



Update: Accessibility Standards for Customer Services Regulation

Presentation to:

**York Region Accessibility Advisory
Committee**

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PURPOSE

York Regional Police's implementation of the Customer Service Regulation

- Policy
- Feedback Process
- Update on Training
- Going Forward



POLICY

AODA Command Directive:

- Member responsibilities
- Customer Service Standard
- Use of Service Animals/Support Persons
- Assistive Devices
- Feedback Process



FEEDBACK PROCESS

Utilizing existing YRP feedback mechanisms

- Customer Feedback Cards
- Paid Duty Surveys
- Focus Groups
- Email address at info@yrp.ca



JUST ASK TRAINING

- All Day training session
- 40 York Regional Police members
- Station Duty Operators, Reception Staff, Trainers, Human Resources and Communications Personnel



RE-QUAL TRAINING

- YRP Procedure
- Types of disabilities
- Guidance & tips
- Assistive devices, support persons, service animals
- Feedback Process



GUEST SPEAKERS

- Canadian National Institute for the Blind
- Canadian Mental Health Association
- Centre for Addiction and Mental Health
- Distress Centres of Toronto
- Alzheimer Society of York Region



MENTAL HEALTH AWARENESS

- 3 day training session for sworn members
- Twice a year
- Develop attitudes, skills & knowledge
- Resolutions of solutions
- Community resources



MENTAL HEALTH SYMPOSIUM

- YRP and York Support Services Network
- Mental Health Support Team & School Resource Officers attended
- Creating an open dialogue
- Creating an urgent response model for youth



GOING FORWARD

York Region Autism Society Training Session

- Front-line members, School Resource Officers, Search and Rescue
- Open to Fire and EMS
- Objective – Recognition, Response and Risk Management



STILL TO DO

- Volunteer training
- Ensure all new employees get AODA training
- Create AODA resource for employees
- Template and process for temporary disruption



THANK YOU.
QUESTIONS & ANSWERS?