

York Region Accessibility Advisory Committee Advice and Staff Recommendations/Response

| AAC ADVICE | STAFF RECOMMENDATIONS/RESPONSE |
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| November 16, 2005 AAC Meeting | |
| <p>Finance</p> <p>1. Could the procurement processes be shared with area municipalities?</p> <p>2. Second point on presentation is not included in the plan.</p> | <p>1. Yes, York Public Buyers Co-op is presently doing joint purchasing for certain commodities.</p> <p>2. Add to plan under 2006 Barriers to be Addressed “in consultation with regional departments implement, where appropriate, TTY technology to address accessibility.”</p> |
| <p>Health</p> <p>1. Suggestion to consider that transportation is an issue for persons living in a group home when looking at access to influenza vaccines. Would it be possible to bring the clinics to the group home?</p> <p>2. AAC requested a report back on what makes the stretchers “accessible”.</p> <p>3. Request report back to AAC on emergency planning specifically for Pandemic influenza. Suggestion to include persons with special needs in emergency planning for Pandemic Influenza.</p> <p>4. Will the review of ACL written materials be linked with the Corporate initiative to develop an accessible format Policy?</p> <p>5. How will staff awareness increased through the content of the Department’s Intranet page?</p> | <p>1. This issue is being addressed through a needs assessment.</p> <p>2. Centre mount allows access to patient from all sides. The Proflex stretcher allows the stretcher to be rolled into the ambulance rather than requiring it to be lifted.</p> <p>3. This issue will be passed on to the Chair of the Pandemic Influenza Communications Committee who will address issues on how to include people with special needs, including those with disabilities, in the planning for the pandemic flu.</p> <p>4. Yes</p> <p>5. Information for staff will include background information on AODA, initiatives achieved and underway and sites for further information and learning. Investigation of links to community resources and tools to assist staff are still in progress.</p> |

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| <p>Transportation and Works</p> <p>1. Request to change wording on page 25 of plan to read “staff awareness of the needs of persons with disabilities”.</p> <p>YRT</p> <p>2. AAC would like to participate in the development of the Travel Training Program.</p> <p>3. Request for presentation regarding this training program at an AAC Meeting.</p> <p>4. Will the travel training program be accessible to persons who are deaf, deafened or hard of hearing?</p> <p>5. Will there be an in office component to the travel training program or is it all on road?</p> <p>6. Suggestion that dispatch run sheets should include the contact information of the rider.</p> <p>7. What is being done to address barriers to eligibility for mobility plus applicants?</p> | <p>1. Change wording in plan.</p> <p>2. AAC will be included.</p> <p>3. Presentation can be included in AAC agenda for new year.</p> <p>4. Will provide sign language interpreters/training materials in written format, if required.</p> <p>5. Part of the training is in the office and then on the road with the trainer.</p> <p>6. Every trip should be done through Mobility Plus alleviating direct contact between driver and passenger.</p> <p>7. The existing Mobility Plus eligibility criteria are being maintained while work is underway through the Accessibility for Ontarians with Disabilities Act, 2005 Transportation Standards Committee. It is anticipated the recommendations from this review and the associated impacts on Mobility Plus service will be available in the</p> |

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| <p>8. Suggestion to include 24 hour advance booking to improve system efficiency and increase system capacity.</p> <p>YRT Facilities</p> <p>9. Clarify which standards are used for construction of the concrete pads being installed at bus stops.</p> <p>10. Request for report back on the percentage of pedestrian push buttons that would be altered using the \$50,000 allocated to this project.</p> <p>11. Suggestion to work in concert with area municipalities to ensure that curb cuts are installed at all bus stops.</p> <p>12. Include in the Plan, working with municipalities to place asphalt or concrete surfaces at the base of the pedestrian push buttons to allow easier access.</p> <p>13. Are all conventional buses 100% wheelchair accessible?</p> <p>14. How long will it take for the entire fleet to be accessible?</p> | <p>third quarter of 2006.</p> <p>8. The request for 24 hour advance trip booking was removed from the 2006 Mobility Plus operating budget request due to limited financial resources. This item will be included in the 2007 Mobility Plus operating budget submission.</p> <p>9. YRT developed standards; Ontario Provincial Standard Specification and Ontario Provincial Standard Drawings for reference.</p> <p>10. We would not have this information until later this year.</p> <p>11. We will coordinate with area municipalities to make modification to sidewalk or curb cut at the same area of our proposed work.</p> <p>12. We will work with the area municipalities to provide the hard surface at the base of the pedestrian push buttons.</p> <p>13. No, approximately 80% of the entire conventional fleet is currently accessible.</p> <p>14. In approximately 6 more years, by 2012, 100% of the YRT conventional fleet will be accessible.</p> |

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| <p>Planning</p> <p>1. What are the next steps for educating the small business sector on accessibility?</p> <p>2. How does the Region ensure that area municipalities incorporate accessibility into their local official plans and policies?</p> <p>3. What can be done at the municipal level to require developers to include housing that is accessible in their plans?</p> <p>4. Does the Region have any jurisdiction under the Planning Act or under the AODA to suggest that new subdivisions being built are to include accessible housing?</p> | <p>1. Investigate the possibility of using bulletins and/or flyers to raise awareness and need for compliance on accessibility and the new AODA legislation. Possible methods could include another small business conference and/or delivery of bulletins/flyers as part of the 2006/07 Employment Survey or alternative delivery methods.</p> <p>2. Staff awareness and understanding of ODA/AODA will allow staff to review area municipal plans and policies in light of accessibility/compliance.</p> <p>¾. The Region’s planning roles are at the more “macro level” whereas the local municipalities deal with building permits, etc. The Region does not have jurisdiction over the actual design of homes. The AODA did amend the Planning Act to require that accessibility be included as one of the “provincial interest” criteria used when reviewing site plans pertaining to sidewalks, streets, access to schools, etc. but not to the design of homes. The local municipalities enforce the building code.</p> |

