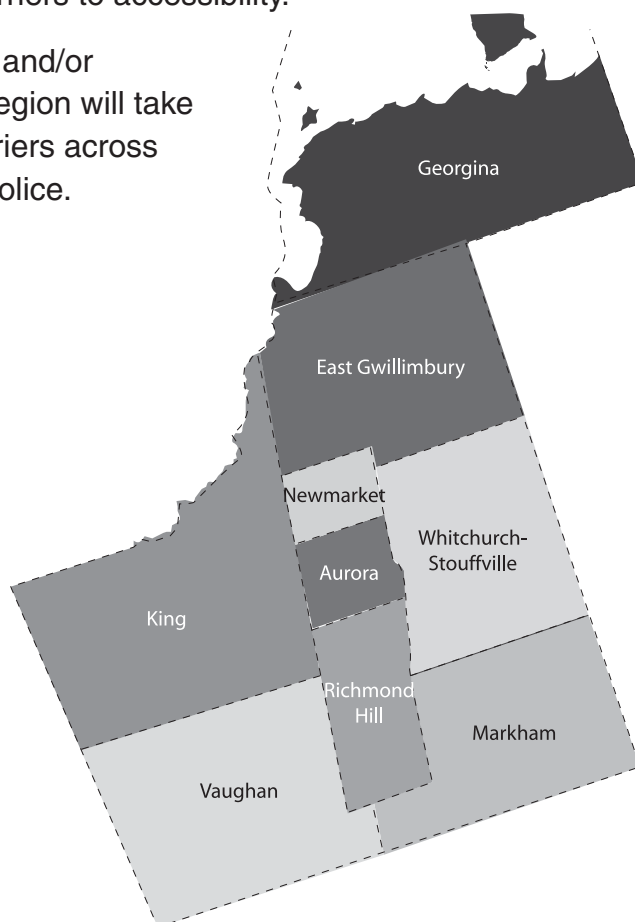
This year, The Regional Municipality of York presents its seventh annual accessibility plan titled *Accessing York: York Region's 2010 Accessibility Plan*. This plan continues to break down barriers for people with a broad range of disabilities by identifying, removing and preventing barriers to accessibility.

Accessing York highlights barriers that were identified and/or eliminated in 2009 and outlines the actions that the Region will take in 2010 to identify, prevent and remove remaining barriers across York Region's departments, including York Regional Police.

York Region Facts

The Regional Municipality of York is made up of the following nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan and Whitchurch-Stouffville. Our diverse region is a unique combination of urban centres and rural areas that sits on the northern border of the Greater Toronto Area. York Region is one of six regional governments in Ontario and was created on January 1, 1971, by the provincial government.

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 Municipal Act, 2001, is the Provincial legislation that outlines the areas of regional and local municipal responsibility. The following list shows the range of services provided at the regional and local municipal levels.



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	Curbside garbage, Green Bin, Blue Bin recycling pick up, yard waste collections
Long Term Care Services	Local Roads
Police Services	Libraries
Public Health Services	Marriage Licences
Regional Roads	Parking Permits/Restrictions
Social Assistance	Parks and Recreation
Solid Waste Management/Water and Wastewater	Pet Licences
Transit and Rapid Transit (YRT/VIVA)	Sidewalk Repair
Regional Emergency Planning	Streetlights
Planning and Economic Development Services	Local Water and Sewage

Population Trends

York Region's population has more than quintupled since its creation in 1971 and has grown 22.4 per cent between 2001 and 2006.¹ With a population of about 1,032,606 as of December 31, 2009,² York Region is the third fastest growing Census Division in Canada.

Most of our population growth (2001-2006) has been concentrated in the three southern local municipalities of Vaughan (31.2 per cent), Markham (25.4 per cent) and Richmond Hill (23.2 per cent).¹

Across Ontario, York Region had the highest growth rate for all age groups. Between 2001 and 2006, the growth rate among the different age groups was: 14.3 per cent for residents between 0 and 14 years, 22.8 per cent for residents between 15 and 64 years and 38.6 per cent for residents 65 years and older.¹

According to the Statistics Canada 2006 Census, there are 91,920 seniors (those aged 65 and older) living in York Region. Seniors represent approximately 10 per cent of the region's population. Among urban municipalities, we have one of the fastest growing senior populations. By 2031, we expect the number of seniors living in York Region to increase to 311,745 or 21 per cent of the population.³ The expected increase is mostly due to the high proportion of baby-boomers in York Region.

This rapidly growing population, that includes an aging population who may also have disabilities, has wide-range implications for our region. This will pose challenges for all levels of government to find better ways to predict the needs of residents and to ensure that our programs and services are accessible to everyone.



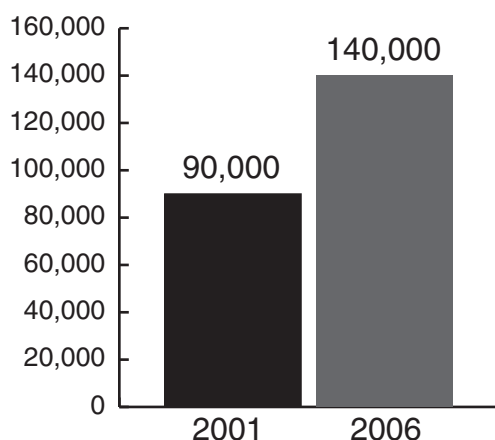
According to the Participation and Activity Limitation Survey (PALS) (Statistics Canada 2006)⁴, approximately 4.4 million (14.3 per cent) Canadians reported having a disability. This number has increased by 21.2 per cent from 3.6 million in 2001. Of these, 5 per cent are under 15 years, 55 per cent are between 15 and 64 years and 40 per cent are 65 years or older.

Almost three million Canadians (11 per cent of the population 15 - 64 years) indicated that they have a disability related to pain, mobility or agility and 43.4 per cent of people aged 65 or older have a disability. Between 2001 and 2006, there was also a large increase in the number of adults and children who reported having learning disabilities.

In 2006, there was an estimated 1.9 million Ontario residents with a disability - representing 15.5 per cent of the population. This is an increase of 2 per cent from 2001.

Using the Ontario figure, we estimate that in York Region the number of people with disabilities increased by approximately 55 per cent, or close to 50,000, between 2001 and 2006. In 2006, we estimate that there were 140,000 York Region residents with a disability. The following graph shows the estimated number of residents with a disability in York Region.

**Estimated Number of Residents with a Disability
York Region, 2001 and 2006**



Source: Participation and Activity Limitation Survey 2006, Statistics Canada

Sources

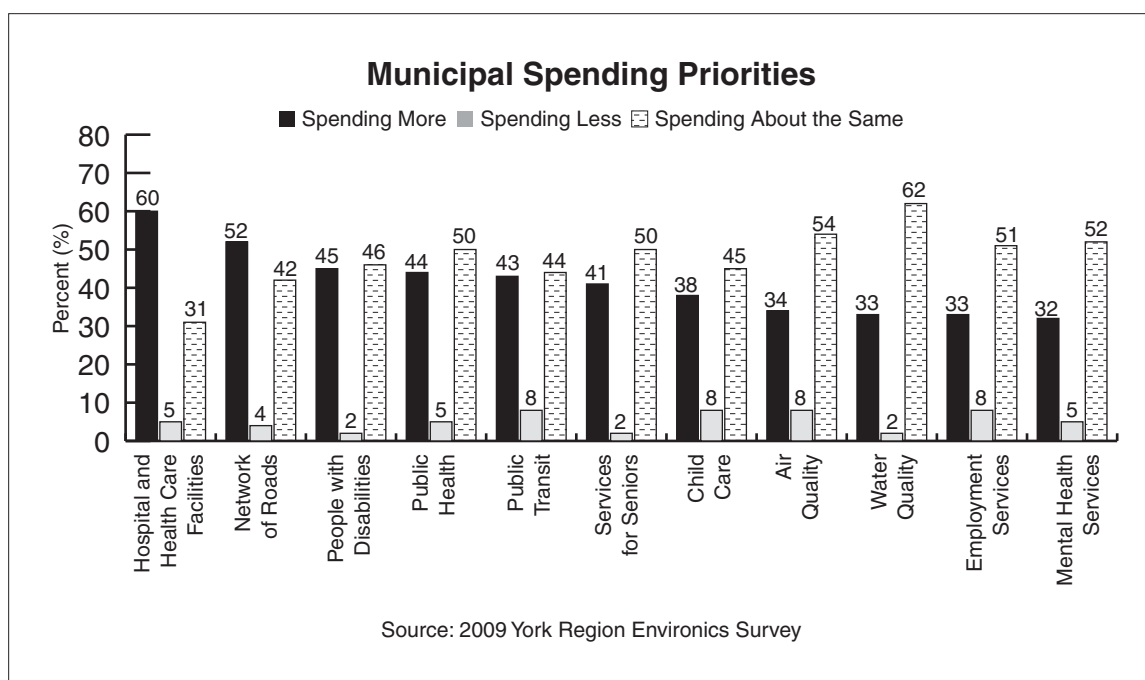
1. Statistics Canada, Census 2006 (Note: This census provides the most recent census data available).
2. York Region Population Estimate, Planning and Development Services Department, 2009.
3. The Regional Municipality of York, "Just the Facts About Your Community, Seniors Living in York Region," 2008.
4. Statistics Canada, Participation and Activity Limitation Survey, 2006

Statistics Canada, Custom Tabulations, Census 2001

Note: Statistics are based on self-identification and include a broad scope of disability

Key Observations

Accessibility to York Region's programs, services and facilities is important to residents. Consistent responses in the past four York Region Environics Surveys (2004 – 2008) show that full accessibility to the Region's programs, services and facilities continues to matter to our residents. The 2009 York Region Environics Survey results once again confirm that accessibility for people with disabilities remains a spending priority for York Region residents. The following graph provides a view of municipal spending priorities of York Region residents.

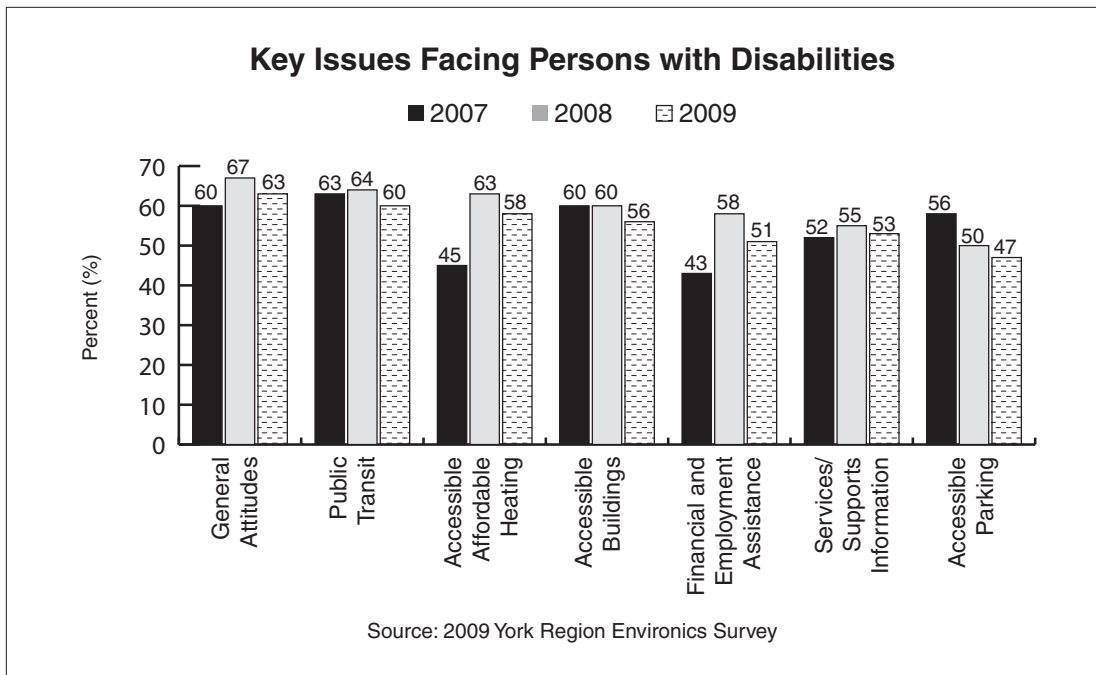


York Region residents were asked about municipal spending priorities and 45 per cent of respondents favoured more spending for services for people with disabilities, while 46 per cent felt that spending should remain the same. This was rated behind hospitals and health facilities (60 per cent) and network and roads (52 per cent), and slightly above public health (44 per cent) and public transit (43 per cent).

As reflected in the following graph survey respondents also stated that the most important issue facing people with disabilities is:

- General attitudes (63 per cent, slightly down from 67 per cent in 2008).
- Public transit (60 per cent, down from 64 per cent in 2008).
- Accessible affordable housing (58 per cent, down from 63 per cent in 2008).
- Accessible buildings (56 per cent, down from 60 per cent in 2008).





Accessibility Planning in York Region

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 bylaws, 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.

York Region's long-term strategic plan, Vision 2026, provides the foundation for accessibility planning in York Region and many other important corporate initiatives. Meeting the specific requirements of the ODA through the development and implementation of annual accessibility plans further supports the goals set out in Vision 2026.

The Process for Developing York Region's Plans

The Region's accessibility planning process was set out in the Accessibility Plan Policy Framework that was approved by Regional Council in February 2003. The direction established in the Policy Framework resulted in seven Regional accessibility plans that cover every aspect of the Region's business and its services.

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

Understanding what the Region has done to improve and enhance accessibility is also a key part of our Policy Framework. To help us understand our progress, we evaluate, monitor and track accessibility planning progress. We continue to successfully meet the obligations outlined in the *Ontarians with Disabilities Act, 2001*.

Participation of the York Region Accessibility Advisory Committee (YRAAC)

York Regional Council highly encourages the involvement of many different people and groups in the Region's accessibility planning process. Since the beginning of the ODA implementation, the support of Regional Council members has been consistent. We have formed networks to encourage ongoing communication with area municipalities, stakeholder organizations and the general public. Many Regional departments work with their customers and clients to identify, prevent and remove different types of barriers that prevent people with disabilities from receiving or accessing services, programs and facilities.

The York Region Accessibility Advisory Committee (YRAAC) is a legislatively mandated committee that was first appointed by York Regional Council in 2003. In March 2007, Regional Council appointed a new committee to serve for the 2007 - 2010 term. It includes members of Regional Council and citizen volunteers, and has been an integral part of the accessibility planning process. The members of the YRAAC include people from across York Region with different types of disabilities and backgrounds offering a variety of perspectives and representing the region as a whole. The YRAAC plays a critical role in advising Council on the preparation, implementation and effectiveness of its annual accessibility plans.

