

MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING

*2009-2010
Accessibility Plan*



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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).

Building on last year's plan, the 2009-10 accessibility plans will continue moving the Ministry of Municipal Affairs and Housing towards the goal of an accessible province for all Ontarians.

An accessible Ontario will be a stronger Ontario where all of our citizens can participate fully in every aspect of their community and the Ministry of Municipal Affairs and Housing is committed to supporting this goal. Over the past year, the ministry has been taking steps to ensure compliance with the Customer Service Regulation. As well, the ministry has a major role in implementing the *Accessibility for Ontarians with Disabilities Act, 2005* as lead for the Accessible Built Environment Standard Development Committee. This involves providing technical advice to the Standard Development Committee and coordinating the Interministerial Committee involvement on this standard. The 2006 Building Code contains enhanced barrier-free accessibility requirements. It is anticipated that many of the changes recommended in the final proposed standard could be implemented through the Building Code.

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

http://www.mcass.gov.on.ca/mcass/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

Impact: Program/Policy/Service

Commitment: Ongoing

The ministry will follow the corporate policy and guidelines on accessibility and assist identified program areas to implement the Customer Service Training in the ministry.

Planned Action(s):

The ministry will identify:

- Program areas that have public contacts that require customer service training, e.g. “May I Help You?” e-learning module
- Program areas that develop policies, practices and procedures governing the provision of services to members of the public

Implementation Timeframe: September ‘08 – March ‘11

Results Achieved:

All ministry staff is required to complete both the “May I Help You?” Part 1 and “May I Help You?” Part 2 Supplementary e-learning modules and include this training as part of their 2009-2010 Performance Plans.

As well, more than 200 ministry staff was identified as either having direct contact with the public or being involved in the development of policies, practices and procedures governing the provision of services to the public. In addition to completing the two e-learning modules, these 200+ identified staff participated in specialized training on the Ontario Public Service Accessible Customer Service Policy. This Accessible Customer Service Policy has been adopted by the Ministry of Municipal Affairs and Housing (MMAH).

Focus Area: Customer Service

Impact: Program/Policy/Service

Commitment: Ongoing

The ministry will follow the corporate policy and guidelines on accessibility and assist identified program areas to implement the Customer Service Training in the ministry.

Planned Action(s):

The ministry will enhance manager and employee awareness of the Accessibility Standards for Customer Service by:

- Including it in the agenda of the ministry's Orientation program
- Including the document in the New Employee Orientation Website and New Manager Orientation Guide
- Communicating the New Standards to all current managers

Implementation Timeframe: September '08 – March '11

Results Achieved:

There are links and information regarding the *Accessibility for Ontarians with Disabilities Act* and the ministry's Accessibility Plan included in the New Employee Orientation Website. The Customer Service Regulation training requirement has been implemented through mandatory completion of e-learning modules via learning plans. Management Orientations will also have more information available regarding Accessibility and Accommodation by 2010.

Focus Area: Customer Service

Impact: Program/Policy/Service

Commitment:

As described below, some components of this commitment are completed, some are ongoing.

The Landlord and Tenant Board will train staff and Members of the Board about the purpose of the Human Rights Code (HRC), the *Ontarians with Disabilities Act* (ODA), *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the requirements of the Customer Service Standard as set out in the Customer Service Regulation under the AODA – this component of the commitment has a completion date of October, 2009 as part of the formalized training required by the Customer Service Regulation of the AODA.

All Board Members and staff must complete the second "May I Help You?" e-learning module by the end of December, 2009.

Ongoing training will be provided as required when new policies, procedures and practices are implemented or when additional requirements are legislated under the AODA – this component of the commitment is ongoing i.e. September '08 – March '11.

Planned Action(s):

All Board staff and Members must complete the first and second “May I Help You?” e-learning modules prior to the end of 2009.

Training on accessibility requirements and the Board's accessibility policies, procedures and practices will also be integrated into staff and Member training and workshop sessions, and at various staff meetings that are held regularly by the Board during the 2008 and 2009 accessibility planning periods.

Ongoing training will be provided as required when new policies, procedures and practices are implemented or when additional requirements are legislated under the AODA.

Implementation Timeframe: Customer Service Regulation Training component of the commitment is completed (September '08 – October '09). Ongoing training as required when new policies, procedures and practices are implemented or as legislated under the AODA component of the commitment is still ongoing (September '08 – March '11).

