



Ministry of Health and Long-Term Care

| [home](#) | [central site](#) | [contact us](#) | [site map](#) | [français](#) |

Public Information

Health Care Providers

News Media

Text Only

Version

Section

Public Information

Ministry of Health and Long-Term Care 2004-2005 Accessibility Plan

Table of Contents

[Introduction](#)

[Message from the Minister](#)

[Report on Achievements of 2003-2004 Planning Commitments](#)

[Commitments and Strategies for 2004-2005](#)

[For more information](#)

TOP

Introduction

In December 2001, the Ontarians with Disabilities Act, 2001 (ODA) was passed into law. Its purpose is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.

One of the requirements under the ODA is that Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. The plans must be made available to the public.

This document is the second annual accessibility plan developed by the Ministry of Health and Long-Term Care. It highlights achievements of the 2003-2004 plan and outlines commitments for 2004-2005 so that no new barriers are created and existing ones are removed over time.

Ministries across government are increasing awareness of accessibility and integrating accessibility into daily business practices in a number of areas, including staff training, public information, facilities, and program and service delivery processes.

This ministry intends to build on its achievements by implementing initiatives that support the government's efforts and commitment to continue to make Ontario an inclusive and accessible province, where people of all abilities have a chance to fully participate and achieve their potential.

TOP 

Message from the Minister

As Ontario's Minister of Health and Long-Term Care, I am committed to ensuring that all Ontarians have the opportunity to participate fully and to realize their potential in every aspect of their own lives.



Many people with disabilities experience barriers to participating in the mainstream of Ontario society. These barriers exist in virtually every sector, including health care. The Ministry of Health and Long-Term Care has made great strides forward in making access to government jobs, information and buildings easier and faster for those with disabilities. I look forward to working with my legislative colleagues and ministry staff to make Ontario even more accessible and inclusive.

This fall, the government will introduce measures to make the Ontarians with Disabilities Act, 2001, (ODA) strong and effective. The government is also committed to working with Ontarians with disabilities on measures that will allow them to be full partners in building a stronger province.

It is important that the Ontario Public Service leads by example in building on our successes and achievements and becoming an accessible and inclusive employer and service provider. As a government, we have learned from people with disabilities. We have learned to better integrate accessibility planning into our thinking and our daily work.

The achievements highlighted in this year's plan, as well as the commitments to make further improvements in the coming year, demonstrate this ministry's determination to make Ontario's communities strong, vital and accessible to people of all abilities.

George Smitherman
Minister of Health and Long-Term Care

TOP 

Report on Achievements of 2003-2004 Planning Commitments

The purpose of the Ministry of Health and Long-Term Care's (MOHLTC) annual accessibility plan is to describe the measures that the ministry took last year to identify, remove and prevent barriers experienced by people with disabilities. The ministry has made significant achievements consistent with the requirements of the Ontario Disabilities Act, 2001 (ODA). They are as follows :

Commitment :

The accessibility working group will meet regularly to review the accessibility plan, identify future training needs for all staff and discuss achievements and progress in ODA compliance.

Status : In progress

All MOHLTC divisions continue to participate in the ministry's accessibility working group, providing input into identifying future training needs for all staff and promoting achievement and progress on ODA compliance.

Action and Time Frame :

Regular meetings will be set up for the coming year to track and discuss ODA requirements and to update the ministry's accessibility plan.

Rationale :

Meetings will occur on a regular basis and the working group will consult regularly with the accessibility directorate of Ontario on the annual accessibility planning process.

Commitment :

The ministry will continue to provide all current and future new managers and supervisors with online accessibility awareness training.

Status : Ongoing

Online training is available. Managers have been informed of the training requirement. By the end of fiscal year 2003-2004, more than half of the ministry's managers had completed the training.

Action and Time Frame :

Full compliance with the training requirement will be achieved by the end of fiscal 2004-2005.

Rationale :

As new managers are hired, online training will continue to be available.