In keeping with its legislated mandate, in 2009, the YRAAC continued to provide direct input into the implementation activities of *ACCESS-ability: York Region's 2009 Accessibility Plan* and other accessibility initiatives. In 2009, members of the YRAAC:

- Provided advice on the 2009 accessibility plan and the development of the 2010 accessibility plan.
- Recommended that Regional Council recognize National Access Awareness Week, which was endorsed by Council in April 2009.
- Participated in the Rapid Co. accessibility workshop in May 2009.



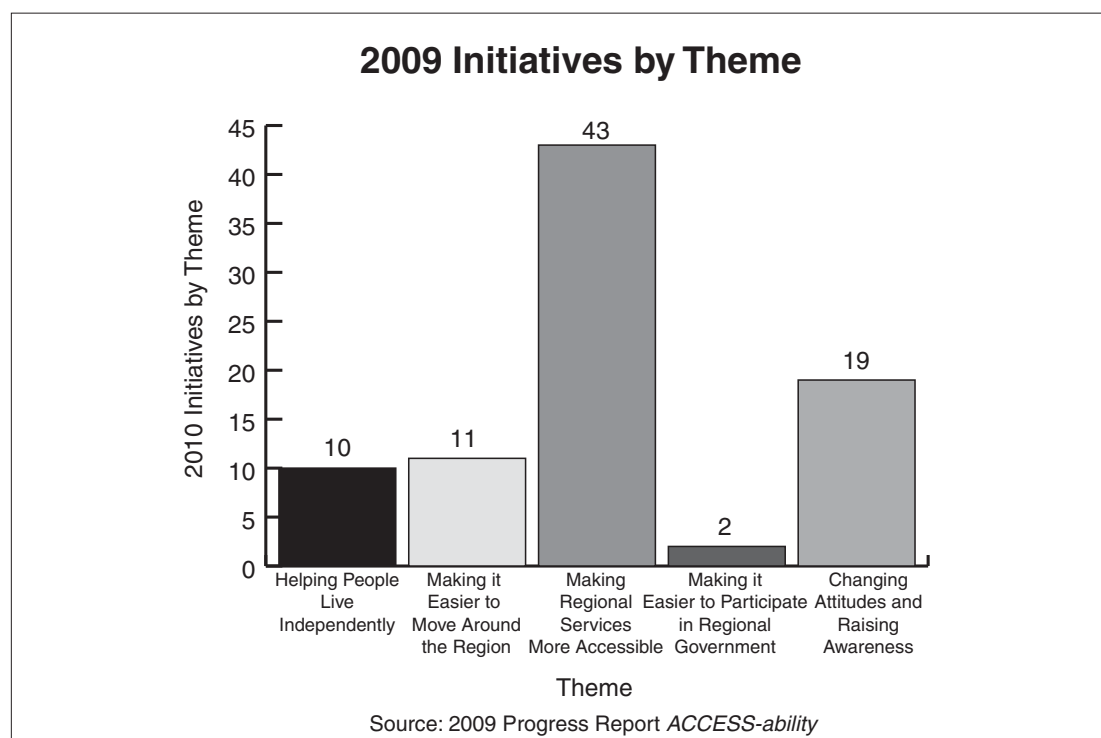


- Participated in the Province's Accessibility Advisory Committee forum held in June 2009.
- Participated on the York Region Forest Trail Accessibility Sub-Committee.
- Presented at the full day training modules of Accessible Customer Service Training in spring 2009.
- Participated in the filming of the Accessible Customer Service training DVD.
- Presented YRAAC activities to the Town of Markham Accessibility Advisory Committee in October 2009.
- Attended six YRAAC meetings and provided feedback to all Regional departments on draft departmental accessibility plans for 2010.

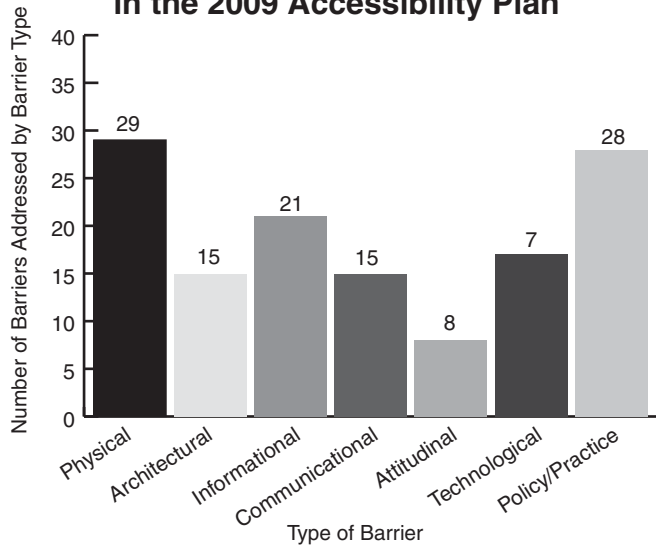
Are We Making Progress? A Brief Overview of 2009 Achievements

ACCESS-ability: York Region's 2009 Accessibility Plan originally contained a total of 77 initiatives. Since its approval in May 2009 some departments worked on additional initiatives - increasing the total to 85 initiatives. The 85 initiatives include 29 related to barrier identification and 56 aimed at removing and preventing barriers from across all Regional departments including York Regional Police. Of these, 61 per cent are complete, 32 per cent are underway and seven per cent are planned with anticipated completion in 2010 and beyond.

The following graph provides a breakdown by theme of all 2009 initiatives.



133 Different Types of Barriers Were Identified in the 2009 Accessibility Plan

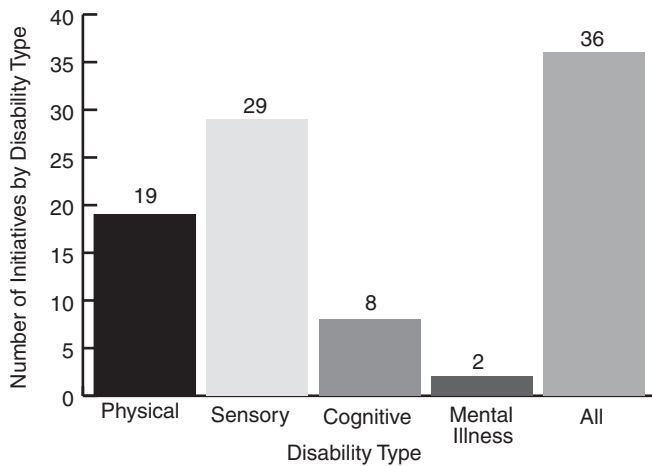


Source: 2009 Progress Report ACCESS-ability

The initiatives included in *ACCESS-ability: York Region's 2009 Accessibility Plan* support the Region's dedication to enhancing accessibility for people with a broad range of disabilities while supporting the key areas that impact the lives of people with disabilities in York Region. Our experience in accessibility planning has increased our awareness and understanding of all types of barriers, both visible and invisible. In 2009, 133 different types of barriers to accessibility were identified and, of these, 89 were invisible barriers. The Region's initiatives continue to address all disability types.

The graph on the top left provides a breakdown by types of barriers addressed for all 2009 York Region initiatives.

Disability Types That Were Addressed in the 2009 Accessibility Plan



Source: 2009 Progress Report ACCESS-ability

The graph on the bottom left provides a breakdown of disability types that were addressed for all 2009 York Region initiatives.

Examples of how departments addressed the different types of disabilities in 2009 include:

- The **Corporate Services Department** addressed *physical* disabilities with plans to redesign the parking lot at 22 Prospect Street to include a ramp and designated parking spot.
- The **Environmental Services Department** addressed *sensory* disabilities by upgrading the Water for Tomorrow website with accessibility features such as large font, colour, contrast and plain language use.
- **York Regional Police** addressed *cognitive* disabilities by hosting a workshop to increase knowledge of autism among front-line emergency responders.
- The **Community and Health Services Department** addressed *mental illness* disabilities by implementing professional standards to guide Emergency Medical Services personnel when interacting with individuals with mental illness.
- The **Transportation Services Department** addressed *all* disabilities by designating additional accessible bus routes - providing an additional method of travel for those currently using YRT Mobility Plus Service.

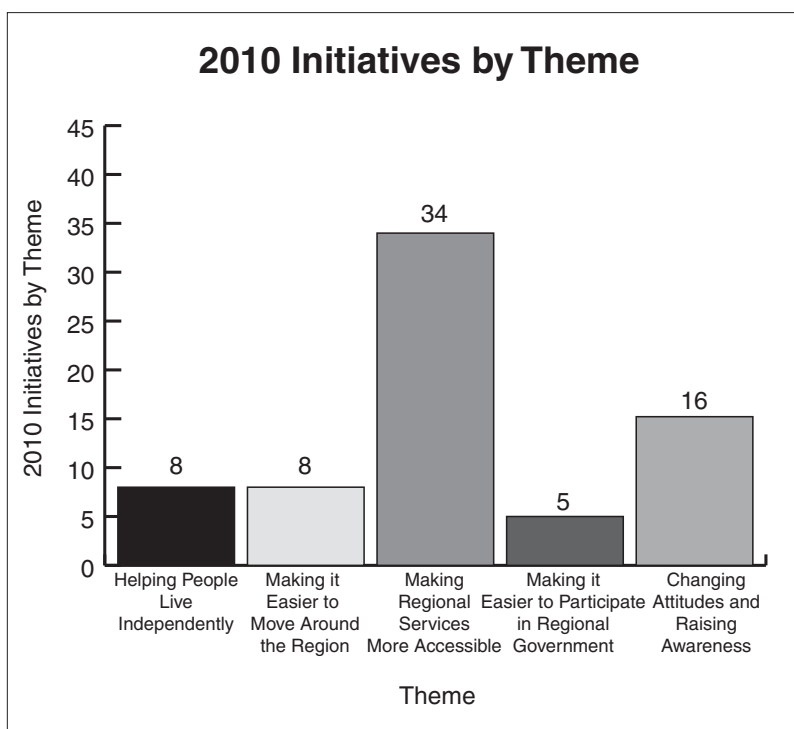


Developing *Accessing York:* *York Region's 2010 Accessibility Plan*

The Region's seventh accessibility plan continues to follow the direction set out in our Accessibility Plan Policy Framework and is integrated with our annual business planning and budget process.

Again this year, each Regional department, including York Regional Police, participated by developing a departmental accessibility plan. Each department's plan is included in this document.

The 2010 Accessibility Plan includes 71 accessibility planning initiatives put forward by departments to identify, remove and prevent barriers in 2010. As in our previous accessibility plans, we have organized each initiative around five themes, as indicated in the following graph.



The themes bring together the different parts of our programs and services into broader areas of action. These themes reflect input from the YRAAC and from previous public consultations on the key areas that impact the lives of people with disabilities.



Responding to the Needs of Our Residents with *myRide*

Partnering with community agencies and school boards, the new York Region Transit (YRT) *myRide* Travel Training program prepares customers to make independent, safe and confident journeys on public transit. Travel training is for people of all ages and abilities who need additional knowledge and skills to use conventional YRT and Viva buses effectively.

For more information on *myRide*, call 905-762-1282 ext. 5826.

Proposed Accessible Employment Standard

The scope of the proposed Accessible Employment Standard outlines how organizations should set out policies, procedures and requirements to prevent, identify and remove barriers across all steps of the employment life cycle for people with disabilities.

Ontarians with Disabilities Act, 2001 (ODA)

The Ontarians with Disabilities Act, 2001 (ODA) seeks to improve opportunities for people with disabilities and to help identify, remove and prevent barriers to everyone's full participation in life throughout the province. It applies only to the Ontario Public Service and broader public sector and has the following key elements: the development of annual, public accessibility plans and the establishment of Municipal Accessibility Advisory Committees.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed in 2005. Its goal is to have a fully accessible Ontario by 2025. To achieve its objective, the AODA will establish accessibility standards in the areas of:

- Customer Service
- Transportation
- Information and Communications
- Employment
- Built Environment

Parallel Implementation of the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) came into effect in June 2005. It applies to both the public and private sectors covering every aspect of life available to the public, except private homes. The goal of the AODA is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by January 1, 2025. This goal will be achieved by developing, implementing, and enforcing Provincially-set accessibility standards in the areas of customer service, the built environment, information and communications, employment and transportation. Both public and private sector organizations will be required to implement these standards in increments.

The AODA will be enforced through a process of reporting, inspection, investigation, compliance orders and administrative penalties.

Under the AODA, the role of municipal accessibility advisory committees changes from advising their municipal councils on their annual accessibility plans to advising Councils on the compliance of their municipalities with the new accessibility standards.

The AODA will eventually replace the ODA. However, the Province has indicated that the ODA will remain in effect for the foreseeable future while the AODA is phased in. The Accessibility Standards for Customer Service (Ontario Regulation 429/07) is the first of five standards to be released under the AODA with a compliance date of January 1, 2010. It is expected that the other standards – Transportation, Information and Communications, Employment and Built Environment will be released in 2010/2011. Until the ODA is repealed, the Region, like other municipalities, must meet the challenge of implementing both the ODA and the AODA simultaneously.





York Region's 2010 Accessibility Plan

Executive Summary

1. Helping People Live Independently
2. Making it Easier to Move Around the Region
3. Making Regional Services More Accessible
4. Making it Easier to Participate in Regional Government
5. Changing Attitudes and Raising Awareness

Conclusion



Executive Summary

York Region is pleased to present ***Accessing York: York Region's 2010 Accessibility Plan***. The plan reflects our commitment to make our region welcoming, inclusive and accessible. It moves us closer to the goal of creating an accessible environment that encourages the independence, inclusion and participation of people with disabilities in all aspects of our community.

Accessing York: York Region's 2010 Accessibility Plan

addresses the identification, removal and prevention of barriers to people with disabilities in all aspects of business from by-laws, policies and practices to programs, services and facilities. It is made possible with input from people with disabilities who contribute their experience and expertise as members of the York Region Accessibility Advisory Committee, as well as members of Regional Council and staff in every department, including York Regional Police (YRP).

York Region departments continue to work together to break down a wide range of barriers to improve the quality of life of people with disabilities. People with disabilities face physical, architectural, communicational, technological, attitudinal, policy and practice, and informational barriers. In addition, York Region is addressing both visible and invisible disabilities by including physical, cognitive, sensory and mental illness disabilities.

This is York Region's seventh annual accessibility plan under the *Ontarians with Disabilities Act, 2001* (ODA). It provides detailed descriptions of what individual departments, including York Regional Police, did to increase 'ACCESS-ability' in 2009 and reports on how departments will make 'Accessing York's' programs, services and facilities more achievable in 2010.

As in previous years, all initiatives are categorized into five themes that represent the key aspects of life that have an impact on people with disabilities:

1. Helping people live independently
2. Making it easier to move around the Region
3. Making Regional services more accessible
4. Making it easier to participate in Regional government
5. Changing attitudes and raising awareness



York Region Implements Two Accessibility Legislations

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) may eventually replace the *Ontarians with Disabilities Act, 2001* (ODA), however, the Province has indicated that the ODA will remain in effect for the foreseeable future. Until the ODA is repealed, public sector organizations, including local municipalities and the Region, must continue to implement both Acts simultaneously. This includes the continued development, implementation and monitoring of annual accessibility plans like this one.

