

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

**E.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 Regional 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