

YORK REGION MULTI-YEAR ACCESSIBILITY PLAN: LOOKING BACK (PART ONE)

PRESENTATION TO THE YORK REGION
ACCESSIBILITY ADVISORY COMMITTEE

Kim Adeney
June 26, 2019



PRESENTATION OVERVIEW

Multi-Year Accessibility Plan: Looking Back

- General
- Information and Communications Standards
- Employment Standards
- Transportation Standards
- Design of Public Spaces Standards
- Customer Service Standards
- All requirements to date have been reviewed by previous Accessibility Advisory Committees



Questions to consider:

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Did we capture the information you want to know?



TWO ORGANIZATIONS: ONE PLAN



INTEGRATED ACCESSIBILITY STANDARDS: GENERAL

Continue to meet and maintain compliance with the General Requirements, including:

- Accessibility Policy (2013)
- Accessibility Plans (2013)
- Procurement (2013)
- Self-service kiosks (2013)
- Training (2014)

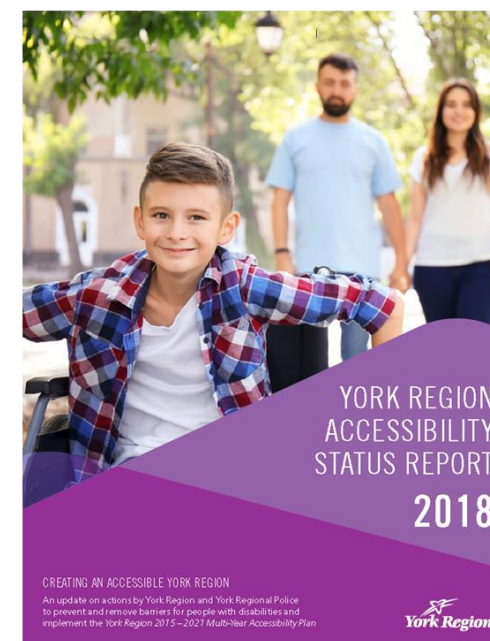
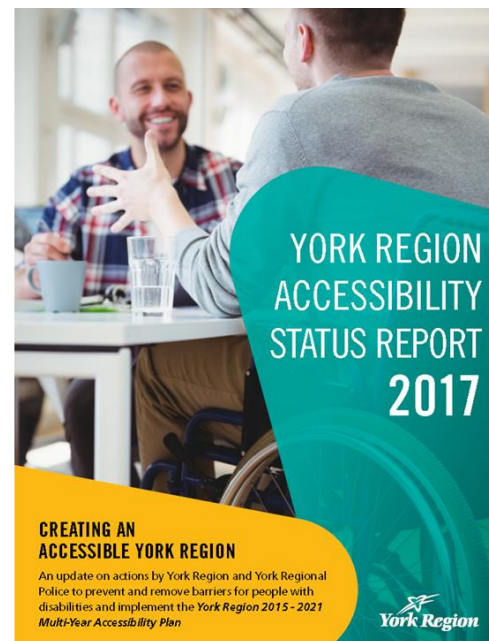
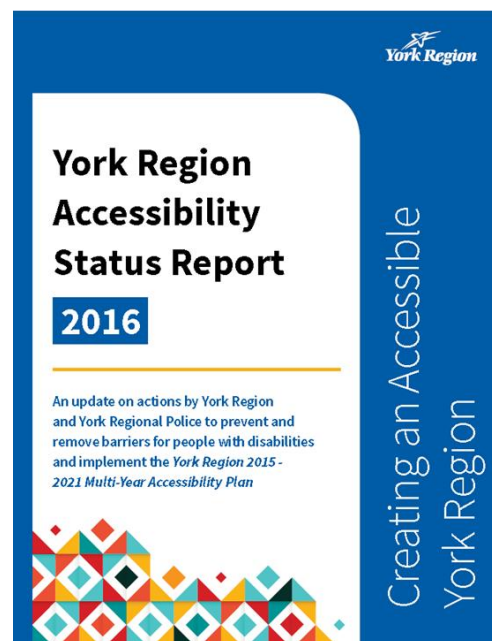
INTEGRATED ACCESSIBILITY STANDARDS: GENERAL

Accessibility Policy: Statement of Commitment

The Regional Municipality of York (York Region) is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Regional programs, goods, services and facilities in a way that respects a person's dignity and independence.