Commitment :

The ministry will update and renew its accessibility plan every year in partnership with the accessibility directorate.

Status : Completed and ongoing

The 2003-2004 plan was made available to the public and is on the [ministry's website](http://www.health.gov.on.ca/english/public/pub/ministry_aplans/aplan05/aplan05.html).

Action and Time Frame :

The plan will be prepared and made available to the public annually.

Rationale :

The working group is required to meet the annual accessibility planning requirements of the ODA.

Commitment :

The ministry, in partnership with local joint health and safety committees (JHSCs), will deal with any issues relating to compliance and any requests for accommodation to meet accessibility needs in ministry facilities, in a timely and cost-effective manner.

Status : Ongoing

The ministry has established a strategic accommodation planning group to address employee accommodation issues in existing buildings and new premises and requests for accommodations for people with disabilities that may have an impact on the ministry. This group is made up of MOHLTC program staff. The ministry will continue to review existing employment practices and processes to identify areas that may need improvement to ensure accessibility for people with disabilities. New employees may identify specific accommodation needs to their new employers at the point of accepting a job offer.

Action and Time Frame :

Working in partnership with human resources branch, employment accommodation is provided as and when the need arises. Specific adjustments have included height-adjustable tables and testing of new workplace software for compatibility with assistive devices used to operate computers.

Rationale :

The strategic accommodation planning group will address employee accommodation issues and requests for accommodations for people with disabilities as they arise. The ministry accommodates the accessibility needs of its employees in accordance with the Human Rights Code to the extent that these needs relate to their employment.

Commitment :

The provincial psychiatric hospitals (PPHs) will monitor current research and hospital standards in a systematic and ongoing way to identify, prevent, assess and remove barriers.

Status : Completed and ongoing

The PPHs have developed and implemented a process for buying furnishings and equipment that enhances patient health and helps eliminate and/or minimize barriers.

Action and Time Frame : Ongoing

The psychiatric hospitals will continue to review and monitor the process as required.

Rationale :

The ministry requires that all furnishings and equipment purchases enhance patient health and eliminate and/or minimize barriers.

Commitment :

Program areas will submit recommendations yearly to identify appropriate amendments to legislation that seeks to identify barriers to people with disabilities.

Status : Ongoing

There were no amendments recommended for 2003-2004.

Action and Time Frame :

Recommendations will be provided yearly.

Rationale :

As amendments to the legislation occur, the program areas of the ministry will submit recommendations.

Commitment :

Legal counsel and ministry staff will review legislative and regulatory issues on a case-by-case basis with respect to accessibility issues.

Status : Ongoing

There were no recommendations on legislative and regulatory issues for 2003-2004.

Action and Time Frame :

As per the commitment, recommendations will be made on a case-by-case basis.

Rationale :

As case-by-case legislative and regulatory issues occur, the ministry's legal council will review and make recommendations.

Commitment :

Employment advertisements will be reviewed to identify any systemic barriers for people with disabilities. The results of this review will be used in future accessibility planning to address and remove any identified barriers.

Status : In progress

Action and Time Frame :

The ministry will continue its review of systemic barriers associated with job advertisements as part of the next steps in implementing its staffing strategy.

Rationale :

MOHLTC, through the human resources branch, will continue to monitor for systemic barriers such as qualifications that are not necessary for the performance of the job and which may create barriers to employment for people with disabilities.

Commitment :

The ministry will review how it delivers its own employment accommodation services. The results of this review will be used to improve delivery.

Status : Ongoing

Review of employment accommodation services is under way.

Action and Time Frame :

The plan is to complete the review during fiscal year 2004-2005.

Rationale :

As the information becomes available, the review will include spot audits of accommodation practices throughout the ministry and research to identify best practices in other ministries.

Commitment :

Further consideration of the ODA's impact on recruitment will occur in conjunction with redesign of human resources branch staffing functions. The ministry will remove any identified barriers that may affect applicants and employees with disabilities.

