



Accessibility Spotlight on York Regional Courts

Presentation to
Accessibility Advisory Committee

Sandra Garand

September 23, 2015

Agenda

- Overview of Court Services
- Key Accessibility Features
- Training
- Continuous Improvement
- New Provincial Offences Court
- Contact Information

Overview of Provincial Offences Court

- The Provincial Offences Act (POA) governs non-criminal code offences such as parking, traffic and liquor license violations and offences.
- York Region is responsible for administering POA fines and prosecuting most POA offences.

Core Mandate

- Court Services provides two distinct functions: Court Administration and Prosecution of Provincial Offences Act
- York Region operates the second largest Provincial Offences Court program in Ontario
- Two Court locations in York Region:
 - 465 Davis Drive, Suite 200, Newmarket
 - 50 High Tech Road, Richmond Hill

Accessibility and Court Services

Court Services supports York Region's Accessibility Plan through:

- Accessibility Coordinators
- Accessible Public Areas
- Customer Service
- Courtrooms
- Staff Training
- Accessible Documents

Accessibility Coordinators

- Accessibility Coordinator services available at both court locations and available on York Region website
- Provides information and accepts requests about accessibility services and responds to the needs of court users with disabilities upon request
- Coordinators are primary point of contact at both court locations on accessibility-related issues. Signage posted at front counters to advise public that assistance is available upon request.

Public Areas

Key accessibility features in the court public space and layout include:

- Elevators
- Push buttons to enter the waiting area
- Accessible seating in waiting area
- Accessible paths to courtrooms
- Push buttons to enter courtrooms (Richmond Hill location)

Customer Service

- Accessible customer service kiosk at both locations
- Directional signage posted for courtrooms, and early resolution rooms
- Accessible website and web content
- Feedback on our accessibility services is directed to the Accessibility Coordinator

Courtrooms

- Interpreter services available upon request to assist people with disabilities - e.g. sign language interpreters
- Hearing devices are available to assist people who have a hearing disability
- Accessible seating available in courtrooms

Staff Training

- York Region ensures all new staff including Court Services complete two training modules as required by the AODA:
 - Creating an Accessible York Region
 - Accessible Customer Service Training
- Accessibility Coordinators have received additional training to create accessible documents.

Accessible Documents

- Using Corporate Accessibility information, Corporate guidelines and working with the Accessibility Unit, Court Services is now reviewing its documents for:
 - Accessible font
 - Plain language

Continuous Improvement

- Court Services continues to work with the Accessibility Unit to improve the accessibility of our services, programs, information and communication
- Court Services also works with Property Services to review accessible requirements on new projects and renovations

New Provincial Offence Court Facility

- A new Court facility will be built in the Annex to replace the Tannery site
- This new facility is being designed to AODA standards

Contact Information

- Sandra Garand - Supervisor, Court Administration
905-898-0425 extension 73304
- **Accessibility Coordinators:**
 - Leena Lehtola (Newmarket)
905-898-0425 extension 73210
 - Stephanie McErlean (Richmond Hill)
905-762-2105 extension 73355

Questions?

Thank you