INTEGRATED ACCESSIBILITY STANDARDS: GENERAL

Accessibility Plans and Status Reports



INTEGRATED ACCESSIBILITY STANDARDS: GENERAL

Procurement

- Incorporate accessibility design, criteria and features when purchasing goods, services and facilities

Self-Service Kiosks

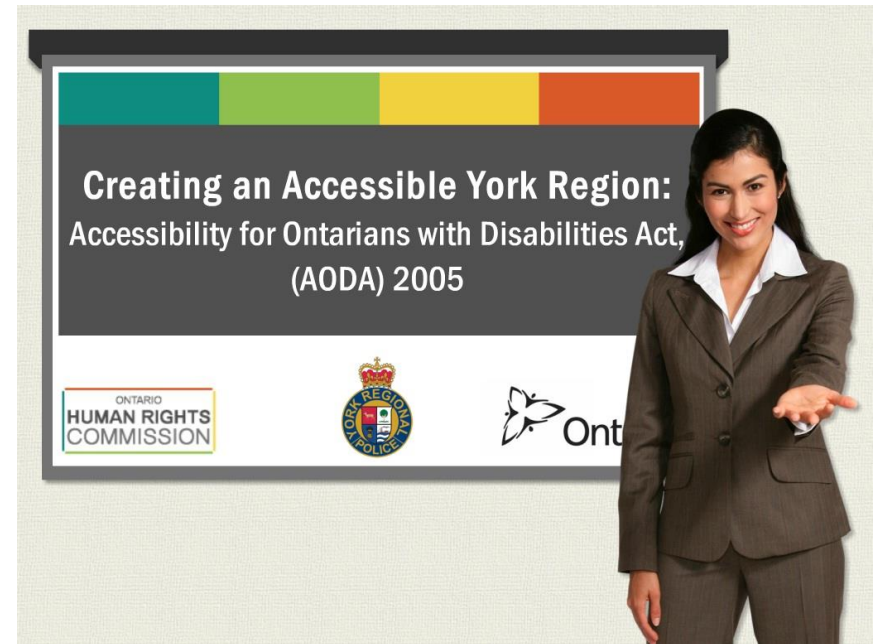
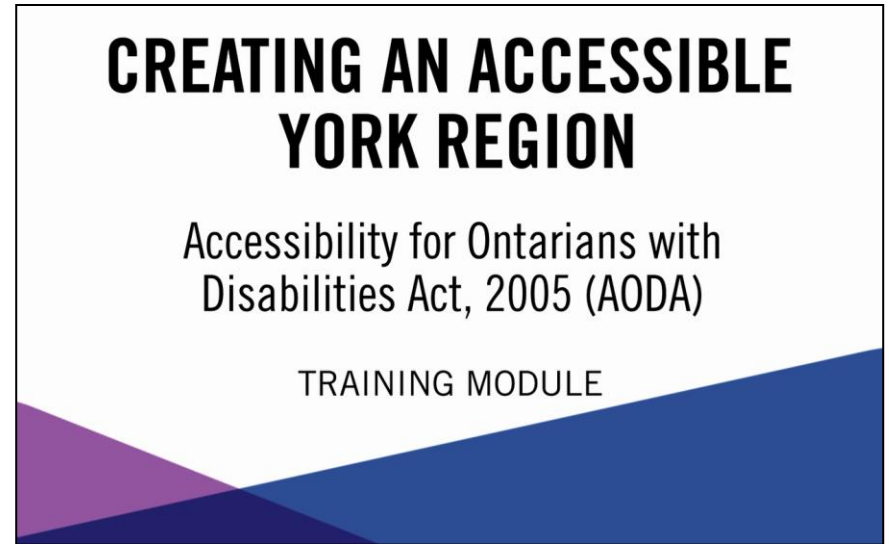
- Incorporate accessibility features when designing, procuring or acquiring self-service kiosks

