



**MINISTRY OF MUNICIPAL AFFAIRS
AND HOUSING**

2012-2013

Annual Accessibility Plan

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Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of its annual accessibility plan, as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is Ontario's roadmap to become accessible by 2025. It includes accessibility standards in:

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

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

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

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the Ministry's 2011-2012 former Accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Municipal Affairs and Housing and the Ontario Public Service to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

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

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

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

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

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

During the last ten years, the Ministry of Municipal Affairs and Housing has been a leader in accessibility. Some of its memorable moments were:

- Over the past several years, the Ministry of Municipal Affairs and Housing has had a major role in the implementation of the Accessibility for Ontarians with Disabilities Act, 2005. The ministry has been working together with the Ministry of Community and Social Services for the development of the Accessible Built Environment Standard as mandated under the Act.
- A commitment to form an Accessibility Working Group with cross-branch representation of staff with disabilities and/or interest or expertise in this area. The ministry continues to support this group in their efforts to advance accessibility in the key areas of education, outreach and implementation.
- Since 2007, the Ministry of Municipal Affairs and Housing has included an electronic component in all major ministry consultations to ensure that people of all abilities are more able to fully participate. This past fiscal, public consultations for the next edition of Ontario's Building Code and the review of the Provincial Policy Statement were fully accessible.
- The ministry has funded the creation and repair of 1,797 units for persons with disabilities through the Canada-Ontario Affordable Housing Program (AHP) and the Canada-Ontario Affordable Housing Program (2009) Extension (AHP-E). The ministry also contributed more than \$704 million to fund the repair of over 192,800 social housing units through the Social Housing Renovation and Retrofit Program (SHRRP). Priorities under SHRRP included improving the health and

safety of tenants, increasing the energy efficiency of buildings and increasing building accessibility for seniors and persons with disabilities.

- In 2008, the “Connexions” program was established within the Ministry of Municipal Affairs and Housing. This program was designed by ministry staff to provide an interactive learning forum for students with disabilities who are interested in pursuing policy and planning careers within the Ontario or broader public service. The program includes panel discussions and presentations from staff across the Ontario Public Service as well as job shadowing and interactive activities to learn more about the ministry. So far, 130 students with disabilities have taken part in the program.
- In 2010, staff in the Municipal Services Division, Municipal Service Office-Western held its annual Ontario West Municipal Conference in London for approximately 475 municipal partners (elected officials and municipal staff). The keynote speaker has delivered diversity training for over 10 years and shared inspiring first-hand life experiences that powerfully conveyed the value of inclusion.
- In 2012, the Inclusion Lens tool was used to inform the policy development and implementation aspects of the Community Homelessness Prevention Initiative. Housing Policy staff gained a better understanding of accessibility legislation and new strategies for identifying potential barriers and solutions. As a result, staff are now better educated on how to identify and remove unintentional and potential barriers in all stages of the policy development process.
- During the past year, the Ministry of Municipal Affairs and Housing has increased its efforts in educating and promoting awareness of accessibility issues for all ministry staff. In addition to customized and targeted mandatory accessibility training for staff, the importance of accessibility has been communicated with regular updates in NewsFlash, the ministry’s weekly electronic newsletter, and through articles on the ministry’s internal website.

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

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

Reporting on 2011-2012 AODA obligations

Customer Service

In 2011-12 our ministry...

- Successfully met all compliance requirements of the Customer Service Standard. This includes mandatory training for all ministry staff of both the “May I Help You?” e-learning modules, not only front line customer service staff. Accessibility-related training information is posted on the ministry internal website as a learning resource for staff and promotion of the available training is communicated regularly through the ministry electronic newsletter and other ministry-wide communications. Staff completion of mandatory training is tracked and recorded.
- Refresher training on the Ontario Public Service Accessible Customer Service Policy is provided on a quarterly basis to ministry staff. Training evaluation completed by staff indicates that they have a full understanding of all of the commitments contained in the policy. To date, 400+ ministry staff (approximately 70%) have participated in the in-house training sessions.
- Maintained a customer feedback mechanism and responded to feedback on accessibility issues within Ontario Public Service Common Service Standard response timelines. Various feedback channels and methods continue to be available for clients and staff to provide feedback on accessible customer service.
- Welcomed persons with disabilities who use a support person to bring that person with them while they accessed goods or services on the ministry’s premises that were open to the public or other third parties.
- Communicated with persons with disabilities in a manner that took into account his or her disability. Ongoing education to raise ministry staff awareness of alternate methods of communication, such as teletypewriter (TTY) and Bell Relay Service, as well as accessible format obligations, is included as part of the

ministry's in-house Ontario Public Service Accessible Customer Service Policy training.

