

# Accessible Meeting Resource List



# The key to accessibility is **advanced planning**.

Even when you don't know if any of your meeting participants require accessibility accommodations, you should arrange your meeting or event to be accessible to ensure that people with disabilities can participate. The purpose of this resource list is to help you plan your event.

*YorkLink* is York Region's Community Services Directory where you can search for community agencies that may be able to help you with additional resources. Go to [www.york.ca](http://www.york.ca) and click the *YorkLink* icon at the top of the page.

The Regional Municipality of York has compiled this list as a public service for information purposes only and does not endorse or recommend any of the private services listed. While every effort has been made to ensure the accuracy and completeness of the information, The Regional Municipality of York cannot be held responsible for any errors or omissions.

If a business wishes to be added to this list of services, please contact the Senior Program Manager, ODA, Community and Health Services Department at 905-830-4444, ext. 2060.

# Provide Information about Local Services

## Accessible Transportation

Mobility Plus is York Region's door-to-door shared ride accessible public transit service for people with disabilities. To use this service, riders must meet specific eligibility criteria.

**Resource:** York Region Transit (YRT) Mobility Plus

**Contact:** Call between the hours of: 6:00 am and 7:00 pm

### Booking a Trip:

**Phone:** 905-762-2112

**Toll Free:** 1-866-744-1119

**Fax:** 905-762-2110

**Email:** [transitinfo@york.ca](mailto:transitinfo@york.ca)

**Website:** [www.yrt.ca/mobilityplus/index.asp](http://www.yrt.ca/mobilityplus/index.asp)

**Eligibility:** Due to a physical or functional limitation, rider is unable to use a regular transit bus.

**User Fees:** Adult YRT/VIVA fare and discounted taxi scrip.

Call Mobility Plus at least one day before travel with the following information: registration number, exact pick-up and drop-off address, date and time of the trip, and number of people travelling.

Please book return rides at least one hour before the meeting facility closes in case the pick-up ride is delayed.

## Emergency Veterinarians

**Resource:** Veterinary Emergency Clinic of York Region  
**Contact:** 1210 Journey's End Circle, Newmarket, ON L3Y 8Z6  
**Phone:** 905-953-5351  
**Fax:** 905-953-4136  
**Website:** [www.vetER.ca](http://www.vetER.ca)

The Veterinary Emergency Clinic of York Region is an animal hospital that provides emergency care to pets.

**Hours of Operation:** Mon-Thurs: 7:00 pm to 8:00 am  
**Weekends:** 5:00 pm Friday to 8:00 am Monday  
**Holidays:** 24 hours

The following website lists some other veterinarian clinics in York Region

**Website:** [www.infopet.ca/vetlistings.htm](http://www.infopet.ca/vetlistings.htm)

Most local clinics offer emergency care for service animals when the owner's regular veterinarian isn't nearby.

## Wheelchair Repair Services

**Resource:** York Medical Mobility  
**Contact:** 11005 Yonge Street (north of Elgin Mills)  
Units 5 & 7  
Richmond Hill, ON L4C 0K7  
**Phone:** 905-770-9075  
**Toll Free:** 1-800-542-9616  
**Email:** [sals@yorkmedicalmobility.com](mailto:sals@yorkmedicalmobility.com)

## Sales, Rental, Repairs of all Mobility Devices

Resource: Home Medical Care Equipment & Supplies  
Contact: Newmarket Plaza, 130 Davis Drive  
Unit #20, Newmarket, ON L3Y 2N1  
Phone: 905-853-2454  
Toll Free: 1-888-217-2221  
Fax: 905-853-0223  
Email: [info@homemedicalcare.ca](mailto:info@homemedicalcare.ca)  
Website: [www.homemedicalcare.ca](http://www.homemedicalcare.ca)

Sales, rental, repairs. Minor repairs and parts on site - walkers, manual wheelchairs. Power wheelchair and scooter repair.

## Accessible Restaurants in the Area

York Region Visitor's Guide lists local accessible restaurants.

Website: [www.yorktourism.com](http://www.yorktourism.com)

Call to confirm the restaurant's accessibility features.

## Accessible Alternate Accommodations in the Area

York Region Visitor's Guide lists local accessible hotels and meeting rooms.

Resource: Hotels, Meeting Rooms

Website: [www.yorktourism.com](http://www.yorktourism.com)

Call to confirm that the facility's accessibility features will work for your meeting or event.