York Region Accessibility Checklist Incorporating Accessibility Design, Criteria and Features in Purchases and Acquisitions											
<p>Under the Integrated Accessibility Standards, Ontario Regulation 191/11 of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) York Region must incorporate accessibility design, criteria and features when procuring or acquiring goods, services and facilities, except where it is not practicable to do so. This also applies to self-service kiosks.</p> <p>READ INSTRUCTIONS BELOW</p> <p>A. Accessibility Checklist Summary</p> <table border="1"><tr><td>Department:</td><td>Branch/Division:</td></tr><tr><td>Description of good or service to be acquired:</td><td>Checklist completed by: Title:</td></tr><tr><td><input type="checkbox"/> Yes: Accessibility design, criteria and features are incorporated in the specifications</td><td><input type="checkbox"/> No: It is not practicable to incorporate accessibility design, criteria and features Rationale Code: 1 <input type="checkbox"/> No barriers identified 2 <input type="checkbox"/> Accessibility features not compatible with current technologies 3 <input type="checkbox"/> Lack of availability of accessible Goods, services or facilities 4 <input type="checkbox"/> Other</td></tr><tr><td>AODA Training is required: <input type="checkbox"/> Yes <input type="checkbox"/> No</td><td>Comments:</td></tr><tr><td>Signature:</td><td>Date:</td></tr></table> <p>Instructions:</p> <ul style="list-style-type: none">• Complete Part B, C and D of Accessibility Checklist to determine if accessibility criteria and features can be incorporated into the specifications of your purchase• When completed, use the information to complete Part A• If yes, incorporate accessibility criteria and features into your specifications Follow established Procurement Office process (see the Procurement Office Authorization Process Summary in the Purchasing Toolkit)• Retain completed Accessibility Checklist with the department's purchase file• If required, ensure AODA Training requirements are met <p>1</p> <p>York Region Accessibility Checklist: Incorporating accessibility design, criteria and features in purchases and acquisitions</p>		Department:	Branch/Division:	Description of good or service to be acquired:	Checklist completed by: Title:	<input type="checkbox"/> Yes: Accessibility design, criteria and features are incorporated in the specifications	<input type="checkbox"/> No: It is not practicable to incorporate accessibility design, criteria and features Rationale Code: 1 <input type="checkbox"/> No barriers identified 2 <input type="checkbox"/> Accessibility features not compatible with current technologies 3 <input type="checkbox"/> Lack of availability of accessible Goods, services or facilities 4 <input type="checkbox"/> Other	AODA Training is required: <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:	Signature:	Date:
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AODA Training is required: <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments:										
Signature:	Date:										

INTEGRATED ACCESSIBILITY STANDARDS: GENERAL

Training

- All staff, students and volunteers
- Contractors and agents who provide goods, services or facilities on behalf of York Region or York Regional Police



General Requirements: questions to consider

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



INTEGRATED ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS STANDARDS

Continue to meet and maintain compliance with Information and Communications Standards, including:

- Accessible formats and communication supports (2015)
- Feedback processes (2014)
- Emergency procedures, plans, or public safety information (2012)
- Accessible websites and web content (2014; 2021)



INTEGRATED ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS STANDARDS

Accessible formats and communication supports

- Include the **statement of accommodation** on all information produced for the public: **Accessible formats or communication supports are available upon request.** **Contact: (non-personal email and phone number).**

Contact Us

General Inquiries

EMAIL

accessyork@york.ca

PHONE

1-877-464-9675

ADDRESS

Administrative Centre
17250 Yonge Street
Newmarket, Ontario
L3Y 6Z1

EMERGENCY POLICE, FIRE OR
AMBULANCE
Call 9-1-1

Accessibility

Accessible formats or
communication supports are
available upon request

[More contact info >>](#)

INTEGRATED ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS STANDARDS

Feedback process

- An accessible process for receiving and responding to feedback on goods, services and facilities

York Region Feedback Form

HOW ARE WE DOING?

Your feedback will help us to continue to offer a high quality of service. Please take a few moments to share compliments, concerns, suggestions and comments.

*** Which York Region service or program is your feedback about?**

This will help us direct your feedback

- ☐ Children's Services
- ☐ Court Services
- ☐ Economic Development
- ☐ Forestry
- ☐ Housing
- ☐ Long-Term Care
- ☐ Paramedic Services
- ☐ Planning
- ☐ Police Services
- ☐ Public Health
- ☐ Regional Roads
- ☐ Social Assistance
- ☐ Transit
- ☐ Waste Management
- ☐ Water
- ☐ Other


Please give us your feedback

How can we improve to better meet your needs?

Date of interaction
June 13, 2019 If applicable

Postal Code
No Space (A1A1A1)

