

MINISTRY OF COMMUNITY SAFETY AND CORRECTIONAL SERVICES

*2009-2010
Accessibility Plan*



ISSN # 1710-0569

Table of Contents

Introduction	3
Report on Status of Customer Service Requirements	5
Report on Other Accessibility Commitments	11
For More Information	18

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The Government of Ontario is preparing to lead the way towards an accessible province, beginning in January 2010 when the first standard — for customer service — comes into force.

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the Ontarians with Disabilities Act, 2001 (ODA).

The seventh annual accessibility plan for the Ministry of Community Safety and Correctional Services (MCSCS) builds on last year's plan and highlights achievements to break down barriers for people with disabilities. The 2009-10 accessibility plan will continue moving the Ministry of Community Safety and Correctional Services towards the goal of an accessible province for all Ontarians.

This year, the Ministry played a leadership role in accessibility education across the Ontario Public Service. On April 23, 2009 the Ministry's Continuity of Operations Section of Emergency Management Ontario (EMO) sponsored an accessibility workshop *Breaking Down Barriers* for more than 120 OPSers from across all ministries. The focus of the session was how to integrate accessibility into continuity of operations and emergency planning.

EMO Chief Dan Hefkey and Deputy Minister of Community Safety John Burke welcomed participants and introduced Ontario's Lt.-Gov. David Onley, who delivered the keynote address.

The workshop featured presentations and discussions on accessibility issues and barriers that people with disabilities face, best practices in service delivery, accommodations, communications and website design, and evacuation planning. Participants gained an understanding of the importance of improving accessibility and learned how accessibility can be incorporated into continuity of operations and emergency planning.

In keeping with best practices, the workshop was fully wheelchair accessible. Sign-language interpreters and real-time captioning services were used throughout the day and workshop materials were made available in alternate formats on request.

The priority area of focus within the Ministry was on the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act (AODA). As part of this focus, the accessibility working group was redefined as a Ministry Accessibility Council with senior level representation from each of the Ministry's Divisions. The role of the council is to assist the Ministry in reaching compliance with the requirements of the AODA and to have Accessibility Champions embedded within each area of the Ministry.

Through the accomplishments related to the ODA in previous years, accessibility planning has laid a strong foundation for MCSCS to build on. The Ministry will continue to help make Ontario more accessible for people with disabilities and a more inclusive society for all Ontarians.

An executive summary of all Government of Ontario Ministry Accessibility Plans is available at:

http://www.mcscs.gov.on.ca/mcss/english/ministry/accessibilityPlans/ministries_accplans10.htm

Report on Status of Customer Service Requirements

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. **All OPS ministries must comply with the Regulation by January 1, 2010.**

To begin to transition OPS ministries to this regulation, this section has been added to the ODA Planning Template to highlight customer service initiatives.

Focus Area: Customer Service

Commitment: Completed (Sept 08 – Oct 09)

The Ministry will ensure that it is in compliance with the training requirements of the Accessibility Standards for Customer Service (*Ontario Regulation 429/07*)

Implementation Timeframe: Sept 08 – Oct 09

Results Achieved:

71.9 % ** of Ministry staff have completed the *May I Help You One and Two* OPS training program on providing accessible customer service to customers with disabilities. A plan is in place for the remainder of Ministry staff to complete the training by December 31, 2009.

A memorandum was communicated to all Ministry staff in April 2009 about the requirement to be trained on accessible customer services. The Ministry Accessibility Council met bi-weekly to provide Divisional Leads with promotional materials and updates, and in turn there were regular communications to staff and managers about the requirements within each Division. Some examples of communications and marketing materials that were provided through the council include key messages for staff, template memos, communication packages, tracking tools, posters, group and online learning tips and dissemination of information from the OPS wide Accessibility Network.

**** As of Oct. 2/09, excludes AIS and OPP staff.**

Focus Area: Customer Service

Commitment: New

As the Ministry moves beyond the implementation phase of Accessibility Standards for Customer Service (*Ontario Regulation 429/07*) the Ministry will ensure that it is in compliance with the training requirements on an ongoing basis.

Planned Action(s): Develop a long-term strategy to operationalize Accessibility Standards for Customer Service training to ensure that required staff are provided training on an ongoing basis.

