

**2015 Information and Communications  
Requirements (Section 12) - Accessibility  
(Compliance) Report on the *Accessibility for  
Ontarians with Disabilities Act, 2005 (AODA)***

---

Presentation to the  
**York Region Accessibility  
Advisory Committee**

April 22, 2015



# Presentation highlights

- Background
- Implementation activities
  - York Region
    - Spotlight on accessible communication
  - York Regional Police
    - Spotlight on Text with 9-1-1
- Next steps

# Background

Accessibility Advisory Committees advise municipal councils about the:

- Implementation of the AODA
- Preparation of accessibility reports
- YRAAC advises York Region, York Regional Police and York Region Police Services Board

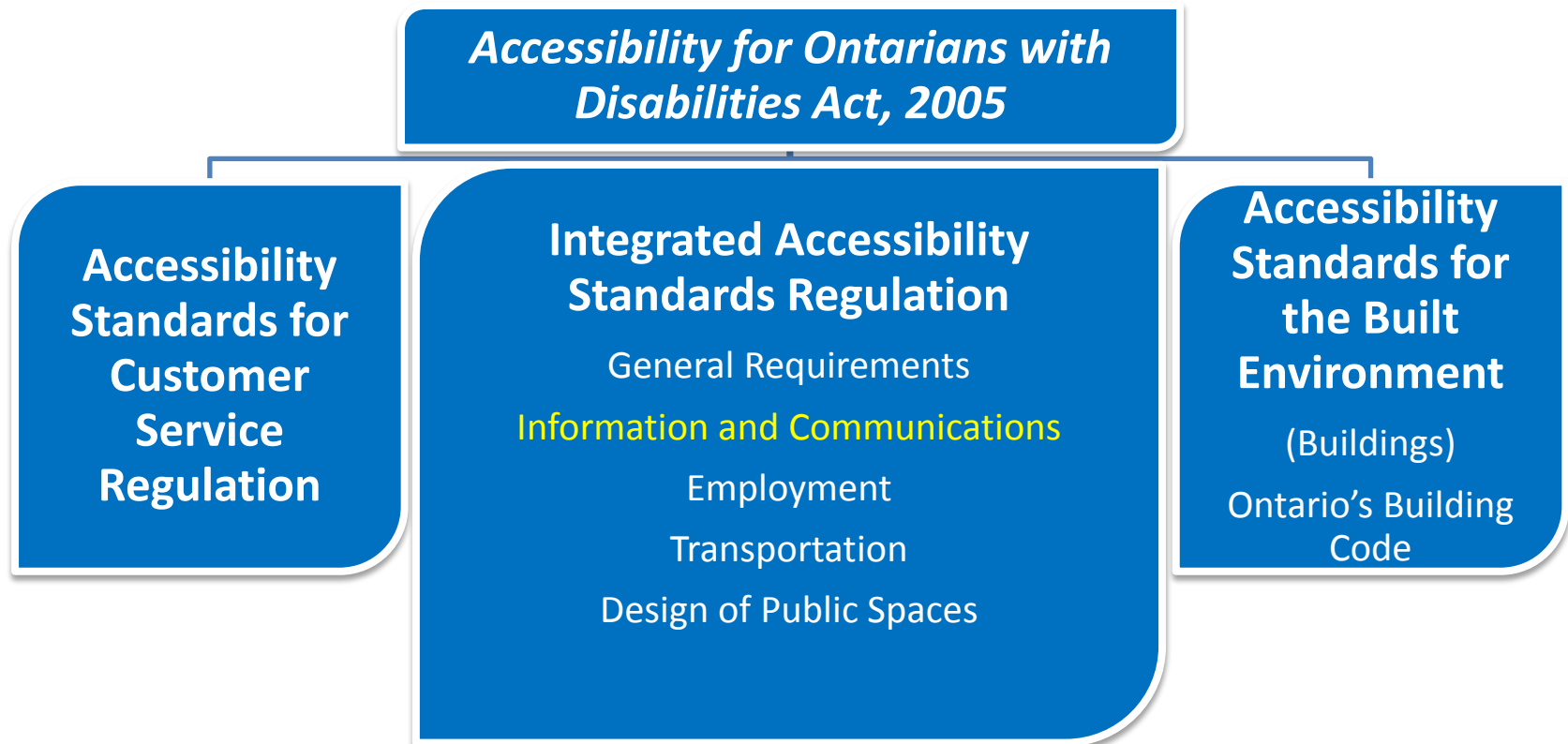
2013 Accessibility Report (filed December 2013):

