

2025 York Region Accessibility Status Report

An annual update on the actions and progress by The Regional Municipality of York and York Regional Police to remove and prevent barriers for people with disabilities and to implement the York Region 2023 to 2027 Multi-Year Accessibility Plan.



Land Acknowledgment

We acknowledge that York Region is located on the traditional territory of many Indigenous Peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community.



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2025 York Region Accessibility Status Report

Purpose and Commitment

The Accessibility Status Report highlights the actions and accomplishments of The Regional Municipality of York and York Regional Police over the past year to make Regional programs, services and facilities more accessible. This Status Report serves as update on our progress in implementing the [York Region 2023 to 2027 Multi-Year Accessibility Plan](#).

York Region 2023 to 2027 Multi-Year Accessibility Plan

York Regional Council approved the 2023 to 2027 Multi-Year Accessibility Plan in December 2023. It was developed in consultation with people with disabilities, staff, community members and the York Region Accessibility Advisory Committee.

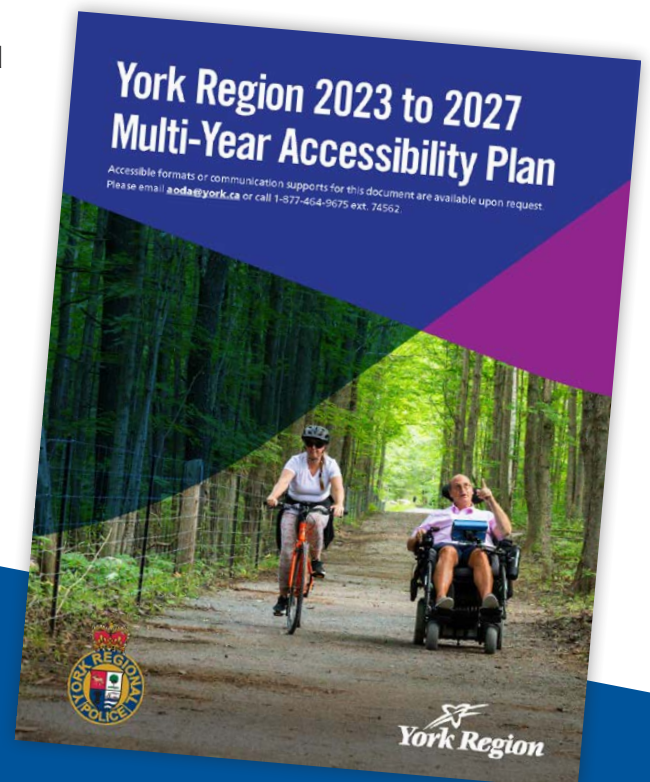
The Multi-Year Accessibility Plan outlines how York Region and York Regional Police are meeting the requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)* and will be renewed to coincide with the term of Council and [York Region's Strategic Plan](#).

Did you know?

Almost one in five residents in York Region had one or more disabilities. The prevalence of disability in York Region has risen to 21.3% (206,250) from 17.5% (162,600) in 2017.



Please note: All statistics in this report are sourced from [Statistics Canada, Canadian Survey on Disability, 2022](#).



York Region and York Regional Police have a legislated commitment to accessibility which includes:



A Joint Commitment to Accessibility

York Region and York Regional Police are committed to creating a community that is welcoming, inclusive and accessible for everyone, including people with disabilities. This commitment to accessibility is formalized in York Region's Accessibility Policy and the York Regional Police AODA Procedure.

York Region Statement of Organizational Commitment

York Region 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.

Source: [York Region Accessibility Policy, 2024](#)

York Regional Police AODA Procedure Statement



York Regional Police is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner so that all people may have equitable access to programs, goods, services and facilities in a way that respects their dignity and independence.

Persons with disabilities shall be given an opportunity equal to those given to others in obtaining, using and benefiting from our services.

This Procedure [Accessability for Ontarians with Disabilities Act] and the principles contained herein apply to all York Regional Police practices and Procedures.