Implementation Timeframe: Sept 08 – March 11

Focus Area: Customer Service

Commitment: Completed

The Ministry will take steps to ensure that it is meeting the policy requirements of the Accessibility Standards for Customer Service.

Implementation Timeframe: Sept 08 – Oct 09

Results Achieved:

A Policy Subgroup of the Ministry Accessibility Council was established to develop a strategy to meet customer service standards policy requirements. The committee conducted an environmental scan of approaches being taken by other Ministries to embed the OPS Accessible Customer Service Policy and Guidelines into their existing policies. A Directional Policy Statement has been developed that provides direction that when Ministry policies, practices and procedures are being developed, revised and/or amended the OPS Accessibility and Diversity Lens shall be utilized as a tool to ensure that Accessible Customer Service requirements are met.

A Deputy Minister's memo was distributed to all staff to announce that the Ministry has adopted the OPS Accessible Customer Service Policy and Guidelines.

Focus Area: Customer Service

Commitment: Ongoing

The Ministry will initiate a project to increase accessibility to law enforcement services by members of the deaf and hard of hearing community.

Planned Action(s): To ensure equal access to law enforcement services by members of the deaf and hard of hearing community, the OPP will be involved in a pilot project in partnership with Bell Canada to implement Video Relay Interpreting (VRI). VRI is a cost-effective means of enabling deaf and hearing individuals who are in the same location to easily conduct conversations through a remote interpreter, video conferencing technology, and a high-speed Internet connection. VRI and Video Relay Services (VRS) were only recently approved, in January 2008, by the Canadian Radio-Television and Telecommunications Commission (CRTC) for use in four provinces in Canada, including Ontario.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: A contract has been finalized with the Canadian Hearing Society to conduct mock Video Relay Interpreting (VRI) trials in three OPP detachments and to develop a VRI service delivery plan.

Focus Area: Customer Service

Commitment: Ongoing

The Ministry will assist the Ministry of the Attorney General with a project involving accessibility at full time courts throughout the province

Planned Action(s): The Ministry of the Attorney General (MAG) is implementing a “*Site Accessibility Information Project*” at all full time courts in Ontario. Each site will have a Site Accessibility Information Coordinator who will be responsible for receiving requests for accessible service or accommodation and, using the resources of the court, for arranging for the provision of the required service or accommodation.

There are occasions where policing or correctional services personnel are the first point of contact with persons who have a need for accessible service or accommodation before they are brought before the court. The Ministry of Community Safety and Correctional Services will undertake to inform and educate OPP and Corrections staff who will be transporting people with disabilities in custody for appearances at full-time courthouses to contact the Ministry of the Attorney General's Accessibility Coordinator at the relevant courthouse, to identify the anticipated needs of the person in custody while in the courthouse. This should be done as early as possible, to allow for time to clarify and meet the identified accessibility needs.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: MCSCS participated in discussions with MAG regarding how to support the project. In July of 2009 MAG was contacted to confirm the status of the project, they reported that 87 Site Accessibility Coordinators are in place at all full time court locations.

The Attorney General has provided a list of site coordinators to MCSCS and communications have been sent out to AIS and OPP to launch the program which will ensure the accessibility/accommodation needs of Ministry clients are communicated in an effective and efficient manner.

Focus Area: Customer Service

Commitment: Completed (Sept 08 – Oct 09)

Emergency Management Ontario (EMO) will make some of the materials and products it develops in accessible formats.

Implementation Timeframe: Sept 08 – Oct 09

Results Achieved: An Emergency Preparedness Guide for People with Disabilities was completed and made available in hardcopy, CD, Braille and on the website in seven languages. A video "*Be Prepared*" was developed, posted on the Ministry web site and 533 copies have been distributed. During 2009 – 2010 fiscal year, 29,462 hardcopies and 5372 CD guides were distributed. The *Be Prepared* video is available in captioned and American Sign Language/langue des signes québécoise (ASL)/LSQ versions. An audit was conducted of the EMO website which confirmed that the English language website is fully accessible.

Focus Area: Customer Service

Commitment: Completed (Sept 08 – Oct 09)

The EMO will offer learning opportunities to some of its staff in relation to communicating with members of the deaf community using American Sign Language (ASL).