Status : In progress

Some research and analysis has been done. Further consideration of the ODA's impact on recruitment will occur in conjunction with redesign of staffing functions.

Action and Time Frame :

Work is under way and will be completed by the end of fiscal 2004-2005.

Rationale :

Consideration was given to the ODA as part of the review of the staffing processes in 2003-2004. Further consideration will be necessary with the introduction of new accountabilities and standards in 2004-2005.

Commitment :

The ministry committed to updating its corporate French website by early 2004 to make it compliant with appropriate standards.

Status : In progress

The ministry's corporate English website and English and French HealthyOntario.com websites are already in compliance. Updating of the corporate French site is ongoing with approximately two-thirds of the work already completed.

Action and Time Frame :

The French site will be compliant by the end of 2004.

Rationale :

New government priorities required realignment of content on both the English and French corporate websites. Extensive work was required to transfer information from the MOHLTC website to the new Ministry of Children and Youth Services site and to provide website development services for the ministry's new Emergency Management Unit.

Commitment :

The ministry has revised its leasing criteria to make accessibility mandatory for all lease searches, including site and building, transportation routes and adjacent facilities. The ministry has also reviewed existing sites to determine compliance with the Building Code Act, 1992, and other relevant codes.

Status : Completed and ongoing

Criteria are in place to make accessibility mandatory in all lease searches. ODA compliance is a

requirement. Facility management services will engage the Ontario Realty Corporation in all new lease searches.

Action and Time Frame :

New requirements for government buildings and facilities are expected to be released in 2004 or early 2005. Compliance with any new requirements will be ongoing.

Rationale :

When all lease searches occur, the leasing criteria that makes accessibility mandatory is taken into consideration. This initiative will be implemented once barrier-free design guidelines are released by the Ontario Realty Corporation.

Commitment :

The ministry has developed and implemented procedures to monitor compliance with all acts and regulations and to identify necessary site modifications based on code requirements, accessibility needs and obligations, and issues that have the potential to expose the ministry to liability.

Status : Completed and ongoing

Action and Time Frame :

The ministry continues to monitor code amendments, accessibility needs and obligations to ensure compliance.

Rationale :

As code amendments become mandatory, action will be taken for compliance.

Commitment :

The ministry is committed to ensuring that new and redeveloped long-term care (LTC) facilities meet the standards specified in the ministry Long-Term Care Facility Design Manual (1999). These facilities must also comply with the Ontario Building Code.

Status : Ongoing

Construction plans for all new and redeveloped LTC facilities are reviewed to ensure they will meet these standards. Upon completion, all LTC facilities are inspected to ensure the standards have been met.

Action and Time Frame :

Time lines are determined based on LTC facility construction schedules.

Rationale :

The ministry will ensure all new and redeveloped long-term care facilities are in compliance.

Commitment :

To make its regional offices more accessible for staff and the public who use wheelchairs, the ministry has built ramps, located offices on ground floors and installed door operators and lower counters (camera stations).

Status : Completed and ongoing

Door-operator installation has been completed on the customer-service entrance door in the Ottawa Regional Office. Also compliant with the ODA are the new provider services branch and registration and claims branch built-out space at the Toronto regional office and the (former) alternative payment program built-out space in the Kingston office. The ministry will continue to meet accessibility criteria on projects such as the Macdonald-Cartier building's accelerated renovation project and customer service alterations in the Ottawa office.

Rationale :

As new facility/accommodation initiatives arise, the ministry will ensure that the regional offices are more accessible.

Commitment :

Physical barriers are to be removed at central ambulance communications centres (CACC).

Status : Completed and ongoing

New and renovated CACC facilities are designed to meet Ontario Realty Corporation barrier-free standards. All ministry-operated CACCs except Renfrew are already barrier-free for access by people with disabilities.