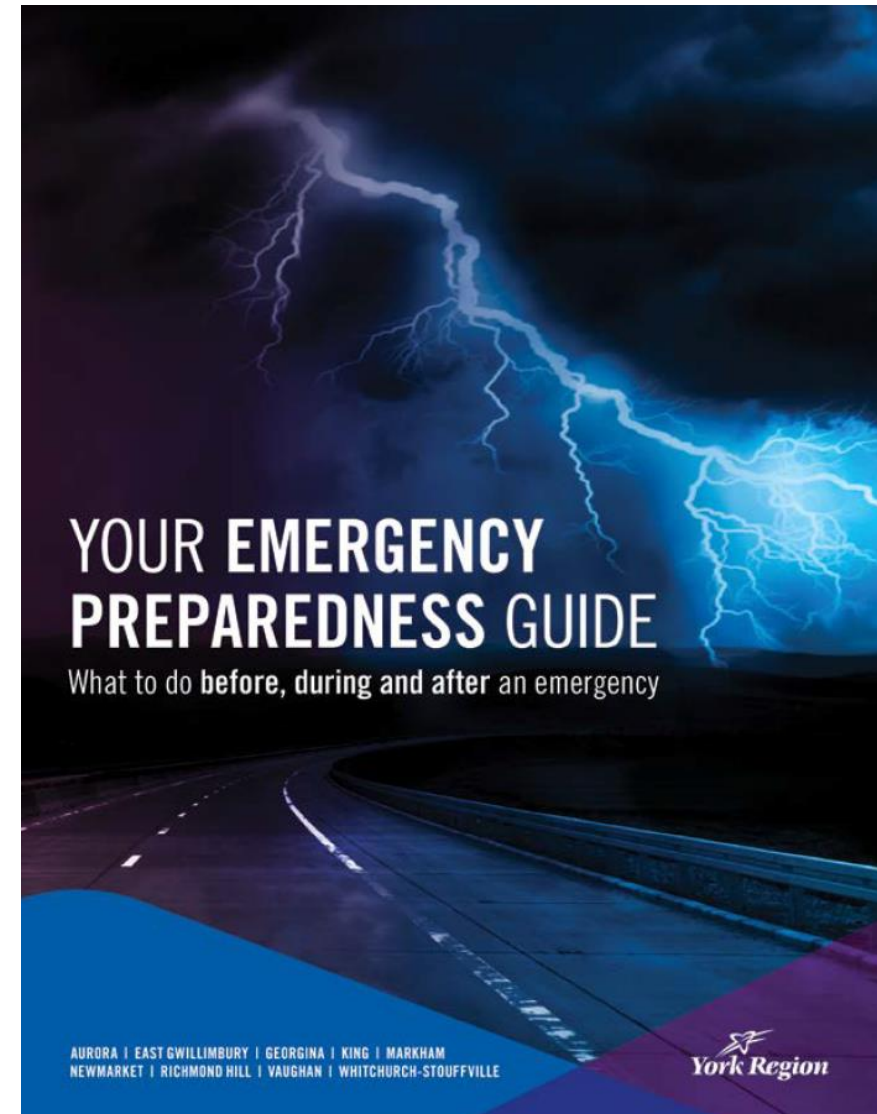
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INTEGRATED ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS STANDARDS