Results Achieved:

Board members participated in workshops in June 2008 and June 2009 where a large part of the agenda focussed on human rights and accommodation issues in the mediation and hearing process of the Board. Mediators also attended these workshops. Topics included:

- accommodation procedures and the AODA,
- discrimination and the duty to accommodate, and
- dealing with mental health challenges.

Board staff participated in human rights accommodation training sessions in late October 2009. The training sessions focussed on:

- the Human Rights Code (HRC),
- the *Ontarians with Disabilities Act* (ODA),
- the *Accessibility for Ontarians with Disabilities Act* (AODA)
- interacting and accommodating persons with disabilities,
- Board policies and procedures for providing accessible services to its clients and accommodation under the HRC.

Most Board staff and Members completed Part 1 of the Center for Leadership and Learning's “May I Help You?” e-learning module during the 2008/2009 accessibility plan year.

Focus Area: Customer Service**Impact:** Program/Policy/Service**Commitment:** Ongoing

The Landlord and Tenant Board will review, formalize and codify its policies, practices, and procedures on accessibility as required by the Customer Service Regulation under the AODA and have these in place by January 1, 2010.

As well, on an ongoing basis, the Board will monitor its policies, practices and procedures and will modify and create additional policies, practices and procedures where such a need is identified, or as required by additional regulations under the AODA.

Planned Action(s):

The Board will be reviewing its policies and practices and will codify these along with procedures that deal with accessibility issues. The Board will also be developing and implementing additional policies, procedures and processes as required.

The Board's policies and practices documents will be made available to the public as required by the Customer Service Regulation under the AODA.

The review and codifying of the Board's policies, procedures and practices will be in place by January 1, 2010.

Policies, procedures and practices will be monitored, revised and added to on an ongoing basis as needed, and as required by additional regulations under the AODA.

Assessment of the accessibility of the Board's offsite hearing locations will be undertaken during the 2009/10 accessibility plan year.

Implementation Timeframe: The policy and procedural requirements and their documentation, as required by the Customer Service Regulation of the AODA component of the commitment, will be complete by January 1, 2010. The additional policies, procedures and practices and the monitoring of current ones will continue on an ongoing basis throughout the accessibility planning period.

Results Achieved:

Much work has been done to establish and codify the Board's policies, procedures and practices related to human rights and accommodation. The Board has developed:

- a **Human Rights and Accessibility Policy** which has been reviewed by the Human Rights Commission and various Board stakeholders,
- a **commitment statement** regarding human rights and accessibility to the Board has been developed, and this document, along with the policy will be available to the public by November 2009,

- an **accommodation request form** that allows clients to make a request to accommodate a disability,
- an **accessibility feedback process** which allows clients to provide feedback by phone, mail, fax or on the web about the accommodation supplied by the Board,
- an **Interpretational Guideline** on the Human Rights Code,
- revised **Rules of Practice** to better reflect the Board's commitment to accommodation and accessibility.

All of these documents will be available to the public in November 2009.

As well, procedures for Board staff have been developed and shared with staff at the October 2009 training sessions.

Though the Accessible Built Environment Standard is not yet legislated, the Board has undertaken a review of its evacuation procedures and process.

As well, all Regional Offices have completed a physical site evaluation of their office location. The results will be looked at during the current accessibility plan period. Information from these evaluations will assist the Board in planning and implementing for physical changes which may be required to improve accessibility to all of the Board's locations.

Focus Area: Customer Service

Impact: Service

Commitment: Ongoing

The Landlord and Tenant Board will continue reviewing and revising its application forms and application related documents to ensure that they are written in plain language and comply with ODA and AODA requirements.

Planned Action(s):

The Board's primary focus during the upcoming accessibility planning period will be to make the Board's forms more accessible for its clients.

However, due to IT resource commitments required for implementation of the case management system and upgrades, along with the resources needed for the Board's e-filing project, major reformatting of the Board's forms will not take place during this period.

Implementation Timeframe: September '08 – March '11

Results Achieved:

During the reporting period 2008/2009, an external vendor helped the Board to develop sample application forms and notices. These forms were reviewed and commented on by representatives of both landlord and tenant stakeholder groups.

Focus Area: Customer Service

Impact: Service/Program

Commitment: Ongoing

The Landlord and Tenant Board will continue to work on developing an e-filing system which will allow the Board's clients to file application and application-related documents on-line.