1. Helping People Live Independently

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

Accessibility Achievements in 2009

Community and Health Services offers a wide range of programs and services that focus on promoting the health, safety and independence of all residents of York Region, including vulnerable residents and people with disabilities. Among its many functions, the department manages and administers social housing and two long term care facilities, provides emergency and non-emergency land ambulance services, delivers public health services and developmental programming for children.

In 2009, Community and Health Services took a number of steps to increase the accessibility of the housing units that we manage and the safety and independence of residents living in our seniors and affordable housing units. Barriers were also addressed in the emergency shelter and playgrounds managed by the department. This includes:

- Updating the lighting in the suites of 11 seniors' buildings.
- Installing extra lighting in the parking area and walkways at 55 Orchard Heights Place, Aurora and upgrading the lighting in the common areas of 84 Oakridge Street and 190 Church Street, Georgina.
- Installing new stair treads with better grip at 190 Church Street, Georgina.
- Upgrading elevators at 37 North Street, Georgina to include improved lighting, backlighting on buttons, addition of Braille buttons, digital numerical displays and digital/verbal notification mechanisms.

- Modifying nine units to increase accessibility at Mapleglen Residences, Vaughan.
- Adding new accessibility features in the newly-constructed Leeder Place Shelter, East Gwillimbury.
- Modifying bathrooms in three accessible units at Annswell Court, Markham including the addition of roll-in showers.
- Installing a wheelchair accessible ramp and stairs with handrails at Mabelle's Corners Housing Cooperative and Inter Faith Homes, Newmarket.
- Replacing and repairing equipment at eight playgrounds to ensure compliance with current playground safety standards.

Planning and Developmental Services provides leadership in developing strategies and initiatives that create sustainable communities, promote economic vitality and protect the natural environment in rapidly growing and diverse communities in York Region.

In 2009, Planning and Developmental Services worked with other departments to include accessibility policies regarding new communities, transportation and transit in the York Region Official Plan. Staff presented the Regional Official Plan to the York Region Accessibility Advisory Committee to obtain feedback in September 2009.





Transportation Services is responsible for ensuring that everyone in our region has access to safe, quality-driven transit, roadways and pedestrian networks. This includes making our terminals, bus stops, pedestrian networks and public transit vehicles accessible. In 2009, the department continued to make improvements to pedestrian signals to help people with sensory disabilities live more independently. The department installed and upgraded 64 audible pedestrian signals and added approximately 200 pedestrian countdown signals.

Barrier Identification for 2010

Office of the Chief Administrative Officer will conduct focus groups with people with disabilities to gain knowledge and understanding of the issues that they face during an emergency situation.



Barriers to be Addressed in 2010

Community and Health Services is undertaking further improvements to the housing buildings it manages. Planned projects in 2010 include:

- Constructing a link between 55 and 57 Orchard Heights Place, Aurora to provide tenants with access to an elevator.
- Upgrading bathrooms to our social housing buildings located at 190 Church Street, Georgina, 90 Dew Street, King and 48 Wilsen Road, King.
- Upgrading building entrances at 64 Patchell Crescent, Georgina and 37 Bates Way, Markham.
- Completing the construction of nine modified accessible units at the barrier-free Mapleglen Residences, Vaughan.
- Expanding Kingview Court, King with the addition of 39 seniors' units to the existing 27 units and modifying four units to be accessible.
- Installing an elevator and grab bars in bathrooms at Kingview Court to make it a barrier-free building.
- Allocating Federal-Provincial economic stimulus funding to non-profit social housing providers to improve accessibility of their facilities.

Planning and Development Services included accessibility policies in York Region's Official Plan to continue progress towards designing communities that include interconnected and accessible mobility systems. The department will also focus on accessibility policies for public transit and Regional streets when developing new communities.

2. Making it Easier to Move Around the Region

For all of us, accessible transportation is vital to doing the things that are a normal part of our daily lives – getting to work and school, shopping, visiting friends and family, going to the dentist and doctor and participating in community life.

York Region is committed to providing fully accessible transportation to people with disabilities so that they can participate in these daily activities more easily. This means improving accessibility of our transportation system including the public transit system operated by York Regional Transit (YRT), as well as pedestrian networks and roadways.

York Region operates three public transit systems: our conventional YRT service, door-to-door Mobility Plus Service for people with disabilities and Viva rapid transit service.

Accessibility Achievements in 2009

Transportation Services made significant improvements to increase the accessibility of York Region's transportation systems by:

- Upgrading 450 bus stops with concrete pads and standing areas.
- Adding 1,500 new bus stop signs with larger fonts and improved contrast.
- Installing Variable Message System signs displaying next bus arrival information at Finch Station and the York University Terminal.
- Designating a total of 17 routes as accessible.
- Completing the pilot Travel Training program that will be formally launched in 2010.
- Providing an audio option to YRT Mobility Plus Service newsletter.
- Introducing six YRT Mobility Plus Service buses that accommodate up to three wheelchairs to connect seniors with medical facilities and shopping centres.
- Increasing the number of accessible buses in YRT's fleet to 94 per cent, up two per cent from 2008.

AODA Includes Enforcement, Compliance and Penalties

Unlike the ODA, the AODA includes enforcement provisions. Enforcement will be through a process of reporting, inspection, investigation, compliance orders and administrative penalties. Ontario is the first jurisdiction in Canada to develop province-wide, enforceable accessibility standards.



Barrier Identification for 2010

Transportation Services will review its Accessible Pedestrian Signal Installation policy to align it with the proposed *Accessibility for Ontarians with Disabilities Act, 2005* Built Environment Standard and Transportation Association of Canada's "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals." The department will also use the YRT Accessible Bus Route Criteria to designate accessible routes in ways that improve connectivity and increase mobility within the community.

Barriers to be Addressed in 2010

Community and Health Services, Emergency Medical Services (EMS) will work in partnership with YRT Mobility Plus Service to improve the transport and handling of motorized and large assistive devices from public places within York Region to local hospitals only, when people with disabilities require EMS services. EMS is currently able to transport regular wheelchairs and assistive devices. Staff will also be trained on this new process.

Transportation Services will continue to install more accessible and audible pedestrian signals and review the time allotted to cross at certain intersections based on feedback from YRT's Travel Training Partners. The department will also install five accessible and audible pedestrian signals based on requests from the CNIB. The department will continue to work toward its goal of adding or replacing 800 concrete pads at bus stops and installing new street signs with larger fonts and improved contrasts at 1,500 more bus stops throughout York Region by the end of 2010. As well, additional Variable Message System signs will be installed at Promenade, Bernard, Richmond Hill and Centre terminal platforms.

As part of the fleet replacement and expansion program, the department will continue to purchase low floor accessible buses. The department also intends to improve the YRT Mobility Plus Service by establishing a 24-hour booking system that allows customers to book their trips 24/7 and get confirmation on the web.

The Accessibility Advisory Committee's Role Will Expand Under the AODA

Under the AODA, the role of each municipal Accessibility Advisory Committee will change from advising municipal councils on their annual accessibility plans as required under the ODA, to reviewing and advising council on their municipalities' compliance with the new accessibility standards. Until the ODA is repealed, Accessibility Advisory Committees will have responsibilities under both the ODA and AODA.

3. Making Regional Services More Accessible

York Region is committed to making sure that people with disabilities have access to the full range of services and programs the Region provides. This is an integral part of making our communities more inclusive and welcoming. As the following summary of our 2009 accomplishments indicates, we are improving accessibility in a variety of ways.

Accessibility Achievements in 2009

Community and Health Services

addressed a range of barriers from practice and policy barriers to informational and physical barriers in 2009 by:

- Completing staff training on making recreation programs more accessible to children with disabilities for the Positive Leisure Activities for Children and Youth (PLAY) and summer camp programs.
- Finishing an accessibility audit using the corporate Accessible Meeting Guidelines of all four Breastfeeding Clinics.
- Seeking advice from people with disabilities on how to improve access to the Ontario Works Employment Program.
- Adopting the CNIB clear print design standard as a guide to improve the accessibility of department publications.
- Configuring workplace computers to default to a larger screen and printing font to improve accessibility for staff with low vision.
- Re-designing the department's pages on the corporate website making them available in a variety of formats.
- Implementing professional standards to guide Emergency Medical Services personnel when interacting with individuals with mental illness.

Corporate Services

is responsible for implementing high-priority accessibility improvements at York Region's Administrative Centre and other prioritized facilities. In 2009, the department continued to make accessibility improvements to the Region's various properties by:

- Designing and installing a new ramp and handrails at the ceremonial entrance of the Administrative Centre.
- Creating a more accessible salad bar area and improving wayfinding at the Administrative Centre.
- Adding a new ramp and accessible parking spot at 22 Prospect Street, Newmarket.
- Installing brighter lighting and smaller handrails on York Regional Police's elevator.

Environmental Services provides services that protect health and the environment and meet the needs of our communities. This includes providing universal access at our department's public depots, public events and communications efforts. Over the past year, the department addressed accessibility barriers by:

- Reviewing existing brochures to identify ways to create a new, more accessible brochure outlining waste management services.
- Re-designing the *New Water for Tomorrow* website to include a larger font, more colour and contrast and plain language use.
- Implementing accessibility recommendations in the design of the new Community Environmental Centre in Vaughan.

Proposed Accessible Transportation Standard

The scope of the proposed Accessible Transportation Standard is to remove barriers to public transportation, so people with disabilities can travel more easily in Ontario. The proposed standard outlines ways that buses, trains, taxis, subways, streetcars and ferries can be accessible to travelers with disabilities.



Among its many responsibilities, the **Finance** department deals with all aspects of procurement for the Region, including issuing tenders and contracts. In 2009, the department continued engaging staff in assessing existing and new products for accessibility features and is investigating the possibility of converting the Region's existing TTY devices to one with more advanced and improved technology.

Office of the Chief Administrative Officer (CAO) is responsible for corporate administration, strategic planning, internal and external communication, the corporate Customer Service Strategy and emergency management. In 2009, the Office of the CAO acted as the departmental lead for the implementation requirements of the AODA Accessibility Standards for Customer Service Regulation. The department established a temporary disruption process and included it in the Accessible Customer Service training and the corporate Accessible Customer Service Policy.

Planning and Development Services reached a major accessibility milestone in 2009. All of the department's current meeting venues are now accessible as follows:

- Sound amplification is used at all meetings.
- All printed materials are available in accessible font colours.
- All meeting transcripts, brochures and display and presentation materials are available in accessible formats on the York Region website.

- Public notices of meetings now include a clause to contact the Region for any special accommodation requests.
- Sign Language Interpreters are available upon request, through a partnership with the Canadian Hearing Society and notices of meetings are included in the Society's newsletter.
- Print and electronic maps of venue locations are more accessible as a result of using the most readable and largest fonts and providing features such as intelligent navigation, text-to-speech and mouseless keyboards for computer maps.
- Integrating the requirements for accessible public meetings and materials as policy in the Regional Official Plan.

Transportation Services worked with York Region Transit (YRT) to increase the accessibility of its marketing products and services by:

- Revising the YRT route map to include improved layout, colour contrast and larger fonts based on feedback from the CNIB and travel training partners.
- Improving the accessibility of the YRT Mobility Plus Service website by adding a font size option.
- Hosting Public Information Centres in facilities that are readily accessible to people with mobility devices.

Accessibility Achievements in 2009

York Regional Police (YRP) serves York Region by delivering community-based policing, investigative and specialized services to both the urban and rural communities. YRP considers accessibility planning as a significant component when reviewing and developing its programs and services. In 2009, YRP completed a number of accessibility initiatives including:

- Hosting a workshop with mental health professionals to discuss ways to better respond to the needs of children with mental illness.
- Creating a new position to oversee implementation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).
- Re-designing the entrance at the Customer Service Centre to include barrier-free features and an accessible parking space.
- Adding accessible play equipment and bikes and making improvements to the walkway at the Community Safety Village.
- Implementing CopLogic, an online program for reporting minor incidents/ crimes via the Internet.
- Expanding NexTalk, a 911 reporting system for people with disabilities and becoming the first and only police agency in North America to install this technology in a 911 Call Centre.

Barrier Identification for 2010

Community and Health Services will continue to review all client communication materials (including the corporate website) and processes to include accessibility guidelines. The department will conduct a focus group with parents of children with special needs that participated in York Region's summer camp and Positive Leisure Activities for Children and Youth (PLAY) programs to see how service delivery and accessibility of the programs can be enhanced.

Environmental Services will present the architectural design plans for the Community Environmental Centre in Richmond Hill to the York Region Accessibility Advisory Committee for review and feedback.

York Regional Police will hire an accessibility consultant to review accessibility designs and best practices to ensure accessibility measures are included in all YRP facilities that are to be either modified or constructed.

Proposed Information and Communications Standard

The scope of the proposed Information and Communications Standard outlines how businesses and organizations will be required to provide public information (online, print, verbal and digital) in various accessible formats like Braille, large print, audio-format and CD.



Barriers to be Addressed in 2010

Community and Health Services will hold another Ontario Works Consumer Reference Group meeting to gather further customer feedback on ways to enhance service, including feedback from program participants with disabilities. The department will complete improvements to its Intranet so that by the end of 2010, staff with low vision will have access to written and digital communication and information in formats appropriate to their needs. The department will continue to support the York Region Accessibility Advisory Committee to ensure that the Region is meeting all requirements under both the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Corporate Services will convert two washrooms in the Administrative Centre to one unisex accessible washroom located closer to the Seminar Room and Council Chambers. A distress alarm will be installed in the washroom making it easier for a person with a disability to get assistance from security, if needed. Activated floor announcements will be installed in the Administrative Centre's elevators. The department will act as the departmental lead for the implementation of the proposed AODA Built Environment and Employment Standards when they become law.

Environmental Services will investigate the addition of an audio file option to its web pages on the corporate website and review its pages to ensure business critical information is accessible.



The **Finance** department will modify its website pages related to public contracts and tenders to clearly indicate that contracts and tenders are available in alternate formats. The department will also support the IT and finance needs of the Office of the Chief Administrative Officer as it moves forward to implement the proposed AODA Information and Communications Standard when it becomes law.

Transportation Services will act as the departmental lead for the corporate implementation of the requirements of the proposed AODA Accessible Transportation Standard when it becomes law. The department's finance group will identify ticket agents who operate on an accessible property and list them on the YRT website using the accessible symbol. The website will be updated to meet the requirements of the proposed AODA Information and Communications Standard. Pending review and approval of Council, the department will establish an accessible forest trail.

York Regional Police will create the *Persons with Disabilities Safety Unit* to provide people with disabilities greater access to police resources and the information they need to increase their personal safety and home security. YRP will also continue to make accessibility improvements at the Community Safety Village by replacing the pea-stoned surface at the base of the playground with rubberized surfacing, allowing for easier mobility. YRP will expand NexTalk at the front desks of all five districts to allow individuals who are deaf, deafened or hard of hearing to contact the police for non-emergent matters.

