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Message from York Regional Council

For more than a decade, York Regional Council has focused on creating an accessible York Region for residents of all abilities.

The 10th anniversary of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was celebrated in 2015. The AODA is an important piece of legislation with the ultimate goal of creating an Ontario where it is possible for all people to realize their full potential.

The Region has been proactive with its approach through identifying, removing and preventing barriers through accessibility planning. The York Region 2015 to 2021 Multi-Year Accessibility Plan highlights the accessibility work ahead of us to address the needs of our growing and diverse community.

Accessibility is rooted in many of our key strategies, including Vision 2051, the 2015 to 2019 Strategic Plan and our Accessibility Policy. These strategies affirm the Region’s commitment to creating an inclusive and welcoming community where all people can access the same programs, services and facilities.

With help and input from our York Region Accessibility Advisory Committee and York Regional Police we will continue to make accessibility a part of the way we do business every day.
Message from the York Region Accessibility Advisory Committee

We know everyone is likely to be affected by disability at some point in their lives – whether personally or indirectly through the experiences of family, friends or coworkers. Better access helps everyone. It improves the quality of life of our entire community.

As the York Region Accessibility Advisory Committee, we advise Regional Council and York Regional Police on behalf of the community about accessibility initiatives to create a barrier-free York Region.

Our committee represents different backgrounds and abilities that offer many perspectives to improve accessibility for all York Region residents. To us, accessibility means giving people of all abilities the opportunity to participate fully in life.

This updated York Region Multi-Year Accessibility Plan builds on the accomplishments of York Region’s previous accessibility plans and AODA implementation activities. This plan outlines how we are:

• making regional programs, services and facilities more accessible, and
• helping to create an accessible Ontario by 2025.

Our Region is enriched by the contributions of people of all abilities. Our community is strengthened when everyone is included. It is our privilege to continue to advise Regional Council on removing barriers, changing attitudes and creating more awareness around the importance of accessibility in York Region.

The York Region Accessibility Advisory Committee

Did you know?

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) aims to have an accessible Ontario by 2025 through the implementation of mandatory accessibility standards in the areas of:

• Customer Service
• Information and Communications
• Employment
• Transportation
• Design of Public Spaces

Both public and private sector organizations must implement these standards in phases.
Background

The 2015 to 2021 Multi-Year Accessibility Plan - Review and Update

Creating communities where every person can participate is important for people, businesses and community life. For this reason, it is important that York Region continues planning for the future so that programs, services and facilities are accessible and welcoming for everyone.

The York Region 2015 to 2021 Multi-Year Accessibility Plan outlines strategies and actions approved by York Regional Council to identify, prevent and remove barriers for people with disabilities. The plan also details our strategy for meeting the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

York Region and York Regional Police provide annual updates on the actions taken to improve accessibility and implement requirements by the Government of Ontario. Accessibility Status Reports were provided in 2013 and 2014. This plan includes all actions to date and is an update to the York Region 2013 to 2021 Multi-Year Accessibility Plan approved by Regional Council in 2013.

York Region at a Glance

The Regional Municipality of York is one of six regional governments in Ontario. York Region is made up of nine local municipalities: Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughan and Whitchurch-Stouffville. It is a diverse region made up of both urban centres and rural areas. It is located in the northern part of the Greater Toronto Area.

York Region provides services and programs that are delivered across wide areas or with large-scale coordination. Some of those services include both conventional and specialized transit services, water and wastewater, solid waste management, public health, housing, social services, policing, paramedic services and courts. The nine local municipalities provide services that are more local in nature such as fire services, garbage and recycling collection, libraries, zoning licences and permits, local water and sewage, and local roads.

In Ontario, 1.85 million people (15.5 per cent) have a disability. That is one in seven people. It is estimated that by 2036, 20 per cent of
Ontarians will have a disability and people with disabilities will represent 40 per cent of the total income in Ontario1.