Planned Action(s):

The Board's new case management system was implemented during the summer and early fall of 2009. During this time, the Board also began work on developing a web-based e-filing system which will interface with the case management system and allow the Board's clients to file applications on-line. This process will continue during the next accessibility plan year.

Implementation Timeframe: September '08 – March '11

Results Achieved:

Initial meetings have been held and a working group has been established. The working group is currently developing a Business Requirements Document.

Focus Area: Customer Service

Impact: Service

Commitment: New

The ministry's Investigation and Enforcement Unit will formalize its policies and procedures regarding accessibility requirements as stated in the Customer Service Regulation under the AODA.

Planned Action(s):

Develop a section in the Unit's Procedures Manual that will describe the Unit's policies and procedures for accessible requirements as stated in the Customer Service Regulation under the AODA.

Implementation Timeframe: To be completed by March 31, 2010.

Results Achieved:

To be reported on in next year's ODA Plan.

Focus Area: Customer Service

Impact: Policy/Program

Commitment: New and Ongoing.

The meetings of the Building Materials Evaluation Commission and the hearings of the Building Code Commission shall be accessible to people with disabilities. The Commissions will attempt to identify the needs of any persons with disabilities prior to meetings or hearings and take steps to provide individual accommodation to address those needs.

Planned Action(s):

Continue to attempt to identify the needs of attendees with disabilities when sending out meeting and hearing invitations.

Implementation Timeframe: September '08 – March '11.

Results Achieved:

While there has not yet been a need to accommodate a person with a disability, this policy has led the commissions to ensure that meeting spaces are accessible to persons with mobility disabilities.

Focus Area: Customer Service & Built Environment

Impact: Service

Commitment: Ongoing

Building Code examinations will be provided in an accessible format.

Planned Action(s):

Upon request, the Ministry of Municipal Affairs and Housing accommodates the needs of examination candidates with disabilities.

Implementation Timeframe: September '08 – March '11.

Results Achieved:

The Ministry of Municipal Affairs and Housing continues to provide Building Code exams that are accessible to people with disabilities.

Focus Area: Customer Service and Information and Communication

Impact: Policy/Program

Commitment: Ongoing

The ministry will work with the Centre for Employee Health, Safety and Wellness (CEHSW) to implement Ontario Public Service policies and programs.

Planned Action(s):

1. The Centre for Leadership and Learning generic training on ODA will continue to be part of mandatory training for new managers.
2. All existing managers will be encouraged to take a refresher on line.
3. Enhancing Employee's awareness by:
 - Displaying ODA more prominently on the MMAH web site
 - Including a direct link to the Act in the Employee Orientation website and New Manager's Orientation Guide
 - Including in the agenda of the Ministry Orientation Program, with Accessibility Standards for Customer Service.

Implementation Timeframe: September '08 – March '11

Results Achieved:

MMAH has made it mandatory for all managers to complete specific customer service modules that deal with accessibility for persons with disabilities. The diversity training for managers has touched on areas related to people with disabilities. There is also a direct link to the ODA on MMAH's Employee Orientation Program.

Focus Area: Customer Service & Information and Communication

Impact: Service

Commitment: New

The ministry will review its intranet site to ensure commonly used web content is in accessible format for staff.

Planned Action(s):

The ministry will develop a plan to identify inaccessible commonly used web content on its intranet site by March 2010, and make this content accessible by March 2011.

Implementation Timeframe: Plan developed by March 2010, implementation by March 2011.

Results Achieved:

To be reported on in next year's ODA Plan.

Focus Area: Customer Service & Information and Communication

Impact: Service

Commitment: New

The ministry will ensure that its upgraded public website is accessible.

Planned Action(s):

The ministry will ensure that an accessibility review is included in its public website migration/consolidation plan. This will ensure that all commonly used web content is accessible.

Implementation Timeframe: This will be part of the ministry's 2009-2010 website migration/consolidation plan, currently targeted for implementation in 2010-11.

Results Achieved:

To be reported on in next year's ODA Plan.

Report on Other Accessibility Commitments

Focus Area: Built Environment

Impact: Policy

Commitment: New and ongoing.

The ministry will review new and existing acts, regulations and policies to identify barriers to people with disabilities.

Planned Action(s):

The *Planning Act* requires that a review of the Provincial Policy Statement (PPS) be undertaken at least every five years from the date a policy statement was issued to determine the need for revision to the policy statement. Since the PPS came into effect on March 1, 2005, the legislation requires that a review of the PPS, 2005 be commenced no later than March 1, 2010.

