

# Creating an Accessible York Region

## York Region Accessibility Status Report 2013

An update on actions by York Region and York Regional Police to prevent and remove barriers for people with disabilities and implement the York Region 2013 - 2021 Multi-Year Accessibility Plan



To request a copy of the **York Region 2013-2021 Multi-Year Accessibility Plan** see the contact information at the end of the Accessibility Status Report.



## 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 (Built Environment)

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

# York Region Accessibility Status Report

Creating communities where every person can participate fully is important for people, businesses and community life. This Accessibility Status Report is the annual update that York Region and York Regional Police provide on the measures taken to improve accessibility and implement the Province's accessibility requirements.

The Status Report also updates on actions to implement the York Region 2013-2021 Multi-Year Accessibility Plan. The plan outlines strategies and actions approved by York Regional Council to identify, prevent and remove barriers for people with disabilities in our programs, services and facilities. It also details our strategy for meeting the requirements of Ontario's accessibility legislation which is the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*.

## Compliance to date

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 built environment, with staggered compliance dates to 2021.

The following chart highlights actions by York Region and York Regional Police to comply with the individual standards within the regulation from January 1, 2010 to December 31, 2013. They are organized under the accessibility standards of the AODA.

# Compliance Actions: AODA Standards January 1, 2010 to December 31, 2013

Status: Completed	Requirement	Action
<b>Customer Service</b>		
☑	Accessible customer service	York Region and York Regional Police: York Region is committed to offering excellent accessible customer service. Ongoing compliance with the customer service standard includes the training of new hires, volunteers and suppliers who serve the public on York Region's behalf.

## Doing more to create accessible communities!

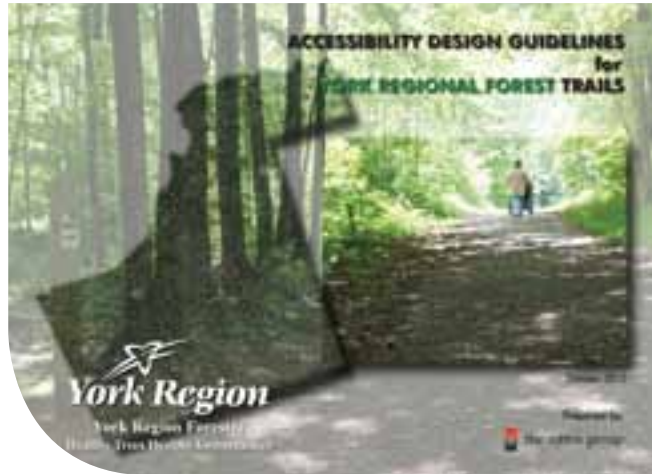
Improving independence, quality of life and community access, the **MyRide Travel Training Program** prepares people of all ages and abilities to make safe, independent journeys using York Region Transit (YRT)/Viva.



Status: Completed	Requirement	Action
<b>General</b>		
☑	Accessibility policies	York Region and York Regional Police: The Accessibility Policy guides efforts to achieve compliance with AODA requirements and establishes the Region's core accessibility principles. The Policy's statement of commitment affirms the Region's commitment to meet the accessibility needs of all people.
☑	Multi-year accessibility plan	York Region and York Regional Police: The 2013-2021 Multi-Year Accessibility Plan outlines the Region's accessibility planning strategy to remove barriers and meet AODA requirements. Approved by Regional Council in 2013, it is posted to the website and available in accessible formats upon request.
☑	Accessible purchases	York Region and York Regional Police: Procurement procedures and tools help staff incorporate accessibility features in purchases across the corporation and all cost levels, if practicable.

**Doing more to create accessible communities!**

Expanding on the legislated requirements, the **Accessibility Design Guidelines for York Regional Forest Trails** ensures recreational trails provide the greatest degree of accessibility for York Region residents and visitors.



Status: Completed	Requirement	Action
<b>Information and Communications</b>		
✓	Accessible information	York Region and York Regional Police: Accessible formats of information or communication supports are provided upon request, including for emergency or public safety information made available to the public.
<b>Employment</b>		
✓	Emergency response plans for employees	York Region and York Regional Police: An employee with a disability who may need help in an emergency can request an individualized emergency response plan, unique to their needs and work environment.

