

MEMORANDUM

TO: Members of Committee of the Whole
Members of The Regional Municipality of York Police Services Board

FROM: Adelina Urbanski
Commissioner of Community and Health Services

DATE: September 4, 2014

RE: Accessibility Compliance Update on the *Accessibility for Ontarians with Disabilities Act, 2005* – 2014 Requirements

This memo offers an update on activities undertaken by York Region, York Regional Police and the York Region Police Services Board to comply with the 2014 requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA). It also documents the role of the York Region Accessibility Advisory Committee (YRAAC).

Under the AODA (Section 29.4) municipal accessibility advisory committees must provide advice to municipal councils on the requirements and implementation of the accessibility standards and compliance reports. The YRAAC fulfills this function for York Region, York Regional Police and Police Services Board.

The YRAAC has fulfilled their obligation for the January 1, 2014 AODA requirements. York Region, York Regional Police and the York Region Police Services Board have completed requirements in the areas of employment practices, training, feedback processes, website and transportation. YRAAC feedback was generally very positive and supportive of actions taken towards achieving compliance with these requirements.

York Region must report to the Province on AODA compliance activities

The AODA requires that large public sector organizations such as York Region and York Regional Police file two reports that document compliance:

- 1) Annual Status Report – Outlines actions taken to meet the AODA requirements and must be made publicly available. York Region's first status report covering the period January 1, 2010 to December 31, 2013 is currently posted on www.york.ca. The next status report will be posted by December 31, 2014 and annually thereafter.
- 2) Bi-Annual Accessibility Compliance Report – Online report filed with the provincial government. York Region, York Regional Police and Police Services Board submit one combined report. To date, two AODA reports (2010 and 2013) have been filed. The next one is due in 2015 and every two years thereafter.

The following summarizes the January 1, 2014 AODA requirements and compliance activities:

AODA Standard	AODA requirement	Compliance activities	Status
Employment	Employment: Provide for accessibility across all stages of the employment life cycle, building on employment practices already honoured under Ontario's <i>Human Rights Code</i> .	Developed corporate guidelines for accessible: <ul style="list-style-type: none"> • Recruitment • Workplace accommodation • Return to work process • Performance management • Career development • Redeployment 	Completed
General	Training: Provide training on the requirements of the AODA's Integrated Accessibility Standards Regulation and Ontario's <i>Human Rights Code</i> as it relates to people with disabilities.	Developed e-learning training module and implementation strategy to successfully train: <ul style="list-style-type: none"> • Employees and volunteers • Those who help develop corporate policies • Agents serving the public on the organization's behalf 	Completed
Information and Communications	Feedback: Ensure that processes for receiving and responding to feedback are accessible to people with disabilities by providing accessible formats or communication supports upon request.	Continue to provide communication resources in alternate formats upon request, with supports including: <ul style="list-style-type: none"> • Online feedback form • Public notice of multiple methods to make requests • Tools and resources for staff to respond to requests 	Completed
Information and Communications	Websites and web content: Make internet website and web content conform to World Wide Web Consortium Guidelines (WCAG) in accordance with the schedule set out in the regulation.	Redesigned the York Region website to meet and exceed WCAG 2.0 Level A, and working towards meeting Level AA in advance of the 2021 AODA deadline. Planned redesigns to York Regional Police and Police Services Board websites will conform to WCAG 2.0 Level AA in advance of the 2021 AODA deadline.	Completed

AODA Standard	AODA requirement	Compliance activities	Status
Transportation	Transportation: Meet various requirements for conventional (York Region Transit/Viva) and specialized (Mobility Plus) transportation services.	Developed processes to provide: <ul style="list-style-type: none">• Accessibility training for operating contractors• No fare for support person• Mobility Plus eligibility application process• Temporary Mobility Plus services for an emergency or on compassionate grounds• Same day Mobility Plus bookings and service• No restrictions on number of trips booked	Completed

Staff will continue to monitor AODA compliance activities and provide regular updates to Council. This information will be used to meet provincial AODA reporting requirements.

For more information, including copies of the 2014 Accessibility Compliance Reports and YRAAC Summary of Feedback Chart, contact Lisa Gonsalves, Director, Strategies and Partnerships Branch, Community and Health Services at 905-830-4444 Ext. 72090.

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Copy to: York Region Accessibility Advisory Committee