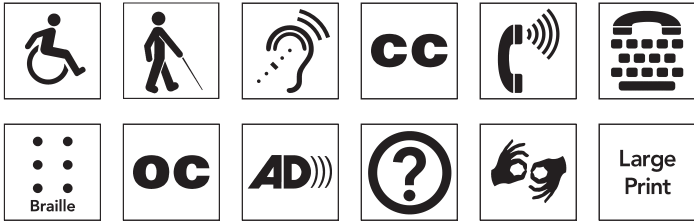


## International Symbols of Accessibility

For use on posters, registration forms, and advertisements.

**Resource:** Government of Ontario

**Website:** [www.mcsc.gov.on.ca/mcsc/english/topics/pop\\_ado\\_symbols.htm](http://www.mcsc.gov.on.ca/mcsc/english/topics/pop_ado_symbols.htm)



## Arrange for Assistive Services

### Sign Language Interpreters

An Interpreter's service is necessary whenever clear communication is required between people who are deaf and non-signing people who can hear.

**Resource:** York Region Canadian Hearing Society

**Contact:** 713 Davis Drive, Suite 105, Newmarket, ON L3Y 2R3

**Phone:** 905-715-7511

**Toll Free:** 1-877-715-7511

**TTY:** 905-898-6646, 1-877-967-5247

**Fax:** 905-715-7109

**Email:** [office@york.chs.ca](mailto:office@york.chs.ca)

**Website:** [www.chs.ca](http://www.chs.ca)

**Language:** American Sign Language (ASL), English

**User fees:** Vary, depending on programs

**Booking:** Plan on one interpreter for a two-hour event, two for more than two hours

Provides services to people who are deaf, deafened, or hard of hearing.

## Computerized or Real-Time Note Takers and Captionists

Note taking and captioning is used by people who are deaf, deafened, or hard of hearing who prefer print communication.

A computerized note taker is used when details of a conversation or presentation are not essential. A real-time captioner types word for word text and is used when detailed translation is required. Both can project notes onto an overhead screen/TV.

**Resource:** Take Note  
**Contact:** Margaret Cabral  
**Phone:** 905-841-9796 or 416-993-9796

Provides note taking services.

**Resource:** Neeson & Associates Court, Reporting and Captioning Inc.  
**Contact:** 141 Adelaide Street West, Toronto, ON M5H 3L5  
**Phone:** 416-413-7755  
**Email:** [scheduling@neesoncourtreporting.com](mailto:scheduling@neesoncourtreporting.com)  
**Website:** [www.neesoncourtreporting.com](http://www.neesoncourtreporting.com)  
**Hours of Operation:** Mon-Fri 9:00am-5:00pm

Provides real-time captioning services.

**Resource:** Temmer Enterprises  
**Contact:** Toll Free: 1-866-358-6310  
**Email:** [temmer1@sympatico.ca](mailto:temmer1@sympatico.ca)

Provides captioning services

**Resource:** Barrett Gunn Court Reporters  
**Contact:** 411 Queen Street, Newmarket, ON L3Y 2G9  
**Phone:** 905-836-1399

Provides C.A.R.T. (Communication Access Real-time Translation), also known as real-time captioning, for people with hearing loss.

May have someone available who does note taking and court reporting.

## Intervenor Services

Intervention is a professional service, paid or voluntary, to help a deafblind person interact with other people and the environment.

**Resource:** DeafBlind Ontario Services  
**Contact:** 17665 Leslie Street, Unit 15, Newmarket, ON L3Y 3E3  
**Phone:** 905-853-2862  
**Fax:** 905-853-3407  
**Email:** [execasst@deafblindontario.com](mailto:execasst@deafblindontario.com)  
**Website:** [www.deafblindontario.com](http://www.deafblindontario.com)

For more information about intervention, visit the Intervenor Organization of Ontario's website at: [www.ioo.ca](http://www.ioo.ca)

## Assistive Listening Devices

Portable FM listening systems and telephones with auditory adjustments are available for persons with hearing loss.

**Resource:** The Regional Municipality of York,  
Administrative Centre  
**Contact:** Chris Robson, Audio Visual Technician  
Corporate Services - Property Services  
**Phone:** 905-830-4444, ext. 1321  
**Email:** [chris.robson@york.ca](mailto:chris.robson@york.ca)

The Seminar Room, Committee Rooms A and B, and Regional Council Chambers at the Administrative Centre have wireless hearing assist systems. Meeting room phones provide for hands-free use. The Polycom Unit (conference phone system) becomes a hands-free phone with microphones and speakers - which can help with hearing assist.

## Assistive Listening Devices *(continued)*

York Region has approximately 30 receiving units available for hearing assist.

