



**MINISTRY OF COMMUNITY SAFETY AND
CORRECTIONAL SERVICES**

**2011-2012
ODA Accessibility Plan**

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- Customer Service;
- Information and Communications;
- Employment;
- Built Environment; and
- Procurement.

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual accessibility plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities. Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Community Safety and Correctional Services (MCSCS) toward the goal of an accessible province for all Ontarians.

MCSCS is committed to being an Ontario Public Service (OPS) leader in accessibility. As a result, we are integrating accessibility into the MCSCS culture while still maintaining compliance with the AODA Customer Service Regulation. MCSCS accessibility initiatives include showcasing staff who have dedicated their time and effort to accessibility causes as "accessibility champions", hosting educational sessions for staff on a variety of accessibility topics, and continuing to support staff and management in making accessibility a way to view business operations.

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

To view other ministries' Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives MCSCS implemented in 2010-11.

Customer Service

In 2010-11, MCSCS had the following customer service achievements:

- Remained in compliance with the Accessibility Standards for Customer Service.
- Received and responded to accessibility customer feedback, and ensured that it was tracked and reported every quarter from all areas in MCSCS.
- 91% of Ministry staff across the province completed the OPS 'May I Help You?' part 1 and 2 training courses as of September 2011.
- 88% of Ministry managers across the province completed the 'ODA: Maximizing the Contributions of Employees with Disabilities' training course as of September 2011.
- The Ministry Accessibility Council continuously monitored the Accessibility Intranet webpage to ensure all links were operating and updated the website with new information.
- "Accessibility Champion" stories were posted on the Accessibility Intranet webpage to continue to promote the integration of accessibility into the ministry's culture.
- Partnered with various organizations to raise awareness and educate staff on different accessibility topics. Among the featured topics were: understanding mental health, creating accessible documents, assisting individuals with vision loss, and managing stress.
- Worked with different training entities in the ministry to create a specialized training review tool to ensure accessible customer service examples were included in their training curriculum.
- In addition to the Ontario Correctional Services College and the Ontario Provincial Police Academy, the ministry expanded the training review tool in collaboration with the Ontario Fire College to incorporate accessibility into training curriculum.
- The Accessibility for Inmates with Disabilities Committee met to discuss topics and issues related to ensuring accessibility in institutions.
- The Ontario Police College ensured that visitors and students with disabilities received appropriate accommodations for their needs. The Registrar's Office, the nursing staff and instructors are committed to providing these services in a timely and efficient manner.

Information and Communications

In 2010-11, MCSCS had the following information and communications achievements:

- As per OPS direction, all new Ministry forms created by eForms are in an accessible format.
- Profiled new accessibility training videos created by the Diversity Office on the MCSCS Accessibility Intranet webpage.
- Delivered staff training on how to create accessible documents.

Employment

In 2010-11, MCSCS had the following employment achievements:

- The Ontario Provincial Police (OPP) trained 307 supervisors on Employee Accommodation (EA) since November 2010. There were 23 members enrolled in the September 2011 session and 6 members in the November 2011 session.
- Continued to ensure that managers receive mandatory training on employment accommodation.
- The Correctional Services Division hosted an Accessibility Roundtable for leaders representing various disability centres who could offer practical perspectives on accessibility barriers and opportunities specific to the unique operational settings within Correctional Services. Some actions taken as a result of this roundtable include employee training on human rights and diversity/inclusion, specific disabilities and special needs, and accessibility standards and workplace conduct.