Action and Time Frame :

Renfrew CACC will be barrier-free by end of fiscal 2004-2005.

Rationale :

Construction and renovation provides the opportunity to meet Ontario Realty Corporation barrier-free standards.

Commitment :

The ministry requires that any transfer partner (such as a publicly funded hospital) that proposes or undertakes a renovation or new construction project assumes responsibility for complying with all applicable codes and requirements.

Status : Ongoing

On a regular basis, the ministry advises health-care facility boards/owners of their responsibility to comply with applicable codes (such as the Ontario Fire Code and the Ontario Building Code) and requirements. Through its publicly accessible capital planning manual (1996), the ministry articulates that among other duties, the board/owner of a health-care facility is responsible for ensuring that each capital project "*is designed and tendered in accordance with existing guidelines, code requirements, regulations, standards and ministry policies.*" In addition, when supporting a health-care facility to tender its respective capital project, standard ministry correspondence to the facility states: "*It remains the responsibility of the health-care facility and its agents to ensure that all applicable provincial codes and requirements, including those of the Ontario Fire Marshal, are met.*"

Action and Time Frame :

This process is ongoing.

Rationale :

The ministry notes that health-care facility capital projects must comply with applicable codes and requirements to adequately address issues of health, safety and accessibility.

Commitment :

The ministry has developed specifications for furniture, seating and furniture accessories in accordance with ergonomic standards. The result has been the purchase of goods that are suitable for use by people with disabilities (these include, for example, height-adjustable keyboards).

Status : Completed and ongoing

Action and Time Frame :

The ministry will continue to review and monitor specifications as needed.

Rationale :

As furniture, seating and furniture accessories are purchased, the specifications developed by the ministry are taken into consideration.

Commitment :

The ministry committed to install permanent seating and a telephone for people who need assistance during an emergency in the designated waiting area on each floor in Hepburn Block. This action was taken at the request of Management Board Secretariat and applies to all ministries in the Queen's Park complex.

Status : Completed

The ministry installed permanent bench seating and a telephone directly beside the freight elevators on the fifth, eighth, ninth, tenth and eleventh floors in Hepburn Block. The seating is to be used during emergency evacuations of the building and to help emergency services personnel find those who need assistance during an emergency.

Commitment :

The ministry will implement new accessibility procurement guidelines.

Status : In progress

Action and Time Frame :

Ongoing

Rationale :

As a general practice, ministry staff consider accessibility issues when obtaining goods and services for the ministry. With the Government's recent release of formal procurement guidelines, ministry processes will be formalized in 2004-2005 and communicated to staff to ensure compliance and consistency.

Commitment :

Although not a specific commitment from last year's plan, there are practices in place in partnership with Publications Ontario for the coordination of publications in accessible and alternate formats. The ministry made the following improvements to publications and services over the past year to further enhance accessibility.

Status : Completed and ongoing

Completed and ongoing :

- The size of type in publications targeted at seniors was further increased to 13-point type
- All large-scale, mass media communications products were translated into 16 to 21 languages
- The TTY number was actively promoted in all media and publications.

Action and Time Frame :

These improvements will be ongoing.

Rationale :

As new publications and service standard practices develop, the ministry will work with Publications Ontario to update and coordinate availability of publications in alternate formats.

TOP 

Commitments and Strategies for 2004-2005

Legislative Requirements

Commitment : The ministry will review and update its accessibility plan every year in consultation with the accessibility directorate of Ontario.

Action :

The ministry will ensure that a plan is made available annually to the public as required by the ODA.

Time Frame :

This will occur in fall 2004.

Commitment :

The accessibility working group will meet regularly to review the accessibility plan, identify future training needs for all staff and discuss achievements and progress on ODA compliance.

Action :

The ministry will continue to ensure :

- All new and existing managers complete ODA online training
- The ministry will explore options to have accessibility awareness incorporated into staff orientation
- Regarding amendments to legislation, program areas will identify accessibility considerations for Information & Information Technology.