**Doing more to create accessible communities!**

Enhancing access to Regional facilities, **power door operators** continue to be installed on internal doors in buildings across the Region on an ongoing basis.



Status: Completed	Requirement	Action
<b>Transportation</b>		
☑	Accessibility equipment on transit vehicles	People with disabilities using York Region Transit (YRT)/Viva and Mobility Plus can access current information about accessibility equipment on the website. If equipment fails to work arrangements are made for a replacement vehicle as appropriate, with routine equipment checks before vehicles are in service.
☑	Design criteria for bus stops and shelters	YRT/Viva developed accessibility design criteria for bus stops and shelters in consultation with people with disabilities and the public. Using the criteria, stops and terminals continue to be upgraded with approximately 75 per cent of bus stops now accessible.
☑	Safe boarding and storage of mobility aids	Training for new hires and annual refresher training for all transit operators ensures drivers provide help to people with disabilities to board and deboard and on the safe and secure storage of mobility aids and mobility assistive devices.
☑	Transit fares	Existing fare policy ensures persons with disabilities are not charged more than persons without disabilities. Customers can pay by a variety of accessible fare payment options including tickets, passes, electronic fare payment card and cash.
☑	Accessible transit stops	If a transit stop is inaccessible, passengers may board or deboard vehicles at the closest available safe location, as agreed by the operator and passenger, along the same transit route. Operators promptly report transit stop accessibility barriers to the transit control centre.
☑	Priority seating	All YRT/Viva vehicles have designated priority seating and courtesy seating closer to the driver for passengers with disabilities. The courtesy seating decal developed by YRT/Viva is used across the Province.

### Doing more to create accessible communities!

Removing accessibility barriers in the workplace, the **modified service counter** at the York Region Human Resource Services office allows greater access for a broader range of people with disabilities.



Status: Completed	Requirement	Action
<b>Transportation (continued)</b>		
☑	Announcements of stops and destinations	YRT/Viva offers pre-boarding verbal announcements upon request with automated pre-boarding announcements planned for all buses in 2014. Automated audible on-board announcements of stops and destinations are available on all YRT/Viva vehicles.
☑	Safety-related technical requirements for vehicles	All YRT/Viva vehicles meet the Province's safety-related technical requirements to ensure vehicles have safe and accessible lifting devices and ramps, lighting, steps, flooring, handholds, route signage, stop requests and mobility aid storage.
☑	Service to eligible visitors	Visitors with disabilities who qualify in their own jurisdiction or who meet the services eligibility requirements may travel on Mobility Plus. Support persons and dependents may travel on Mobility Plus with people with disabilities.
☑	Origin to destination services for passengers	The YRT Family of Services provides transfer between specialized and conventional transit services according to passenger ability. Eligible passengers in adjacent jurisdictions may book Mobility Plus and transfer at set accessible transfer locations.
☑	Notice of service delays	Customers using Mobility Plus specialized transportation services are notified by an agreed upon method of any delay in service of greater than 30 minutes.

**Doing more to create accessible communities!**

Optimizing the health and wellness of members and their families, the York Regional Police **Operational Stress Injury and Prevention Unit** provides emotional support and help to manage mental and stress-induced illnesses.



Status: Completed	Requirement	Action
<b>Transportation (continued)</b>		
☑	Same hours of service	People with disabilities using Mobility Plus specialized transportation services have access to its services during the same hours and days of service as YRT/Viva conventional transportation services.
☑	Emergency preparedness	Emergency response procedures are included in the operator training manual. An outline of emergency procedures is made available to the public through the YRT/Viva website and provided in an accessible format upon request.
☑	Service disruptions	YRT/Viva passengers with a disability are provided an alternative accessible arrangement in the event of a service disruption on one of the Family of Services which includes conventional YRT/Viva Rapid Transit, community bus, Dial-a-Ride and Mobility Plus.

## Doing more to create accessible communities!

Celebrating the work being done to create accessible communities, York Region hosts **National Access Awareness Week** festivities each June in partnership with York Regional Police, local municipalities, hospitals and school boards.