As part of the five-year review of the PPS, the Ministry of Municipal Affairs and Housing will consider the need for any additional policy direction to address barriers to people with disabilities.

Implementation Timeframe: September '08 – March '11

Results Achieved:

To be reported on in next year's ODA Plan.

Focus Area: Built Environment

Impact: Act/Regulation

Commitment: Ongoing

The ministry will continue the review of potential regulatory amendments to the Building Code that would enhance barrier-free access to buildings.

Planned Action(s):

The ministry will continue to provide technical advice to the Accessible Built Environment Standards Development Committee (ABE-SDC) and the Accessibility Directorate of Ontario (ADO) on the requirements of the accessible built environment standard and the Building Code. The ministry will continue to support policy analysis of the of the accessible built environment standard. The ministry will arrange Technical Advisory Committees to support the implementation of the accessible built environment standard.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry has provided ongoing technical advice to the ABE-SDC as well as ongoing technical and policy advice to the ADO. A comparison of the standard against the Building Code will be undertaken.

Focus Area: Built Environment

Impact: Service

Commitment: Ongoing

The ministry will train practitioners on barrier-free requirements of the Code.

Planned Action(s):

New Building Code practitioners, including building officials and designers, or those intending to expand their area of practice, must pass examinations that evaluate their knowledge of the Building Code. The ministry has developed training aids targeted at helping building practitioners prepare for these examinations. Pursuant to the 2011 Code update, new training material will be developed, which will address the AODA Code changes.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The Building and Development Branch of the ministry has been testing, registering and qualifying Building Code advisors on an ongoing basis.

Focus Area: Built Environment

Impact: Service

Commitment: Completed.

The ministry will continue to update the examinations written by building practitioners to reflect the new content of the 2006 Building Code, including barrier-free access provisions.

Planned Action(s):

New practitioners and those expanding their area of practices have been required to take the new updated examinations since Spring 2009. Pursuant to the 2011 Code update, new exams will be developed which will address the AODA code changes. Qualified practitioners will be required to re-qualify after the release of the next versions of the Building Code, expected in 2011. Requalification ensures that Code knowledge remains current, including knowledge of the accessibility requirements.

Implementation Timeframe: Completed – Fall 2008.

Results Achieved:

All Building Code examinations are now based on the 2006 Building Code, which includes expanded barrier-free requirements. Training materials have also been updated.

Focus Area: Built Environment

Impact: Program

Commitment: Ongoing

The ministry will support and monitor the AODA standards development process in the area of the built environment specifically in relation to recommendations developed for new housing units created under provincial or municipal housing programs.

Planned Action(s):

Ensure new housing units created under provincial (Affordable Housing Program) or municipal housing programs meet accessibility standards of the Building Code and any new standards developed under the Accessible Built Environment Standards Development Committee.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry will continue to support and monitor the AODA standards development process.

Focus Area: Built Environment

Impact: Policy

Commitment: Ongoing

The ministry will ensure that accessibility for persons with disabilities is considered in the development of Ontario's Long-Term Affordable Housing Strategy (LTAHS).

Planned Action(s):

The development and analysis of policy options for Ontario's LTAHS include consideration for accessibility for people with disabilities and any resulting new policies, programs and regulatory/legislative changes impacting Ontario's affordable and social housing sector.

Implementation Timeframe: 2008 – March 2010

Results Achieved:

Public consultations on the LTAHS began in June 2009 and will continue until December 31, 2009. Accessibility was identified as an integral component of a co-ordinated housing strategy in the consultation document.

Focus Area: Built Environment

Impact: Program

Commitment: Ongoing

The ministry will work with Municipal Service Managers to identify status of, and demand for, modified units (accessible units for people with physical disabilities) in Ontario's existing social housing stock.

Planned Action(s):

The ministry will survey service managers to identify demand for modified units and consider options for regulatory amendments related to Section 5.1 "Accessible Units" of the *Social Housing Reform Act, 2000* and/or through the Accessible Built Environment Standards development process.

Implementation Timeframe: September '08 – March '11

Results Achieved:

A proposed Accessible Built Environment Standard has been released for public review until fall 2009. The ministry will monitor and review comments related to social housing from service managers and other stakeholder groups. Service level standards (including modified units) will be reviewed as part of any changes to the *Social Housing Reform Act, 2000* in the context of the LTAHS.

