



**MINISTRY OF COMMUNITY SAFETY
AND CORRECTIONAL SERVICES**

2012-2013

Annual Accessibility Plan

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Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of 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 accessible by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- built environment.

This year, the accessibility plans must also address the [Integrated Accessibility Regulation \(IASR\)](#) under the AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. It published the [OPS MYAP](#) on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility on January 1, 2012:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the ministry's 2011-2012 former Accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Community Safety and Correctional Services and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

This plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

To view every ministry's Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2011-12

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

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.

During the last ten years, the Ministry of Community Safety and Correctional Services has been a leader in accessibility. Some of its memorable moments were:

- In 2012, EMO prepared three accessible emergency response plans:
 1. Provincial Emergency Response Plan
 2. Provincial Nuclear Emergency Response Plan and
 3. Ontario Health Plan for an Influenza Pandemic.
- In 2012, the Centre of Forensic Sciences worked with Ontario Shared Services to create accessible case submission forms, a Sexual Assault Evidence Kit questionnaire and checklist.
- In 2012, the Private Security and Investigative Services Branch rolled out accessible Individual Licence Applications for its largest client group of security guards and private investigators.
- In 2009, Emergency Management Ontario created an on-line course for all emergency responders and launched the product in 2010. The course provides information to assist emergency responders in providing emergency services to persons with disabilities
- In 2009, Emergency Management Ontario created the Emergency Preparedness Guide for People with Disabilities and made it 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 were distributed. During 2009 – 2010 fiscal year, 29,462 hardcopies and 5,372 CD guides were distributed. The

“Be Prepared” video is available in captioned and American Sign Language/langue des signes québécoise (ASL/LSQ) versions.

- In 2009, the Ministry of Community Safety and Correctional Services strengthened 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. The definitive standard for determining whether a physical test meets the required human rights/ equity criteria 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, 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.
- On September 10, 2008, the ministry's Emergency Management Ontario was the proud recipient of the Canadian Red Cross Humanitarian Service Award in recognition for its leadership in the development of the “Emergency Preparedness Guide for People with Disabilities/Special Needs”. The guide was launched on May 11, 2007 and was prepared in partnership with the Accessibility Directorate of Ontario. It was based on input from 20 stakeholder groups, who provided subject matter expertise, and provides vital information to the over 1.5 million Ontarians with visible and/or non-visible disabilities. The Guide is available in English, French at <http://www.emergencymanagementontario.ca/english/beprepared/diversegroups/PeoplewithDisabilities/PeoplewithDisabilities.html>. Alternate formats include five other languages (i.e., Chinese, Italian, Portuguese, Punjabi and Spanish), Braille, large-print and audio. Hard copies of the Guide are available from Emergency Management Ontario, the Accessibility Directorate of Ontario, and through specific stakeholder organizations.

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service regulation](#). As well, it had begun applying initiatives to meet compliance of some of the requirements of the [Integrated Accessibility Standards Regulation](#) in the areas of employment, information and communications, transportation

and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following is a summary of the accessibility initiatives the Ministry of Community Safety and Correctional Services implemented last year, as a result of the [2011-2012 annual accessibility plan](#).

Reporting on 2011-2012 AODA obligations

Customer Service

In 2011-12 the Ministry of Community Safety and Correctional Services achieved the following customer service objectives:

- Remained in compliance with the Accessible Customer Service Standard.
- Remained in compliance with the 2011 and 2012 applicable requirements of the Integrated Accessibility Standards Regulation.
- Took steps to obtain feedback through various channels (online, face-to-face, via correspondence) and tracked and reported customer feedback quarterly.
- Over 16,000 of ministry staff across the province, representing 94 per cent of all staff, completed mandatory training of two key courses: “May I Help You? Welcoming Customers with Disabilities” (e-learning) and “May I Help You? Supplementary: Ten Things You Need to Know about Accessible Customer Service” (e-learning).
- The Ministry Accessibility Council regularly updated the Accessibility intranet webpage to ensure new information was disseminated to staff.
- To ensure equal access to law enforcement services by members of the deaf and hard of hearing community, the Ontario Provincial Police (OPP) implemented Video Relay Interpreting (VRI) in one detachment in 2010-2011 and trained employees on how to use the new technology. VRI is a cost-effective means of enabling deaf and hearing impaired individuals who are in the same location to easily conduct conversations through a remote interpreter, video conferencing technology, and a high-speed Internet connection. In 2011-12, the OPP continued to work on expanding VRI to additional detachment locations. A working group was created to examine a number of alternate service delivery options.

