

Draft York Region Accessibility Policy

Presentation to the York Region Accessibility Advisory Committee

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Presentation Highlights

- ❑ Background
- ❑ Proposed Accessibility Policy
- ❑ Next steps

Objectives of the Accessibility Policy

The Accessibility Policy is intended to:

- ❑ Meet one of the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/1.
- ❑ Identify how York Region achieves accessibility under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- ❑ Support York Region's strategic direction and priorities.

Development Process

Accessibility Policy was developed using:

- ❑ Inter-jurisdictional best practice examples
- ❑ Province's compliance guidelines
- ❑ In consultation with
 - ❑ Lead Departments for each standard
 - ❑ ODA/AODA Staff Committee
 - ❑ Legal Services
 - ❑ York Region Accessibility Advisory Committee

Proposed Policy Format

Groups all AODA accessibility standards under one policy umbrella:

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

Status of AODA Standards

AODA Standard	Purpose	Status
Accessibility Standards for Customer Service Regulation (429/07)	Makes the customer service operations of organizations accessible for people with disabilities.	York Region achieved compliance January 1, 2010. Accessible Customer Service Policy passed by Council November 2009. Awarded Excellence Canada – Ontario Accessibility Award.
Integrated Accessibility Standards Regulation (191/11)	Integrates information and communications, employment and transportation accessibility standards into one regulation. To be implemented in phases to 2021.	Came into force July 1, 2011. York Region has completed the 2011 and 2012 requirements. Compliance report may need to be filed with Province by December 31, 2013.
Proposed Accessible Built Environment Standards	Help prevent and remove barriers in public spaces and buildings.	Not yet passed into law. Proposed Design for Public Spaces Standards posted by Province for public review. Standards for buildings to be released through Ontario's Building Code at later date.

Policy Requirements

Under the Integrated Accessibility Standards Regulation (IASR) York Region must:

- ❑ Develop policies to meet IASR requirements.
- ❑ Include statement of organizational commitment to meet needs of people with disabilities in a timely manner.
- ❑ Prepare one or more written documents describing its policies.
- ❑ Make documents publicly available and in accessible formats upon request.
- ❑ Meet policy requirements by January 1, 2013.

Statement of organizational commitment

“The Regional Municipality of York is committed to meeting the accessibility needs of people with disabilities in a **timely** manner so that all people may have **equitable** access to Regional programs, goods, services and facilities in a way that respects their **dignity** and **independence.**”

Policy Application

The Accessibility Policy applies to:

- ❑ All York Region Employees, Volunteers and Agents who provide goods, services or facilities on behalf of York Region, or who help develop policies for the organization.
- ❑ Specific requirements of each standard will be met according to the timelines set out in enacted AODA regulations.

Draft Accessibility Policy

Establishes York Region's core accessibility principles relating to:

1. Customer service
2. Accessibility planning
3. Procurement/self-service kiosks
4. Training
5. Feedback
6. Accessible formats and communications supports
7. Websites and web content
8. Employment
9. Accessible transportation

1. Customer Service

Under the Accessibility Policy:

- ❑ York Region continues its commitment to provide excellent accessible customer service.
- ❑ Accessible Customer Service Policy governs how York Region offers goods and services to people with disabilities.
- ❑ [Link to Accessible Customer Service Policy within Accessibility Policy.](#)

2. Accessibility Planning

Develop a multi-year accessibility plan that:

- ❑ Outlines the ways the Region will prevent and remove barriers and meet the requirements of the standards developed under the AODA.
- ❑ Is reviewed and updated at least every five years, and
- ❑ Is developed in consultation with persons with disabilities and the YRAAC.
- ❑ Annual status report to be prepared and posted.

3. Procurement/self-service kiosks

Establish a procurement process that:

- ❑ Incorporates accessibility criteria and features, where possible.
- ❑ Relates to goods, services, facilities and self-service kiosks.
- ❑ If it is not practicable to do so, staff will provide an explanation, upon request.

4. Training

Provide AODA training that is appropriate to duties:

- ☐ Accessible Customer Service Training (ongoing).
- ☐ Integrated Accessibility Standards Regulation and Ontario Human Rights Code.
- ☐ Transportation accessibility training.
- ☐ Applies to employees, volunteers, agents or those who develop Regional policies.
- ☐ Training records maintained.

5. Feedback

Establish customer feedback processes that are accessible to people with disabilities:

- ❑ Provide or arrange for the provision of accessible formats or communication supports upon request.

6. Accessible Formats and Communication Supports

Provide accessible formats or communication supports upon request:

- ❑ In consultation with the person making the request.
- ❑ In a timely manner that takes into account the person's accessibility needs.
- ❑ At a cost that is no more than the regular cost charged to other persons.

7. Websites

Provide accessible websites and web content:

- ❑ To conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0:
 - ❑ Level A (2014)
 - ❑ Level AA (2021)
- ❑ Applies to websites and web content controlled directly by York Region or through a contractual relationship.

8. Employment

Create an accessible work environment:

- ❑ For all employees across the employment life cycle.
- ❑ In accordance with the requirements and timelines of Employment Standards, and
- ❑ Existing requirements under the Ontario Human Rights Code to accommodate people with disabilities.

9. Accessible Transportation

Provide accessible transit services:

- ❑ Through both conventional and specialized transit services.
- ❑ In accordance with the requirements and timelines set out in the Transportation Standards.

Responsibilities

Compliance with the Accessibility Policy is the responsibility of:

- ☐ Regional Council
- ☐ York Region
- ☐ Departmental Leads
- ☐ Community and Health Services
- ☐ Directors/Managers/Supervisors
- ☐ ODA/AODA Staff Committee
- ☐ York Region Accessibility Advisory Committee
- ☐ Regional Employees

Next Steps

Next step for the Draft Accessibility Policy include:

- ❑ CHS Committee – November 7
- ❑ Regional Council – November 22
- ❑ Policy documents available to the public and in accessible formats upon request
- ❑ Continue work to meet IASR requirements
- ❑ Develop departmental tools and resources
- ❑ Communication strategy for staff and public
- ❑ Compliance strategy

Questions and Comments