- Compliance with AODA requirements 2010-2013

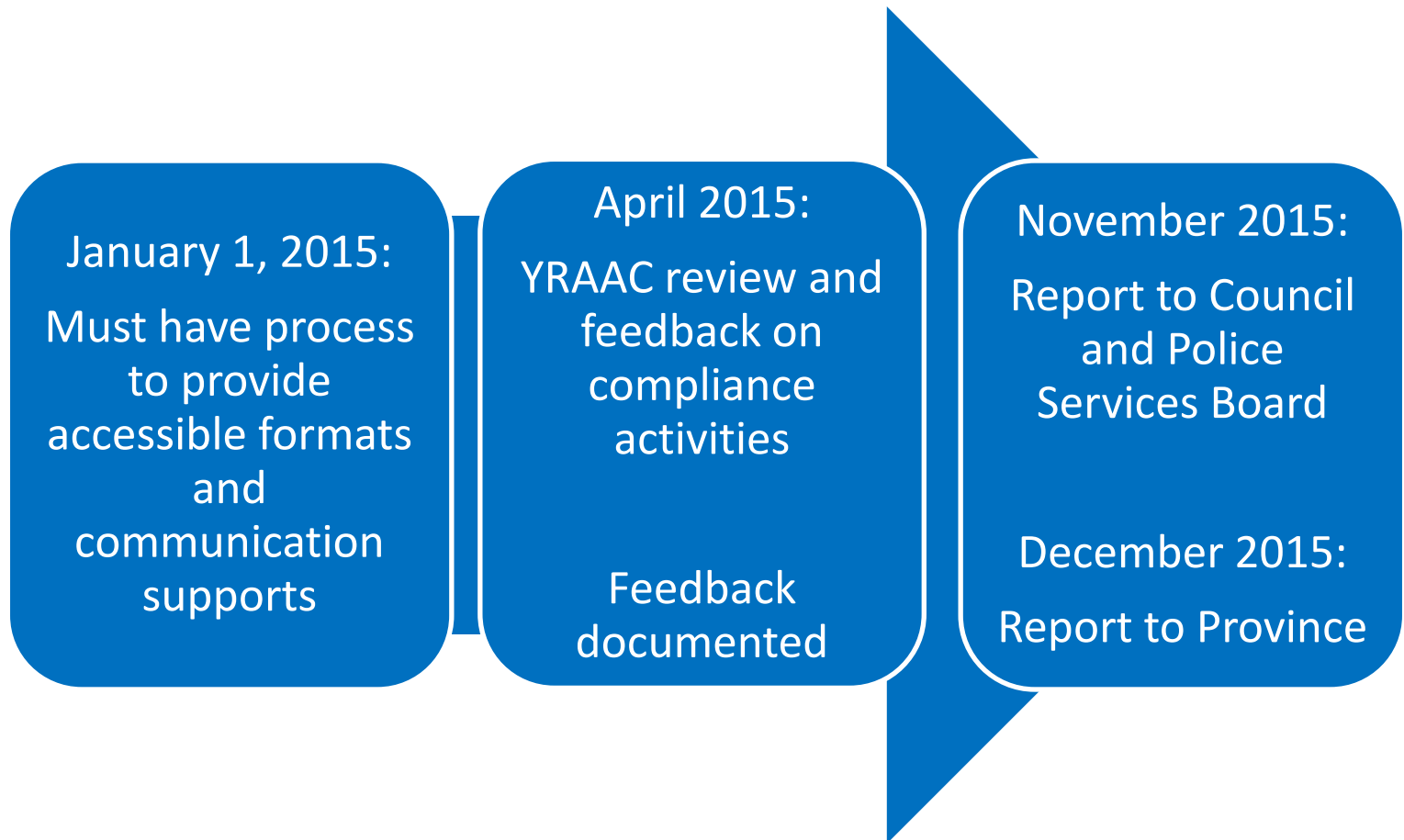
2015 Accessibility Report (due December 31, 2015):