Proposed Accessible Built Environment Standard

The scope of the proposed Accessible Built Environment Standard aims to break down barriers in buildings and other structures for people with disabilities, including all new construction and extensive renovations. The standard proposes requirements in many areas of the built environment, including parking spaces, entrances, signs, parks and trails.

Proposed Accessible Transportation Standard

The scope of the proposed Accessible Transportation Standard is to remove barriers to public transportation, so people with disabilities can travel more easily in Ontario. The proposed standard outlines ways that buses, trains, taxis, subways, streetcars and ferries can be accessible to travelers with disabilities.

Are You Interested in Making a Difference?

Do you have a disability or are you someone who has an interest in disability issues?

York Regional Council invites applications for volunteers who live in York Region to be part of its Accessibility Advisory Committee for the 2011 – 2014 term of office. The York Region Accessibility Advisory Committee (YRAAC) helps Regional Council provide better access to Regional programs and services for people with disabilities. Members come from all walks of life, but the majority of the members on the YRAAC must be people with disabilities. Information will be made available later in 2010. Visit www.york.ca.

4. Making it Easier to Participate in Regional Government

An inclusive and accessible community is one that encourages citizen participation in government affairs. This is why York Region continues to take steps to make it easier for people with disabilities to participate.

Accessibility Achievements in 2009

Corporate Services, Office of the Regional Clerk is now able to provide alternate formats for all printed materials for committee meetings of the York Region Accessibility Advisory Committee, upon request.

Environmental Services now uses the Region's Accessible Meeting and Multiple Format Guidelines to assess the accessibility of all of the public consultation centres it currently uses.

Barrier Identification for 2010

Planning and Development Services will continue to review Public Consultation Centres and stakeholder engagement forums for accessibility.

Barriers to be Addressed in 2010

Community and Health Services will enhance its redesigned Intranet pages so that staff with different disabilities can access departmental information more easily.

Planning and Developmental Services will continue its partnership with the Canadian Hearing Society to provide Sign Language Interpreters at public meetings, upon request. The department will continue to use York Region's Accessible Meeting Guidelines to assess accessibility of public consultation centres.

5. Changing Attitudes and Raising Awareness

People with disabilities face many visible barriers that can be remedied by technology or overcome with physical improvements. In addition, they also face the challenges imposed by invisible barriers such as negative attitudes, misconceptions and lack of awareness about accessibility issues. York Region continues to attempt to break down these invisible barriers in a variety of different ways, such as changing attitudes and raising awareness.

Accessibility Achievements in 2009

Community and Health Services included training about the AODA in the annual mandatory training sessions in the long term care facilities it manages. In addition, staff participated in the corporate Accessible Customer Service Training in the fall of 2009. The department is the corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the AODA. This role included the development of the corporate Accessible Customer Service Policy.

Office of the Chief Administrative Officer developed and delivered corporate training to all York Region staff and volunteers as required by the AODA Accessibility Standards for Customer Service Regulation that includes core principles of independence, integration and equal opportunity. A strategy was developed to ensure contracts for agents serving the public on our behalf include AODA training requirements. The department also defined a customer feedback process that is included in the Accessible Customer Service Policy about the way the region provides goods and services to people with disabilities.

All departments reviewed or are reviewing internal policies, practices and procedures to ensure compliance with the AODA Accessibility Standards for Customer Service Regulation's core principles of dignity, independence, integration and equal opportunity.

Barrier Identification for 2010

All departments will review and align their internal departmental policies, practices and procedures with the corporate Accessible Customer Service Policy.

Barriers to be Addressed in 2010

Community and Health Services will work with other departments including York Regional Police to design and implement a variety of activities to support and promote National Access Awareness Week.

The Office of the Chief Administrative Officer will develop and use public education materials to build individual capacity for personal preparedness during emergencies for people with disabilities. The department will also work towards increasing the participation of people with disabilities in emergency management exercises.

York Regional Police will continue to invite agencies serving people with various types of disabilities to participate in the Recruit Community Insight Program to enable officers to gain insight into the diverse communities that make up York Region. The activities will be designed and implemented to support and promote National Access Awareness Week. An electronic resource library for employees on the YRP Intranet will include information about the AODA and the ODA, Accessibility Directorate of Ontario's supports, and other relevant information. As well, all employees will be required to view the York Region Accessible Customer Service training DVD.

Conclusion

Accessing York: York Region's 2010 Accessibility Plan reflects an environment where people with disabilities can live, work and play with dignity and respect and can share equally in all opportunities of life. It also demonstrates York Region's ongoing commitment to make all of our communities, programs, services and facilities barrier-free.

As we acknowledge the many and varied accomplishments over the past seven years, we also recommit to making our Region even more welcoming, inclusive and accessible. People with all disability types will experience greater ease and independence when 'Accessing York' Region's goods and services.

Accessing York: York Region's 2010 Accessibility Plan can be found on York Region's website at www.york.ca. Copies of the accessibility plan in alternate formats can be requested by contacting us at:

Email: AccessYork@york.ca

Mail: The Regional Municipality of York
Community and Health Services Department
Strategic Service Integration and Policy Branch
17250 Yonge Street, 2nd Floor
Newmarket, ON L3Y 6Z1
Attention: Program Manager, ODA/AODA

Phone: 1-877-464-9675 ext. 2060

TTY: (905) 762-0401

Fax: (905) 895-6616

We welcome comments or questions about the plan. To provide comments or ask questions, please refer to page 86 of this document.





Departmental Accessibility Plans

Community and Health Services

Corporate Services

Environmental Services

Finance

Office of the CAO

Planning and Development Services

Transportation Services

York Regional Police



Photo courtesy of the Town of Richmond Hill

Community and Health Services

Environmental Scan

The Community and Health Services Department continues to identify barriers within the themes that people with disabilities in our communities have told us have the greatest impact on their lives. For example:

Helping People Live Independently

Continue to help people with disabilities live independently in York Region through enhancements to customer service and improvements to accessibility in our social housing units and buildings.

Making it Easier to Move Around the Region

Continue to work with community partners to improve customer service to individuals using EMS services that require transport of assistive devices.

Making Regional Services More Accessible

To identify potential barriers in our services and to make our services more accessible, the Department has created a Consumer Reference Group to obtain ongoing feedback from Ontario Works participants. In 2010, the Department will conduct a focus group to determine best practices for the Positive Leisure Activities for Children and Youth (PLAY) and the summer camp programs.

Changing Attitudes and Raising Awareness

To change attitudes and raise awareness, the department will continue to review staff training procedures to ensure employees are learning in an environment that addresses their learning needs.

Conduct a comprehensive review of our internal departmental policies, practices and procedures to identify gaps and ensure incorporation of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Accessibility Standards for Customer Service Regulation's core principles of independence, integration and equal opportunity.

Conduct a review of internal departmental policies, practices and procedures against the corporate Accessible Customer Service Policy.



Accessible Customer Service is the Law

The Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07) is the first standard to be enacted into law. As a public sector entity, York Region had to comply with the regulation as of January 1, 2010. The timeframe for private and non-profit sector organizations to comply is January 1, 2012.

Our Customers

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

The department serves people of all ages, including children, youth, and seniors with diverse cultural and religious backgrounds. Our clients may be in need of financial and employment assistance, housing assistance, child care including development programming, emergency medical services, long term care and public health services.

Emergency Medical Services provides emergency and non-emergency land ambulance services to residents and visitors of York Region. Paramedics perform patient assessment, life saving treatment, and provide skills and procedures that require medical oversight along with providing safe and timely transport.

Public Health Services delivers programs and services legislated by the Ministry of Health and Long Term Care under the *Health Protection and Promotion Act* to residents of York Region. Public Health staff strive to ensure that programs and services are delivered in accordance with Provincial guidelines.

The Social Services Branch provides employment and financial support to eligible residents of York Region, including adults living in domiciliary hostels. It also provides Service System Management and financial assistance to support child care services along with direct developmental programming to children.

Our Housing and Long Term Care Branch manages social housing through Housing York Inc. and administers social housing through independent non-profit and co-operative housing providers. The Branch also manages two long term care facilities. In addition, we provide programs and services that meet the needs of adults and seniors who can no longer live independently. These programs and services focus on promoting the health, safety and independence of residents.

The Strategic Service Integration and Policy Branch provides support to the department, the corporation, and Regional Council by integrating program planning and providing cross-department analysis on policy and legislation that affects community and health services. We also lead accessibility planning for the coordination of the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). This branch also provides program communications, implements community development and investment funding, coordinates homelessness programs and human services collaboration, and leads emergency social services planning.

The Business Operations and Quality Assurance Branch delivers direct services such as helping clients pursue support income, investigating and collecting revenue owed to the Region, as well as providing call centre services and referral and application services. We also support the Community and Health Services Department by providing knowledge and skills training for staff, accommodation services including modified work environments, technology support, and ensuring the Department's fiscal integrity through budget development and expenditure control.





Accessibility Statement

The Community and Health Services Department commits to enhancing accessibility for people with disabilities to its programs, services and facilities through partnerships with community agencies and by increasing our awareness of the needs of people with both visible and invisible disabilities, so that we can better respond to those needs. In 2010, we will continue to consider accessibility planning as a key component when reviewing, improving and developing our programs and services to ensure our citizens and customers have full access to them. Our branches will work together to identify, remove, and prevent barriers in our programs, services and facilities.

The following is a list of the table header meanings:

Progress Report on Accessibility Achievements - 2009	
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 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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 for 2010	
Barrier Identified	Indicate where the barrier was found.
Barrier Type	Indicate the type(s) of barrier – physical, architectural, informational, communicational, attitudinal, technological, policy/practice.
Disability Type	Indicate 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	Indicate how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

Community and Health Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Inadequate lighting levels in suites of Housing York Inc. seniors' buildings.	Physical	Sensory	The lighting in the suites of 11 seniors' buildings has been updated providing seniors with greater independence.
Inadequate lighting in parking areas and walkways at Housing York Inc. buildings.	Physical	Sensory	Extra lighting has been installed in the parking area and walkways at 55 Orchard Heights Place, Aurora providing seniors with greater independence.
Inadequate lighting in common areas of Housing York Inc. buildings.	Physical	Sensory	Lighting has been replaced in the common areas of 84 Oakridge Street, Gwillimbury and 190 Church Street, Georgina improving safety and independence for seniors with reduced vision.
Facility limitation and the need to provide greater accessibility in elevators for residents living in Housing York Inc. buildings.	Physical	Physical	The elevators at 37 North Street, Georgina have been upgraded by Housing York Inc. resulting in greater independence for seniors with reduced vision. Upgrades included both audio and visual improvements, including: • Improved lighting • Backlighting on buttons • Braille on buttons • Digital numerical display • Digital/verbal notification when passing every floor
Facility limitation and the need to provide greater accessibility in stairwells for residents living in Housing York Inc. buildings.	Physical	Physical Sensory	New stair treads were installed at 190 Church Street, Georgina providing seniors with better grip while using the stairs.
Inadequate access to affordable housing.	Policy/Practice	All	\$480,000 of the Housing Innovations Fund was allocated in 2008 and 2009 to conduct nine accessibility upgrades and eight playground upgrades across 13 of York Region's non-profit social housing sites. The nine accessibility upgrades included bathroom modifications in three accessible units, including roll in showers at Annswell Court Foundation in Markham and the installation of a wheelchair accessible ramp and stairs with handrails at Mabelle's Corners Housing Cooperative, Aurora and Inter Faith Homes, Newmarket. The eight playground upgrades included the replacement and repair of equipment from wear and tear and to ensure compliance with current playground safety standards.
Access to emergency shelters for people with disabilities.	Architectural	Physical	People with disabilities have access to the newly constructed Leeder Place Shelter, East Gwillimbury (family shelter).

Community and Health Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Inadequate access to affordable housing.	Architectural	Physical	Nine units within Mapleglen Residences will be modified to accommodate people with disabilities providing greater access to affordable housing.
Enhance opportunities for people with disabilities, who receive Ontario Works, to provide input on the services provided.	Policy/Practice	All	The Ontario Works Consumer Reference Group was established in one local office and meetings began in fall 2009. Meetings are continuing on a bi-monthly basis.
Effective communication with Long Term Care patients, relatives and people with sensory disabilities.	Communication	Sensory	Assistive listening devices have been purchased for use at both Long Term Care Centres and are available for use by those who have a hearing loss. Communication boards have been developed and are available for use by those who experience barriers to communication as a result of aphasia or other neurologic disabilities.
Making it Easier to Move Around the Region			
Access to Emergency Medical Services (EMS) vehicles by patients, relatives and people with physical and sensory disabilities.	Physical	Physical	A bariatric unit has been implemented to assist patients with mobility issues access EMS vehicles.
Making Regional Services More Accessible			
Need to create additional opportunities for people with disabilities receiving Ontario Works to provide input on how best to serve them.	All	All	The Ontario Works Consumer Reference Group was established in one local office and meetings began in fall 2009. To create additional opportunities to provide input, plans are underway for the formation of an additional group at another local site.
Access to recreational programs for children with disabilities.	Policy/Practice	Physical, Cognitive	Training of staff for PLAY and Summer Camp programs has been completed with regards to access to recreation programs for children with disabilities. • 25 children with special needs participated in Summer Camp in 2009. • 23 children with special needs participated in PLAY. • 8 participants registered for fall '09 PLAY.

Community and Health Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Access to EMS vehicles by patients, relatives and people with mental illness disabilities.	Policy/Practice	Mental Illness	EMS operates under the Mental Health Act consistent with York Regional Police's protocol. This protocol includes professional standards that provide guidance on interacting with individuals with mental illness disabilities.
Accessibility of breastfeeding clinics.	Physical, Informational	All	The Breastfeeding Team used the corporate Accessible Meeting Guidelines checklist to conduct an audit of all four clinic locations (Tannery, Markham, South Service Centre and the Children's Treatment Network site). Many of the accessibility items on the checklist were available. The Breastfeeding Team will continue to use the checklist when selecting future locations for clinics to ensure accessibility.
The implementation of publication standards will increase access to information for people with different types of disabilities.	Informational	All	The proposed Information and Communications Standard has not passed into regulation as of yet. In the interim, CNIB's clear print design standard has been adopted as a guide for the department to use.
Access to staff communication/ information by staff with low vision.	Informational	Sensory	Computer stations have been configured to default to a larger display font. All printed materials have been generated (and continue to be printed) in a larger font size.
The re-design of the website with focus on accessibility, allowing people with different types of disabilities to see the information and understand it.	Informational, Communicational, Technological	Sensory, Cognitive	The re-design of the corporate website is in progress. Web pages for Community and Health Services programs and services continue to follow the corporate standard for those who use screen readers: 'alternative tags' on images (text description of image), focus on text based information and fewer tables, option to increase font and to zoom in, and information available in PDF formats.
Comprehensive review of the recently initiated Application Support Worker Pilot project to determine best practices.	Policy/Practice	All	The Application Support Worker pilot was completed. A comprehensive review has been completed to determine best practices.
During the website redesign, barriers to accessibility will be reviewed.	Technological	Sensory	The re-design of the corporate website is in progress. Barriers to accessibility are being identified during this process.