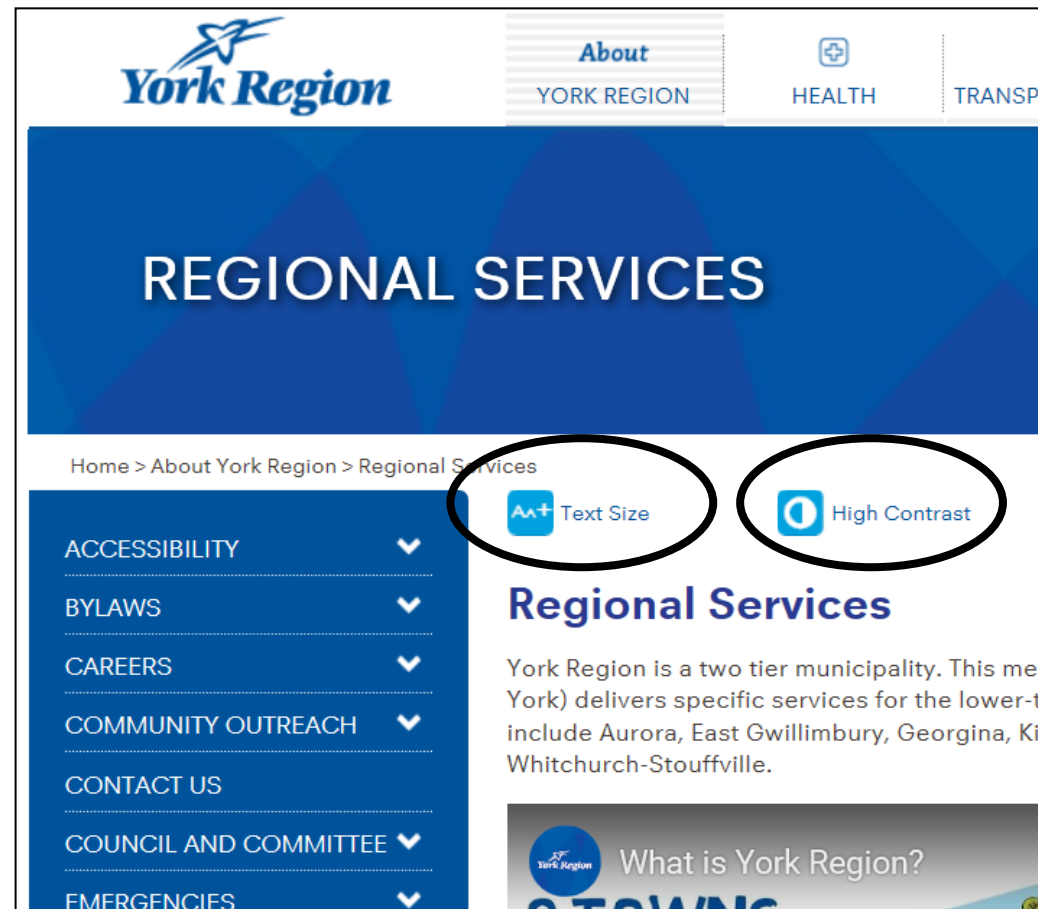
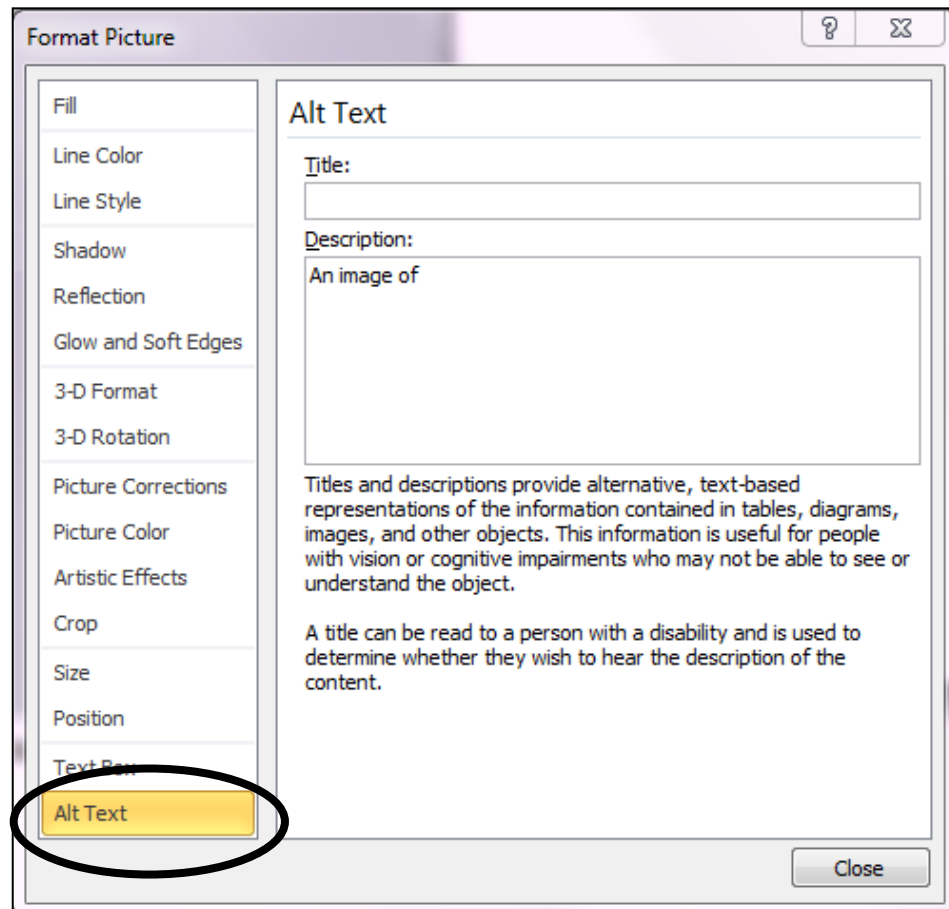
Emergency procedures, plans, or public safety information

- Available to the public in an alternative accessible format or with communication supports, upon request