Implementation Timeframe: Sept 08 – Oct 09

Results Achieved:

Canadian Hearing Society's Sign Language Services offered staff a 20 week ASL instruction program run between October 21, 2008 and April 30, 2009. 23 staff started the program and 12 completed the full program and received certificates of achievement.

Focus Area: Customer Service

Commitment: New

Emergency Management Ontario (EMO) in partnership with the Accessibility Directorate of Ontario (ADO) will create an optional on-line course for all emergency responders. This course will provide information to assist emergency responders in providing emergency services to persons with disabilities.

Planned Action(s):

Issue an RFS/RFP and develop content for an online course for emergency responders.

Implementation Timeframe: Sept 08 – March 11

Results Achieved:

Consultations with stakeholders have been completed.

Focus Area: Customer Service

Impact: Service

Commitment: Ongoing

The Ministry will inform employees about accessibility planning and how they can participate in related activities within the Ministry.

Planned Action(s): The Ministry will continue its efforts to raise awareness and encourage participation of Ministry employees in accessibility planning activities in the Ministry.

On an ongoing basis, the Ministry's Accessibility Council will review the contents and links on the Accessibility Web Page on the Ministry's intranet.

The Accessibility Council will post an internal feedback mechanism on the intranet accessibility page to allow employee's to submit ideas and suggestions about accessibility. Through this feedback mechanism, individuals will have the opportunity to express an interest in getting

involved in the Ministry's accessibility planning process. Employees and managers will be invited to self identify as Accessibility Champions and share their personal stories about how they may volunteer their time outside of work with disability-related causes or organizations. The Accessibility Council will select stories to profile on the website or in Ministry publications.

Implementation Timeframe: Sept 08 – March 11

Results Achieved:

The Ministry's Accessibility Planning Council has representation from all divisions. Selected achievements of the Accessibility Council include:

- A Communications Plan for accessible customer service regulation was developed that includes a Deputy Minister's memo on adopting the OPS Accessible Customer Service Policy and Guidelines, a CAO memo on the Ministry's training requirements, and various promotional communications tools for divisional leads e.g. May I Help You training poster, to use to increase staff awareness of the initiative.
- Development of an Accessibility Web Page on the Ministry's Intranet site.
- Participation in the OPS wide engagement audit on the accessible customer service regulation.
- Designed and distributed a Manual Tracking database and process for use by divisions to achieve compliance for training on customer service under the regulation.
- Council representatives are working with the Accessibility Directorate of Ontario to develop an "enforcement careers" poster for use across the OPS.
- Established four working subgroups (Communications, Policy, Alternate Formats and Feedback Processes) of the Accessibility Council tasked with creating tools and process to assist the Ministry in reaching compliance.
- Represented the accessibility interests of the Ministry on an OPS wide Accessibility and Continuity of Operations Planning working group tasked with creating a service disruption protocol and notifications to meet AODA requirements.
- Compilation of available tools and resources into a Manager's Toolkit for use by managers in meeting their requirements under the AODA.

Report on Other Accessibility Commitments

Focus Area: Employment

Impact: Program

Commitment: Ongoing

The Ministry will continue its efforts to ensure that managers are aware of their responsibilities in relation to employment accommodation, return to work and accessibility and know how to access the appropriate tools and resources as needed.

Planned Action(s):

The Ministry will continue to partner with the Ontario Correctional Services College, the Centre for Employee Health, Safety and Wellness (Ministry of Government Services) and the Career Development Bureau (OPP) to provide employment accommodation training opportunities to managers.

The Ministry will continue to monitor compliance with the mandatory online training module “ODA: Maximizing the Contribution of Employees with Disabilities”.

Employment Accommodation information will be posted on the Ministry’s Accessibility web page as soon as it is developed and launched

Implementation Timeframe: Sept 08 –Mar 11

Results Achieved:

As of October 27, 2009 90.4% of Ministry managers have completed the online ODA: Maximizing the Contribution of Employees with Disabilities program.

The Centre for Employee Health Safety and Wellness was launched as part of Human Resources Ontario in 2008 and in 2009 the Attendance Support Management Office was established as part of the HR Ontario Centre for Employee Relations. The Attendance Management and Support Pilot Program is being piloted with the AIS division.

AIS division continues to provide employment accommodation training opportunities to managers through the *Essentials of Coaching and Performance Management Program – Employee Accommodation and Employee Assistance Program module* at the Ontario Correctional College. Five classroom based training sessions were scheduled in 2008 and 2009.