Built Environment

In 2010-11, MCSCS had achieved the following built environment changes in anticipation of the upcoming Built Environment Standards:

- The OPP undertook an accessibility review of its General Headquarters (GHQ) and Sudbury office. Based on this review, they renovated the GHQ's front desk to the Ontario Realty Corporation standards and Universal Design/Accessibility guidelines.
- At the Sudbury Organized Crime Enforcement Bureau location, they completed a new accessible washroom, access to building, new accessible office space and a kitchenette to meet accessibility standards.
- The City of Kawartha Lakes detachment and Ontario Realty Corporation are reviewing their building site for accessibility needs.
- All new construction or renovation of Probation and Parole (P&P) offices have accessibility considerations such as barrier free access to entrance and exit doors, washrooms, waiting rooms and secure interview rooms. Some examples are the Walkerton P&P office which was completed in June 2011 and the Sault Ste Marie P&P office which is currently being designed.
- Improvements to Institutions include:
 - Algoma Treatment and Remand Centre - 2009/2010
 - Modified the security main control room to allow for ergonomic improvements including re-configuration of the control module, adjusting the height of computer monitors, and increasing the visibility of the public waiting area.
 - Kenora Jail - 2009/2010
 - Installed an electronic power assist door opener to the existing public front entrance doors.
 - Monteith Correctional Centre - 2009/2010
 - Constructed a barrier-free public front entrance door with power assist door openers.
 - South West Detention Centre
 - Groundbreaking ceremony held August 12, 2011 with Member of Provincial Parliament (MPP) Dwight Duncan in attendance.
 - Some accessibility highlights that were implemented were building accessible washrooms for visitors and staff; creating barrier-free access from the parking lot to the front door with cane detectable railing and textured surface; signage in Braille; accessible washrooms and showers for inmates; barrier-free access to outside yard; and phones with volume control and different height wall mounts.
 - Toronto South Detention Centre (including Toronto Intermittent Centre)
 - Building plans are in place for each inmate living unit to have accessible washrooms/showers and cell unit.
 - All public areas (lobby, washrooms, and visitation) will be accessible.

- There will be a designated number of staff for accessible washrooms.
- Staff control posts will be ergonomically designed.
- Elevated staff posts will be ramped or equipped with a lift.
- Assistive devices such as TTY phones, UbiDuo (hearing assist teletype), infrared microphones and door assists.
- Barrier free/accessible signage.

Procurement

- In 2010-11, MCSCS had the following procurement achievements:
- Criminal Intelligence Services Ontario (CISO) requires that its staff receive training on the AODA to support awareness of and adherence to accessibility procurement requirements. Information packages on the AODA are provided to individual vendors who are engaged with CISO in the provision of program services.
- Upon request by various program areas, the ministry participated in discussions around accessible procurement in the OPS.

Section Two: Measures Planned for 2011-12 and Beyond

In 2011-12, the Ministry of Community Safety and Correctional Services' accessibility plan focuses on four areas:

- Information and Communications;
- Employment;
- Built Environment; and
- Procurement.

These initiatives will support compliance with the existing Accessibility Standards for Customer Service.

Customer Service

The Ministry of Community Safety and Correctional Services is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

Actions planned for customer service in 2011-2012 include:

- Continue the expansion of the Video Relay Interpreting project (2011-2012).
- Continue to perform quarterly tracking for completion of 'May I Help You' part 1 & 2 and 'ODA: Maximizing the Contributions of Employees with Disabilities' training (for managers only).
- Continue to work with training entities in MCSCS to create a training review tool that will incorporate real-life accessibility examples into training curriculum.
- The Accessibility for Inmates with Disabilities Committee will continue to examine accessibility in adult institutions.
- Continue to review, respond and report on accessibility feedback received through various channels by all divisions within the ministry on a quarterly basis.
- Host a series of educational sessions focused on raising awareness of accessibility topics.

Information and Communications

The Ministry of Community Safety and Correctional Services is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

Actions planned for information and communications in 2011-2012 include:

- The Ministry will continue to work through the Ministry of Government Services Forms Services to produce any new forms developed for the public in an accessible format.
- Forms produced by the Centre of Forensic Sciences (CFS) for use by its clients (e.g. case submission, Sexual Assault Evidence Kit questionnaire, Letter of Opinion submission form) are created by Ontario Shared Services to ensure that CFS forms meet government visibility/format standards.
- The Public Safety Division will continue to work with the Communications Branch to ensure that all Police Chiefs Memorandums and related documents distributed via email to the policing community are accessible.
- The Private Security and Investigative Services Branch is implementing changes to its licensing application forms to ensure they are in compliance with accessibility requirements. Those changes will be implemented by early 2012.