Approximately 1.152 million people currently live in York Region, including an estimated 149,500 residents aged 15 and over2 who are living with a disability3. By 2036, it is estimated that York Region will have 259,600 residents aged 15 and over living with a disability4. As York Region’s population continues to grow in size and age, this number will continue to grow. This growth shows how important the actions listed in this plan are in making our programs, services and facilities more accessible.

**Ontario Laws Require Accessibility Plans**

Accessibility planning began under the *Ontarians with Disabilities Act, 2001* (ODA). As required by the ODA, each department at York Region, including York Regional Police, made its own annual accessibility plan to identify, remove and prevent barriers in its programs, services and facilities. The actions listed in these departmental plans were combined to form an annual accessibility plan. Since accessibility planning began in 2003, York Region and York Regional Police have addressed more than 750 accessibility actions to make our programs, services and facilities more accessible.

The AODA became law in 2005. It sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces. These are called standards. The Information and Communications, Employment, Transportation and the Design of Public Spaces Standards were all combined under the Integrated Accessibility Standards Regulation (IASR).

One of the IASR requirements is to prepare a multi-year accessibility plan. This is a shift from annual accessibility planning under the ODA. The multi-year plan must include an organization’s strategy to prevent and remove barriers and meet the requirements in the standards. Each year the organization must report on the progress in implementing the plan.

This document is York Region’s first review and update of its multi-year accessibility plan. It is designed to include the requirements of both accessibility laws (ODA and AODA) and meet the requirement to review and update the multi-year accessibility plan at least once every five years.

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3 2012, Statistics Canada introduced the new Canadian Survey on Disability (CSD) to replace the Participation and Activity Limitation Survey (PALS) used in 2006. As the CSD target population comprised of all Canadians aged 15 or older who were living in private dwellings in 2011. Thus, the institutionalized population, e.g., older adults living in long-term care facilities, and those under the age of 15 are excluded. Because of the age groups chosen, the estimated number of people living with a disability is generally smaller than those from the PALS. These factors should be considered when interpreting data from the CSD.
Accessibility Planning Supports York Region’s Strategic Vision

The Region uses strategic planning initiatives to create programs and deliver services that meet the needs of rapid population growth and an increasingly diverse community.

Accessibility planning in York Region includes the requirements of the AODA and supports the Region’s strategic direction and long-term strategies. Creating a community that is inclusive and accessible for everyone links with the goals set out in the following Regional strategies and policies:

- Vision 2051
- 2015 to 2019 Strategic Plan - From Vision To Results
- Accessibility Policy
- Statement of Commitment to Accessibility

Vision 2051: A Place Where Everyone Can Thrive

Looking almost 40 years ahead, York Region’s strategic vision, Vision 2051, aims to create a place where everyone can thrive. In Vision 2051, York Region’s population will enjoy an environment that fosters healthy living and is safe, accessible, inclusive and supportive. To support this goal, the Region will continue to make its programs, services and facilities accessible to everyone. This goal is included in other long-term corporate strategies such as the Region’s Official Plan.

2015 to 2019 Strategic Plan: Improve Social and Health Supports

The Region’s Strategic Plan is aligned with the four-year term of Regional Council. The 2015 to 2019 Strategic Plan includes strategic direction to support community health and well-being. Accessibility planning supports this strategic direction by fostering social inclusion and addressing the needs of a growing and diverse community.

Did you know?

York Regional Police Text-with-911 service allows registered participants to communicate directly with a 911 call taker using text messaging. This service enhances access to emergency services for people who are deaf, deafened, hard of hearing or experience communication disabilities.
Accessibility Policy: Establishes York Region’s Core Accessibility Principles

In addition to supporting the Region’s strategic direction and long-term strategies, this planning supports the principles of the Region’s Accessibility Policy. The Accessibility Policy groups the requirements of all AODA standards under one policy. The policy establishes York Region’s core accessibility principles and guides the work we do to make Regional services accessible to everyone. Accessibility planning is one of the Region’s core accessibility principles.

Statement of Commitment: Affirms York Region’s Commitment to Accessibility

Accessibility planning also supports York Region’s “statement of commitment” to accessibility that is part of the Accessibility Policy. This statement affirms the Region’s commitment to creating an inclusive and welcoming community where all people benefit from the same services and opportunities, as follows:

“The Regional Municipality of York is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Regional programs, goods, services and facilities in a way that respects a person’s dignity and independence.”