Time Frame :

Ongoing

Commitment :

The ministry has established a strategic accommodation planning group to address employee accommodation issues in existing buildings and new premises, and requests for accommodations for people with disabilities that may have an impact on the ministry.

Action :

The strategic accommodation planning group will address employee accommodation issues and requests for accommodations for people with disabilities as they arise.

Time Frame :

The strategic accommodation planning group will ensure new accommodation requests are executed in compliance with any new requirements commencing in the fall of 2004.

Commitment :

The ministry's human resources staff will receive employee accommodation training to ensure they are knowledgeable about ODA requirements.

Action :

Training will take place during 2004-2005. Reference materials will be developed for continued use.

Time Frame :

Training will be completed by March 31, 2005.

Commitment :

Bargaining agents will contribute to the ministry ODA plan.

Action :

The ministry employee relations committee and association of management, administrative and professional crown employees of Ontario (AMAPCEO) ministry employee relations committee will discuss the 2004-2005 plan and provide input into future accessibility plans.

Time Frame :

This will be complete by the end of 2004-2005 fiscal year.

Commitment :

The ministry will continue to ensure that any transfer partner proposing or undertaking a capital project will assume responsibility for complying with all applicable codes and requirements.

Action :

The ministry will continue to notify health-care facility boards and owners of their responsibility to comply with applicable codes (such as the Ontario Fire Code and the Ontario Building Code) and requirements through its publicly accessible capital planning manual and in standard ministry correspondence to those facilities undertaking capital projects.

Time Frame :

This is ongoing as existing capital projects progress through design and implementation and as the ministry approves new project proposals. Specific time lines associated with a health-care facility capital project are treated individually, based on a particular facility's construction schedule.

Commitment :

The ministry has revised its leasing criteria to make accessibility mandatory for all lease searches, including site and building, transportation routes and adjacent facilities. The ministry has also reviewed existing sites to determine compliance with the *Building Code Act, 1992*, and other relevant codes.

Action :

The ministry will continue to make accessibility mandatory in all lease searches. ODA compliance is mandatory when registration claims branch requisitions MOHLTC facility management services to engage the Ontario Realty Corporation in all new lease searches.

Time Frame :

New requirements for government buildings and facilities are expected to be released by early 2005. Compliance with any new requirements will be ongoing. This initiative will be implemented once barrier-free design guidelines are released by the Ontario Realty Corporation.

Commitment :

The ministry is committed to ensuring that new and redeveloped long-term care (LTC) facilities meet the standards specified in the ministry Long-Term Care Facility Design Manual (1999). These facilities must also comply with the *Ontario Building Code*.

Action :

Upon completion, all LTC facilities are inspected to ensure these standards are met.

Time Frame :

Timelines are determined based on LTC facility construction schedules.

Commitment :

The ministry has made its regional offices more accessible for staff and the public who use wheelchairs by building ramps, locating offices on ground floors, and installing door operators and lower counters (camera stations).

Action :

The ministry continues to comply with the legislative requirements in all facility/accommodation initiatives (such as the accelerated renovation project at the Macdonald-Cartier building in Kingston, and customer-service alterations in the Ottawa office).

Time Frame :

As new facility/accommodation initiatives arise, the ministry will make the regional offices more accessible.

Commitment :

The ministry will implement new accessibility procurement guidelines.

Action :

Ministry staff continue to consider accessibility as part of the procurement process. Formal processes and training will be communicated to staff to ensure compliance and consistency.

Time Frame :

The guidelines will be implemented in 2004-2005.

Commitment :

The ministry has developed specifications for furniture, seating and furniture accessories in accordance with ergonomic standards that are suitable for use by people with disabilities (these include height-adjustable keyboards).

Action :

As furniture, seating and furniture accessories are purchased, the specifications developed by the ministry are taken into consideration.

Time Frame :

The ministry will continue to review and monitor specifications as needed.