Community and Health Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Awareness among Long Term Care staff regarding the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA).	Informational	All	Training regarding the <i>Accessibility for Ontarians with Disabilities, 2005</i> (AODA) has been included in the annual core training module and all staff have been trained.
Corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the AODA.	Policy/Practice	All	The Accessible Customer Service Policy which identifies policies, practices and procedures to meet compliance with AODA Accessibility Standards for Customer Service Regulation by January 1, 2010 was approved by Council in November 2009. A compliance monitoring and communications strategy was implemented by end of year. Other standards under the AODA are in development and are being closely monitored. Senior management is provided with ongoing AODA updates as the legislation develops.
Review department's training procedures to ensure employees with disabilities are learning in an environment that best suits their needs.	Policy/Practice	All	Training procedures have been reviewed and alternative formats have been developed to accommodate different learning needs of employees as necessary. A question has been included in the registration process so that employees can identify their specific learning needs prior to attending a training session so that alternate formats can be made available to them.
Review department's internal policies, practices and procedures to ensure incorporation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service's core principles of dignity, independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity has been initiated.

Community and Health Services Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Communication materials used in Long Term Care and Community programs.	A review of client communication materials in Long Term Care and Community programs using CNIB's Print Design Standard as a guide to identify best practice standards for accessible communication tools.	2010
Communication materials and processes at Housing York Inc. buildings.	A review of current communication materials and processes used in Housing York Inc. buildings will be conducted to ensure all tenants can access tenant information in accessible locations within Housing York Inc. buildings.	2010
Access to recreational programs for children with disabilities.	Conduct a focus group consisting of parents of children with special needs who have participated in the 2009 Summer Camp and PLAY programs. Their input will help determine best practices to improve delivery of the program and enhance access.	2010
Access to (intranet) corporate staff website.	Assess the new website to identify any barriers to identification to ensure all information remains accessible.	2010
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Community and Health Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Helping People Live Independently						
Facility limitation and the need to provide greater accessibility in Housing York Inc. buildings.	Architectural	Physical	Greater independence and accessibility for residents.	Construct a link between 55 and 57 Orchard Heights Place, Aurora that will provide tenants of 55 Orchard Heights Place access to an elevator.	Greater accessibility for people with physical disabilities.	2010
Facility upgrades to assist people with physical disabilities in Housing York Inc. buildings.	Architectural, Physical	Physical	Greater independence and accessibility for residents.	Conduct bathroom upgrades. • 190 Church Street, Georgina • 48 Wilsen Road, King • 90 Dew Street, King	Greater accessibility for people with physical disabilities.	2010
Facility upgrades to assist people with disabilities in Housing York Inc. buildings.	Architectural, Physical	Physical	Greater independence and accessibility for residents.	Upgrade the entrances at: • 64 Patchell Crescent, Georgina • 37 Bates Way, Markham	Greater accessibility for people with physical disabilities.	2010
Inadequate access to affordable housing.	Architectural	Physical	People with disabilities will have greater access to affordable housing.	Construct Mapleglen Residences in Vaughan to accommodate people with disabilities.	Completion of a barrier-free building with nine modified units at Mapleglen Residences.	2011
Inadequate access to affordable housing.	Architectural	Physical	People with disabilities will have greater access to affordable housing.	Expand Kingview Court in King by adding 39 seniors units (to the existing 27 units) and installing an elevator. The building will be barrier free and include grab bars in the bathrooms. Four of the units will be modified to accommodate people with disabilities.	Greater accessibility for residents of Kingview Court. Four units will be designated for people with disabilities.	2011
Inadequate access to affordable housing.	Physical	Physical	Improved accessibility in non-profit social housing.	Allocate Federal-Provincial Economic Stimulus funding to non-profit social housing providers to improve accessibility and allow seniors to age in place.	Improved accessibility in non-profit social housing.	2010

Community and Health Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Making it Easier to Move Around the Region						
Current policies and practices around risk management and safety, along with vehicle limitations prevent EMS staff from loading assistive devices during transport.	Policy/ Practice	Physical Other	Improved customer service to individuals using EMS services that require transport of assistive devices.	Develop and implement departmental practice, procedures and protocols concerning the transport of assistive devices. Establish partnership with YRT Mobility Plus Service for transportation of assistive devices from public places within York Region such as sidewalks to local hospitals only.	Improved access to EMS services.	Ongoing
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	Improved customer service to individuals using EMS services that require accommodation to ensure service animals are cared for during transport to destination.	Develop and implement departmental practice, procedures and protocols concerning the transport of service animals. Conduct staff training related to use of harness and "All Dogs Can Bite" workshop.	Improved access to EMS services.	Ongoing
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	The establishment of an additional Ontario Works Reference Group in a second Ontario Works office will provide the opportunity for input, enhancing service to people with disabilities.	Building on the success of 2009, create an additional Ontario Works Consumer Reference Group in one of the local offices to provide the opportunity for continuous, direct customer input and feedback to enhance service including feedback from program participants with disabilities.	Recommendations from local Consumer Reference Group will be implemented as appropriate.	2010

Community and Health Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Corporate lead for the coordination and development of policies, procedures and compliance for all regulations under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA).	Policy/ Practice	All	Accessibility will be enhanced in the areas of Customer Service, Information and Communications, Transportation, Employment and Built Environment.	The corporate and departmental leads will work together to implement the requirements of the regulations under the AODA across all departments.	Compliance requirements of each regulation under the AODA will be met.	Ongoing
Access to staff communication and information by staff with low vision.	Informational	Sensory	Staff with low vision will have access to written and digital communication and information in a format that is appropriate for their needs as well as customized screens on computer workstations.	All written communication will be available in large font. Staff will have access to information in an accessible format (i.e., verbal, large print) upon request. Computers will be defaulted to large text/icon display.	Staff will have access to written and digital communication and information in an alternate format that meets their needs.	2010
Provide ongoing support to the York Region Accessibility Advisory Committee (YRAAC).	Policy/ Practice	All	Barriers to accessibility will be identified, prevented and/ or removed, and compliance requirements will be met, enhancing accessibility for people with all disability types.	Staff will support YRAAC's efforts to advise Regional Council on annual accessibility plans as required under the ODA and review and advise Council on compliance with AODA standards.	Compliance requirements for the ODA and each regulation under the AODA will be met.	Ongoing

Community and Health Services Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Eliminate accessibility barriers on (intranet) corporate staff website.	Informational, Communicational, Technological	Sensory, Cognitive	Staff with different types of disabilities will be able to access Community and Health Services Department information more easily.	Using the results from the review, address identified barriers to ensure that information posted on the redesigned website is accessible for people who use screen readers and is in a plain language format.	Increased access to information and services for those with cognitive and sensory disabilities.	2010
Changing Attitudes and Raising Awareness						
Need for greater staff awareness and sensitivity about how to make programs and services more accessible to 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 other departments.	Greater staff sensitivity and awareness about serving people with disabilities; improved customer satisfaction.	2010



Corporate Services

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.
- Review of Council and Committee processes to identify and remove any existing barriers.
- 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 work environment. 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.



Accessible Customer Service

York Region is committed to providing its goods and services in ways that respect the dignity and independence of people with disabilities, allowing them to benefit from the same services, in the same places and in a similar way as other customers. York Region has developed an Accessible Customer Service Policy to govern how we offer goods and services to people with disabilities. This includes training all staff, volunteers and contractors serving the public on our behalf about how to serve our customers with disabilities. Visit www.york.ca to learn more about accessible customer service at York Region.

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Barrier Identification for 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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.
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Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
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Corporate Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Property Services Ramp at the ceremonial entrance of the Administrative Centre.	Architectural	Physical	Newly designed ramp and handrails have been installed for easier access for people with physical disabilities.
Property Services Salad bar area in the cafeteria at the Administrative Centre.	Physical	Physical	The redesigned salad bar area is now more accessible for people with disabilities.
Property Services Parking lot at 22 Prospect Street, Newmarket.	Architectural	Physical	The addition of a ramp and accessible parking spot makes 22 Prospect Street, Newmarket more accessible.
Property Services Internal office signs at the Administrative Centre.	Informational	Sensory	Improved wayfinding makes the Administrative Centre more accessible for people with sensory disabilities.
Property Services York Regional Police's (YRP) elevator in the Administrative Centre.	Physical	Sensory	Brighter lighting, smaller handrails and a hands free phone will make the York Regional Police elevator more accessible.
Investigate the possibility of converting the two washrooms at the north entrance of the Administrative Centre to a unisex accessible washroom.	Architectural	Physical	Architect and ODA Consultant review was completed.
Investigate the possibility of installing voice activated floor announcements in the elevators at the Administrative Centre.	Communicational	Sensory	A review to install voice activated floor announcements in the elevators at the Administrative Centre was completed.

Corporate Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making it Easier to Participate in Regional Government			
Office of the Regional Clerk Access to Committee information and documents for York Region Accessibility Advisory Committee meetings.	Policy/Practice	Sensory, Cognitive	Printed materials for committee meetings are now provided in alternate formats upon request promoting increased participation of members in committee meetings.
Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity was completed.



Corporate Services

Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Corporate Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Property Services Distance to accessible washrooms from the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	Architectural	Physical	Accessible washrooms will be located closer to the Seminar Room and Council Chambers at the north entrance of the Administrative Centre for use by people with disabilities.	The two washrooms at the north entrance of the Administrative Centre will be converted to one unisex accessible washroom for use by people with disabilities.	An accessible washroom will be located closer to the Seminar Room and Council Chambers at the north entrance of the Administrative Centre.	2010
Property Services Wayfinding for people with low vision while using the elevators in the Administrative Centre.	Communicational	Sensory	More effective wayfinding when using the elevators in the Administrative Centre for people with vision loss.	Voice activated floor announcements will be installed in the elevators located in the Administrative Centre.	It will be easier for people with low vision to find their way around the Administrative Centre.	2010
Property Services Wayfinding for people with disabilities looking for direction at the Administrative Centre.	Communicational	All	More effective wayfinding for visitors with disabilities at the Administrative Centre.	Electronic directory in the Great Hall of the Administrative Centre will have accessibility features, including a feature that can raise or lower the information in the display.	It will be easier for people with disabilities to find their way around the Administrative Centre.	2010
Property Services Safety mechanisms for people with disabilities using the accessible washrooms located on the ground floor of the Administrative Centre.	All	All	Increased safety for people with disabilities while using accessible washrooms on the ground floor of the Administrative Centre.	Distress alarms will be installed in the accessible washrooms on the ground floor of the Administrative Centre.	A person with a disability using the accessible washrooms will be able to call security for assistance, if in distress.	2010

Corporate Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Property Services Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Built Environment Standard under the AODA.	Policy/ Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) 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.	2010 Ongoing
Property Services Architectural plans for the proposed Central Services Centre.	Physical, Architectural	All	Increased accessibility for people with disabilities while visiting or working at the proposed Central Services Centre.	An accessibility consultant will be hired to provide recommendations on accessibility features to be included in the Centre's design, in accordance with requirements of the AODA Accessible Built Environment Standard. Architectural plans will be presented to the YRAAC, for feedback.	It will be easier for people with disabilities to access the Central Services Centre facility.	2010 / 2011
Human Resource Services Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Employment Standard under the AODA.	Policy/ Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) 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 employment.	2010 Ongoing



Reuse Zone
&
Refrigerated Appliances



York Region

McCleary Court
Community Environmental Centre



Environmental Services

Environmental Scan

Our innovative staff provide environmental services that protect health and the environment and meet the needs of our thriving communities. The long-term vision of the department is to provide environmentally sustainable services 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 and visitors affected by environmental services.

Accessibility Statement

To plan and provide accessible, safe, quality, cost-effective environmental services that grant universal access for pedestrians at the department's public depots, public events and through its communication efforts.



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Methods to be used to identify the barrier	Describe the method used to identify barriers.
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Disability Type	Indicate 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	Indicate how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.



Environmental Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Waste Management Review of communication materials identified two brochures to be revised to enhance accessibility.	Informational, Communicational	Sensory, Cognitive	Multiple brochures are being merged into one comprehensive guide which will include accessibility features such as larger font, colour, contrast and plain language use.
Water and Wastewater Revise web pages to increase access to information.	Informational	Sensory, Cognitive	The New Water for Tomorrow website was redesigned to include larger font, colour, contrast and plain language use.
Community Environmental Centre in Vaughan.	Physical, Architectural	All	Implemented design recommendations provided in feedback from the York Region Accessibility Advisory Committee, including accessible washroom features.
Making it Easier to Participate in Regional Government			
Access to public consultation facilities.	Architectural, Physical	Physical, Sensory	The Region's Accessible Meeting and Multiple Format Guidelines will be used to assess the accessibility of the public consultations facilities currently being used.
Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity was completed.

Environmental Services

Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making Regional Services More Accessible		
Community Environmental Centre (CEC) in Richmond Hill.	Richmond Hill CEC's architectural design plans to be presented to the York Region Accessibility Advisory Committee for review and feedback.	December 2010
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Environmental Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Website Access	Informational, Technological	Sensory	Improved access to information on the website for people with sensory disabilities.	Review the departmental web pages to identify business critical information and revise the selected web pages to include an audio file option.	Greater access to website information by adding an audio file option.	December 2010
Event Registration Forms	Policy/ Practice	All	Increase access to the York Children's Water Festival for students with disabilities.	Improve the York Children's Water Festival online registration form by requesting more details on accommodation needs so that reasonable efforts can be made to accommodate students with disabilities.	Students with disabilities will be able to attend the event with a greater sense of independence.	December 2010

Finance

Environmental Scan

In 2010, the Finance Department will focus on ensuring that procurement processes incorporate the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), Accessibility Standards for Customer Service Regulation and the corporate Accessible Customer Service Policy. The department will help other departments deliver more accessible service through the use of technology.

Our Customers

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



Accessibility Statement

The Finance Department will continue to:

- Make every effort to ensure compliance with both the *Ontarians with Disabilities Act, 2001* (ODA) and AODA where appropriate.
- Increase awareness of disabilities amongst our staff.
- Support operating departments in their efforts to improve accessibility to York Region services.



