

MINISTRY OF MUNICIPAL AFFAIRS & HOUSING

*2010-2011
ODA 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, in 2010 the government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).

As we await for the additional standards under Accessibility for Ontarians with Disabilities Act, we are guided by the Ontario Human Rights Code and obligations set out in the Ontarians with Disabilities Act, 2001.

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.

Building on last year's plan, the 2010-11 accessibility plans will continue moving the Ministry of Municipal Affairs and Housing towards the goal of an accessible province for all Ontarians.

The Ministry of Municipal Affairs and Housing recognizes that an accessible Ontario will be a stronger province where all of our citizens can participate fully in every aspect of their community. Over the past year, the ministry has been successful in going beyond the training requirements of the Customer Service Regulation by requiring all staff to complete two e-learning modules on accessibility as well as attend separate targeted training on the Ontario Public Service Accessible Customer Service Policy. The ministry was also successful in achieving compliance for all of the other requirements of the Customer Service Regulation. The ministry also had a major role in the implementation of the Accessibility for Ontarians with Disabilities Act, 2005 as lead for the Accessible Built Environment Standard Development Committee. This involved providing technical

advice to the Standard Development Committee and coordinating the Interministerial Committee involvement on this standard.

To view other ministries' Accessibility Plans please visit: [Ontario.ca](https://www.ontario.ca)

Report on Accessibility Achievements for 2009-2010

Focus Area: Customer Service

Achievements:

All ministry staff completed both the “May I Help You?” Part 1 and “May I Help You?” Part 2 Supplementary e-learning modules. This mandatory training was included in all staff 2009-2010 Performance Plans. In addition, over 300 ministry staff were 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. These 300+ identified staff all participated in separate specialized training on the enterprise-wide Ontario Public Service Accessible Customer Service Policy. This Policy has been adopted by the ministry, has been communicated to all staff and is posted on the ministry website.

Focus Area: Customer Service

Achievements:

The ministry has implemented a feedback process so that members of the public can provide their comments on the accessibility of our ministry services. Public feedback can be obtained by telephone, Teletypewriter (TTY), fax, mail, e-mail or in person. Posters on how the public can provide their comments are displayed at the ministry’s public-facing locations and on our ministry website.

Focus Area: Customer Service

Achievements:

The ministry enhanced manager and employee awareness of the Accessibility Standards for Customer Service by including links and information on the Accessibility for Ontarians with Disabilities Act, 2005 and the ministry’s Accessibility Plan as part of the New Employee Orientation Website. Mandatory completion of corporate e-learning modules on the Customer Service Regulation was implemented through employee learning plans. Management Orientation also has more information available regarding Accessibility and Accommodation.

Focus Area: Customer Service

Achievements:

The ministry 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 also includes accessibility-related content. There is also a direct link to the Ontarians with Disabilities Act, 2001 on the Ministry of Municipal Affairs and Housing Employee Orientation Program.

Focus Area: Customer Service

Achievements:

The Landlord and Tenant Board reviewed, formalized and codified its policies, practices and procedures on accessibility as required by the Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.

The Landlord and Tenant Board made available to the public the following:

- a **Human Rights and Accessibility Policy** which was reviewed by the Human Rights Commission and various Board stakeholders,
- a **commitment statement** regarding human rights and accessibility,
- 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,
- a revised **Rules of Practice** to better reflect the Board's commitment to accommodation and accessibility.

Procedures for ensuring clients with disabilities have access to Board services were distributed to staff and an accommodation log was set up as a resource tool for staff to share ideas and methods they use to accommodate the Board's clients.

As well, each Regional Office completed a physical site evaluation of their office location. Staff did not note any major accessibility issues at these sites.

Focus Area: Customer Service**Achievements:**

All Vice Chairs, Members and staff of the Landlord and Tenant Board completed Parts 1 and 2 of the “May I Help You?” e-learning modules.

Staff were trained in October 2009 on the Human Rights Code, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 and how to interact with persons with disabilities. They were also introduced to and trained on the Board’s accessibility and accommodation policies and procedures (as previously stated above).

As well, at the Landlord and Tenant Board Members’ Workshop held in June 2010 a guest speaker from a community health agency spoke about mental illness and how it could affect people in their daily lives.