Commitment :

The provincial psychiatric hospitals (PPHs) will monitor current research and hospital standards in a systematic and ongoing way to identify, prevent, assess and remove barriers.

Action :

This is ongoing. The PPHs have developed and implemented a process for buying furnishings and equipment that enhances patient health and helps eliminate and/or minimize barriers.

Time Frame :

The psychiatric hospitals will continue to review and monitor the process as required.

Acts and Regulations

Commitment :

Program areas will be invited on a yearly basis to identify appropriate amendments to acts or regulations.

Action :

Legal counsel and ministry staff will review acts and regulations on a case-by-case basis, as they are developed or revised, to identify and address accessibility issues. Process will be developed to ensure that all reviews are consistent with the ODA.

Time Frame :

Program areas will be invited, on a yearly basis, to identify appropriate amendments to acts or regulations.

Policies

Commitment :

Barriers for people with disabilities are to be removed from all central ambulance communications centres (CACC). Ministry staff will continue to review policies on a case-by-case basis with respect to accessibility issues.

Action :

All ministry-operated CACCs except Renfrew are already barrier-free for access by people with disabilities.

Renfrew CACC will be barrier-free when a ramp replaces steps at the rear entrance of the dispatch area.

Time Frame :

This will be accomplished by the end of fiscal 2004-2005.

Commitment :

The ministry has developed and implemented procedures to monitor compliance with all acts and regulations and to identify necessary site modifications based on code requirements, accessibility needs and obligations and issues that have the potential to expose the ministry to liability.

The Management Board Secretariat standards for barrier-free design will be applied : when the ministry purchases or builds new government-owned facilities (buildings, structures and premises); when the ministry significantly renovates existing government-owned facilities; and when the ministry enters into a new lease for facilities for its use.

Action :

Ongoing action is needed as code amendments become mandatory. To fully comply with new standards (such as provide bench seating and telephones near elevators in the same location on every floor), projects should be monitored.

Time Frame :

The ministry continues to monitor code amendments, accessibility needs and obligations to ensure compliance. The effective date of the standards is anticipated by fall 2004.

Commitment :

The ministry will conduct a review of employment advertisements to identify any systemic barriers for people with disabilities. The results of this review will be used to address and remove any identified barriers in future accessibility planning.

Action :

The ministry will continue its review of systemic barriers associated with job advertisements as part of the next steps in implementing the ministry's staffing strategy.

Time Frame :

This is to be undertaken in the 2004-2005 fiscal year.

Programs and Services

Commitment :

It is necessary to promote greater awareness and understanding of disability issues and MOHLTC guidelines.

Action :

All current and future managers will be provided with awareness training.

Time Frame :

This will be done by the end of March 2005.

Commitment :

The ministry committed to updating its corporate French website by early 2004 to make it consistent with the ODA standards.

Action :

Updating of the corporate French site is ongoing with approximately one-third of the work yet to complete.

Time Frame :

The French site will be consistent with the ODA by the end of 2004.

Commitment :

Practices must be in place in partnership with Publications Ontario for the coordination of publications in accessible alternate formats.

Action :

Ongoing improvements :

- The size of type in publications targeted at seniors was further increased to 13-point type.
- All large-scale, mass media communications products were translated into 16 to 21 languages.
- The TTY number was actively promoted in all media and publications.

Time Frame :

These improvements will be ongoing.

Commitment :

The ministry will ensure accessibility for people with disabilities at venues for public health-related meetings and events.

Action :

The ministry will ensure accommodation requests to meet accessibility needs in public health-related meetings or event venues are dealt with in a timely and cost-effective manner.

Time Frame :

This is ongoing.

Commitment :

The ministry requires that any transfer agent of a publicly-funded partner, such as a hospital, that is proposing or undertaking a capital project such as a renovation, will assume responsibility for all applicable codes and requirements.