Focus Area: Built Environment

Impact: Policy

Commitment: Ongoing

Ontario Realty Corporation Barrier-Free Design Guidelines will be incorporated into all new ministry construction and minor renovations.

Planned Action(s):

The Barrier-Free Design Guidelines were incorporated into the ministry's new construction arising from required space reduction and various minor renovations.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The Ontario Realty Corporation Property and/or Project Services continue to incorporate the Ontario Realty Corporation's Barrier-Free Design Guidelines into all new ministry construction and minor renovations.

Focus Area: Built Environment

Impact: Policy

Commitment: Ongoing

The ministry will work with landlords of buildings leased by the ministry to ensure that facilities provide optimal safety and convenience for visitors and employees.

Planned Action(s):

The ministry will continue to work with landlords of buildings leased by the ministry to ensure that facilities provide optimal safety and convenience for visitors and employees.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to work with landlords of buildings leased by the ministry to ensure that facilities provide optimal safety and convenience for visitors and employees.

Focus Area: Built Environment

Impact: Policy/Program

Commitment: Ongoing

The ministry will support the implementation of the AODA.

Planned Action(s):

The ministry will provide policy, administrative and technical support to the Accessible Built Environment Standards Development Committee (ABE-SDC). The ABE-SDC is developing standards for the physical environment, both indoors and outdoors.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to provide policy, administrative and technical support to the ABE-SDC.

Focus Area: Built Environment & Information and Communication

Impact: Act (Support material for the *Planning Act*)

Commitment: Completed

Review and where necessary, update the Plans of Subdivision and Accessibility Information Sheet to reflect recent changes to the *Planning Act* that facilitate accessibility and the enactment of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Planned Action(s):

The ministry will review and where necessary, update the Plans of Subdivision and Accessibility Information Sheet to reflect recent changes to the *Planning Act* that facilitate accessibility and the enactment of the AODA.

Implementation Timeframe: Completed

Results Achieved:

The ministry has reviewed and updated the “Plans of Subdivision and Accessibility” Information Sheet to reflect recent changes to the *Planning Act* that facilitate accessibility and the enactment of the AODA. An updated Information Sheet, “The Planning Act and Accessibility” is available on the ministry website.

Focus Area: Built Environment & Information and Communication

Impact: Policy/Service

Commitment: Ongoing

Where possible, all ministry-sponsored public meetings and events will be fully accessible.

Planned Action(s):

Accommodations for persons with disabilities are made available on request for major public meetings.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to provide accommodations for persons with disabilities on request for major public meetings.

Focus Area: Information and Communication

Impact: Act

Commitment: Completed

The ministry will review new acts and regulations within the scope of our mandate to identify barriers to people with disabilities.

Planned Action(s):

The *Municipal Elections Act* was under review following the 2006 municipal election. Staff provided analysis and comments to the Information and Communications Standards Development Committee, which was considering recommendations regarding issues involving elections and accessibility.

Implementation Timeframe: Completed

Results Achieved:

On October 27, 2009 the Government introduced a series of proposed reforms to the *Municipal Elections Act*, including requiring clerks to ensure that all polling places are accessible and that election processes and procedures have regard for the needs of candidates and electors with disabilities, and to produce a report after each election about the identification, removal and prevention of barriers that affect candidates and electors with disabilities. In addition, candidates with disabilities could exempt election expenses directly related to their disability from the campaign spending limit. These proposed reforms would, if enacted, result in more accessible municipal elections.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

Where feasible, the ministry will include an electronic component to ministry consultations to allow citizens who may have difficulty attending public events to participate in ministry consultations.

Planned Action(s):

Where applicable, the ministry will continue to include ODA compliant web pages to enable persons with disabilities to contribute feedback online to ministry consultations.

Implementation Timeframe: September '08 – March '11

Results Achieved:

Where feasible, the ministry continues to include an electronic component to ministry consultations to allow citizens who may have difficulty attending public events to participate online. This year, the public was able to participate in online consultations for the Long Term Affordable Housing Strategy.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

The ministry will post the accessibility of venues in advertisements or promotional material for its major public events.

Planned Action(s):

Information about accessibility for major ministry public events will continue to be included in advertising and/or on the web.

Implementation Timeframe: September '08 – March '11

Results Achieved:

Information about accessibility for major ministry public events was continued in advertising and/or on the web. Accessibility information was included in advertising for 13 public meetings for the Long Term Affordable Housing Strategy Consultations.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

The ministry will coordinate requests for publications in alternate formats.