- The Accessibility for Inmates with Disabilities Committee examined accessibility in adult institutions. The applicable policy, “Inmates with Disabilities,” was modified and implemented.
- The Corporate Services Division hosted and promoted accessibility learning sessions to integrate accessibility culturally. Procurement and Business Improvement Branch staff received training on integrating accessibility into the ministry’s procurement practices. Materials were developed for an Accessibility Showcase event planned for the 2013 National Access Awareness Week.
- The Emergency Management Ontario Service Desk received and tracked every request for any product. Any requests for products or alternate formats are responded to within three days and addressed as quickly as possible where production is required (e.g., requests for Braille). A process is in place to keep the requestor informed of status. Most requests are for formats already available, for example closed captioned, French or audio. Ongoing service arrangements are in place to respond to alternate format requests.

Information and Communications

In 2011-12, the Ministry of Community Safety and Correctional Services achieved the following information and communication-related accessibility objectives:

- Executives have Braille on their business cards.
- New internet and intranet websites conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- Continued to review, respond and report quarterly on accessibility feedback received through various channels by all divisions within the ministry.
- The Centre of Forensic Sciences worked with Ontario Shared Services to ensure that its forms meet government visibility/format standards (e.g. case submission, Sexual Assault Evidence Kit questionnaire and checklist, Letter of Opinion submission form)
- The Public Safety Division continued 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 (PSISB) continued to review and implement changes to its service delivery to ensure compliance with accessibility requirements under AODA. Individual Licence Applications for its largest client group of security guards and private investigators were amended in early 2012 and are fully accessible.
- Emergency Management Ontario encouraged staff to create accessible documents, disseminated tips and guidelines from the Diversity Office and organized two workshops to help staff create documents that can be accessed by all, including those who are using assistive technology software such as a screen reader or screen magnifier.
- Emergency Management Ontario in partnership with the Accessibility Directorate of Ontario developed an accessible online course based on its award-winning “Emergency Preparedness Guide for People with Disabilities / Special Needs.” Persons with special needs can sign up for alerts online. An ASL video called “Are you Prepared” is also available online at <http://www.emergencymanagementontario.ca/english/beprepared/diversegroups/PeoplewithDisabilities/PeoplewithDisabilities.html>.
- Emergency Management Ontario prepared three accessible emergency response plans, namely:
 1. Provincial Emergency Response Plan
 2. Provincial Nuclear Emergency Response Plan and
 3. Ontario Health Plan for an Influenza Pandemic.

Employment

In 2011-12, the Ministry of Community Safety and Correctional Services achieved the following employment-related accessibility objectives:

- The Corporate Services Division tracked the completion of manager training on a quarterly basis. 1,345 managers, representing 85 per cent of all ministry managers, completed the “ODA: Maximizing the Contribution of Employees with Disabilities” e-learning course. The course covers employment accommodation.
- In the OPP, 127 supervisors and managers, including those acting in this capacity, received Employment Accommodation training.

- Provided individualized workplace emergency response information to persons with disabilities if required.
- Criminal Intelligence Services Ontario (CISO) worked with a member agency to accommodate a staff member to participate in CISO training program.
- The Corporate Services Division disseminated and implemented corporate directives regarding employment requirements under the IASR.

Built Environment

In 2011-12, the Ministry of Community Safety and Correctional Services achieved the following built environment-related accessibility objectives:

- Incorporated the Standards for Barrier-Free Design of Ontario Government Facilities into new facilities being built along with, where possible, retrofitting of ministry facilities.
- The following accessibility considerations have been addressed in Toronto South Detention Centre (including Toronto Intermittent Centre):
 - Each inmate living unit has accessible washrooms/showers and an accessible cell
 - Public areas (lobby, washrooms, visitation) are accessible
 - Designated number of staff accessible washrooms
 - Staff control posts are ergonomically designed
 - Assistive devices such as TTY phones, hearing assist teletype, infrared microphones, door assists
- Construction continued at the South West Detention Centre in 2011/12. Some accessibility highlights include:
 - 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
 - Phones with volume control and different height wall mounts.