Employment

The Ministry of Community Safety and Correctional Services is committed to fair and accessible employment practices that attract and retain talented employees.

Actions planned for employment in 2011-2012 include:

- The OPP will continue to train supervisors in relation to Employee Accommodation awareness.
- Continue to ensure all managers in MCSCS complete the ODA Manager's Training, which covers employment accommodation.
- Disseminate and implement corporate directives regarding employment requirements under the IASR.

Built Environment

The Ministry of Community Safety and Correctional Services is committed to greater accessibility in, out of and around the buildings we use.

Actions planned for built environment in 2011-2012 include:

- The Ministry will incorporate the Standards for Barrier-Free Design of Ontario Government Facilities into new facilities being built along with, where possible, retrofitting of Ministry facilities
- Additionally, through the Annual Capital Plan accessibility considerations are made through the Rehabilitation and Remediation for OPP detachments

- Institutional Services has formed a sub-committee who will consult with subject-matter experts to examine accessibility in new adult institutions for barrier-free design while still meeting safety and security concerns
- The Penetanguishene Sub-office Municipal and Huron West Detachment are building a new accessible front counter.

Procurement

The Ministry of Community Safety and Correctional Services is committed to integrating accessibility considerations into our procurement processes.

Actions planned for procurement in 2011-2012 include:

- Upon request, the ministry will continue to engage in discussion on accessible procurement practices.
- The ministry will continue to ensure corporate direction regarding accessible procurement is distributed and implemented.
- CISO will continue to liaise with its stakeholders/membership in order to ensure that services are delivered according to the provisions of the AODA and the OPS principles related to quality customer service.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Community Safety and Correctional Services will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

Acts and Regulations

The Ministry of Community Safety and Correctional Services is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

In April 2011, the Ministry of Community Safety and Correctional Services participated in training for multi-disciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers. Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Acts, Regulations and Policies to Be Reviewed in 2011-12

Acts and Regulations

The ministry's legislative review team is committed to reviewing its acts and regulations. They will continue to collaborate and ensure a ministry schedule to review these acts and regulations is done consistently with the OPS corporate direction.

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

In 2010-11, the Ministry of Community Safety and Correctional Services:

- Participated in training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers.
- Used the Inclusion Lens to review one act.
- Embraced the OPS Inclusion Lens and encouraged ministry staff to take the online OPS Inclusion Lens training course to further their knowledge of accessibility.

Looking forward, our ministry will:

- Work with the OPS Diversity Office and the Ministry of the Attorney General to support a coordinated approach to legislative review across government.
- Encourage staff to take the online OPS Inclusion Lens course available through the Centre for Leadership and Learning.
- Encourage staff to use the OPS Inclusion Lens when developing or reviewing policies, programs or service.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

CFS – Centre of Forensic Sciences

CISO – Criminal Intelligence Services Ontario

EA – Employment Accommodation

GHQ – General Head Quarters

IASR – Integrated Accessibility Standards Regulation

MCSCS – Ministry of Community Safety and Correctional Services

OPP – Ontario Provincial Police

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

OPC - Ontario Police College

P&P – Probation and Parole

For More Information

Questions or comments about the Ministry of Community Safety and Correctional Services accessibility plan are always welcome.

General inquiry number: (416) 326-5000

TTY number: (416) 326-5511 or Toll free 1-866-517-0572

1-866 number: 1-866-517-0571

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

Ministry website address: www.mcscs.jus.gov.on.ca/english/default.html

Mail: Ministry of Community Safety and Correctional Services
25 Grosvenor Street, 18th Floor
Toronto, Ontario
M7A 1Y6

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 an accessible province for everyone.

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