INTEGRATED ACCESSIBILITY STANDARDS: INFORMATION AND COMMUNICATIONS STANDARDS

Accessible websites and web content



Information and Communications Standards: questions to consider

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



INTEGRATED ACCESSIBILITY STANDARDS: EMPLOYMENT STANDARDS 2014

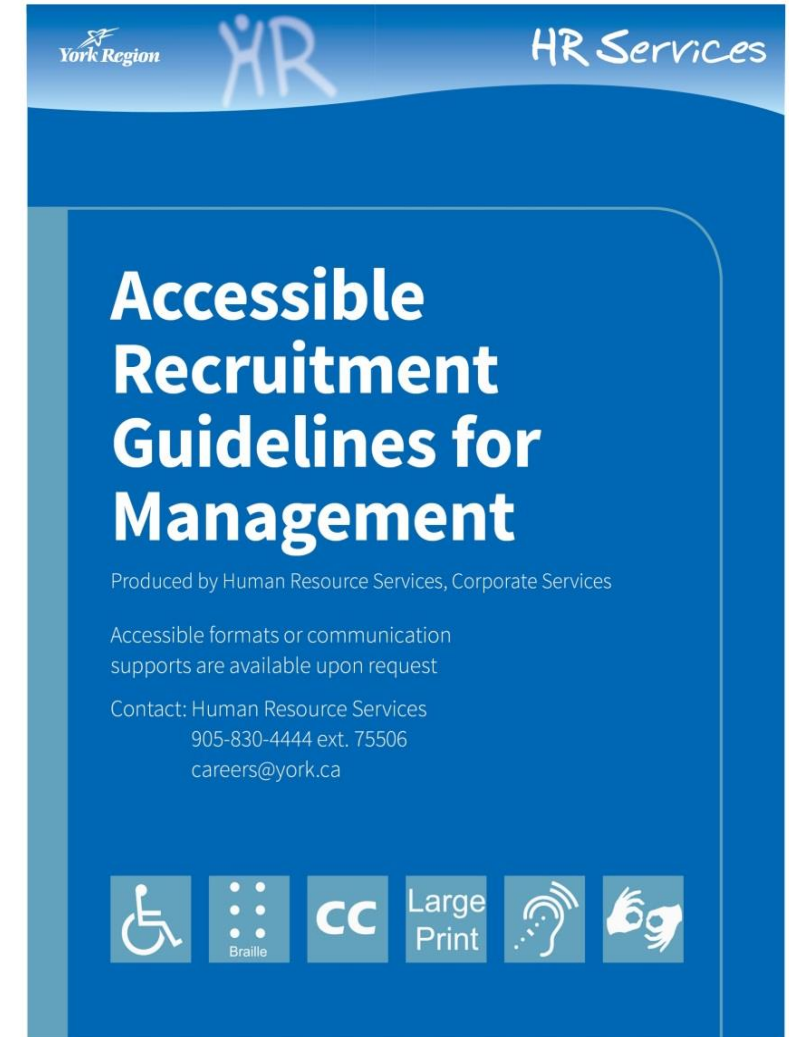
Continue to meet and maintain compliance with Employment Standards, including:

- Recruitment, assessment or selection process
- Notice to successful applicants
- Informing employees of supports
- Accessible formats and communication supports for employees
- Emergency response information (2012)
- Documented individual accommodation plans
- Return to work process
- Performance management, career development, and redeployment

INTEGRATED ACCESSIBILITY STANDARDS: EMPLOYMENT STANDARDS

Accessibility is built into a documented recruitment process:

- Job advertising
- Application screening
- Evaluation and assessment
- Selection of successful candidate
- Offer to the successful candidate



INTEGRATED ACCESSIBILITY STANDARDS: EMPLOYMENT STANDARDS

Creating an accessible workplace for employees:

- Documented individual accommodation plans
- Accessible formats and communication supports
- Emergency response plan
- Return to work process
- Performance management, career development and redeployment







Removing Accessibility Barriers in the Workplace

Do you have a disability and need supports to do your job?

Talk to your manager or contact
Workplace Health, Safety and Wellness
at 905-830-4444, ext. 75716

AODA@york.ca
MyPortal > Resources > Accessibility

Employment Standards: questions to consider

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2011

Continue to meet and maintain compliance with Transportation Standards, including:

- Non-functioning accessibility equipment
- Fare parity
- Storage of mobility aids (no charge)
- Pre-board and on-board announcements
- Origin to destination services (specialized)



INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2012

Continue to meet and maintain compliance with Transportation Standards, including:

- Availability of information on accessibility equipment
- Emergency preparedness and response policies
- Transit stops (conventional)
- Storage of mobility aids (location, handling)
- Priority seating (conventional)
- Companions and dependents (specialized)



INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2013

Continue to meet and maintain compliance with Transportation Standards, including:

Transportation-specific accessibility plans

- Customer feedback process
- Ridership projections
- Steps to reduce wait times wait times
- Measures to address equipment failures
- Accessible bus stop and shelter design

INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2013 (continued)

Continue to meet and maintain compliance with Transportation Standards, including:

- Service disruptions (conventional)
- Visitors (specialized)
- Co-ordinated service between jurisdictions (specialized)
- Same hours of service (specialized and conventional)
- Service delays (specialized)
- Duties of municipalities to consult (bus stops/shelters)



INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2014

Continue to meet and maintain compliance with Transportation Standards, including:

- Accessibility training - YRT operating contractors
- Fares, support persons
- Eligibility application process (specialized)
- Emergency or compassionate grounds (specialized)
- Booking (specialized)
- No trip limit restrictions (specialized)



INTEGRATED ACCESSIBILITY STANDARDS: TRANSPORTATION STANDARDS 2017

Continue to meet and maintain compliance with Transportation Standards, including:

- Pre-boarding and on-board announcements (electronic)
- Categories of eligibility (specialized)