- Sudbury Jail underwent renovations including modifications for improved accessibility.
- At the 77 Grenville site, the ministry installed three accessible door operators complete with six push buttons.
- The Hamilton Wentworth Detention Centre built an all access offender living unit.
- The Quinte Detention Centre completed designs for three accessible cells.
- The London North Parole and Probation Office installed an exterior door with barrier free access.
- The current design of the Forensic Services and Coroners Complex meets Infrastructure Ontario's 2006 Barrier Free Design Standards and opportunities to further improve the accessibility of this facility are being explored against the revised accessibility standard. Some accessibility highlights to date include:
 - Barrier free parking
 - Barrier free entrances
 - Colour contrast for stairs and elevations
 - Barrier free bathrooms
 - Braille signage
 - Closed captioning for video
 - Accessible corridor sizes, ramps and outside access to TTC Wheeltrans
- Through the Annual Capital Plan, the OPP included accessibility considerations for the rehabilitation and remediation of detachments. Three new regional headquarters, seven OPP detachments and seven forensic identification units meet and exceed all current ODA requirements. Some accessibility highlights include:
 - Barrier free parking
 - Barrier free entrances
 - Vision strip to clear glass door and windows
 - Colour contrast for stairs and elevations
 - Barrier free bathrooms
 - Automatic door operators where required
 - Multi-level security card readers for wheel chair accessible.
 - Accessible showers

- All manual controls (light switches, card readers, thermostats, coin slots, control handles, fire alarm pulls, vending machines) at an accessible height
- Braille signage
- Accessible counters
- CISO executed renovations to its GTA facility to enhance accessibility. CISO worked with the property owner to relocate a designated parking spot to provide for additional ease of access to building.

Procurement

In 2011-12, the Ministry of Community Safety and Correctional Services achieved the following procurement-related accessibility objectives:

- Ensured corporate direction regarding accessible procurement was distributed and implemented.
- Trained procurement staff in March 2012 on using the OPS Inclusion Lens and Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.
- Staff are applying OPS Inclusion Lens to procurement activities and are using the checklist developed by Supply Chain management "Meeting Accessibility Considerations in Procurement" as part of the approvals process.
- Accessible procurement resources were made available in locations where staff seek out purchasing information, namely the procurement intranet page.
- The Business Case for procurements under \$25,000 now includes an "Accessibility considerations" section whereby purchasers explain how accessibility was considered and applied in the development and design of the proposal.
- Where applicable, vendors were required to demonstrate how they meet accessibility criteria and were rated accordingly.

Section Two: Measures Planned for 2012-13 and Beyond

Our Statement of Commitment:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

This year, the Ministry of Community Safety and Correctional Services accessibility plan focuses on five areas. In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas.

- Employment
- Information & Communications
- Built Environment and
- Procurement.
- Accessibility Training

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 2012-13 include:

1. Promote the [OPS Accessible Customer Service Policy](#) within the ministry
2. Continue to track the completion of mandatory training quarterly
3. Continue to review, respond and report on accessibility feedback received through various channels by all divisions within the ministry on a quarterly basis.
4. Incorporate accessibility into ministry documents at the source.

5. Ensure public meetings are accessible.
6. All Directors and ADMs will participate in the Certificate of Assurance Process for compliance with the Customer Service Reg. and current AODA obligations.
7. Organize an Accessibility Showcase during the 2013 National Access Awareness Week.