Action :

On a regular basis, the ministry advises health-care facility boards/owners of their responsibility to comply with applicable codes (such as the Ontario Fire Code and the Ontario Building Code) and requirements. Through its publicly accessible capital planning manual (1996), the ministry articulates that among other duties, the board/owner of a health-care facility is responsible for ensuring that each capital project "is

designed and tendered in accordance with existing guidelines, code requirements, regulations, standards and ministry policies." In addition, when supporting a health-care facility to tender its respective capital project, standard ministry correspondence to the facility states : *"It remains the responsibility of the health-care facility and its agents to ensure that all applicable provincial codes and requirements, including those of the Ontario Fire Marshal, are met."*

Time Frame :

This process is ongoing. With the planning of any health-care facility design, issues of health, safety and accessibility are addressed to comply with applicable codes and requirements.

Practices

Commitment :

The ministry will continue to provide employment accommodation to employees, consistent with government direction. It will also provide modified return-to-work arrangements for employees with disabilities.

Action :

The ministry will accommodate the accessibility needs of its employees in accordance with the Human Rights Code to the extent that these needs relate to their employment.

Time Frame :

This is ongoing.

Commitment :

The ministry will consider and identify any possible impact the ODA may have on its recruitment and service delivery processes. It will remove any identified barriers that may affect applicants and employees with disabilities.

Action :

Further consideration of the ODA's impact on recruitment will occur in conjunction with redesign of staffing functions. Further consideration will be necessary with the introduction of new accountabilities and standards in 2004-2005.

Time Frame :

Work is under way and will be completed by the end of fiscal 2004-2005.

Commitment :

The ministry will review how it delivers employment accommodation services. The results of this review will be used to improve delivery.

Action :

This is ongoing. Review of employment accommodation services is under way.

Time Frame :

This will be completed by the end of fiscal year 2004-2005.

Commitment :

The ministry, in partnership with local joint health and safety committees, will deal with any issues relating to compliance and any requests for accommodation to meet accessibility needs in ministry facilities, in a timely and cost-effective manner.

Action :

New requirements for government facilities are expected to be released in 2004 or early 2005.

Time Frame :

This is ongoing.

Commitment :

The ministry will continue to provide current and future new managers and supervisors with online ODA accessibility awareness training.

Action :

Online training is available. Managers have been informed of the training requirement. As new managers are hired, the online training will continue to be available.

Time Frame :

Training will be provided to all current and new managers by the end of fiscal 2004-2005.

TOP 

For more information

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

Please phone :

General inquiry number : 1-800-268-1154 (in Toronto, 416-314-5518)

TTY number : 1-800-387-5559

E-mail : info@mh.gov.on.ca

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

Ontario's consumer health information website : www.HealthyOntario.com.

Visit the Ministry of Citizenship and Immigration's accessibility Ontario website at : www.gov.on.ca/citizenship/accessibility. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

To order a free copy of this plan in an alternate format, please contact :

Publications Ontario

880 Bay St., Toronto, ON M7A 1N8

Tel : 416-326-5300

Out of town customers, except Ottawa, call 1-800-668-9938.

In Ottawa, call 613-238-3630 or toll-free 1-800-268-8758.

TTY Service : 1-800-268-7095

© Queen's Printer for Ontario

ISSN 1710-4106

Ce document est disponible en français.

FOR MORE INFORMATION

Call the ministry **INFOline** at 1-800-268-1154

(Toll-free in Ontario only)

In Toronto, call 416-314-5518

TTY 1-800-387-5559

Hours of operation : 8:30am - 5:00pm

Visit HealthyOntario.com for information on a wide variety of consumer health topics.

▲ TOP

| [return to main publications menu](#) |

| [home](#) | [central site](#) | [contact us](#) | [site map](#) | [français](#) |



This site maintained by the Government of Ontario, Canada

© Queen's Printer for Ontario, 2002 | [Privacy Policy](#) | [Disclaimers](#) | Last Modified :