The Board’s Capacity Committee met frequently to address issues related to providing quality service to clients who may have a barrier to understanding the Landlord and Tenant Board’s processes. The Committee has developed a framework for a pilot project which will facilitate connecting Board clients with mental health disabilities to third party support.

Focus Area: Customer Service**Achievements:**

The ministry’s Investigation and Enforcement Unit has formalized its policies and guidelines regarding the provision of accessible services to the public. The guidelines now form part of the Unit’s Procedures Manual.

Focus Area: Customer Service**Achievements:**

The Municipal Programs and Education Branch accommodates the needs of persons with disabilities, and will fulfill personal accessibility requirements that are received. The branch takes accessibility requirements into consideration when delivering Education, Training and Information. Client feedback the branch receives on accessibility-related issues informs continuous improvement to the way we deliver Education, Training and Information.

Focus Area: Customer Service**Achievements:**

The meetings of the Building Materials Evaluation Commission and the hearings of the Building Code Commission are able to accommodate accessibility needs of persons with disabilities.

Focus Area: Customer Service**Achievements:**

Building Code examinations are provided in an accessible format and are therefore accessible to persons with disabilities.

Focus Area: Built Environment**Achievements:**

The Building and Development Branch of the ministry has been testing, registering and qualifying Building Code users, on an ongoing basis. Examinations are tailored to the area of practice of the Building Code user. Some of these examinations address the barrier-free requirements of the Code.

Focus Area: Built Environment**Achievements:**

The ministry is continuing to support and monitor the Accessibility for Ontarians with Disabilities Act, 2005 standards development process in relation to recommendations developed for new housing units created under provincial or municipal housing programs.

Focus Area: Built Environment**Achievements:**

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**Achievements:**

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: Information & Communication**Achievements:**

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 past year, the public was able to participate in online consultations for the Long Term Affordable Housing Strategy.

Focus Area: Information & Communication**Achievements:**

Information about accessibility for major ministry public events appears in advertising and/or on the web.

Focus Area: Information & Communication**Achievements:**

The ministry continues to coordinate public requests for publications in alternate formats through ServiceOntario. Most current publications are available online in both HyperText Markup Language (HTML) and Portable Document Format (PDF).

Focus Area: Information & Communication**Achievements:**

The ministry continues to ensure that all future website content is accessible as required by the Ontarians with Disabilities Act, 2001. The ministry's public site has been assessed for accessibility compliance. For example, the "Share This Page" button was only an image but it is now both an image and text, and instead of having links open to a new window, they now open within the same window. The few issues that surfaced are being amended and will be completed in the Fall, 2010.

Focus Area: Information & Communication

Achievements:

The ministry continues to include accessible website design principles through ongoing training for web publishers. This past year, 5 training sessions were held for 45 staff.

The ministry's public site runs on a Content Management System which was recently upgraded to ensure the latest features and ongoing vendor support.

Twenty staff attended the information sessions following the upgrade. The ministry continues to provide Content Management System training sessions on a regular basis; the training includes accessibility and usability principles. This will be reviewed in early 2011 to update and ensure the information is conveyed to ministry web publishers.

Focus Area: Information & Communication

Achievements:

The ministry continues to update the "Accessibility for Ontarians with Disabilities Act - Accessibility at MMAH" intranet pages. During the past year, new information on the Customer Service Regulation (Ontario Regulation 429/07), the Ontario Public Service Customer Service Policy, training slide deck as well as a "Frequently Asked Questions" document have been added to the site in order to enhance staff understanding about the Customer Service Regulation and training requirements for staff.

Focus Area: Employment

Achievements:

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

Focus Area: Other

Achievements:

The ministry has included an 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.

Focus Area: Other**Achievements:**

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**Achievements**

In order to raise awareness and educate ministry staff on the Accessibility for Ontarians with Disabilities Act, 2005 and the specific requirements of the Customer Service Regulation, all ministry staff completed both the corporately-developed “May I Help You?” Part 1 and “May I Help You?” Part 2 Supplementary e-learning modules.

In addition to completing the two e-learning modules, over 300 ministry staff participated in separate specialized training on the enterprise-wide Ontario Public Service Accessible Customer Service Policy.