- Continued to enhance manager and employee awareness of both the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act obligations in the Employee Orientation Website and New Manager Orientation Guide.
- Continued to address attitudinal barriers by encouraging awareness of and sensitivity to accessibility issues through ongoing communication to ministry staff via the ministry's electronic newsletter, articles on the intranet and promotion of tools and resources, such as the "Inclusion Lexicon" and e-learning training.
- Welcomed persons with disabilities to use their own personal assistive devices to access the ministry goods and services. Education about various assistive devices is included as part of the ministry's in-house Ontario Public Service Accessible Customer Service Policy training and through promotion of various online videos that demonstrate assistive device technology.
- Provided notice when facilities or services that persons with disabilities rely on to access or use the ministry's good or services were temporarily disrupted.
- Accommodated the needs of persons with disabilities and fulfilled disability related accommodations/accessibility requests. The ministry took accessibility requirements into consideration when delivering Education, Training and Information. Client feedback on accessibility-related issues informs continuous improvement to the way Education, Training and Information is delivered.
- Continued to ensure that meetings of the Building Materials Evaluation Commission and the hearings of the Building Code Commission were able to accommodate the accessibility needs of persons with disabilities.

Information and Communications

In 2011-12 our ministry...

- Developed a communications plan and education strategy in order to increase ministry staff awareness and enhance staff knowledge of the 2012 compliance requirements of the Integrated Accessibility Standards Regulation.
- Informed and educated ministry staff through internal communications and information sessions on the OPS Multi-Year Accessibility Plan, accessibility policies and the OPS Statement of Commitment as required by the Integrated Accessibility Standards Regulation.
- Ensured ministry business area leads were kept up-to-date and provided with the corporately developed tools and resources to meet the 2012 compliance requirements of the Integrated Accessibility Standards Regulation.
- Ensured that applicable ministry staff are informed that Ontario Public Service emergency procedures, plans, and/or public safety information, must be available in an accessible format, upon request, and as soon as practicable.
- Continued efforts to ensure that new or significantly refreshed internet and intranet websites and web content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.00 Level AA, other than live captioning and described audio.
- Reviewed its intranet site to ensure commonly used web content is in an accessible format for staff.
- Included accessible website design principles through ongoing training for ministry web publishers. This past year 11 training sessions were held for 100+ staff.
- Promoted available e-learning opportunities and made available the various tool kits, tip sheets and guidelines for staff use on web accessibility and accessible document preparation.
- Provided weekly accessibility-related information and updates to staff through the newly branded “Accessibility Matters” section of the ministry’s electronic newsletter.
- Ensured information about accessibility for major ministry public events appeared in advertising and/or on the web.

- Continued 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 next edition of the Ontario Building Code and the review of the Provincial Policy Statement.
- Ensured that all ministry-sponsored public meetings and events were accessible. Accessible events this past year include the official signing of the Investment in Affordable Housing event at the new YWCA on Elm Street, and the official opening of a seniors' home in the City of Kawartha Lakes.
- Continued 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).
- Ensured that Minister's and Deputy Minister's public email correspondence met accessibility standards. Email Guidelines have been distributed to staff and processes are in place to ensure all emails are accessible.
- Continued to ensure Building Code examinations were provided in an accessible format.

Employment

In 2011-12 our ministry...

- Provided information to ministry staff, along with corporately developed tools and resources pertaining to individualized workplace emergency response information to persons with disabilities, as required under the Integrated Accessibility Standards Regulation.
- Ensured information on accommodation for persons with disabilities was made easily available via the ministry's Human Resources intranet site.
- Supported the Regional Recruitment Centre of HROntario in its efforts to continue to ensure that there are no potential barriers in employment policies, processes, practices or tools for persons with disabilities.

- Made information on Accessibility Learning Opportunities and Accessibility Tools and Resources available through the Employee Orientation web page.