Transportation Standards: questions to consider

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



INTEGRATED ACCESSIBILITY STANDARDS: DESIGN OF PUBLIC SPACES STANDARDS 2016

Continue to meet and maintain compliance with Design of Public Spaces Standards, including:

- Recreational trails and beach access routes
- Outdoor public use eating areas
- Outdoor public play spaces
- Exterior paths of travel
- On and off-street parking
- Service counters and waiting areas
- Maintenance planning



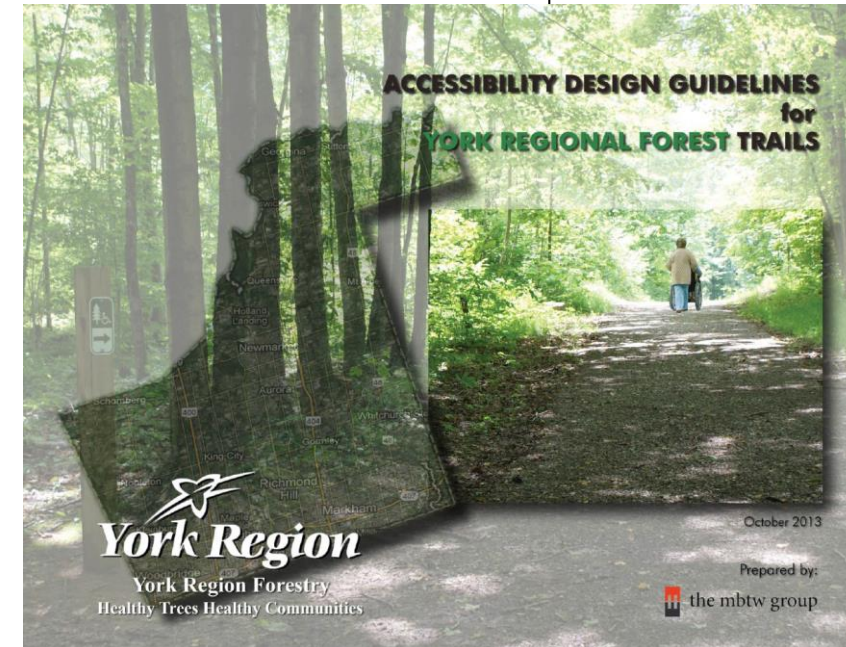
Accessibility Design Guidelines

York Region
Property Services Branch
Corporate Services Department
17250 Yonge St
Newmarket, Ontario

Alternate formats of this document are available upon request.

Please contact the Property Services Help Desk at 905-830-4444 ext. 71701

York Region would like to acknowledge and thank the City of Markham for permitting this adaptation of their Accessibility Design Guidelines (June 2011).



Design of Public Spaces Standards: questions to consider

- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



INTEGRATED ACCESSIBILITY STANDARDS: CUSTOMER SERVICE STANDARDS

Continue to meet and maintain compliance with Customer Service Standards, including:

- Use of service animals and support persons (2010, 2016)
- Notice of temporary disruptions (2010)
- Feedback process (2010, 2016)
- Format of documents (2010)
- Training (2010, 2016)
- Accessible customer service policies (2010)

How May I Best Help You?
Tips on Accessible Customer Service

Accessible customer service is how we do business. **It's also the law.** York Region is committed to offering its goods, services and facilities in ways that respect the dignity and independence of persons with disabilities, allowing everyone to get the same services, in the same places and in similar ways.

- Do not touch or distract a service animal. It is working and has to pay attention at all times.
- Speak directly to your customer, not to their support person or companion.
- Avoid touching a person or any of their belongings, including any assistive devices, without their permission or request.
- Remember to put people first. Say "a person with a disability" rather than "disabled person".
- Respect requests made by a customer with a disability and work with them to accommodate their needs.
- Start your interaction by asking "How may I best help you?"
- Speak in a positive, calm manner and tone. Positive attitude and willingness to help supports excellent customer service.
- Remember that many disabilities are not visible and customers are not required to tell you about their disability.

Accessible customer service is about:

- Putting people first, not their disability
- Asking "How may I best help you?"
- Creating a welcoming and inclusive environment for everyone
- Having a positive attitude and willingness to help

For more information and resources on accessible customer service, visit myportal.york.ca/accessibility or contact aoda@york.ca

York Region

INTEGRATED ACCESSIBILITY STANDARDS: CUSTOMER SERVICE STANDARDS

How may I **best** help you?