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

Report on Accessible Customer Service Requirements

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

The Ontario Public Service was the first public organization to file their compliance report with the Accessibility Directorate of Ontario in January 2010. In order to sustain compliance with the Accessibility Standards for Customer Service Regulation, it is vital that ministries continue to look for opportunities through their accessibility planning process, to continue to embed accessibility in all areas of planning, programs and policies.

Focus Area: Customer Service**Commitment: New & Ongoing**

The ministry will continue to review and ensure that feedback on accessibility related issues informs continuous improvement to the way the ministry delivers goods and services to the public.

Planned Action(s):

All accessibility-related feedback provided to the ministry will be collected and analysed to identify trends and to ensure appropriate action is taken.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Customer Service**Commitment: Ongoing**

The ministry will continue to follow the corporate policy and guidelines contained in the enterprise-wide Ontario Public Service Accessible Customer Service Policy.

Planned Action(s):

The ministry will:

- Allow people to use their own personal assistive devices to access the ministry goods and services
- Communicate with a person with a disability in a manner that takes into account his or her disability
- Provide information to ministry staff regarding new opportunities for training on accessibility-related issues and provide refresher training on the Ontario Public Service Accessible Customer Service Policy

- Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the ministry's premises that are open to the public, unless the animal is excluded by another law
- Welcome persons with disabilities who use a support person to bring that person with them while accessing goods or services in the ministry's premises that are open to the public or other third parties
- Provide notice when facilities or services that persons with disabilities rely on to access or use the ministry's goods or services are temporarily disrupted

Implementation Timeframe: October 2010 – May 2011

Focus Area: Customer Service

Commitment: Ongoing

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

Planned Action(s):

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

- Continuing to include the Ontarians with Disabilities Act, 2001 and Standard in the New Employee Orientation Website and New Manager Orientation Guide
- Communicate the Standard to all managers accordingly (i.e. through onboarding and training opportunities as it arises).

Implementation Timeframe: October 2010 – May 2011

Focus Area: Customer Service**Commitment: Ongoing**

The Landlord and Tenant Board will, on an ongoing basis, 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 Accessibility for Ontarians with Disabilities Act, 2005.

Planned Action(s):

The Board will continue to review its policies and practices and codify these along with any procedures that deal with accessibility issues. The Board will also be developing and implementing additional policies, procedures and processes as required by any additional regulations under the Accessibility for Ontarians with Disabilities Act, 2005.

During the 2010/2011 reporting period, the Board's Capacity Committee will be implementing a pilot project to facilitate connecting Board clients with mental health disabilities to third party support. This pilot project will commence in the Fall of 2010.

Also during this time, this committee will be working towards the development and codifying of processes and procedures which better enable the Board to accommodate persons with mental health disabilities by identifying and removing barriers which may limit a client's access to the Board's services.

Implementation Timeframe: November 2010 – October 2011**Focus Area: Customer Service****Commitment: Ongoing**

The Landlord and Tenant Board has committed in its "Policy on Accessibility and Human Rights" that staff and Member training on the Accessibility for Ontarians with Disabilities Act, 2005 is a priority. Staff and Member Training will take place:

- As part of their initial training, when they start their employment with or appointment to the Board, and,

- On an ongoing basis, if changes are made to the Board's policy or to any other policies or procedures that affect people covered by the Human Rights Code.

Planned Action(s):

As mentioned previously, the Board's Capacity Committee will be working on policies, processes and procedures to improve the accessibility to the Board for its clients who may have mental health disabilities. As a result of this work, the Board will develop training material for Members and staff based on the policies, procedures and processes which are developed.

Implementation Timeframe: November 2010 – October 2011

Focus Area: Customer Service & Information and Communication

Commitment: Ongoing

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

Planned Action(s):

- The Centre for Leadership and Learning generic training on Ontarians with Disabilities Act, 2001 will continue to be part of mandatory training for new managers
- All existing managers will be encouraged to take a refresher online
- Continue to enhance Employee's awareness by:
 - o Displaying Ontarians with Disabilities Act, 2001 prominently on the Ministry of Municipal Affairs and Housing web site
 - o Including a direct link to the Act in the Employee Orientation website and New Manager's Orientation Guide

Implementation Timeframe: October 2010 – May 2011

Focus Area: Customer Service & Information and Communication**Commitment: New & Ongoing**

The Municipal Programs and Education Branch of the ministry accommodate the needs of persons with disabilities, upon request. Client feedback the branch receives on accessibility-related issues informs continuous improvement to the way we deliver Education, Training and Information.