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| <p>Community Services and Housing</p> <ol style="list-style-type: none"> 1. Where could the AAC send a letter to encourage the province to require developers to build accessible affordable housing for persons with disabilities? 2. How are cognitive and hearing impairments being addressed in housing? 3. Given that the population in York Region of persons with disabilities is growing, does the Region plan to increase the number of accessible/modified units available? 4. How is priority assigned on the RGI waitlist? Are persons with disabilities given priority? 5. How many persons with disabilities are on the waiting list? | <ol style="list-style-type: none"> 1. Ministry of Municipal Affairs and Housing and the Ministry of Community and Social Services, Accessibility Directorate of Ontario. 2. Housing Staff are consulting with the Canadian Hearing Society and the CNIB regarding potential future collaborations. 3. The number of units that the Region can build is driven by funding. However, the Region is cognizant of the growing need for more accessible/modified units for persons with disabilities. 4. The provincial regulations prescribe only a priority category for applicants who need affordable rental housing to leave an abusive relationship. Under provincial regulations, modified units can only be rented to persons with disabilities who require the modifications. In effect, persons with disabilities have exclusive priority for these units. (Also addressed in the November 10, 2005 memo provided to the AAC). 5. Out of the 5500 applicants on the waiting list, 73 people have requested wheelchair accessible units. Wheelchair accessible units are the only accessible units tracked on the waiting list. |

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| <p>6. How many modified/accessible units currently exist and are planned for the future?</p> | <p>6. There are currently 326 modified units within the social Housing portfolio in York Region. This represents 8% of the prescribed total number of RGI units. The Housing Services Division is currently working with housing providers and a consultant to develop a detailed inventory of all modified and special needs units in the portfolio. This information will be made available in early 2006 to the AAC and be available on the Region's web site to assist persons with disabilities in search of affordable rental housing (Also addressed in the November 10, 2005 memo provide to the AAC).</p> |
| <p>7. What is the Contact Centre?</p> | <p>7. The service contact centre is a call centre which is the first point of contact for customers to the Community Services and Housing Department. With one call, they can initiate requests/applications for all services of the Department.</p> |
| <p>8. What percentage of units in new buildings are barrier free?</p> | <p>8. 3 - 5% of units are wheelchair accessible in new buildings and 5 - 7% are designed for persons who are deaf, deafened or hard of hearing.</p> |
| <p>9. What is the difference between a modified unit and an accessible unit?</p> | <p>9. An accessible unit means a unit that is wheelchair accessible. A modified unit is a unit that has some modifications such as door handle changes and lower counters. Some buildings have units that are not wheel chair accessible but may be modified.</p> |
| <p>10. AAC requested to be involved in the development of the corporate multiple format and accessible meeting policy.</p> | <p>10. The Plan will be updated to include AAC in the development of this corporate policy.</p> |

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| <p>11. Ensure that Family & Children staff are part of YRT's plans to consult with community agencies to improve the provision of information and interaction between Mobility Plus and agencies serving persons with disabilities. Staff should also explore opportunities for clients to participate in YRT's travel training program (Customers requiring specialized travel training for conventional transit).</p> | <p>11. Discussions with YRT already underway as part of 2006 plan implementation.</p> |
| <p>Corporate Communications</p> <p>1. Suggestion to share all plans to make website more accessible with local municipalities.</p> | <p>1. Make the York Region Web accessibility process available to the Municipalities through the internet, Direct mail out of upon request and through personal consultation, dependant on availability of Regional resources</p> |
| <p>York Regional Police</p> <p>1. AAC request a tour of Community Safety Village.</p> <p>2. Plan should clarify what the Community Alert System is.</p> <p>3. Suggestion to extend invitation for York Regional Police internal accessibility committee to attend an AAC meeting.</p> <p>4. Request for list of partnerships with agencies and organizations that deal with persons with mental health issues.</p> | <p>1. Arrange for a tour of village in New Year. Could be done in conjunction with an AAC meeting at the village.</p> <p>2. Description to be included</p> <p>3. Invitation to be extended in the new year.</p> <p>4. YRP to provide list to AAC.</p> |

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| <p>5. What accommodations have been made in custody areas (e.g. bedding)?</p> | <p>5. No accommodations to holding cells have been done as yet, due to health and safety concerns.</p> |
| <p>Corporate Services</p> <p>1. Will the appropriate size accessible parking spots at the North entrance include spots large enough to accommodate side loading and/or rear loading vehicles?</p> <p>2. Suggestion to make corporate training available to local Municipal staff.</p> | <p>1. All aspects related to the provision and re-design of the disabled parking spaces adjacent to the Administrative Centre's north entrance, will be studied by consultant's in the spring of 2006, utilizing a best practices approach to accessibility.</p> <p>2. This suggestion will be included as part of the ongoing review of corporate accessibility training being undertaken by Human Resources Services.</p> |
| <p>Overall Advice</p> <p>1. How do we advocate for funding under the AODA/ODA?</p> | <p>1. Will be included as part of items discussed at Workshop with York Region AAC's in January 2006.</p> |