- Addition of 2014 and 2015 AODA requirements

# Accessible information requirements are included in the Integrated Accessibility Standards Regulation



# 2015 AODA requirement is now law: Review and reporting process



# York Region compliance activities

## Spotlight on accessible communication

# Accessible Communication Matters

- Accessible website
- Alternate formats upon request
- Communication supports upon request



## What did we do?

- York.ca accessible redesign
- Permanent in-house accessible documents training
- Statement of accommodation
- Resources for staff



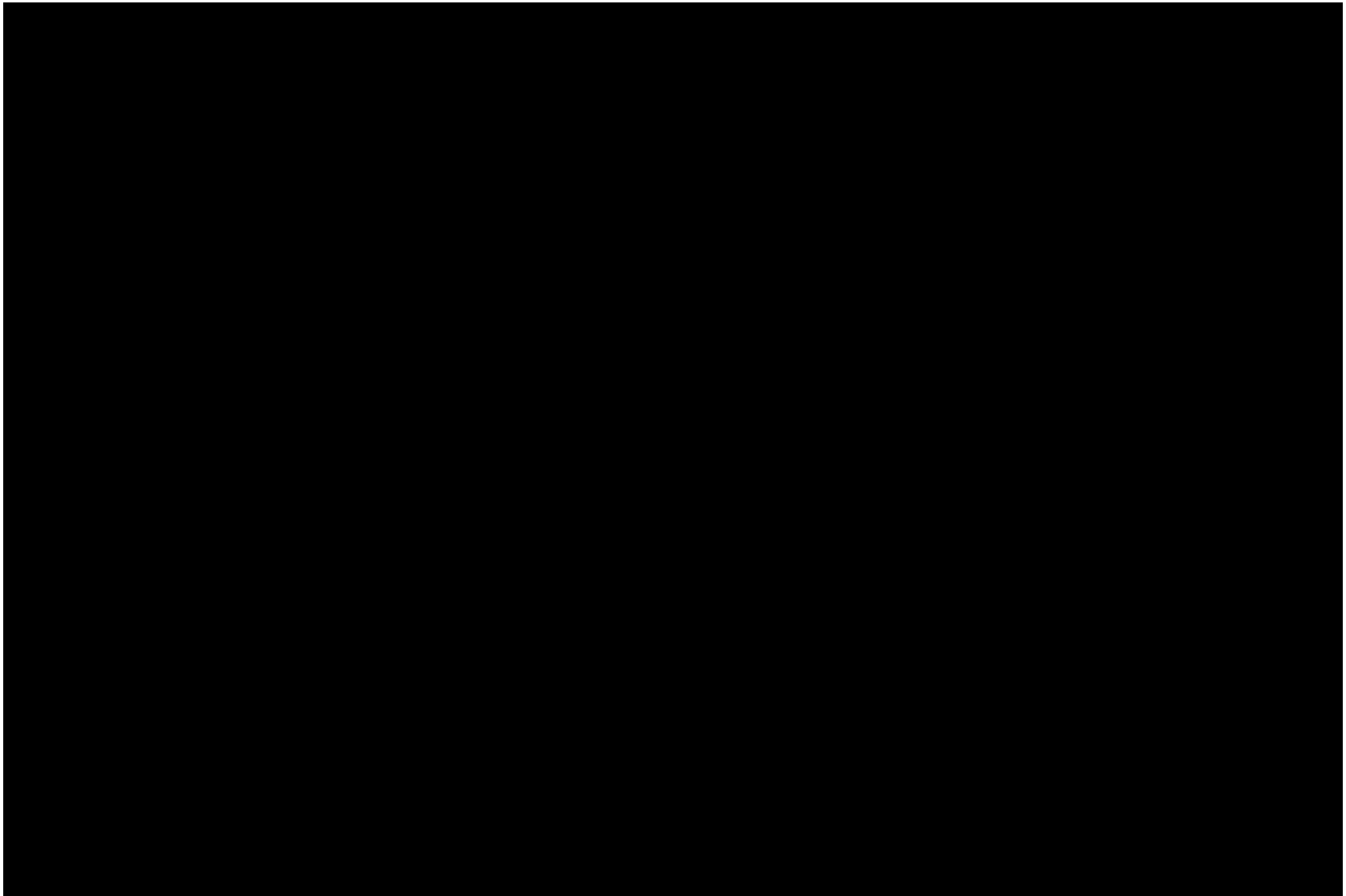


# Beyond Compliance

- Accessible documents training not required under AODA
- Staff prepared to best help residents
- Sets organizational best practice, shows leadership



# Training Video Sample



# York Region compliance activities - questions and comments

- 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?