A joint occupation health and safety subcommittee was established to address the rights of disabled inmates and health and safety concerns of Correctional Officers. The mandate of the subcommittee is to review policies and procedures for disabled inmates.

The OPP delivered thirteen in person training sessions to supervisors and managers on employment accommodation return to work and accessibility for persons with disabilities. A section on disability management was added to the OPP Career Development Bureau's website.

Focus Area: Employment

Impact: Program

Commitment: Completed

The Ministry will make employees aware of roles, responsibilities and available resources related to employment accommodation.

Planned Action(s): An "Information Sheet" for all employees was developed on employment accommodation, return to work and accessibility and will be included on the Ministry's Accessibility web page.

Implementation Timeframe: Sept 08 – Oct 09

Results Achieved: Accessibility page was launched on the Ministry Intranet on October 19, 2009.

Focus Area: Employment

Impact: Policy and Program

Commitment: Completed

The Ministry will strengthen the integrity of pre-employment fitness screening used in the recruitment of Correctional Officers such that fitness-screening criteria address bona fide occupational requirements from a physical demands perspective.

Planned Actions: Expert knowledge/advice from a human rights and equity perspective will be provided to this initiative by conducting analysis and critique with respect to adverse impact on racialized persons, Aboriginal Peoples, women and persons with disabilities. The capacity for identifying adverse impact will be increased, and a model for barrier elimination in other Correctional Services policies, processes and practices will be established.

Implementation Timeframe: Completed (Sept 08 – Oct 09)

Results Achieved:

The FITCO program continues to progress towards implementation in the near future as a pre-employment screening tool for Correctional Officer applicants. The definitive standard for

determining whether a physical test passes muster from the human rights/ equity perspective was set out in the 1999 Meiorin decision of the Supreme Court of Canada. In 2008, the Ministry commissioned a study by Gledhill/Shaw, one of Canada's leading authorities on *bona-fide occupational requirements (BFORs)*, to assess FITCO's impact on racialized persons, Aboriginal Peoples and women. The study (which included physical assessment of Correctional Officer volunteers) concluded that FITCO fully meets the standard set out in the Meiorin decision. Moreover, the study demonstrated that any possible adverse impacts on female racial minority applicants could be accommodated through FITCO test familiarization and engagement in an appropriate fitness training program.

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

The Ministry will ensure that any new forms developed for the public are available in an accessible format.

Planned Action(s): Ministry will continue to work through MGS, Forms Services to produce forms in an accessible format.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: The Communications Branch conducted an assessment and concluded that all forms posted on the Ministry website are accessible.

Focus Area: Information and Communications

Impact: Service

Commitment: Completed

The Ministry will, upon request, make Ministry publications (intended for the public) available in a format accessible to persons with disabilities, unless it is not technically feasible to do so.

Implementation Timeframe: Sept 08 – Oct 09 (completed)

Results Achieved: An alternate format subcommittee of the Ministry Accessibility Council was established with a mandate to identify the requirements under AODA and to develop any tools and supports to assist the Ministry in meeting its requirements. Notification about the process for translating documents into alternate formats was posted on the Ministry internet site. Upon release from the Diversity Office, a style guide for producing documents in alternate formats will be posted on the Ministry's accessibility intranet page.

Focus Area: Information and Communications

Impact: Service and Program

Commitment: Completed

The Ministry will ensure that employees who provide direct service to the public can obtain business cards in alternate formats with the approval of their manager.

Implementation Timeframe: Sept 08 – Oct 09 (completed)

Results Achieved: A tip sheet to assist managers with the decision to purchase business cards in alternate formats was developed and posted on the Ministry's Accessibility web page.

Focus Area: Information and Communications

Impact: Policy

Commitment: New

Consultations for the Information and Communications Standard under the *Accessibility for Ontarians with Disabilities Act, 2005*

Planned Action(s): Upon request, participate in consultations held for standards under the AODA.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: At the request of the Ministry of Community and Social Services, the proposed recommendations and timelines for the AODA, Information and Communications Standards were reviewed and possible implications to MCSCS and MCSCS stakeholders were identified.

Focus Area: Information and Communications

Impact: Service

Commitment: New

Identify inaccessible web content.