Planned Action(s):

Ensure all training venues being considered are accessible. Upon request, the Municipal Programs and Education Branch will endeavour to accommodate the needs of trainees with disabilities.

All accessibility-related feedback provided to the Municipal Programs and Education Branch will be collected and responded to and appropriate action taken to address issues in future training delivery.

Implementation Timeframe: October 2010 – May 2011

Information and Communication Commitments

Information and the methods of communication are key to delivering many government programs and services to the public. It is essential that we provide the same quality and service to everyone in the province.

In anticipation of the pending standards guiding Information and Communications, the government of Ontario is continuously looking for opportunities to prevent and remove barriers to person with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

Focus Area: Information and Communication**Commitment: Ongoing**

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

Planned Action(s):

During the past year, the ministry developed a plan to identify inaccessible commonly used web content on its intranet site. Implementation of the plan is expected to be completed by March 2011. The intranet site has been tested by the ministry's Corporate and Electronic Communications Unit for major accessibility issues. The Ontario Public Service E-Government Branch is planning to assess and remediate all Ontario Public Service intranet sites to make them more accessible by 2013.

Implementation Timeframe: March, 2013**Focus Area: Information and Communication****Commitment: Ongoing**

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

Planned Action(s):

The ministry's public website has been assessed for accessibility compliance by the Ministry of Government Services. The few issues that surfaced during the assessment have been amended.

Implementation Timeframe: Fall 2010

Focus Area: Information and Communication**Commitment: Ongoing**

Require staff to incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to persons with disabilities.

Planned Action(s):

Encourage all ministry staff to complete the training videos prepared by the Diversity Office. These training videos will include instruction regarding how to create accessible documents (i.e. Microsoft Word and Portable Document Format) and how to create Braille ready documents.

Provide communication to all staff regarding best practices when sending portable document formats and emails to ensure a greater level of accessibility.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication**Commitment: Ongoing**

The Landlord and Tenant Board will continue to review its application forms and application related documents to ensure that they are written in plain language, comply with Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 requirements and are more accessible for its clients.

Planned Action(s):

The Board plans to explore/evaluate options for updating its forms and notices, and request funding through the 2011/2012 Results Based Plan to support this initiative.

Implementation Timeframe: November 2010 – October 2011

Focus Area: Information and Communication**Commitment: Ongoing**

As part of the Board's ongoing commitment to explore options for providing multiple channels of access to the Board's services, the Landlord and Tenant Board will continue its work towards the development of an eFiling system which will allow the Board's clients to file application and application related documents on-line.

Planned Action(s):

With the successful implementation of the Board's case management system now completed, the Board will look at options and the costs related to developing a web-based eFiling system which will interface with the new case management system. The Board plans to explore and evaluate options in 2011/2012 and determine implementation timelines once the review is completed.

Implementation Timeframe: November 2010 – October 2011

Focus Area: Information and Communication**Commitment: Ongoing**

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):

The ministry will continue to include Ontarians with Disabilities Act, 2001 compliant web pages to enable persons with disabilities to contribute feedback online to ministry consultations.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication

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: October 2010 – May 2011

Focus Area: Information and Communication

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. Most current publications are available online in both HyperText Markup Language (HTML) and Portable Document Format (PDF). HyperText Markup Language is accessible to screen reading devices.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication

Commitment: Ongoing

The ministry will ensure that all future website content is accessible as required by the Ontarians with Disabilities Act, 2001.

Planned Action(s):

All new website content is to be accessible as required by the Ontarians with Disabilities Act, 2001.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication

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: October 2010 – May 2011

Focus Area: Information and Communication

Commitment: Ongoing

The ministry will continue to update the “Accessibility for Ontarians with Disabilities Act – Accessibility at MMAH” pages on the intranet.

Planned Action(s):

The ministry will continue to update the “Accessibility for Ontarians with Disabilities Act – Accessibility at MMAH” pages on the intranet pages to feature current information on accessibility issues.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication & Built Environment

Commitment: Ongoing

Building Code examinations will continue to be provided in an accessible format.

Planned Action(s):

Upon request, the ministry accommodates the needs of examination candidates with disabilities.