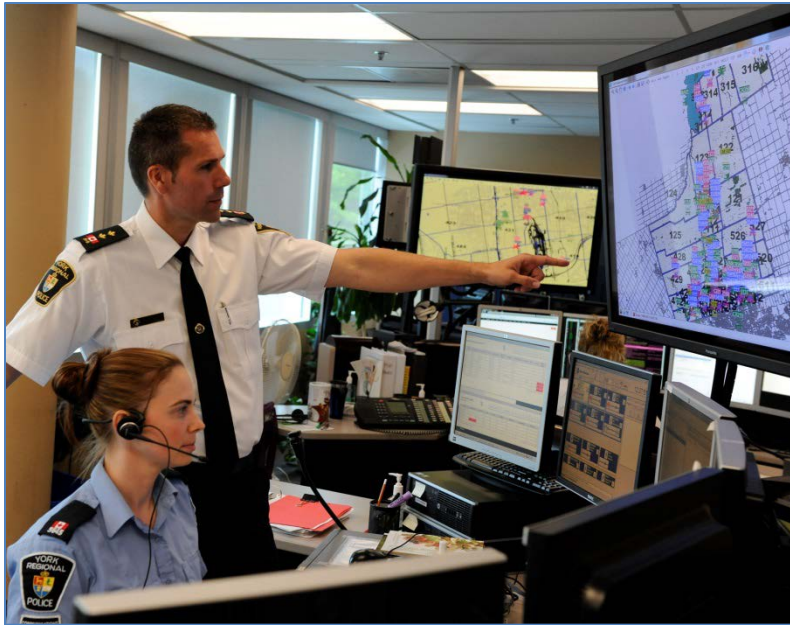
# York Regional Police compliance activities

## Spotlight on Text with 9-1-1

# Overview

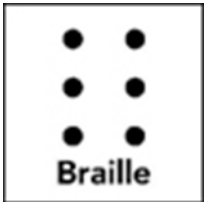
- What is Text with 9-1-1? (T9-1-1)
- Who benefits from Text with 9-1-1
- How Text with 9-1-1 works
- Learn more

# Text with 9-1-1 ?



- Ability to communicate with Emergency Services using text messaging
- Available to citizens across Ontario

# Who benefits from Text with 9-1-1?



- People with communication disabilities
  - Deaf, deafened or hard of hearing
  - Language disabilities - Aphasia
  - Speech disabilities – Stuttering
  - Intellectual and developmental disabilities – Autism, Asperger’s

# How to Text with 9-1-1 (T9-1-1)



- Register with your service provider
- Ensure your phone has Text with 9-1-1 capabilities
- Dial 9-1-1 in an emergency
- Call Taker starts a text conversation



# How to Text with 9-1-1 (T9-1-1) continued

- You receive a text message stating you have reached York Regional Police
- You will be asked if you require Police, Fire or Ambulance
- You will communicate via text message with the 9-1-1 Call Taker

# Text with 9-1-1 example



You have reached York Regional  
Police 911. Do you need Police, Fire  
or Ambulance?

Now via SMS

# How to Text with 9-1-1 (T9-1-1) continued

- Police will transfer text session or relay your information to other services, if required
- You will receive a text message from the 9-1-1 Call Centre ending the session
- You **MUST** redial 9-1-1 to communicate with Emergency Services again

# Commitment to Accessibility

York Regional Police is proud to have been the second police service in Ontario to offer this service to our residents

# Learn more about Text with 9-1-1

<http://textwith911.ca/>

- Registration details
- Provinces and cities with service available
- Video demonstration of how Text to 9-1-1 works
- Frequently asked questions

# York Regional Police compliance activities - questions and comments

- 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?

# Next steps

- ✓ Completion of YRAAC feedback chart to document review, with action as appropriate
- ✓ Report compliance activities to Council and Police Services Board (November)
- ✓ Preparation of Province's Accessibility Report (due by December 31, 2015)
- ✓ Next compliance date: Design of Public Spaces Standards (January 1, 2016)

**Thank you**