Accessibility Planning Involves Many Stakeholders

York Regional Council encourages involvement from different people and groups in the accessibility planning process. Developing this plan involved many groups and people from across York Region who provided their time and expertise, including the York Region Accessibility Advisory Committee, members of the AODA Staff Committee, Regional employees from across all departments and York Regional Police.

Did you know?

Accessibility standards for the Design of Public Spaces are the most recent standards under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to become law. The standards include accessibility requirements for:

- Recreational trails and beach access routes
- Outdoor, public-use eating areas like rest stops or picnic grounds
- Outdoor play spaces such as playgrounds in parks and communities
- Traffic paths including sidewalks and pedestrian signals
- Accessible parking

The standards apply to public spaces that are new or redeveloped as of January 1, 2016.
The AODA Staff Committee is made up of York Region employees from across all departments including York Regional Police. Committee members advise on the development of the accessibility plan and carry out the actions within their own departments. Members provide skills, knowledge and time to help the Region encourage the principles of dignity, independence and equality within the community.

The Region has also formed external partnerships with local municipalities, schools, hospitals, stakeholder organizations and the public to support the accessibility planning process.

York Region Accessibility Advisory Committee (YRAAC)

Ontario’s accessibility laws require York Region to have an accessibility advisory committee to advise Council on preparing accessibility plans and achieve the actions within the plan. It is legislated that a majority of members must be people with disabilities. York Region has had an accessibility advisory committee since 2003.

Members of the York Region Accessibility Advisory Committee (YRAAC) come from different backgrounds, types of disabilities and municipalities of the Region. Members can be on the committee for four years, which is the same term length as Regional Council. At the end of each term, a new committee is formed from the community through an application process.

The YRAAC provides valuable feedback and advice to York Regional Council and employees. Members often participate in additional accessibility-related activities as well. Since the last accessibility plan was approved in 2013, the YRAAC has:

- Participated in the 2013, 2014 and 2015 Annual Regional Emergency Planning Exercises, providing important insight into the needs of people with disabilities and special needs in an emergency
- Provided advice on:
  - this accessibility plan
  - York Region Customer Experience Plan
  - York Regional Police 2014-2016 Business Plan
  - the revision of YRT/Viva’s Mobility Plus application form
  - the York Region Accommodation Guidelines for employees with disabilities
  - the York Region Accessibility Guidelines for York

Did you know?
The Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) became law in 2001 with staggered compliance dates to 2021. Its purpose is to make the employment, information and communications, public spaces and transportation operations in organizations more accessible for people with disabilities.

Did you know?
Not all disabilities can be seen. Invisible disabilities are disabilities that are not obvious to the onlooker, but can limit a person’s daily activities. They can include chronic illnesses or pain and conditions such as mental illness, learning differences, hearing or vision disabilities. Accessibility planning helps break barriers that people with all types of disabilities may face.
Regional Forest Trails
• the York Region Administrative Centre Annex preliminary site plan
• Participated in focus groups to:
  • inform an accessibility self assessment tool for organizations developed in partnership with the Government of Ontario
  • test York Region’s new York Maps application on different mobile devices
  • advise on design and construction of accessible pedestrian crossing at intersections as part of the Viva Bus Rapid Transit (BRT) project.
• Hosted a visit from the Accessibility Directorate of Ontario Assistant Deputy Minister, including site tours
• Served as accessibility ambassadors at the 2013 Accessibility Awards and 2013 Special Olympics
• Helped with York Region’s National Access Awareness Week public celebration in June 2013 and 2014. These events were produced in partnership with York Region, York Regional Police, local municipalities, hospitals and school boards
• Participated in a Metrolinx video promoting accessible travel options and connectivity
• Took part in a provincial forum for Access Advisory Committees from across Ontario