Planned Action(s):

The ministry will continue to coordinate requests for publications in alternate formats through ServiceOntario Publications.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to coordinate public requests for publications in alternate formats through ServiceOntario Publications.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

The ministry will ensure that all future website content is accessible as required by the ODA.

Planned Action(s):

All new website content to be accessible as required by the ODA.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to ensure that all future website content is accessible as required by the ODA.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

The ministry will include accessible website design principles through ongoing training for web publishers.

Planned Action(s):

Accessible website design principles will continue to be included in training for intranet and internet publishers.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to include accessible website design principles through ongoing training for web publishers. This past year, training sessions were held for 40 staff.

Focus Area: Information and Communication

Impact: Service

Commitment: Ongoing

The ministry will continue to update the “Accessibility at MMAH” pages on the intranet.

Planned Action(s):

The ministry will continue to update the “Accessibility at MMAH” intranet pages to feature current information on accessibility issues.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to update the “Accessibility at MMAH” intranet pages including information on the Customer Service Regulation (Ontario Regulation 429/07), the OPS Accessible Customer Service Policy and some Frequently Asked Questions to enhance staff understanding about the Customer Service Regulation and training requirements for staff.

Focus Area: Employment

Impact: Policy

Commitment: Ongoing

The ministry will continue to follow collective agreement and policy direction from and partner with, the Enterprise/Regional Recruitment Centre to provide accommodation to job applicants who have self-identified and sought accommodation in the competition process.

Planned Action(s):

The ministry will remind managers to inquire and meet accommodation needs of applicants if they set up interviews themselves rather than through the Recruitment Centre.

Implementation Timeframe: September '08 – March '11

Results Achieved:

Information on accommodation for persons with disabilities is listed in the recruitment section in the managers' resources from the HR open web.

Focus Area: Other

Impact: Policy

Commitment: Ongoing

The ministry will ensure that an accessibility assessment is conducted for procurements \$5,000 and over.

Planned Action(s):

The ministry has included accessibility assessment for procurements \$5,000 and over as one of the mandatory requirements in the procurement policies.

The ministry has mandated that a completed Accessibility for Procurement form be attached when submitting a Business Case for Procurement to Controllershship and Financial Planning Branch for review for all procurements \$10,000 and over.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry has and will continue to ensure that an accessibility assessment is conducted and documented on file for procurements \$5,000 and over to identify potential barriers and ensure equal access for persons with disabilities.

Focus Area: Other

Impact: Policy/Act/Regulation

Commitment: Ongoing

The ministry will ensure that Cabinet submissions, Management Board submissions and operating proposals are considered from the perspective of those with disabilities.

Planned Action(s):

Ministry staff evaluates all Cabinet submissions, Management Board submissions and operating proposals which impact the MMAH mandate. If a ministry submission or proposal has ODA considerations, the ministry submits the submission or proposal to the Accessibility Directorate for review.

Implementation Timeframe: September '08 – March '11

Results Achieved:

The ministry continues to ensure that Cabinet submissions, Management Board submissions and operating proposals are considered from the perspective of those with disabilities.

Focus Area: Other

Impact: Policy/Service

Commitment: Ongoing

The ministry will continue to address attitudinal barriers by encouraging awareness of, and sensitivity to, accessibility issues.

Planned Action(s):

The ministry will continue to raise awareness of accessibility issues and provide updated information on the AODA.

Implementation Timeframe: September '08 – March '11

Results Achieved:

In order to raise awareness and educate staff on the AODA and the specific requirements of the Customer Service Regulation, all ministry staff is required to complete both the “May I Help You?” Part 1 and “May I Help You?” Part 2 Supplementary e-learning modules and include this training as part of their 2009-2010 Performance Plans.

In addition to completing the two e-learning modules, 200+ identified staff participated in specialized training on the Ontario Public Service Accessible Customer Service Policy.

Ministry-wide communication to MMAH staff through “Lunch and Learn” and information sessions, posters, articles on the ministry intranet site as well as memos have been used to raise awareness and educate staff on accessibility issues.

For More Information

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

Please phone:

General inquiry number: 416-585-7041

TTY number: 416-585-6991

1-800 number: 1-866-220-2290

E-mail: oda.mah@ontario.ca

Ministry website address: www.mah.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

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