Built Environment

In 2011-12 our ministry...

- Has been testing, registering and qualifying Building Code users as prescribed under the Building Code Act, 1992 and the Building Code. 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.
- Continued to work together with the Ministry of Community and Social Services in reviewing the Final Proposed Standard for the Accessible Built Environment and developing policy and technical recommendations for the development of the Accessible Built Environment Standard as mandated under the Accessibility for Ontarians with Disabilities Act, 2005.
- Developed the Investment in Affordable Housing for Ontario (IAH) Program (2011-2015) that identifies persons with disabilities as one of the target client groups. The Ontario Renovates component of the IAH also provides a grant of up to \$3,500 for accessibility repairs/renovations made to a home.
- Worked with the Pan Am Games Secretariat, Infrastructure Ontario, Waterfront Toronto and the City of Toronto to create affordable rental housing in the Pan/Parapan American Games Athletes' Village, which will transition after the Games into a permanent mixed income community. The Village will maintain Fully Integrated Accessibility measures required for the Games and 10% of the affordable rental housing units will be fully accessible.
- Worked with property owners of buildings leased by the ministry to ensure that facilities provide optimal safety and convenience for visitors and employees.
- Continued to ensure that Infrastructure Ontario "Barrier-Free Guidelines" will continue to be incorporated into any new construction the ministry undertakes.

Procurement

In 2011-12 our ministry...

- Included an accessibility assessment for procurements \$5,000 and over as one of the mandatory requirements in the procurement policies.
- 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 over \$10,000.
- Provided information and updated tools and resources to ministry staff to ensure that accessibility criteria and features are incorporated into our procurements processes so that goods, services and facilities are more accessible to persons with disabilities, except where it is not practicable to do so, as required under the Integrated Accessibility Standards Regulation.
- Promoted the importance of embedding accessibility requirements and encouraged staff use of the OPS Inclusion Lens when developing ministry Request for Proposals and all new contracts, where appropriate.

Other

In 2011-12 our ministry...

- Continued to ensure that Cabinet submissions, Treasury Board/Management Board submissions and operating proposals considered the perspective of those with disabilities.

Section Two: Measures Planned for 2012-13 and Beyond

Our Statement of Commitment:

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

This year, the Ministry of Municipal Affairs and Housing accessibility plan focuses on six areas. In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act, 2005 and other areas.

Customer Service

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

Actions Planned:

- 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 and Accessibility for Ontarians with Disabilities Act Standards in the Employee Orientation website and New Manager Orientation Guide in an accessible format.
Timeframe: Ongoing
- The ministry will continue communicating the requirements of the Standard to all managers accordingly through onboarding and training opportunities as they arise.
Timeframe: Ongoing

- The ministry will continue to address attitudinal barriers by encouraging awareness of, and sensitivity to accessibility issues through ongoing communication to ministry staff via the ministry's electronic newsletter, intranet site, intranet articles and information sessions.
Timeframe: Ongoing
- The ministry will continue to encourage that active offers of accommodations are made at meetings and training sessions.
Timeframe: Ongoing
- The ministry will continue to ensure all training venues chosen are accessible. Upon request, the ministry will endeavour to accommodate the needs of trainees with disabilities. All accessibility-related feedback provided will be collected and responded to and appropriate action taken to address issues in future training.
Timeframe: Ongoing
- Meetings of the Building Materials Evaluation Commission and the hearings of the Building Code Commission will continue to be able to accommodate the accessibility needs of persons with disabilities.
Timeframe: Ongoing

Information and Communications

The Ministry of Municipal Affairs and Housing is committed to making government information and communications accessible to people with disabilities. The information we provide and how we communicate it are key to delivering our programs and services to the public.