Highlights of Achievements to Remove and Prevent Barriers
Since the Region’s last accessibility plan, several exciting milestones have been achieved, including:
• On behalf of the Ministry of Transportation, provided and operated the Call One Call Centre for spectators requiring accessible transit services to or from venues at the Toronto 2015 Pan Am and Parapan Am Games
• Increased ease and access for cross-boundary travel by signing the Metrolinx Memorandum of Understanding, allowing transfers and trip booking with other specialized service providers in the Greater Toronto Area, without applying for eligibility with them
• Developed an accessible and user-friendly web mapping application with input from a focus
group of people with varying abilities

- Expanded on legislated requirements by developing the *Building and Facilities Design Standards and Guidelines* to ensure consistent accessibility features in all future Region building projects
- Celebrated the 10th anniversary of the AODA and had the York Regional Forest accessible trail included in the Government of Ontario’s celebration video
- Hosted additional National Access Awareness Week celebrations in partnership with York Regional Police, local municipalities, school boards and hospitals
- Launched York Regional Police Text-with-911 service allowing registered participants to communicate directly with a 911 call taker using text messaging. This service enhances access to emergency services for people who are deaf, deafened, hard of hearing or experience communication disabilities
- Partnered with the Province of Ontario to develop an online accessibility self-assessment tool that will help measure an organization’s accessibility status and track organizational change over time
- Launched a mental health initiative to provide more integrated and effective supports for clients who are living with mental illness. To address mental health issues holistically, York Region will partner closely with others in the community to continue to build capacity including building resilience in our communities
- Worked with Community Living York South to adapt the YorkSafe Food Handler Certification course for people with intellectual disabilities, increasing access to food safety certification
- Partnered with Communication Disabilities Access Canada to provide lunch and learn sessions for staff on how to best provide customer service to people with communication and language disabilities
- Approved a plan to increase inclusionary practices for children in licensed child care programs. The Plan supports the development of all children by ensuring classrooms are inclusive for those with special needs

Including accessibility in the Region’s everyday work has become the way of doing business. With the *York Region 2015 to 2021 Multi-Year Accessibility Plan*, York Region and York Regional Police will continue to strive for excellence to meet Ontario’s requirements and enhance accessibility in our communities.

**Did you know?**

**Accessibility** is a general term used to describe the degree of ease that something can be used and enjoyed by someone with a disability. It implies conscious planning, design and effort to ensure it is barrier-free to people with a disability and, by extension, highly usable and practical for all people.

**Did you know?**

A **barrier** is anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability. A barrier can be physical or due to architectural design. Sometimes the way we communicate causes barriers, as can attitudes, technology and policies. Accessibility planning helps prevent, identify and remove those barriers.
AODA Progress to Date

The AODA sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces, with staggered compliance dates to 2021.

The following outlines the AODA requirements by the year achieved:

2010
- Met all requirements of the Accessibility Standards for Customer Service Regulation including:
  - Created an Accessible Customer Service Policy
  - Trained all employees, volunteers and those providing service to the public on our behalf (ongoing)

2011
- Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services

2012
- Offered emergency or public safety information in accessible formats or with communication supports upon request (ongoing)
- Offered emergency response plans to employees with disabilities upon request (ongoing)
- Incorporated specific accessibility criteria into Mobility Plus and York Region Transit /Viva (YRT/Viva) services

2013
- Established a corporate Accessibility Policy to guide the Region’s accessibility work
- Created a multi-year accessibility plan that outlines long-term strategies to achieve AODA requirements and improve accessibility within programs, services and facilities
- Included accessibility criteria in purchases and acquisitions including self-service kiosks (ongoing)
- Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services

2014
- Trained employees, volunteers and contractors on the requirements of the AODA’s Integrated Accessibility Standards Regulation and Ontario’s Human Rights Code as it pertains to people with disabilities
- Ensured processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing accessible formats or communication supports upon request
• Met and exceeded the Web Content Accessibility Guidelines6 (WCAG) 2.0 Level A by redesigning the York Region website and:
  • Establishing corporate website accessibility standards
  • Offering accessibility training for York Region employees involved in website development
• Developed and documented accessible employment practices and policies across all stages of the employment life cycle
• Incorporated specific accessibility criteria into Mobility Plus and YRT/Viva services

2015
• Established corporate standards for providing accessible formats of information or communication supports upon request by:
  • Developing guidelines and training to help employees
  • Letting the public know about the options of accessible information and communication supports available to them.