## Did you know?

The **York Region Accessibility Advisory Committee** advises Regional Council and York Regional Police on how to make it easier for people with disabilities to use the Region's many programs and services. Members come from different backgrounds and most members must be people with a disability. Meetings are open to the public and are held at the York Region Administrative Centre. For details visit [www.york.ca](http://www.york.ca).



celebrates

# NATIONAL ACCESS AWARENESS WEEK

June 2 to 8, 2013

Bringing people together to celebrate the work that is being done to make programs and services more accessible for people with disabilities

Join us

Wednesday, June 5, 2013  
11 a.m. to 1 p.m. for a  
**National Access Awareness Week Celebration**  
York Region Administrative Centre – Great Hall  
17250 Yonge St., Newmarket

Highlights include:



Victoria Nolan  
Canadian Paralympic Rower  
Motivational Keynote Speaker



Sarah Liu  
Special Olympics Athlete  
Rhythmic Gymnastics Demonstration



BBQ Lunch  
A Special Olympics Ontario Fundraiser

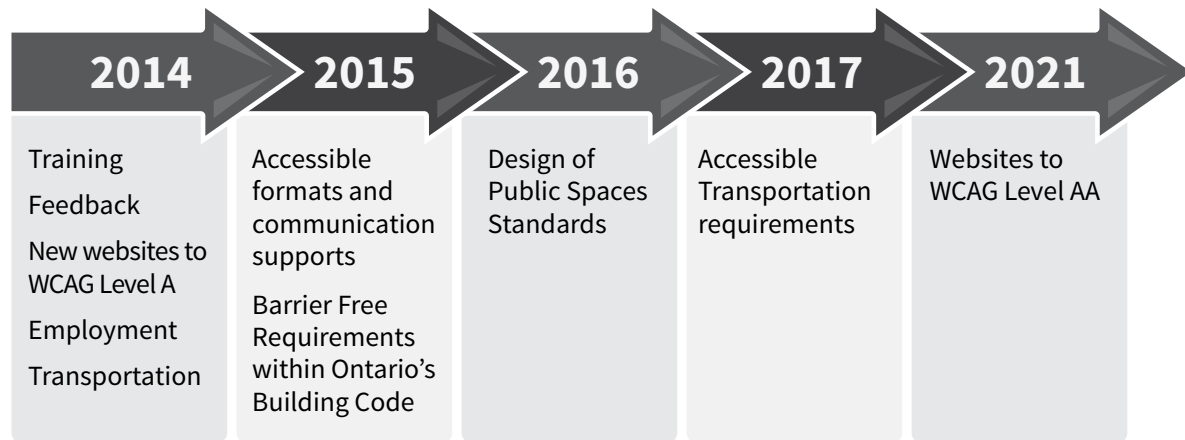
Presented by the York Region Municipal Staff Reference Group which includes accessibility professionals from: York Region, York Regional Police, local municipalities, school boards and hospitals

Email [AODA@york.ca](mailto:AODA@york.ca) for details



## AODA actions continue

York Region and York Regional Police continue to implement the requirements of the AODA and the actions outlined in the *2013-2021 York Region Multi-Year Accessibility Plan*. Going forward, an annual *Accessibility Status Report* will be posted to report achievements of the previous year. This timeline shows the upcoming requirements from the Government of Ontario to make the province more accessible.



Source: 2013-2021 York Region Multi-Year Accessibility Plan, pg. 12

## Creating an accessible York Region

Creating communities where every person can participate fully is important for people, businesses and community life. Accessibility not only helps people with disabilities, it benefits everyone. Creating communities where every person who lives or visits can participate fully makes good sense 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 Accessibility Status Report*, the *2013-2021 Multi-Year Accessibility Plan* and accessibility matters in general. To request a copy of the Multi-Year Plan or Status Report in another format please contact us at:

Email: AODA@york.ca  
Mail: The Regional Municipality of York  
17250 Yonge Street  
Community and Health Services  
Attention: Accessibility Unit  
Newmarket, ON L3Y 6Z1  
Telephone: 1-877-464-9675 ext. 72060  
TTY: TTY (for the hearing impaired)  
905-762-0401  
Fax: 905-895-6616

To view the *Accessibility Status Report* or *2013-2021 Multi-Year Accessibility Plan* online visit [www.york.ca](http://www.york.ca)



York Region  
Community and Health Services

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