Planned Action(s): Create a plan to make web content and commonly used online forms available in accessible formats.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: To be reported in next year's ODA plan.

Focus Area: Information and Communications

Impact: Service

Commitment: New

Increase awareness of available training on creating accessible website documents.

Planned Action(s): Distribute a memo to Ministry managers and promote the availability of the certificate course for web content developers designed to make web content more accessible.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: To be reported in next year's ODA plan.

Focus Area: Built Environment

Impact: Service

Commitment: Ongoing

The Ministry will enhance accessibility of its new and existing buildings and facilities for persons with disabilities.

Planned Action(s): The Ministry will incorporate the Standards for Barrier-Free Design of Ontario Government Facilities into new facilities being built.

The Ministry will strive to ensure that, where possible, retrofitting of Ministry facilities meets the Standards for Barrier-Free Design of Ontario Government Facilities.

Implementation Timeframe: Sept 08 – March 11

Results Achieved:

A process is in place to ensure that all plans are checked by professionals with demonstrated experience in barrier-free design and to monitor compliance with approved plans and standards.

Focus Area: Built Environment

Impact: Service

Commitment: Ongoing

The Ministry will develop a prioritized list of its facilities with no drop-off zone to determine the most effective way to provide access for persons with disabilities

Planned Action(s): The Ministry will consider making the request for funding for this purpose in the 2010 -2011 Infrastructure Plan.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: The Ministry's Facilities Emergency Management and Security Branch developed a list containing the scope of work to provide designated drop-off zones at its

Correctional Institutions. Funding for the designation of Drop-off zones was not approved in the 2009-2010 Infrastructure Plan.

Focus Area: Built Environment

Impact: Service

Commitment: Ongoing

The Ministry will continue to reduce existing barriers within its facilities to improve accessibility for persons with disabilities.

Planned Action(s): In accordance with available funding, the Ministry's Facilities Branch will initiate additional accessibility enhancement projects at the Ontario Police College, and will continue to address barriers as they are identified in Ministry occupied facilities.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: The Facilities Branch provides regular updates keep Ministry executives informed of accessibility enhancement projects. Some of the accessibility upgrades this year include:

- Installation of an elevator, barrier-free washrooms, increased aisle widths and a new accessible boardroom at the Ontario Police College. In addition, designs have been completed for other accessibility improvement projects at the College.
- Accessibility improvement projects were completed at some Ministry offices including the Ontario Correctional Institute and the North Bay Jail.
- Several Probation and Parole Offices across the province were all upgraded e.g. improvements to counter spaces, or relocated to meet barrier free standards in the Probation and Parole Accommodation Guidelines
- The Ontario Civilian Commission on Policing Services, and the North West and South West Regional Supervising Coroner's Offices were relocated to reduce barriers.
- The new Forensic Services and Coroner's Complex (FSCC) slated for completion in 2012 has included Barrier Free Accessibility as an important design component.

Focus Area: Built Environment

Impact: Service

Commitment: Ongoing

Alternative Service Delivery Locations are locations which Ministries use when an emergency or incident affects a primary service delivery location. Emergency Management Ontario has

developed a draft Alternate Service Delivery Location Accessibility Checklist to aid in ensuring accessibility in these locations.

Planned Action(s): Promote the draft checklist for use across the OPS as a best practice until the built environment standard is established. Obtain final approvals on the checklist when the Built Environment Standards are released. At that time, Ministries can formally adopt the checklist into their Continuity of Operations Planning.

Implementation Timeframe: Sept 08 – March 11

Results Achieved: A draft Alternate Service Delivery Location Accessibility Checklist has been developed.

For More Information

Questions or comments about the Ministry's accessibility plan are always welcome.

Please phone:

General inquiry number: 1-416-317-9911 or 1-416-326-5000

TTY number: 1-416-326-5511
1-866-517-0572

Toll free number: 1-866-517-0571

E-mail: jus.g.sgcs.webmaster@ontario.ca

Ministry website address: <http://www.mcscs.jus.gov.on.ca/>

Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

Alternate formats of this document are available free upon request from:

ServiceOntario Publications

Phone: 1-800-668-9938

TTY: 1-800-268-7095

© Queen's Printer for Ontario

ISSN 1710-0569

Ce document est disponible en français.