The following is a list of the table header meanings:

Progress Report on Accessibility Achievements - 2009	
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 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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 for 2010	
Barrier Identified	Indicate where the barrier was found.
Barrier Type	Indicate the type(s) of barrier – physical, architectural, informational, communicational, attitudinal, technological, policy/practice.
Disability Type	Indicate 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	Indicate how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

Finance

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
The capabilities of the existing TTY devices limit York Region's ability to effectively deliver services and information to our customers.	Communicational, Technological	Sensory	Additional local product offerings have been assessed by staff to determine the best solution for York Region. Converting our existing TTY devices to the new selected technology and staff training is planned for 2010.
Study and document how municipalities across Ontario are using technology to remove accessibility barriers.	Technological	Physical, Sensory, Cognitive	Several municipalities in Ontario have responded to York Region's inquiries regarding technology solutions deployed to remove accessibility barriers. This project was delayed in 2009 due to the H1N1 event and will be completed in 2010.
Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity was completed. The department's internal policies, practices and procedures were not in conflict with the Regulation.



Finance

Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Finance

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Incorporate the Information and Communications Standard into the organization when it is passed as law.	Informational Communicational Technological	Sensory Cognitive	Improved access to public documents, information and the York Region website.	Support the information technology and finance needs of the CAO's Office in their effort to implement the Accessible Information and Communications standard under the AODA.	Website will be updated and documentation modified.	Pending timing and requirements of the final Information and Communications Standard.
Contracts/ tenders availability in alternate formats.	Policy/ Practice	All	Public tender documentation will be available in alternate formats if required. People with disabilities have improved access to public tender documentation.	York Region's website and documentation will be modified to clearly indicate that alternate formats are available.	Website will be updated and documentation modified.	June 2010



Office of the Chief Administrative Officer



Environmental Scan

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

- To lead The Regional Municipality of York in implementing the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Accessibility Standards for Customer Service Regulation and the Accessible Information and Communications Standard.
- 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 technologies such as RSS (Really Simple Syndication) feeds allows customers to customize the Regional website to meet their viewing and navigational needs and preferences.
- To increase knowledge of personal preparedness that will allow people with disabilities to respond to emergency situations in a proactive way.

Our Customers

The Office of the Chief Administrative Officer is responsible for corporate administration, strategic planning, internal and external communications, the Corporate Customer Service Strategy and emergency management. Our customers include staff, local municipalities and the community. The Corporate Communications branch is also responsible for the layout and dissemination of information over the Internet and Intranet in a way that supports screen reading software for people who are blind or have low vision. Any documents produced by Corporate Communications will be made available in a format or font size that would be most accessible for a person with a disability.

Accessibility Statement

The Office of the Chief Administrative Officer is 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.

The following is a list of the table header meanings:

Progress Report on Accessibility Achievements - 2009	
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?
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Barrier Identification for 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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 for 2010	
Barrier Identified	Indicate where the barrier was found.
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Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

Office of the Chief Administrative Officer

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a corporate document will be developed that sets out the steps to be taken during a temporary disruption.	Informational	All	A temporary disruption process was addressed in the Accessible Customer Service Training and included in the Accessible Customer Service Policy.
Web: Content Management System (CMS).	Technological	Sensory	It is anticipated the technology will be implemented and tested in 2010.
Research to determine what York Region website content should be accessible through RSS technology.	Informational, Technological	Sensory, Cognitive	Research to be completed in 2010.
Changing Attitudes and Raising Awareness			
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a corporate training strategy will be created and implemented for providing York Region goods and services to people with disabilities, incorporating the Regulation's core principles of independence, integration and equal opportunity.	All	All	Tier 1 Accessible Customer Service Training is completed. The original estimate was that 60-100 staff would meet the criteria for full day training. In the end, 150+ staff received this training. Tier 2 training for staff, volunteers and agents working on our behalf was completed. The training DVD used for Tier 2 training is closed captioned and has an option for descriptive video built into the main DVD menu. A strategy was developed to ensure contracts for agents working on our behalf include training requirements.
To meet the requirements of the Accessibility Standards for Customer Service (AODA), a process will be developed for responding to customer feedback about the way York Region provides goods and services to people with disabilities.	All	All	A customer feedback process was included in the Accessible Customer Service Policy.
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Customer Service Regulation's core principles of independence, integration and equal opportunity.	Policy/ Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity was completed. The department continues to act as the lead for the corporate implementation of the AODA Accessibility Standards for Customer Service Regulation.

Office of the Chief Administrative Officer Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Helping People Live Independently		
Awareness of the needs of people with disabilities during an emergency or disaster.	Conduct focus groups with people with disabilities, representatives of agencies that serve people with disabilities and emergency professionals to gain knowledge and understanding of the issues that people with disabilities face during an emergency situation.	2010
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Office of the Chief Administrative Officer

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Access to information on www.york.ca	Technological, Informational	Cognitive, Sensory, Physical	Easier access to changing information that does not have to be searched by users or located via web navigation. Information will be pushed directly to the computers of end users.	Increase the amount of RSS feeds on www.york.ca	People with disabilities will find it easier to retrieve information from the Region's website.	2010
Act as departmental lead for the corporate implementation of the requirements of the proposed Information and Communications Standard under the AODA.	Policy/ Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Work collaboratively with the Community and Health Services Department (corporate AODA lead) to monitor standard development activities, prepare for implementation requirements and report development activities to senior management and Council.	Increased access for people with disabilities to York Region's information and communications.	2010 - Ongoing
Continue to implement the 2009 web-based objectives that are linked to implementing portal technology: • Test the effectiveness of the automatic font size icon/link available on the website. • Conduct usability testing on the contrast control feature available on the website.	Technological	Sensory	Access to York Region's website will be increased for people with sensory disabilities.	The Office of the CAO will work in partnership with Information Technology Services to research appropriate technology to deliver these features.	People with disabilities will find it easier to retrieve information from the Region's website.	2010 - 2012

Office of the Chief Administrative Officer

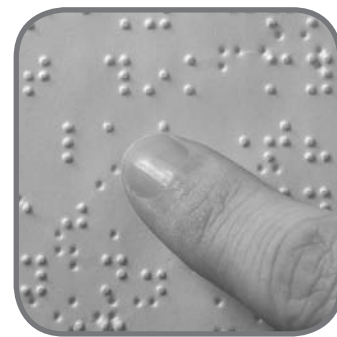
Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Working in collaboration with the Community and Health Services Department as departmental lead for communication and compliance supports for the Accessibility Standards for Customer Service Regulation (AODA).	All	All	Implementation activities will be completed across all departments.	Communication tools and compliance support and monitoring tools will be developed to assist departments to implement the requirements of the Regulation.	Successful implementation of the Accessibility Standards for Customer Service Regulation will result in better customer service to people with disabilities.	2010 -Ongoing
Changing Attitudes and Raising Awareness						
Public awareness for individual capacity for personal preparedness.	Communicational, Informational	All	Increased awareness of individual capacity for personal preparedness to increase resiliency in the event of an emergency or disaster.	Development and use of public educational material targeted to people with disabilities, building individual capacity for personal preparedness.	Increased knowledge will allow people with disabilities to respond to emergency situations in a proactive way.	2010
Awareness of the needs of people with disabilities during an emergency or disaster.	Policy/Practices	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.	2010

Planning and Development Services

Environmental Scan

The Planning and Development Services Department provides accessible public meetings by identifying and removing physical, architectural, informational and communicational barriers at meeting sites. In addition, we ensure information and communication barriers are minimized in the publications and web application services that we provide.



Our Customers

Planning and Development Services customers and partnerships include Regional Council, the residents of York Region, regional and local municipal politicians, other Regional departments, local municipalities, development industries, businesses of York Region and public agencies (such as school boards, health and safety organizations, and conservation authorities).

Accessibility Statement

The Planning and Development Services Department will commit to serving all of our customers, taking into consideration their accessibility needs and our ability to address those needs. When a barrier is identified that requires co-operation with another corporate department, we will work in partnership to minimize or remove barriers to access.



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How the barrier was addressed	Describes the action taken to identify, remove or prevent the barrier.
Barrier Identification for 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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 for 2010	
Barrier Identified	Indicate where the barrier was found.
Barrier Type	Indicate the type(s) of barrier – physical, architectural, informational, communicational, attitudinal, technological, policy/practice.
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What will be gained by removing or preventing the barrier	Indicate how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

Planning and Development Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Inclusion of accessibility planning in new developments with respect to public transit and Regional streets.	Physical, Policy/ Practice	All	Collaborated with Community and Health Services Department to include accessibility policies in the Regional Official Plan regarding new communities, transportation and transit. Staff presented the draft Regional Official Plan at the September 23, 2009 meeting of the York Region Accessibility Advisory Committee to obtain the Committee's feedback.
Making Regional Services More Accessible			
Accessible Public Consultation Centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational, Technological	All	All current venues 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 requests to allow full 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 can now be provided at stakeholder forums upon request. The requirement for accessible public meetings and materials has been integrated as policy into the Regional Official Plan.
Accessibility to Geomatic maps and products.	Physical, Informational, Communicational, Technological	Sensory	Continue to include practices using the most readable and largest fonts possible on maps. Avoiding combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons, and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards.
Review of Public Consultation Centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational	Physical, Sensory	A review of public consultation centres was completed and barriers to accessibility were identified for action.
Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/ Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity is complete.

Planning and Development Services

Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making it Easier to Participate in Regional Government		
Review of Public Consultation Centres and stakeholder engagement forums.	Staff will continue to review Public Consultation Centres and stakeholder engagement forums for accessibility.	2010 – Ongoing.
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Planning and Development Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Helping People Live Independently						
Inclusion of accessibility planning in new community developments with respect to public transit and Regional streets.	Policy/ Practice	Physical	People with disabilities will gain reasonable access to all places and services in community developments.	Policies will be included in the approved Regional Official Plan (ROP) to ensure that communities are designed to have interconnected and accessible transportation. A focus on accessibility policies with respect to public transit and Regional streets will be included in the development of new communities. Implementation guidelines will compliment the ROP policies.	Increased accessibility in new community development policy.	2010 - Ongoing



Planning and Development Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Accessibility to Geomatics maps and products.	Informational, Physical, Technological, Communicational	Sensory	Geomatics products that are more easily accessed by people with sensory disabilities.	Continue to use the most legible and largest fonts possible on maps. Avoiding the combination of colours (red and green) on maps. Alternate scroll-over option to allow text-to-speech functionality on York Atlas icons, buttons and links. Maps created in Adobe Acrobat 6.0 that can be downloaded with features such as intelligent navigation, text-to-speech and mouseless keyboards.	Continuous incorporation of practices in the development of all new products.	2010 - Ongoing
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 an actively involved member of the public.	Partnership with Canadian Hearing Society to provide Sign Language Interpreters (upon request).	Increased participation of people with sensory disabilities in public meetings.	2010 - Ongoing
Accessible public consultation centres and stakeholder engagement forums.	Physical, Architectural, Informational, Communicational, Technological	All	People with disabilities will have reasonable access to public consultation meetings in order to be an actively involved member of the public.	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.	2010 - Ongoing

Transportation Services

Environmental Scan

As one of the seven departments in York Region, Transportation Services exemplifies public and environmental safety by providing residents with efficient and state-of-the-art transit and roads. Our long-term vision consists of improving service and infrastructure for public transit services and roads while preserving and protecting the natural environment.



The Services We Provide

- **Public Transit** - Operate conventional service in all nine municipalities in York Region through four contractors using a fleet of approximately 343 buses. The Mobility Plus service also delivers door-to-door, shared-ride, accessible public transit service for people with disabilities region-wide with over 75 vehicles including buses, minivans and sedans. Viva rapid transit with a fleet of 107 vehicles provides service in four designated corridors including Yonge Street and Highway 7 and provides connection to three TTC subway stations. During 2010, it is estimated that 1.1 million revenue hours of service will be operated carrying about 20 million revenue passengers.
- **Roads** - Responsible for planning, designing, constructing and maintaining all Regional roadways to ensure the residents and businesses have access to a quality roadway network. The Roads Program is committed to providing a safe, effective and efficient transportation system that is complemented by various programs such as the Street Tree Program and the Municipal Streetscape Partnership Program.
- **Traffic** - Provide a safe environment for vehicles and pedestrians by managing, controlling and maintaining a safe and efficient road system through the operation of a centralized traffic control system, road maintenance activities, providing information to the public, issuing permits to control uses of the road and installing and maintaining road signs.
- **Natural Heritage and Forestry** - Responsible for four Regional program functions which are integral to the sustainable management of the Region's 'Green Infrastructure'. The development and implementation of these priority initiatives helps to ensure and demonstrate that our natural environment, including the urban forest, is protected and enhanced for the enjoyment of present and future generations.

Our Customers

The department's customers include a broad cross-section of York Region residents, businesses, area municipalities and visitors. However, the primary focus, for the purposes of this accessibility plan, is to ensure universal access for pedestrians and transit customers to the public transportation system. This includes access to bus stops, transit terminals, vehicles and the pedestrian network that connects to the transit system.

Accessibility Statement

To plan and provide accessible, safe, cost-effective, quality driven and integrated public transit, roads, forestry and other related services that support economic vitality, while meeting regional growth and the expectations of residents and businesses.

The following is a list of the table header meanings:

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Barriers That Will Be Addressed for 2010	
Barrier Identified	Indicate where the barrier was found
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Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

Transportation Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Helping People Live Independently			
Roads Audible pedestrian signals.	Techno-logical	Sensory	64 audible pedestrian signals have been installed and/or upgraded. Approximately 200 pedestrian countdown signals were installed during 2009.
Making it Easier to Move Around the Region			
YRT Facilities Need for accessible bus stop locations.	Physical	Physical	Over 450 stops have been upgraded with concrete pads and standing areas with access to and from the stop leading to adjacent sidewalk or intersection.
YRT Facilities Improved terminal platform signs and on-street bus stop signs.	Informa-tional	Sensory	1,200 stops were replaced in 2008 and additional bus stop signs were identified as a barrier in 2009. As a result, 1,500 bus stop signs have been replaced with new and improved signs with larger fonts and improved contrast. The remaining 1,500 stops will continue to be upgraded during 2010. In addition, VMS (Variable Message System) signs displaying real time next bus arrival information have been installed at all platforms at Finch Station Terminal and York University Terminal. VMS signs to be installed at Promenade, Bernard, Newmarket Terminal and Richmond Hill Centre by Q3 – 2010.
YRT Service Planning Formal program launch of Travel Training Program.	Physical	All	The results of the pilot were presented to the Transportation Services Committee and Regional Council in November 2009. The program will be formally launched in spring 2010, complete with a communication plan and revised training materials.
YRT Mobility Plus Service Audio option for Mobility Plus Service website & newsletter.	Communi-cational	Sensory	The newsletter has an audio option. The website will have audio options as part of the upgrades scheduled for 2010.
YRT Fleet Increase percentage of fleet accessibility.	Physical, Techno-logical	Physical	The YRT/Viva portion of accessible fleet has increased to 94% as of September 2009, up 2% from 2008.
YRT Mobility Plus Service Need for accessible buses that accommodate mobility devices.	Physical	All	Six buses have been introduced on the community bus routes which are specifically designed to connect seniors with medical facilities and shopping centres. The new buses are able to accommodate three wheelchairs at a time allowing more passengers with mobility devices to ride at the same time.
YRT Facilities Identification and inventory of accessible stops.	Physical	All	All 4,500 bus stops have been audited for accessibility. Stops were marked with the universal accessibility symbol when the route was designated as an accessible route. The criteria for an accessible route are: 50% of the facilities and 100% of the fleet should be accessible.
YRT Service Planning Designation and communication of accessible routes.	Policy/ Practice Physical	All	In 2009, a barrier was identified to increase the number of accessible routes across the region based on the criteria developed in consultation with YRT Operations and Facilities groups. This barrier was then addressed in 2009 by making 17 bus routes fully accessible across York Region. Additional routes will be made accessible in phases throughout 2010.