**Contact:** Heather Wall, Local System Support  
62 Bayview Parkway  
**Phone:** 905-895-1234, ext. 2261  
**Email:** heather.wall@york.ca

**Contact:** Bessie Mallia, Administrative Co-ordinator  
90 Bales Drive  
**Phone:** 905-895-2744, ext. 5201  
**Email:** bessie.mallia@york.ca

**Contact:** Mary Havlin, Administrative Co-ordinator  
90 Bales Drive  
**Phone:** 905-895-2744, ext. 5045  
**E-mail:** mary.havlin@york.ca

**Contact:** Jim Bakhtiari, Local Systems Support Officer  
50 High Tech Road, 2nd Floor  
**Phone:** 905-762-1282, ext. 4839  
**E-mail:** jim.bakhtiari@york.ca

**Contact:** Esther Fusady, Local Systems Support  
50 High Tech Road, 3rd Floor  
**Phone:** 905-762-1282, ext. 2608  
**E-mail:** esther.fusady@york.ca

## TTY (“Teletypewriter”) Service

TTY is an electronic device with a keyboard and a small screen that lets people who are deaf, deafened, or hard of hearing communicate with others by phone. You can arrange for a TTY machine through your meeting location’s contact at the office locations below.

Resource: Available TTY units at York Region office locations

TTY PHONE #	SITE	DEPARTMENT
905-895-0641	62 Bayview	C&HS
905-989-0058	24262 Woodbine Ave.	C&HS
905-850-5037	3901 Hwy 7	C&HS
905-773-7282	13175 Oak Ridges - Multi-Service Hub for Specialized Services for Children and Youth	C&HS
905-762-0401	50 High Tech Rd.	C&HS 3rd Floor
905-762-1350	50 High Tech Rd.	C&HS Contact Centre
905-762-1671	50 High Tech Rd.	C&HS 4th Floor
905-881-5167 866-276-7478	50 High Tech Rd.	Transit
905-881-5872 866-276-7479	50 High Tech Rd.	Mobility
905-762-1017 866-252-9933	50 High Tech Rd.	Health Connection

Make sure your meeting room at these locations has an analog phone connection to connect the TTY machine. TTY service is available 24 hours a day, 7 days a week.

## Bell Relay Service

Bell Relay Service enables callers who are deaf, deafened, or hard of hearing, or who have speech disabilities to communicate with the hearing community via the telephone and a TTY. A service operator reads the message typed by the TTY user to the hearing person and relays the answer back. This service is available 24 hours a day, 7 days a week.

**Resource:** Bell Canada

**Contact:** Customers who can hear call 1-800-855-0511 to speak to a Bell Relay Service operator who guides you through the process.

Customers who are deaf, deafened, or hard of hearing dial 711 or 1-800-267-6511 on a TTY.

## Dietary, Security

### Refreshment/Dietary Arrangements/Cafeteria

**Resource:** Merlyn's Catering Service

**Phone:** 905-830-4444, ext. 1705

**Email:** geethani.packker@york.ca

Determine dietary preferences or restrictions of attendees prior to your event by including relevant question on registration form.

### Security Services

**Resource:** York Region

**Contact:** Administrative Centre, ext. 1712

**Email:** security.supervisor@york.ca

**Contact:** 90 Bales Drive, ext. 5224

**Email:** security90bales@york.ca

**Contact:** South Service Centre, ext. 5410

**Email:** security.ssc@york.ca

In the event of an emergency, call 911 and then Security Services.

# Physical Access to the Meeting Area

## Facility Parking

Resource: York Region's Property Services  
Phone: 905-830-4444, ext. 1701  
Email: [propertyservices.helpdesk@york.ca](mailto:propertyservices.helpdesk@york.ca)

Verify location and number of accessible parking spaces at meeting venue, and reserve as needed.

## Ramp Rental

Resource: Lucanus Corporation  
Contact: Industrial Parkway South, Aurora, Ontario  
Phone: 905-841-4122  
Toll Free: 1-888-582-2687  
Fax: 905-841-8297  
Email: [info@lucanus.ca](mailto:info@lucanus.ca)  
Website: [www.lucanus.ca](http://www.lucanus.ca)

Portable ramps up to 10 feet in length (suitable for up to a maximum of 3 stairs) are available. Larger ramps are also available.

Cost: \$65.00/day minimum charge

Call Property Services/Security to confirm the date the ramp will be used. Contact is Toula Young at ext. 1700.

Ramp rental company must assume all liability.



Community and Health Services Department

[www.york.ca](http://www.york.ca)