

**2014 Training and Feedback Requirements -
Accessibility (Compliance) Report on the
*Accessibility for Ontarians with Disabilities Act,
2005 (AODA)***

Presentation to the York Region
Accessibility Advisory Committee

April 16, 2014

Presentation highlights

- Background
- Implementation activities
- 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

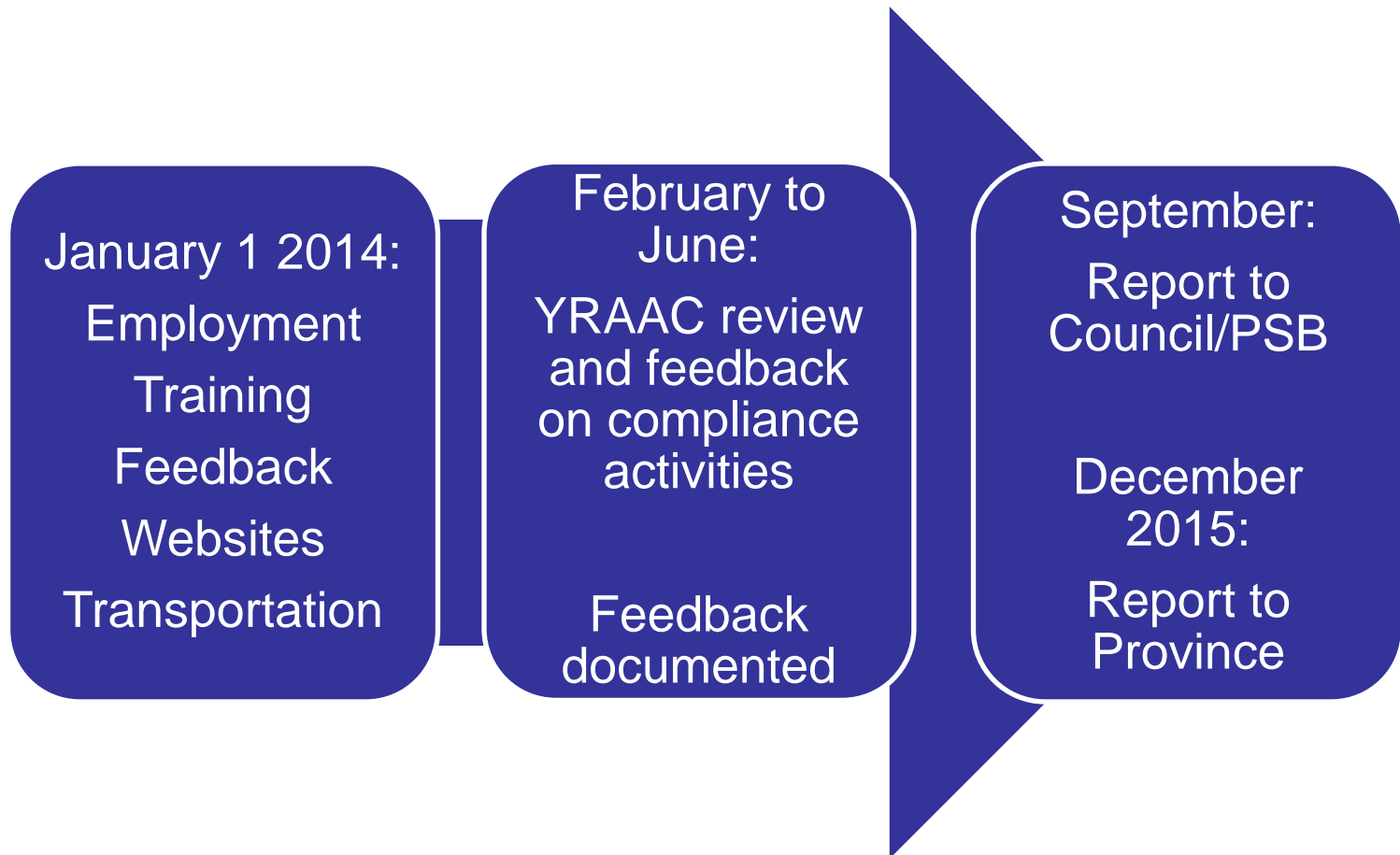
2013 Accessibility Report (filed December 2013):

- Compliance with AODA requirements 2010-2013

2015 Accessibility Report (due December 31, 2015):

- Addition of 2014 and 2015 AODA requirements

2014 AODA standards are now law: Review and reporting process



Training and Feedback standards are included in the Integrated Accessibility Standards Regulation

Accessibility for Ontarians with Disabilities Act, 2005

Accessibility Standards for Customer Service Regulation

Integrated Accessibility Standards Regulation

General Requirements
Information and Communications

Employment
Transportation
Design of Public Spaces

Accessibility Standards for the Built Environment

(Buildings)
Ontario's Building Code

Today's review: Training and Feedback

**Consider these questions as we review
the compliance activities ...**

- Have we met the legislated requirements?
- 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?