Transportation Services

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
YRT Marketing Improve clarity and readability of YRT route map (new).	Communicational, Informational	All	The YRT route map was identified as a barrier in 2009. This barrier was addressed in consultation with CNIB, and travel training partners. The YRT map has been revised to include improved layout, colour contrast and larger fonts. The updated maps were printed in February 2010.
YRT Marketing Mobility Plus Service website.	Technological	Sensory	Improvements have been made to the website such as adding a font size option. The possibilities of adding additional features such as contrast and audio option will be reviewed as part of the upgrades to YRT website planned for 2010.
Roads Universally accessible Public Information Centres.	Physical	All	All Public Information Centres in 2009 were held at facilities which were easily accessible by people with a mobility device.
Changing Attitudes and Raising Awareness			
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration and equal opportunity has been completed.



Transportation Services

Barrier Identification for 2010

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		
Traffic Review Accessible Pedestrian Signal installation policy to ensure it aligns with the proposed AODA Built Environment Standard and Transportation Association of Canada's "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals".	Conduct interjurisdictional research to study best practices and compare current policies with policies from other municipalities, the proposed AODA Built Environment Standard and the "Guidelines for Understanding, Use and Implementation of Accessible Pedestrian Signals".	2010 - 2011
Transit - Service Planning/ Operations Connectivity of accessible bus routes.	Using the YRT accessible bus route criteria, YRT will designate accessible routes in a way that will provide users with connectivity.	2010 - Ongoing
Changing Attitudes and Raising Awareness		
Incorporate the Accessible Customer Service Policy into specific departmental policies and practices.	Internal departmental policies and practices will be reviewed against the corporate Accessible Customer Service Policy.	2010



Transportation Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Making it Easier to Move Around the Region						
Traffic Pedestrian signal timing at specific locations.	Technological	Physical, Sensory	Improved accessibility and safety at pedestrian crosswalks and intersections for people with disabilities.	Based on feedback from YRT Travel training partners, the timing allotted to cross at specific intersections of concern will be reviewed and adjusted if necessary.	Improved access and safety at crossings for people with physical and sensory disabilities.	Ongoing through 2010.
Traffic Audible pedestrian signals.	Technological	Sensory	Ease of use for people who are blind or have low vision.	Install five accessible and audible pedestrian signals based on requests from CNIB.	Increased usage by people who are blind or have low vision.	Ongoing through 2010.
Transit – Facilities Lack of accessible bus stop locations.	Physical	Physical, Sensory	Improved access to transit services and facilities for people with disabilities.	Construct transit facilities to YRT accessible standards.	Increase in the percentage of accessible bus stop locations. Target: 800 new and replacement concrete pads in 2010.	Ongoing 2010 – 2015
Transit - Facilities Accessibility of terminal platform signage and on-street bus stop signage.	Informational, Communicational	Sensory	Wayfinding for people with disabilities using public transit will be increased.	A Variable Message System (VMS) which displays real time bus arrival information will be installed at Promenade, Bernard, Newmarket and Richmond Hill Centre terminal platforms. On street signage will be updated at 1,500 bus stops to include large font.	It will be easier for people with disabilities to use public transit independently.	2010



Transportation Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making it Easier to Move Around the Region						
Transit - Fleet Increase percentage of fleet accessibility.	Physical	Physical	Access to YRT / Viva services will be increased.	Purchase low floor accessible buses as part of the fleet replacement and expansion program.	Increase in the percentage of accessible fleet (September 2009 was about 94% accessible fleet on YRT and Viva), making it easier for people with disabilities to use public transit independently.	Ongoing – Fully accessible fleet projected by 2012.
Transit – Mobility Plus Web based trip booking system.	Technological	All	Improve access to YRT Mobility Plus trip booking services.	Establish a 24/7 trip booking system allowing riders of Mobility Plus to book their trips and receive confirmation using the web.	Improved customer access to Mobility Plus services and a reduction in the number of calls to book trips.	2010
Making Regional Services More Accessible						
Forestry Accessibility of York Regional Forest trails.	Physical	Physical, Sensory	Improved access for people with disabilities to use and enjoy the York Regional Forest.	Pending review and approval of Council, establish an accessible forest trail.	Increased use of York Regional Forest trails by people with disabilities.	2010
Transit – Marketing YRT website.	Technological	Sensory	Increased access to YRT information for people with disabilities.	Update the website to ensure that it meets the requirements of the proposed AODA Information and Communications Standard.	People with disabilities will be able to access YRT/VIVA information from the website at their convenience.	2010

Transportation Services

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Transit Act as departmental lead for the corporate implementation of the requirements of the proposed Accessible Transportation Standard under the AODA.	Policy/ Practice	All	York Region will be better prepared to meet the requirements of the regulation when it is passed into law.	Working collaboratively with the Community and Health Services Department (corporate AODA lead) 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 regional transportation services.	2010 Ongoing
Finance Identification of ticket agents that work on an accessible property.	Architectural	All	Improved access to YRT's ticket agents	The finance group will identify ticket agents who operate on a wheelchair accessible property and list them on the YRT website using the universal accessible symbol.	Customers with an assistive device can easily access a ticket agent who operates on an accessible property.	2010 - Ongoing



York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1,402 officers and 509 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. The organizational structure includes District Patrol Operations, Investigative and Support Services, Information Services, Financial and Staff Services, Community Services and Court Services.

People with disabilities are an increasing proportion of the population we serve. According to the 2006 Participation and Activity Limitation Survey from Statistics Canada, approximately 4.4 million Canadians reported having a disability. In 2006, there was an estimated 1.9 million Ontario residents with a disability. Using the Ontario figure, we can estimate that 140,000 York Region residents have a disability. As York Region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of all citizens. Police officers will interact with people with disabilities and as such, require increased awareness of the diverse needs within the communities served.

York Regional Police considers accessibility planning a significant component of all programs and services. In 2010, individual bureaus and units will work together to identify, remove and prevent barriers to accessibility. We will continue to address key areas including training and awareness, policy review, facilities design and modification, and technology enhancements to increase access to our services by people with disabilities.



Our Customers

The customers of York Regional Police include all citizens, businesses and visitors to York Region, victims, suspects, witnesses and perpetrators of crime. Our partnerships include regional and municipal Councils, other Regional departments, the judiciary and corrections, policing partners (such as other police services, by-law enforcement, CISO, Interpol, etc.), public agencies and human service providers (such as school boards, fire services, emergency medical services, etc.), and a multitude of community agencies and groups, amongst others. Providing quality policing services requires a concerted effort to ensure the protection of all citizens, including children, youth and seniors with diverse cultural and religious backgrounds and diverse service needs.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to people with disabilities requiring policing services, regardless of the events 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. In previous years we have worked in partnership with various groups to raise awareness amongst our officers and members. We will continue to move toward enhancing the accessibility of our programs and services through building strategic community and regional partnerships and by increasing our awareness of the needs of people with disabilities, so that we can better respond to those needs and promote safe, secure and healthy communities.



The following is a list of the table header meanings:

Progress Report on Accessibility Achievements - 2009	
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 2010	
By-laws, policies and practices to be reviewed	Indicate what will be reviewed to identify barriers.
Methods to be used to identify the barrier	Describe 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 for 2010	
Barrier Identified	Indicate where the barrier was found.
Barrier Type	Indicate the type(s) of barrier – physical, architectural, informational, communicational, attitudinal, technological, policy/practice.
Disability Type	Indicate 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	Indicate how accessibility will be enhanced by removing or preventing this barrier.
Means to prevent/remove the barrier	Describe what action will be taken to remove and/or prevent the barrier.
Indicators of success	Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other measure(s) that will be used to determine whether or not the Department was successful in removing and/or preventing this barrier.
Timing	The timing for addressing a barrier does not necessarily have to be set in 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.

York Regional Police

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Role of the Mental Health Support Team in response to the needs of children.	Practice/ Policy	Mental Illness	YRP is in discussion with York Support Services Network regarding the feasibility of expanding services. YRP hosted a workshop with mental health professionals in September 2009 to discuss response strategies.
AODA Staff Resource.	Policy/ Practice	All	Created AODA Coordinator position within Health and Safety Bureau to oversee implementation of AODA Standards. Position filled as of August 2009.
Method of reporting minor incidents.	Policy/ Practice	All	CopLogic is now available in five languages on the YRP website. Reporting of minor incidents online removes the need for individuals to leave their own home to report certain crimes. Accessibility to police services is enhanced for people with disabilities.
Customer Service Centre.	Physical	Physical	Entrance to the Customer Service Centre has been redesigned using barrier free features, including the addition of an accessible parking space.
Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	An interlocking stone walkway has been installed to provide access for people with disabilities. Play equipment has been installed that was designed specifically for people with disabilities. Two-person disability bicycles have been purchased. One of the Gaucho battery operated Jeeps has been retrofitted to accommodate a person with a disability.
Wayfinding at YRP Headquarters.	Informational	Sensory	YRP Facilities is working with York Region to change the signage at Headquarters to accommodate people with disabilities in areas where the public have access. The signage will feature large white font on a blue background as well as Braille where applicable.
911 reporting for individuals who have hearing disabilities.	Technological	Sensory	NexTalk was implemented in March 2009. York Regional Police is the first and only Police Agency in North America to implement NexTalk in a 911 call centre environment.
Accessibility of facilities being modified and constructed.	Architectural	Physical	An accessibility consultant will be contracted to conduct a review of accessibility designs and best practices to ensure accessibility measures are included in YRP facilities being modified or constructed.
Review existing communication channels and technology to identify accessibility barriers.	Technological	Physical, Sensory	Managers of Corporate Communications and Information Technology are conducting a review of existing communication channels and technology to identify barriers.

York Regional Police

Progress Report on Accessibility Achievements - 2009

Barrier Identified	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Review of YRP emergency planning procedures.	All	All	Members of the Emergency Support Bureau have consulted with groups and agencies which serve individuals with disabilities for advice on YRP emergency planning procedures.
Changing Attitudes and Raising Awareness			
Training requirements of the Accessibility Standards for Customer Service Regulation (AODA).	All	All	All employees received AODA training by January 1, 2010. The training enables employees to better provide goods and services and enhance policing services to people with disabilities.
Diverse community agencies that serve people with disabilities participating in the Recruit Community Insight Program.	Attitudinal	All	In 2009, 70 recruits and five agencies that serve people with disabilities participated in the Recruit Community Insight Program.
Employment and volunteer opportunities for individuals with disabilities.	Policy/ Practice	All	Employment opportunities were filled at the Community Safety Village and at Headquarters.
Knowledge of autism among front-line emergency responders.	Attitudinal	Cognitive	150 front-line emergency responders attended the autism workshop held October 2009 at the Community Safety Village.
Hiring and volunteer selection practices.	Policy/ Practice	All	Barriers were identified during the review and the following hiring and selection practices were implemented: when scheduling testing/interviews, it is confirmed in advance if any accommodation is required. This year, YRP used a Sign Language Interpreter for an interview with a person with a hearing disability. YRP works closely with job coaches from the Canadian Association for Community Living who assist in the training and development of employees who have an intellectual disability.
Composition of Equity Advisory Committee for adequate representation of people with disabilities.	Attitudinal	Sensory	A sworn member who is a person with a disability has joined the Equity Advisory Committee.
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity.	Policy/ Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the Accessibility Standards for Customer Service core principles of independence, integration and equal opportunity is complete.

York Regional Police

Barrier Identification for 2010

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 of York Regional Police (YRP) facilities being modified and constructed.	Contract accessibility consultant to conduct review of accessibility designs and best practices to ensure accessibility measures are included in facilities being modified and constructed.	2010
Changing Attitudes and Raising Awareness		
Incorporate the organization's Accessible Customer Service Policy into specific policies and practices.	Internal policies and practices will be reviewed against the organization's Accessible Customer Service Policy.	2010



York Regional Police

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Personal safety and home security for people with disabilities.	Policy/ Practice	All	Crime prevention for people with disabilities living in York Region ranging from personal safety to home security.	Creation of a <i>Persons with Disabilities Safety Unit</i> to educate members of the community about police resources and safety planning.	People with disabilities will have increased access to police resources to increase their personal safety and home security.	2010
Ability to contact police regarding non-emergency matters for individuals who are deaf, deafened or hard of hearing.	Technological	Sensory	Increased access to police services for people who are deaf, deafened or hard of hearing.	Expand NexTalk, a call centre system that enables communication through a TTY/TTD communication device, at front desks of all five Districts.	Increase access for people who are deaf, deafened or hard of hearing to access information and police services.	2010

York Regional Police

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/ remove the barrier	Indicators of success	Timing
Making Regional Services More Accessible						
Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	The playground will be made accessible for children who use mobility devices, such as a wheelchair.	Replace the pea stoned surface currently used as the base of the playground with rubberized surfacing.	Children who use mobility devices will be able to access the playground.	2010
Changing Attitudes and Raising Awareness						
More diverse participation of community agencies that serve people with disabilities in the Recruit Community Insight Program.	Attitudinal	All	This program enhances officers' knowledge of serving people from diverse community groups, including religious, cultural and ethnic, and people with disabilities to provide "insight" into the communities found within York Region.	Continue to invite agencies serving diverse groups, including people with disabilities, to participate in the Recruit Community Insight program. Officers will gain insight into the diverse communities that make up York Region.	Enhanced officer knowledge of the needs of people with disabilities will result in positive police interactions with people with disabilities.	2010
Accessibility awareness among the employees of YRP.	All	All	Customer service will be enhanced enabling YRP employees to serve people with disabilities effectively and respectfully.	Design and implement activities to support and promote National Access Awareness week 2010.	Enhanced accessibility awareness among the employees of YRP will result in positive police interactions with people with disabilities.	2010



York Regional Police

Barriers That Will Be Addressed for 2010

Barrier Identified	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing
Changing Attitudes and Raising Awareness						
YRP employees' knowledge of the ODA and AODA legislations.	Attitudinal, Informational	All	Employees will have a better understanding of the legislation and how it applies to their jobs.	Create an electronic resource library for employees on our intranet which will include information about the AODA and the ODA, Accessibility Directorate of Ontario's supports, and other relevant information.	Increased knowledge of accessibility legislation. With this understanding, employees will be able to incorporate these legislative requirements into their way of doing business.	2010
Hiring and volunteer selection processes.	All	All	Removing barriers to hiring and selection processes for people with disabilities would result in a more diverse workplace which represents the community YRP serves.	Continue to support hiring and selection practices that are inclusive.	YRP workforce is inclusive of people with disabilities.	2010
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	Will provide staff with additional information on how to effectively and respectfully serve people with disabilities while incorporating the core principles of independence, integration and equal opportunity.	All employees will be required to view York Region's Accessible Customer Service training DVD.	All YRP employees will be trained about the provision of goods and services to people with disabilities, enhancing their ability to provide customer service in an effective and respectful way.	2010

Let Us Know What You Think

Your comments are important to us. Please let us know what you think about *Accessing York: York Region's 2010 Accessibility Plan*.