Source: York Regional Police Procedure AI-345



Meeting Legislated Requirements in 2025

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) requires organizations to meet accessibility laws and standards in the areas of customer service, information and communications, employment, transportation and the design of public spaces:



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



Transportation – Make it easier to move around through accessible public transportation services



Design of Public Spaces – Make public spaces more accessible



Customer Service – Provide accessible customer service to people with disabilities



General Requirements – Implement actions, including accessibility policies and plans, to enhance accessibility across the organization



Compliance Requirements – File accessibility reports every two years and comply with other compliance requirements

As part of meeting these accessibility standards, the ongoing and shared accessibility commitments of York Region and York Regional Police include (but are not limited to):

- Accessible websites (conforming to WCAG 2.0 Level AA)
- Accessible kiosks
- Accessible formats and communication supports
- Accessible purchases and procurement processes
- Accessibility policies
- Accessibility training
- Compliance monitoring and reporting
- Emergency response plans for employees

York Region Accessibility Advisory Committee

The York Region Accessibility Advisory Committee (YRAAC) advises Regional Council and York Regional Police on how to make it easier for people with disabilities to use York Region's programs, services and facilities. In 2025, YRAAC welcomed one new citizen member as part of a midterm recruitment to replace an outgoing member. Committee members also participated in annual review meetings and shared an overall positive experience attending committee meetings and other engagement opportunities throughout the year:

“

Favourite extracurricular activity with genuine opportunity to be engaged in and impact York Region community.

”

Source: YRAAC citizen members

“

I value different perspectives from people with different lived experiences and different voices

”

Across five meetings in 2025, YRAAC received 10 presentations and consulted on the following Regional programs and projects:

- Accessibility as a Path to Workplace Equity
- 2024 to 2027 York Region Plan to Support Seniors Update
- York Region Health and Well-Being Review
- Corporate Contact Centre
- Trail Accessibility in the York Regional Forest
- York Region's First Annual Welcoming Week
- York Regional Police Accessibility Updates and Engagement Best Practices
- YorkNet's Accessibility Plan
- Community Safety and Well-Being Plan for York Region
- Infectious Diseases Dashboard

Agendas and minutes from past meetings are available online through [York Region eSCRIBE Published Meetings](#). All YRAAC meetings are open to the public and broadcast online via live stream.

Did you know?

In 2022, the most prevalent disability types among York Region residents aged 15 years and over were pain related (62%), flexibility (41%), mobility disabilities (38%), vision (31%), and mental health related (30%).



Doing More to Create Accessible Communities in 2025

York Region and York Regional Police continue to meet and exceed accessibility standards through actions set out in the multi-year plans. This section highlights the actions achieved throughout 2025.

Accessibility as a Path to Workplace Equity

York Region’s equity audit of People, Equity and Culture policies and programs resulted in recommendations to dismantle systemic barriers impacting historically marginalized groups, including people with disabilities. This initiative reinforces York Region’s commitment to inclusive and accessible Human Resources and practices and workplace equity.

York Region is addressing the recommendations over the next three years, including various actions to advance accessibility, such as updating accommodation resources for employees, training focused on understanding ableist attitudes, the Ontario Human Rights Code and the duty to accommodate and reviewing and streamlining the accommodations process to ensure a seamless, employee-centered experience that supports timely, respectful and effective workplace accommodations.

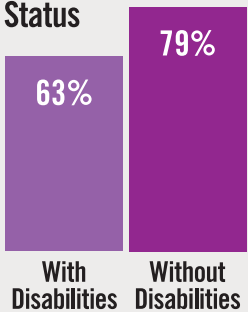
Did you know?

In 2022, 63% of York Region residents aged 25 to 64 with disabilities were employed, an increase from 57% in 2017. However, people with disabilities continue to have lower employment rates compared to those without disabilities, whose employment rate was 79% in 2022.



Employment Status

(adults aged 25 to 64)



Citizenship

57% of persons with disabilities were born outside of Canada



Race



42% of persons with disabilities belong to racialized groups

Redesigned AODA Training

In 2025, York Region redesigned and launched its accessibility training module, *Creating an Accessible York Region*. The redesigned module incorporates valuable feedback from subject matter experts and people with disabilities. Guiding questions, learning objectives and knowledge checks were added to enhance user experience.

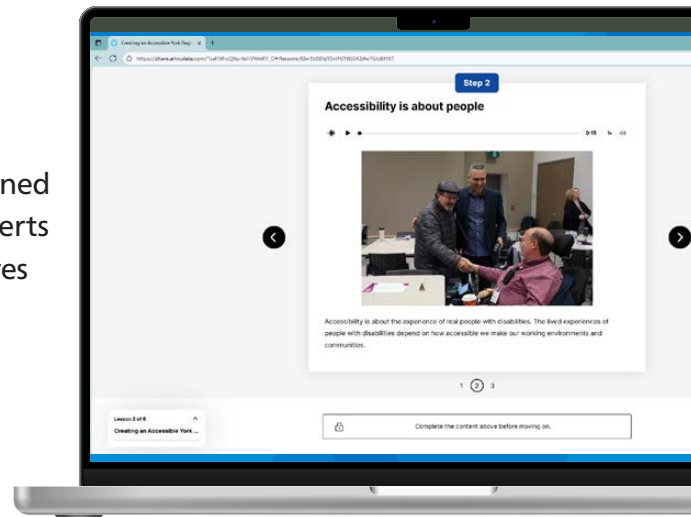
AODA Specialized Transit Desk Audit

Public Works successfully completed a provincial desk audit issued by the Ministry for Seniors and Accessibility in early 2025.