[Accessible Customer Service Guidelines](#)

Accessible formats or communication supports
are available upon request.
Contact the Accessibility Unit at aoda@york.ca
1-877-464-9675 ext.72149
TTY: 1-866-512-6228



Notice of Temporary Disruption of Service

ACCESSIBLE WASHROOM OUT OF SERVICE

The accessible washroom will be out of service from

[Click here to enter a date.](#) to [Click here to enter an end date.](#)

for [Click here to enter reason for disruption e.g. routine maintenance, repair, etc.](#)

Please use the accessible washroom which is located
[location e.g. at the end of this hall, etc.](#)

We apologize for any inconvenience.

If you have questions or concerns, please call

[Click here to insert contact information including extension.](#)

Thank you.



Notice of Temporary Disruption of Service

ELEVATOR OUT OF SERVICE

Elevator: [Click here to enter number or location e.g. Elevator #1, at the end of this hall.](#)

will be out of service from:

[Click here to enter a date.](#) to [Click here to enter an end date.](#)

for [Click here to enter reason for disruption e.g. routine maintenance, repair, etc.](#)

To access the upper levels of this building please use

Elevator: [Click here to enter number or location e.g. Elevator #1, at the end of this hall, etc.](#)

We apologize for any inconvenience.

If you have questions or concerns, please call

[Click here to insert contact information including extension.](#)

Thank you.

Customer Service Standards: questions to consider

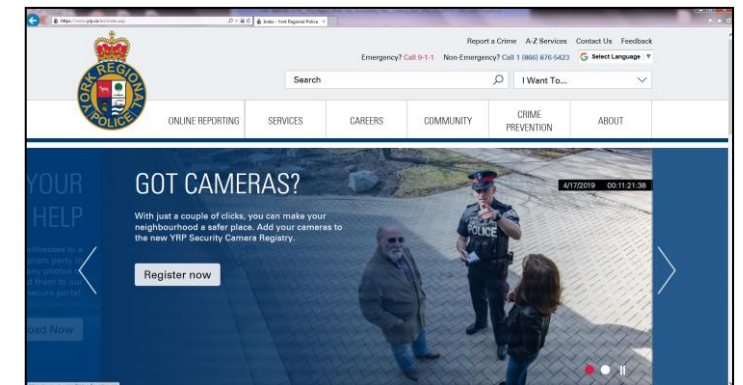
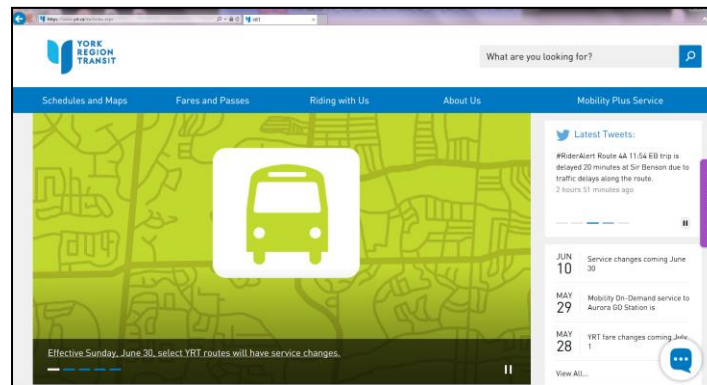
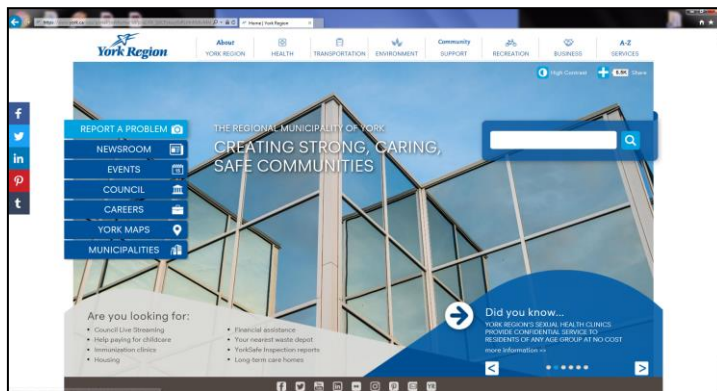
- Are there any gaps or barriers to address?
- Is there more that we can do or do differently?
- Does it provide the information you want to know?



MULTI-YEAR ACCESSIBILITY PLAN: LOOKING FORWARD (NEXT MEETING)

Accessible websites and web content January 1, 2021

Accessible websites and web content: all websites and web content must meet Web Content Accessibility Guidelines (WCAG) 2.0, Level AA requirements



NEXT STEPS

- Present the Draft Multi-Year Accessibility Plan to the York Region Accessibility Advisory Committee (September 2019)
- Seek public feedback on the Draft Multi-Year Accessibility Plan (October 2019)
- Seek Council approval (January 2020)
- Post and distribute York Region Multi-Year Accessibility Plan
- Ongoing actions, monitoring, evaluation and reporting activities
- Annual status reports

THANK YOU

