

F. *Monitoring and Measuring the Service Strategy Business Plan*

F.1 Objectives and Outcomes

- 1. To develop the ability of all Regional staff to effectively and proactively identify and address accessibility barriers.**
 - Identify and document accessibility barriers in a consistent manner using a centralized database within the corporation
 - Create opportunities for recognition of the Accessibility Planning Program and role of AAC among Council, senior management and external organizations
 - Appropriate departmental staff participation in Accessibility projects and corporate activities
 - Raise disability awareness of the Council and staff by providing specific training and educational materials

- 2. To improve accessibility of municipal programs, services and facilities**
 - Active and appropriate collaboration across the Departments to address accessibility issues
 - Provide information support to strategically influence departmental program decision making to improve accessibility within their operations

- 3. To address policy issues and optimize advocacy efforts**
 - Opportunities for sharing AAC messages with Council, province, public and external organizations

- 4. To build public awareness and knowledge of accessibility issues**
 - Opportunities for recognition of the Accessibility Planning Program by Council, senior management, citizens and external organizations
 - Has been recognized and sought out by other organizations for best practices