AODA Training is a core accessibility principle



AODA requires:

- ❑ Policies that govern how the accessibility standards (training) will be achieved
- ❑ Training on AODA and *Human Rights Code* as it relates to people with disabilities
- ❑ Training provided to employees, volunteers and service providers

York Region compliance activities

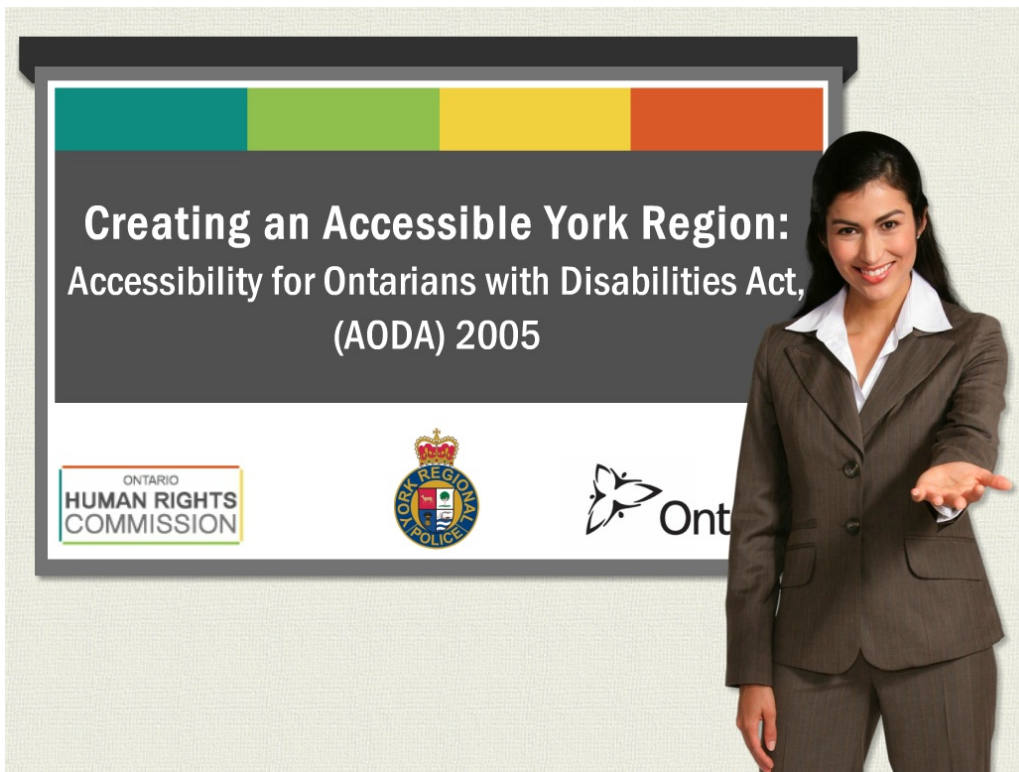
Group Training Session



- ✓ Developed unique e-learning training module
- ✓ Mass training of Regional employees Fall 2013
- ✓ Ongoing training strategy in place
- ✓ Training of service providers as a contract requirement

YRP and YRPSB compliance activities

YRP Training Module



- ✓ York Regional Police modified York Region's training module
- ✓ Chief's Order and auto-enrollment ensured training was completed
- ✓ Police Services Board completed Region's training program

Training: Questions and Comments

- Have we met the legislated requirements?
- 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?

Accessible feedback is a core accessibility principle

“How
may I
best
help
you?”

Offering excellent Accessible Customer Service
is how we do business.

It's also the law.

Learn more about serving our customers with disabilities at
mYnetwORK > Business Resources > Accessibility
and
www.york.ca

For more information, contact:
Lois Davies, Program Manager ODA/AODA
lois.davies@york.ca or ext. 2060

York Region



AODA requires:

- ❑ Policies that govern how the accessibility standards (including feedback) will be achieved
- ❑ Processes for receiving and responding to feedback be provided in accessible formats or with communication supports upon request

York Region, YRP and YRPSB compliance activities

- ✓ Customers offer feedback in person, by telephone (including TTY), in writing, email or website
- ✓ Public notified how to request accessible formats or communication supports
- ✓ Tools and resources available to help staff respond to requests
- ✓ Accessible Customer Service feedback requirements continue to be met

Feedback: Questions and Comments

- Have we met the legislated requirements?
- 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
- ✓ YRAAC review of final 2014 requirements (June)
- ✓ Memo to Council and Police Services Board with compliance and feedback charts (September)
- ✓ Review of 2015 AODA requirement (2015)
- ✓ Preparation of Province's Accessibility Report (due by December 31, 2015)

Questions?