Work towards completing the AODA requirements has not ended with the 2015 requirements
The following AODA requirements have been achieved before the required compliance date:
• Incorporated the requirements of the Design of Public Space Standard into future capital projects (Due January 1, 2016)
• Provided on-board and pre-boarding audio announcements on all YRT/Viva vehicles (Due January 1, 2017)
• Offered three categories for a person to be eligible for specialized transportation services: unconditional, temporary and conditional (Due January 1, 2017)

6 Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities. WCAG 2.0 A and Level A refer to a series of technical checkpoints to make websites more accessible.
AODA Compliance Timeline from 2015 to 2021

Compliance activities continue as York Region and York Regional Police work towards meeting AODA requirements now and in the future. This timeline shows the upcoming provincial requirements to make an accessible Ontario.

### 2015
- Accessible formats and communication supports

### 2016
- Design of Public Spaces Standards

### 2017
- Pre-boarding announcements (complete)
- Fare parity (complete)
- Hours of service (complete)

### 2021
- Website to WCAG Level AA

Did you know?

Each of the accessibility actions in the York Region 2015 to 2021 Multi-Year Accessibility Plan is a requirement of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). In addition to achieving these actions, York Region and York Regional Police will continue to identify, remove and prevent barriers that people with disabilities may face when accessing goods, programs, services or facilities. These additional accessibility initiatives will be highlighted in an annual status report.
York Region Multi-Year Accessibility Plan Development

The York Region 2015 to 2021 Multi-Year Accessibility Plan outlines York Region and York Regional Police’s long-term strategy to improve accessibility within programs, goods, services and facilities through the implementation of the AODA. It includes an overall work plan with key deliverables and timelines from 2015 to 2021.

The overall accessibility process is governed by the Region's Accessibility Planning Policy Framework. This Council-endorsed framework outlines the roles and responsibilities of the many groups involved in developing the plan.

The AODA requires that the plan is developed, reviewed and updated in consultation with people with disabilities and an accessibility advisory committee. York Region and York Regional Police collected feedback about the plan from people with disabilities, the community and the York Region Accessibility Advisory Committee. This requirement was met through the use of public meetings, social media and an online survey conducted during the plan’s development phase.

York Region Transportation Services also holds its own annual consultations with people with disabilities on the transportation-specific section of the plan, as required by the AODA. The department collected feedback and included it for consideration in the development of this plan.

The Plan’s Actions are Organized Under the Standards of the AODA

The actions outlined in the York Region 2015 to 2021 Multi-Year Accessibility Plan are specific AODA requirements. These actions are organized under the accessibility standards of the AODA to support one of the following accessibility goals:

- **Customer Service** – Provide accessible customer service to people with disabilities
- **Information and Communications** – Create, provide and receive information and communications in ways that are accessible to people with disabilities
- **Employment** – Incorporate accessibility practices across all stages of employment including recruitment, selection and supporting Regional employees with disabilities
- **Transportation** – Make it easier to move around the Region by considering the accessibility needs of people with disabilities
- **Design of Public Spaces** – Make Regional public spaces more accessible

These goals correspond to the standards included in the AODA and represent the Region’s commitment to meet the accessibility needs of people with disabilities. This link ensures consistency across the actions of the plan and supports achieving compliance with the AODA.

In addition to meeting the requirements of the AODA, the Region will continue to identify, remove and prevent barriers that people with disabilities may face when accessing Regional goods, programs, services or facilities. These additional accessibility initiatives will be highlighted in annual status reports.
Monitoring and Evaluation

The AODA requires York Region and York Regional Police to review and update the plan at least every five years. An annual status report outlining the progress of the actions in the plan must also be prepared. Both of these documents are posted on the Region’s website at York.ca and can be made available in an accessible format or with communication supports upon request.