You can send us your comments or inquiries in any of the following ways:

Email: AccessYork@york.ca

Mail: The Regional Municipality of York
Community and Health Services Department
Strategic Service Integration and Policy Branch
17250 Yonge Street, 2nd Floor
Newmarket, ON L3Y 6Z1

Attention: Program Manager, ODA/AODA

Phone: 1-877-464-9675 ext. 2060

TTY: (905) 762-0401

Fax: (905) 895-6616

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

This document is available in alternate formats upon request. To request an alternate format, please contact the Program Manager, ODA/AODA at 905-830-4444 ext. 2060.

This material has been prepared for specific use by The Regional Municipality of York.

Organizations wishing to use any portion of *Accessing York* 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. *Accessing York: York Region's 2010 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*.



Accessing York: York Region's 2010 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 *Accessing York: York Region's 2010 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 2010 to make its services and programs easier for people with disabilities to use
- ☐ Learning more about all that the Region has already done to ensure people with disabilities can use York 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
- ☐ That the Region is making it easier for people with different types of disabilities to use its services and programs
- ☐ Total number of initiatives to address barriers in 2010
- ☐ Types of barriers that will be addressed in 2010
- ☐ 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 *Accessing York: York Region's 2010 Accessibility Plan*

Thank you for your comments.

General Information (Optional)

6. How did you find out about *Accessing York: York Region's 2010 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? _____

Thank you.

If you would like to receive more information about this plan or accessibility planning in York Region, please feel free to contact us.

You can send us your comments or inquiries in any of the following ways:

Mail: The Regional Municipality of York
Community and Health Services Department
Strategic Service Integration and Policy Branch
17250 Yonge Street, 2nd Floor
Newmarket, Ontario
L3Y 6Z1

Attention: Program Manager, ODA/AODA

Fax: (905) 895-6616

Email: AccessYork@york.ca

You can also complete this form online: www.york.ca > click Services and then click **Accessibility Planning**



The Regional Municipality of York
17250 Yonge Street
Newmarket, ON L3Y 6Z1

www.york.ca

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
General Feedback		
Suggestion: York Region is doing outstanding accessibility work. A corporate marketing strategy should be included in the 2010 Accessibility Plan to promote this to the public.	The <i>Ontarians with Disabilities Act, 2001</i> (ODA) stipulates that each municipality shall make its accessibility plan available to the public. York Region's Accessibility Plans are available on the Region's website and distributed to individuals and agencies that represent people with disabilities in York Region since 2003/04. This includes the 9 area municipalities and their Accessibility Advisory Committees, members of the Municipal Staff Reference Group, the Ontario Network of Accessibility Professionals, and the Accessibility Directorate of Ontario. Media releases and articles on accessibility are also publicly available. The Region continues to investigate other opportunities to promote accessibility initiatives.	No
Suggestion: Develop a document highlighting accessibility achievements for the last three years.	A summary highlighting York Region's accessibility achievements will be included in the 2010 National Access Awareness Week newsletter.	No
Community and Health Services Department		
When building accessible social housing units, is there a reason why the Region doesn't use universal design for all suites so that all needs are met, rather than just having a certain number of units being accessible?	The type of disability determines the accessibility needs of each individual person. A person with a hearing disability may have different needs than a person with a neurological disability. A strobe light fire alarm might meet the needs of a person with a hearing disability but may cause irritation for a person with a neurological disability. One cannot create a "one size fits all" accessibility design. The department continues to work in partnership with disability organizations such as the CNIB and Canadian Hearing Society to design accessible units that meet the needs of the groups that they serve.	No

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
Community and Health Services Department		
Is the target of building 10% accessible social housing units enough to meet the needs of the population of people with disabilities? Could more units be built with accessibility features?	The department partners with disability organizations to typically make up to 10% of the units accessible. As the demographics in York Region change, the department will consider the changing needs of our community and continue progress to achieve accessibility. The Provincial Government has announced that accessibility requirements for housing will not appear in the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) Accessible Built Environment Standard at this time, but will be developed under a separate process in the future. The proposed standard also does not clarify if the final requirements will apply to social housing that is owned or subsidized by municipalities.	No

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
Community and Health Services Department		
Suggestion: The Region should move towards making the Region's digital materials more accessible, including closed captioning and descriptive audio.	The requirements for accessible digital communication materials may be outlined in the Information and Communications Standard when it is released as law. The department will work closely with the Office of the Chief Administrative Officer (department lead for this standard) to meet the requirements of this standard for production of digital materials.	No
Comment: One initiative speaks to making playgrounds accessible. Integrated play is important and more accessible playgrounds are needed.	This initiative refers to upgrades and replacement of playground equipment on social housing sites to meet compliance requirements under the current standards. The department recognizes that integrated play and accessible playgrounds are important and anticipates that this will be addressed in the section on Accessible Play Areas in the final AODA Accessible Built Environment Regulation.	No
Suggestion: The Emergency Medical Services (EMS) initiative regarding the transport of assistive devices should highlight the partnership with York Region Transit (YRT).	York Region EMS will transport portable assistive devices such as canes, walkers, and non-motorized wheelchairs in EMS vehicles. To facilitate the transfer of larger, motorized assistive devices for patients in a public place, York Region EMS has entered into a partnership with York Region Transit (YRT) to ensure that YRT will pick up and transport the patient's assistive device to the receiving hospital.	Yes. The departmental plan will highlight the partnership between EMS and YRT for this initiative.

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
Corporate Services Department		
Will Universal Design Principles be considered for use in the Central Service Centre design?	Yes. The department has hired an accessibility consultant to review the design of the Central Services Centre, referencing the Ontario Building Code, Universal Design Principles, the Proposed Accessible Built Environment Standard, guidelines and industry best practices where applicable.	No
Suggestion: The Corporate Services Department mandate could be enhanced to better reflect the fullness of the services provided, especially around accessibility services.	The revised mandate (accessibility statement) is as follows: The Corporate Services Department will continue to improve customer service by focusing on improving accessibility in the work environment. 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. The revised mandate will be included in the departmental plan.	Yes. Change Accessibility Statement on page 1 of the Corporate Services Department Environmental Scan.
Environmental Services Department		
No questions, comments or suggestions to report.	Nothing to report or add.	No

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
Finance Department		
Is the survey of how municipalities use technology specific to Information Technology (IT) or Finance?	The survey is specific to IT. The Finance Department oversees IT supports for the corporation.	No
The Association of Municipalities of Ontario (AMO) has a best practices inventory. Have you reviewed their material as part of your survey research? This would prevent the Region from having to reinvent the wheel.	Yes. York Region is a member of the AMO Barrier Free Working Group and actively shares best practices with AMO members and the members of the Ontario Network of Accessibility Professionals (ONAP). The Region also accesses best practices and resources available on the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) website.	No
Is there a process in place to request alternate formats of documents? Are documents available right away or is there a wait? What wait time is reasonable, for example, to have a tender document in Braille?	To date, requests for alternate formats of purchasing documents have not been received. A corporate plan to meet these requirements will be developed pending enactment of the AODA Information and Communications Regulation.	No
The public may not know that alternate formats of Purchasing documents are available upon request. A procedure should be developed so that people know how to access them.	A corporate procedure will be developed to inform the public of alternate formats that are available pending enactment of the Information and Communications Regulation under the AODA. The procedure will then be promoted through the purchasing process.	No
What does “survey underway” as indicated in your 2009 Progress Report mean?	The department has collected information from other municipalities about their use of technology to remove accessibility barriers. This information will be compiled in 2010.	No
There is so much happening in terms of Information Technology (IT) communications. The web cam, for example, is an important tool for visual and audio communication. Is there any thought of advancing this concept?	The department will investigate the use of web cams and other visual and audio communication devices as part of the ongoing development of the corporate website.	No

YORK REGION ACCESSIBILITY ADVISORY COMMITTEE (YRAAC)
Summary of Feedback: Draft 2010 Departmental Accessibility Plans

Questions, Comments or Suggestions	Staff Recommendation/Response	Given staff recommendation/response, does the Departmental Plan need amending? Yes/No?
Office of the Chief Administrative Officer		
Is the Province's Emergency Management Ontario's (EMO) emergency planning document being used to assess the needs of people with disabilities?	Yes, EMO materials are being used. EMO provides the Emergency Preparedness Guide for people with disabilities to municipalities free of charge for use in Public Education Campaigns. It is available in CD and DVD format as well.	No
Planning and Development Services Department		
The Regional Official Plan (ROP) includes 25% affordable housing, which includes both social housing and affordable housing. Are private social housing providers required to offer accessible units?	The ROP encourages accessibility features in all new housing. However, the current legislation does not require social housing providers to offer accessible units. The Accessible Built Environment Regulation under the AODA, once approved, will address this issue and determine the requirements for accessible units. Supplementary answer from Community and Health Services Department: Private affordable and social housing providers are not required to offer barrier-free units beyond what is required under the Ontario Building Code; however, the Region actively encourages these providers to go beyond the Ontario Building Code. The Canada-Ontario Affordable Housing Program Extension 2009 also has dedicated funding for projects with rental units for persons with disabilities, which has encouraged providers to build more barrier-free units. There is an opportunity within 25% affordable housing to negotiate a portion of those units to be accessible for people at various stages of life and abilities. Under the ROP the intention is to identify sites for affordable housing at the onset of the planning process.	No. However, the Regional Official Plan will be amended as necessary to reflect the AODA legislation as the regulations are approved.

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Planning and Development Services Department		
Can we investigate whether municipalities are required to have an accessible trail and, if so, what features should be required?	There is a 50/50 funding program with area municipalities for new trails. It will be investigated to see if the trails identified in the ROP could be required to include accessibility features.	No
Can the ROP include universal design as a requirement so that every house is accessible for everyone?	If the building elements are above the standards of the Building Code, the Region can encourage and/or negotiate accessibility features, but they cannot be made a requirement at this time.	No
What about tourism and accessibility? Tourism is good for the economy. Why not work with vendors to make tourism more accessible?	The emphasis for tourism is in terms of the economy. York Region plays a broker role with local tourism as an information resource without direct service involvement. The department could work with vendors to promote accessibility. This will be brought forward to Economic Development staff for consideration and potential inclusion in accessibility planning.	No
Transportation Services Department		
4500 bus stops have been audited for accessibility. Is this all of the stops or are there more to be done?	Yes, this number represents all bus stops to date. The accessibility audit will be completed each time new stops are added or existing stops are upgraded.	No
17 bus routes are designated as accessible. How many is this out of all the routes and how are routes selected?	There are approximately 100 routes out of which 17% are accessible. These routes were specifically selected based on the number of riders on each route. The accessible routes are high rider routes and represent approximately 50% of total ridership.	No
It was noted that there are 12 barriers that were addressed in the 2009 Plan. How was mental illness covered under these barriers?	The myRide Travel Training program has been developed to facilitate universal access to public transit for people with disabilities. People with cognitive, developmental, physical, mental illness or any other disabilities can be trained to better equip them for easier access to public transit systems.	No

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Transportation Services Department		
What is the plan for determining what the York Regional Forest accessible trail will look like? Will a paved surface be considered? Consider accessible sections of a trail; it does not necessarily need to be the entire trail.	The plan for determining what the accessible trail will look like is to evaluate full and partial accessibility options which meet or attempt to meet the initial proposed AODA Accessible Built Environment Standard's accessible trail criteria. Partially accessible trail options will be included because in some instances the grade of the natural trail is too high/steep and changing it to the accessibility grade standard would have a negative impact on the natural habitat of the forest. Four options will be presented to Regional Council for consideration. The consideration of trail surface treatment was part of the overall evaluation process. Asphalt/paving has been considered (and discussed with the trail sub-committee), but is not considered appropriate due to issues with compromising accessibility (e.g. slippery surface), negative impacts to the natural environment (e.g. drainage and wildlife issues), and also maintenance and cost concerns. This will be included in the report to Regional Council.	No
How strong is cross-boundary accessibility for riders transferring from one system to another? What work is being done with our neighbours to address this and what more can be done? What issues do people and the YRT face when accessing the same call centres to coordinate cross-boundary transportation with other jurisdictions?	Mobility Plus Service currently has designated transfer points to accommodate passengers with disabilities who wish to transfer to services offered by Durham, Toronto and Peel. These transfer points are carefully chosen for accessibility. A new transfer point was recently added in Uxbridge. One of the challenges faced by Mobility Plus Service is the lack of consistent policies across all systems which address cross-boundary trips. The department has recently entered into discussions with Toronto regarding coverage of 10km within York Region's boundary.	No

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York Regional Police (YRP)		
Are there any vehicles equipped with hand controls in the Community Safety Village (CSV) fleet?	The vehicles at the CSV are solely designed for children in Grade 1. The vehicle fleet has a motorized vehicle and tandem bikes, both of which are suitable for children with disabilities. The hand controls in the motorized car allow a child to steer the vehicle but does not allow them to control the gas or brake. These functions are controlled by an adult walking behind the vehicle with a remote control.	No
Suggestion: Could the YRP report back to the YRAAC on employment opportunities with York Regional Police (YRP) for people with disabilities?	In 2009, YRP initiated a partnership with Community Living Newmarket/Aurora to hire two individuals with intellectual disabilities. One individual works with the Document Control Unit as a Mailroom Assistant, the other individual was hired as a Groundskeeper at the Community Safety Village. On a broader accessible employment basis, YRP will respond to the requirements of the final Accessible Employment Standard when it is released as law.	No
YRP has been able to train a great number of officers in a short time. How was this accomplished?	YRP was able to train a great number of staff in a short time by building the AODA Mandatory Accessible Customer Service training module into the annual requalification sessions that are conducted continuously throughout the year. Senior Officers and Management received training at a staff leadership meeting. Training sessions for volunteers were held on weeknights and weekends at the Community Safety Village. Part-time staff received training online through e-learning. Going forward, all new employees will receive the AODA Accessible Customer Service training through e-learning.	No

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York Regional Police (YRP)		
Comment: Mental illness affects 10-150 officers at any given time. It would be fabulous if YRP could support employees with mental illness.	YRP has a Health and Wellness Accommodation Unit that assists employees who may be struggling with potential health issues such as mental illness.	No