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 how we communicate it are key to delivering our programs and services to the public. Actions planned for 2012-13 include:

1. Emergency procedures, plans and/or public safety information will be available in an accessible format, upon request, as soon as practicable. EMO is working with ADO to strengthen municipality /community emergency preparedness information through a project called “Emergency Preparedness Diversity Lens Initiative”.
2. New or significantly refreshed internet and intranet websites and web content on those sites will conform to WCAG (Web Content Accessibility Guidelines) 2.0 Level AA, other than live captions and audio descriptions (pre-recorded).
3. Consistent with the 2013 IASR obligations, the ministry will have a process for receiving and responding to feedback that is accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports, upon request. The ministry will notify the public about the availability of these accessible formats and communications supports.

Employment

The Ministry of Community Safety and Correctional Services is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. People with disabilities who are OPS employees know they can participate fully and meaningfully in services and employment. Actions planned for 2012-13 include:

1. Track and report on compliance for manager completion of “ODA: Maximizing Contributions of Employees with Disabilities”.
2. Disseminate and implement corporate directives regarding employment requirements under the IASR. Consistent with the 2013 IASR obligations, the ministry will take into account disabilities that our employees may have during performance management, career development, and redeployment. It will also document individual employee accommodation and emergency response plans.
3. Use internal communications and training opportunities to ensure hiring managers and administrative staff are made aware of barrier-free recruitment practices, the Employment Accommodation and Return to Work Operating Policy and alternate formats and communication supports requirements.

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 2012-13 include:

1. Incorporate the Standards for Barrier-Free Design of Ontario Government Facilities into new facilities being built along with, where possible, retrofitting of ministry facilities.
2. Conduct a final construction review (including accessibility components) of TSDC and SWDC just before the substantial completion of each project. The final construction reviews will be conducted by a third party consultant managed by IO and with Facilities Branch involvement.

Procurement

The Ministry of Community Safety and Correctional Services is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria. Actions planned for 2012-13 include:

1. Continue to train staff on using the OPS Inclusion Lens and Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.
2. Continue to promote the use of the checklist developed by Supply Chain management "Meeting Accessibility Considerations in Procurement" as part of the approvals process. Keep on file with other supporting documents. Incorporate as a step in existing documented procurement procedures within the ministry.
3. Continue to make accessible procurement resources available in locations where staff seek out purchasing information i.e. Intranet.
4. Require vendors to demonstrate how they will meet accessibility criteria and rate accordingly.
5. When considering a VOR, review the user guide for that VOR to see how accessibility was dealt with in the original competition to become a qualified vendor. Address gaps in RFS if applicable to assignment.
6. Review feedback on the procurement process and take appropriate action as needed.

Accessibility Training

- Consistent with 2013 IASR obligations, the ministry will provide training on the requirements of the accessibility standards of the IASR and on the provisions of the Human Rights Code.
- The ministry will provide specialized accessibility training according to job duties.

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 2011-12

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 2012, the ministry completed the review of four Acts, using the OPS Inclusion Lens.

Acts, Regulations and Policies to Be Reviewed in 2012-13

Acts and Regulations

The OPS Diversity Office and the Ministry of the Attorney General have developed a coordinated approach to continue with the review of government legislation for accessibility barriers. In this next phase, high impact statutes that meet the following criteria will be reviewed:

- a) Statutes that affect persons with disabilities directly;
- b) Statutes that provide for the delivery of widely applicable services or programs;
- c) Statutes that provide benefits or protections; or
- d) Statutes that affect a democratic or civic right or duty; and

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the Ontario Public Service (OPS) launched the OPS Inclusion Lens. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The OPS Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

In 2011-12, the Ministry of Community Safety and Correctional Services used the OPS Inclusion Lens to further accessible procurement practices and review four Acts.

In the future, the ministry will:

- Continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- Encourage staff, according to job duties, to include in their yearly learning plans the OPS Inclusion Lens e-course.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

MYAP – Multi-Year Accessibility Plan

MCSCS – Ministry of Community Safety and Correctional Services

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

WCAG- Web Content Accessibility Guidelines

CFS – Centre of Forensic Sciences

CISO – Criminal Intelligence Services Ontario

EA – Employment Accommodation

GHQ – General Head Quarters

OPP – Ontario Provincial Police

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

Toll free: 1-866-517-0571

General inquiry teletypewriter (TTY) number: 416-326-5511

General inquiry teletypewriter (TTY) toll free number: 1-866-517-0572

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

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

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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