Obtaining feedback is an important part of the evaluation process. The Region and York Regional Police will continue to review and create strategies to engage key stakeholders in providing accessibility related feedback, including people with disabilities.

Accessibility (compliance) reports are submitted as required to the Accessibility Directorate of Ontario, which regulates compliance for all Ontario organizations. Going beyond compliance, York Region and York Regional Police will use an assessment tool to measure the effectiveness of the organization’s implementation activities.

York Region Multi-Year Accessibility Plan

Integrated Accessibility Standards Regulation Work Plan

York Region and York Regional Police will continue to develop plans and strategies to meet the requirements of the Integrated Accessibility Standards Regulation of the Accessibility for Ontarians with Disabilities Act, 2005.

The following charts highlight the details and planned actions to comply with the individual standards within the regulation to 2021, with the date the action must be achieved by. Behind each requirement are detailed work plans to make the requirement operational.
### Information and Communications

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>January 1, 2021</strong></td>
<td><strong>York Region and York Regional Police will:</strong> Develop a strategy to ensure all websites and web content conform to WCAG Guidelines 2.0 Level AA.* Provide accessible formats of content published before 2012, upon request.</td>
</tr>
<tr>
<td>Accessible websites and web content: All websites and web content must meet WCAG Level AA standard</td>
<td><em>Web Content Accessibility Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities. WCAG 2.0 A and AA refer to a series of technical checkpoints to make websites more accessible, with Level AA building on the checkpoints of Level A.</em></td>
</tr>
</tbody>
</table>
Accessibility equipment failures

Measures to identify, prevent and address accessible equipment failure are documented in the operating contract between YRT/Viva and the operating contractors. These include pre-trip, in-trip and post-trip inspections and regularly scheduled maintenance of vehicles.

Development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters

YRT/Viva ensures that there is a staff representative at every YRAAC meeting. YRT/Viva continues to provide updates and gather feedback on transit-related matters, including the design of bus stops and facilities, when required.

YRT/Viva continues to upgrade stops and terminals using accessible design criteria to increase accessibility.

Design of Public Spaces

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1, 2016</td>
<td></td>
</tr>
<tr>
<td>Accessible public spaces</td>
<td>York Region and York Regional Police will:</td>
</tr>
<tr>
<td></td>
<td>• Review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied, where applicable, to new or redeveloped projects.</td>
</tr>
<tr>
<td></td>
<td>• Update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces.</td>
</tr>
<tr>
<td></td>
<td>• Inform staff about the public spaces requirements.</td>
</tr>
</tbody>
</table>

The following maintenance procedures are required to be included in the Design of Public Spaces specific section of the Multi-Year Accessibility Plan

<table>
<thead>
<tr>
<th>Maintenance of accessible elements in public spaces</th>
<th>York Region and York Regional Police will:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Review and update procedures for the preventative and emergency maintenance of the accessible elements required in the Design of Public Spaces Standards.</td>
</tr>
<tr>
<td></td>
<td>• Review and update procedures for dealing with temporary disruptions when these accessible elements are not working.</td>
</tr>
</tbody>
</table>
Creating an Accessible York Region

Accessibility not only helps people with disabilities, it benefits everyone and that means giving people of all abilities opportunities to participate in everyday life. Creating communities where every person who lives or visits can participate makes good sense for people, for businesses, for communities... for all of us.

Let Us Know What You Think

We welcome your feedback. Please let us know what you think about the York Region 2015 to 2021 Multi-Year Accessibility Plan and accessibility matters in general. To request a copy of the plan in another format or to send us your comments or questions, please contact us at:

Email: AODA@york.ca

Mail:
Community and Health Services
Attention: Accessibility Unit
The Regional Municipality of York
17250 Yonge Street, Newmarket ON L3Y 6Z1

Telephone: 1-877-464-9675 ext. 72060
TTY (for the deaf, deafened or hard of hearing): 1-866-512-6228
Fax: 905-895-6616

To view this plan online visit York.ca /AccessibilityPlanning