The desk audit was specific to the AODA Transportation Standard under the Integrated Accessibility Standards Regulation and focused on Mobility On-Request Paratransit. The successful desk audit response and follow-up reflect York Region Transit's strong commitment to accessible transportation and reinforce its dedication to removing barriers for people with disabilities across our community.

Elevating the Customer Experience at York Region

In 2025, the Region launched the York Region Contact Centre with expanded hours of operation, including the introduction of weekend service. A new call tree was introduced to make navigating phone services more intuitive, and work began on a new Customer Relationship Management system to enhance how customer relationships are managed and supported. The Region is also collaborating with internal teams and consulted with the York Region Accessibility Advisory Committee to inform its approach and deliver a better experience across all channels.



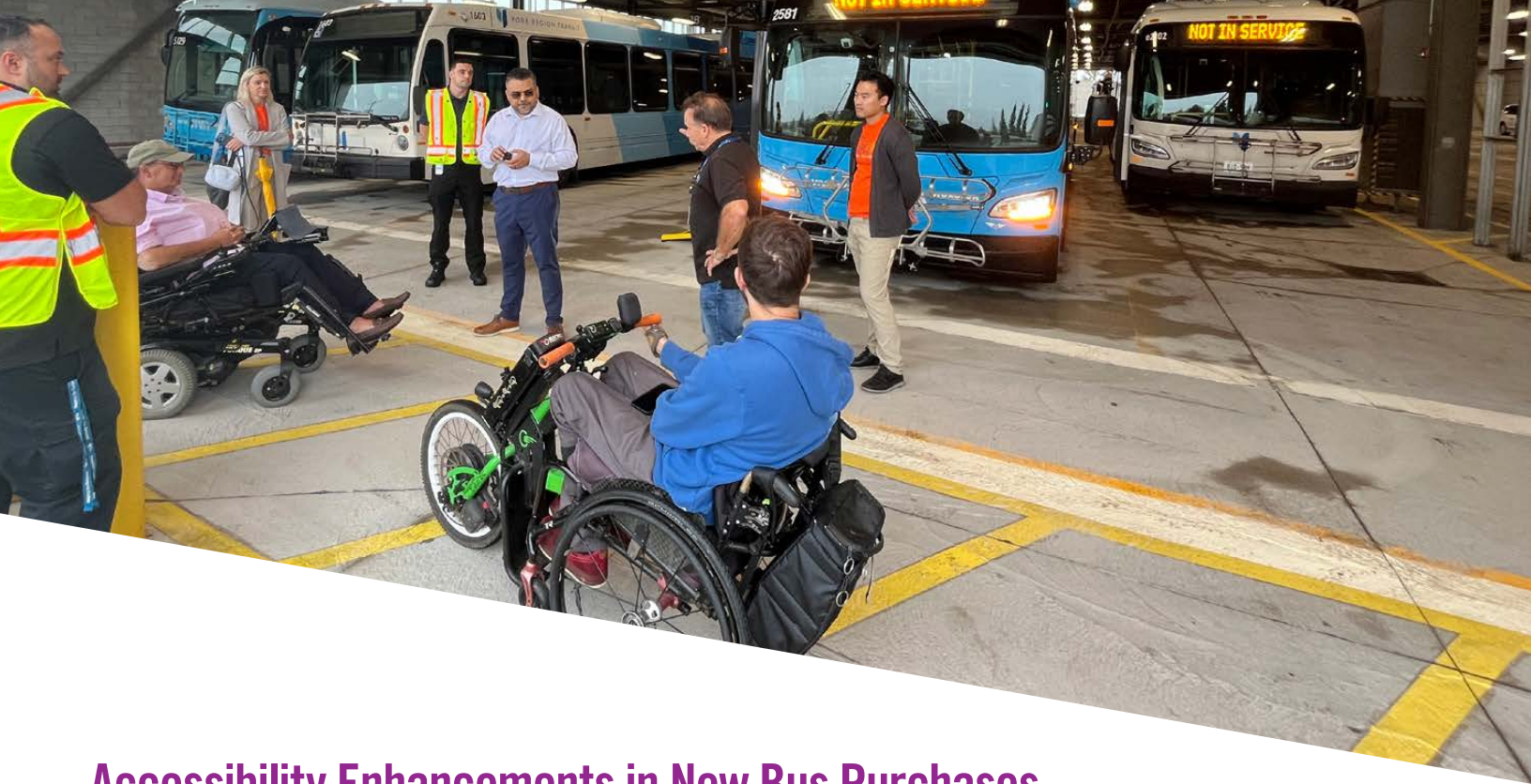


National AccessAbility Week 2025

For National AccessAbility Week, York Region hosted its annual professional development forum that brought together municipal accessibility advisory committee members and staff who support accessibility portfolios across the Region. The theme of “Advocacy in Action: Making Accessibility Real” was highlighted through keynote presentations by the Ministry for Seniors and Accessibility and roundtable discussions, reflections and commitments.

York Regional Police’s Working With Restrictions Internal Support Network hosted a collaborative initiative for National AccessAbility Week. The event featured guest speakers and booths hosted by MS Canada, Lupus Canada, the John Howard Society, Autism Canada and the YRP Wellness Bureau and Peer Support Unit.





Accessibility Enhancements in New Bus Purchases

In 2025, York Region Transit consulted senior residents and York Region Accessibility Advisory Committee members on accessibility features for new buses. Feedback focused on interior space, seating, and Q'Straint Quantum and Q-Pod securement systems. The first buses arrived in September, with Quantum restraints piloted on Rapid Transit vehicles for further evaluation.

Accessible Fire and Life Safety and Emergency Preparedness

Each year, Emergency Management educates more than 5,000 Kindergarten to Grade 5 students on Fire and Life Safety and Emergency Preparedness. Teaching methods are reviewed annually to support student needs and teachers can identify necessary accommodations in advance or onsite. Lesson plans incorporate accommodations such as visual cueing, "hands on" materials, repetition and rephrasing, strategic seating, proximity to the instructor and minimizing audio stimuli.

Mosaic House Grand Opening

In 2025, Housing York Inc. proudly opened Mosaic House, its newest residential development located in the Town of Whitchurch-Stouffville. The building comprises a total of 97 residential units, of which 19 are designed to be barrier-free and accessible. These units are strategically distributed as follows:

- 12 one-bedroom modified/accessible units
- Six two-bedroom modified/accessible units
- One three-bedroom modified/accessible unit

This commitment to inclusive design ensures that Mosaic House meets the diverse needs of residents and aligns with Housing York Inc.'s dedication to accessibility and equitable housing.



York Regional Police Chief's Order on Service Animals

York Regional Police identified a gap in how members interact with service and emotional support animals. York Regional Police developed a Chief's Order which speaks to:

- How to interact with people who use service animals
- Considerations for handling service animals
- Guidance on circumstances around arrests and detention

Advanced Accessibility Training in Adobe InDesign and Acrobat

A two-day training session on Advanced Accessibility in Adobe InDesign and Acrobat was delivered to 30 York Region graphic design staff. The session equipped designers with the skills to produce accessible digital documents that meet WCAG 2.0 Level AA success criteria. This training directly supports York Region's ongoing compliance under the AODA by ensuring digital content is perceivable, operable, understandable and robust for all users, including those with disabilities.



InDesign



Acrobat

15th Annual Inclusive Halloween Event

More than 200 children and youth with disabilities celebrated Halloween with their families in a safe, accessible and sensory-friendly environment at the 15th annual Inclusive Halloween Event, held at the Oak Ridges Multi-Service Hub in the City of Richmond Hill.

Co-hosted by York Region Children's Services, the Children's Treatment Network (CTN) and Oak Valley Health, the event transformed the Hub into an inclusive Halloween experience that everyone could enjoy. Children and families experienced trick-or-treating throughout the building, a themed photo booth, hands-on experiences with an ambulance and fire truck and a lively sensory music activity.



International Day of Persons with Disabilities at York Region

In recognition of the International Day of Persons with Disabilities on December 3, York Region hosted a virtual lunch and learn session for Regional and York Regional Police staff featuring York Region Accessibility Advisory Committee members. The session highlighted the voices of people with disabilities who shared their lived experiences, offered advice and insights on accessibility and disability inclusion and answered questions from attendees.

The International Day of Persons with Disabilities is recognized every year on December 3. It was started by the United Nations in 1992 to celebrate achievements and contributions and learn how we can all help remove barriers and make our communities more welcoming and inclusive.



Let Us Know What You Think

We welcome your feedback. Let us know if you have any feedback or questions about this Accessibility Status Report. Previous Status Reports can be found on our [Accessibility Plans](#) web page.

To request a copy in another format or to send us your feedback or questions, please contact us at:

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