Implementation Timeframe: October 2010 – May 2011

Focus Area: Information and Communication & Built Environment

Commitment: Ongoing

All ministry-sponsored public meetings and events will be accessible.

Planned Action(s):

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

Implementation Timeframe: October 2010 – May 2011

Other Accessibility Commitments

Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development.

In anticipation of the upcoming standards, the Government of Ontario has planned several corporate initiatives in the following areas: Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the upcoming standards.

To review a list of corporate initiatives please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Focus Area: Employment**Commitment: Ongoing**

The ministry will support the Regional Recruitment Centre of HROntario in its efforts to continue to ensure there are no potential barriers in employment policies, processes, practices or tools for people with disabilities.

Planned Action(s):

The ministry will support the Regional Recruitment Centre of HROntario as a part of the hiring process to alert the public that accommodation is available on request and provide accommodations to all applicants during the entire hiring process.

Job ads will be reviewed to ensure there are no arbitrary barriers.

Job ads will be shared with employment networks that assist persons with disabilities in their job search.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment**Commitment: Ongoing**

The ministry develops Building Code technical training that includes material on barrier-free requirements of the Code.

Planned Action(s):

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.

Implementation Timeframe: July 2010 – July 2012

Focus Area: Built Environment**Commitment: Ongoing**

The ministry will support and monitor the Accessibility for Ontarians with Disabilities Act, 2005 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 through the Accessible Built Environment Standard Development Committee process that is made into regulation.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment**Commitment: Ongoing**

Public consultations on the development of a Long Term Affordable Housing Strategy began in June 2009 and continued until December 31, 2009. Accessibility was identified as an integral component of a co-ordinated housing strategy in the consultation document and is being considered as policies, programs and regulatory/legislative changes impacting Ontario's affordable and social housing sector are being developed.

Planned Action(s):

The Long Term Affordable Housing Strategy is currently being developed. Accessibility considerations are being considered as policies, programs and legislative/regulatory changes are being developed.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment**Commitment: Ongoing**

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

Planned Action(s):

The ministry is surveying Municipal 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: October 2010 – October 2011

Focus Area: Built Environment**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" will continue to be incorporated into the ministry's new construction arising from required space reduction and various minor renovations.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment**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: October 2010 – October 2011

Focus Area: Other**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 Accessibility for Ontarians with Disabilities Act, 2005 through corporately developed training resources and communication to staff.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Other

Commitment: Ongoing

The ministry will continue to leverage accessibility through ministry procurement processes to increase opportunities to embed accessibility.

Planned Action(s):

Accessibility requirements will be embedded into ministry Request For Proposals and all new contracts where appropriate. Applicable Ministry of Municipal Affairs and Housing program area staff will use the Diversity and Accessibility Lens when developing ministry Request For Proposals.

Implementation Timeframe: October 2010 – October 2011

Act(s), Regulation(s), Policy(s) being reviewed to prevent Barriers to Persons with Disabilities

In support of the commitment to remove and prevent barriers for persons with disabilities, the Government of Ontario will continue to review all new legislation, and policies under development to identify and remove barriers.

Focus Area: Act(s), Regulation(s) & Policy(s)**Commitment: Ongoing**

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

Planned Action(s):

On March 1, 2010, the Government of Ontario commenced a review of the Provincial Policy Statement, 2005 to determine the need for revisions, as required by the Planning Act. The Provincial Policy Statement, 2005, sets out the Province's policy direction for land use planning and development and is the integrated, consolidated statement of all provincial ministries' policies concerning land use.

As part of the five-year review of the Provincial Policy Statement, 2005, the ministry will consider the need for any additional policy direction to address barriers to people with disabilities.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Act(s), Regulation(s) & Policy(s)**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 evaluate all Cabinet submissions, Management Board submissions and operating proposals which impact the MMAH mandate. If a ministry submission or proposal has Ontarians with Disabilities Act, 2001 considerations, the ministry submits the submission or proposal to the Accessibility Directorate of Ontario for review.

Implementation Timeframe: October 2010 – October 2011

Glossary of Terms/Acronyms

HTML – HyperText Markup Language

PDF – Portable Document Format

TTY - Teletypewriter

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](http://www.mah.gov.on.ca) web portal. The site promotes accessibility and provides information and resources on how to make Ontario accessible province for everyone.

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

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