Actions Planned:

- Building Code examinations will continue to be provided in an accessible format.
Timeframe: Ongoing
- The ministry will include an electronic component to ministry consultations to allow citizens who may have difficulty attending to participate online.
Timeframe: Ongoing

- The ministry will post the accessibility of venues in advertisements or promotional material for its major public events.
Timeframe: Ongoing
- The ministry will ensure that all ministry-sponsored public meetings and events will be accessible and active offers of accommodation will be made in all advertisements.
Timeframe: Ongoing
- The ministry will ensure that accommodations for persons with disabilities are made available on request for major public meetings.
Timeframe: Ongoing
- The ministry will coordinate requests for publications in alternate formats. Most current publications are available online in both Hypertext Markup Language (HTML) and Portable Document Format (PDF). HyperText Markup Language is accessible to screenreaders.
Timeframe: Ongoing
- The ministry will continue to update the “Accessibility at MMAH” pages on the intranet to feature current information on accessibility issues.
Timeframe: Ongoing
- The ministry will continue to encourage staff to include Teletypewriter (TTY) identification on email signature lines and business cards in order to create awareness of the availability of accessible methods of communication for clients and staff with disabilities.
Timeframe: Ongoing
- The ministry will continue efforts to ensure that new or significantly refreshed internet and intranet websites and web content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than live captioning and audio description.
Timeframe: 2012-2016
- The Investigation and Enforcement Unit of the ministry plans to update their website, including their information pamphlets and will ensure materials conform to applicable compliance requirements under the Integrated Accessibility Standards Regulation under the Accessibility for Ontarians with Disabilities Act, 2005.
Timeframe: Spring 2013

- The ministry will support and use corporately developed tools, resources and guidelines to meet upcoming compliance requirements under the Integrated Accessibility Standards Regulation in relation to accessible feedback processes.
Timeframe: 2013
- The ministry will support and use corporately developed tools, resources and guidelines to meet upcoming compliance requirements under the Integrated Accessibility Standards Regulation in relation to accessible formats and communication supports.
Timeframe: 2014
- The ministry will continue efforts to ensure that all internet websites and web content on those websites to conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, excluding live captioning and audio description.
Timeframe: 2016
- The ministry will continue efforts to ensure that all internet and intranet websites and web content to conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, including live captioning and audio description. Content published prior to 2012 to be made available in an accessible format upon request.
Timeframe: 2020

Employment

The Ministry of Municipal Affairs and Housing is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. People with disabilities who are Ontario Public Service employees know they can participate fully and meaningfully in services and employment.

Actions Planned:

- The ministry will support the Regional Recruitment Centre of HR Ontario in its efforts to continue to ensure that there are no potential barriers in employment policies, processes, practices or tools for persons with disabilities.
Timeframe: Ongoing
- The ministry will continue to make information on Accessibility Learning Opportunities and Accessibility Tools and Resources available through the Employee Orientation intranet web page.
Timeframe: Ongoing
- The ministry will support and use corporately developed tools, resources, guidelines as it relates to upcoming compliance requirements under the Integrated Accessibility Standards Regulation.
Timeframe: 2013

Built Environment

The Ministry of Municipal Affairs and Housing is committed to greater accessibility in, out of and around the buildings we use.

Actions Planned:

- The ministry will continue to develop and update Building Code technical training that includes material on barrier-free requirements of the Code.
Timeframe: Ongoing
- The ministry will support and monitor the Accessibility for Ontarians with Disabilities Act 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.
Timeframe: Ongoing
- The ministry will support the Ministry of Community and Social Services in policy development and implementation of Built Environment Standards as they relate to public spaces. The Ministry of Municipal Affairs and Housing has the lead for policy development and implementation of the Built Environment Standard as it relates to the Building Code.
Timeframe: Ongoing

- The ministry anticipates holding public consultations in fall 2012 on potential changes to barrier-free requirements in the Building Code based on the recommendations of the Final Proposed Standard to be followed by technical advisory committee reviews in winter 2013.
Timeframe: Fall 2012/Winter 2013
- The ministry will continue delivering the Investment in Affordable Housing for Ontario (IAH) Program (2011-2015) that identifies persons with disabilities as one of the target client groups. The Ontario Renovates component of the IAH will provide a grant of up to \$3,500 for accessibility repairs/renovations made to a home.
Timeframe: 2011-2015
- The ministry is working with the Pan Am Games Secretariat, Infrastructure Ontario, Waterfront Toronto and the City of Toronto to build affordable rental housing in the Pan/Parapan American Games Athletes' Village, which will transition after the Games into a permanent mixed income community. The Village will maintain Fully Integrated Accessibility measures required for the Games and 10% of the affordable rental housing units will be fully accessible.
Timeframe: Expected completion is 2015
- The ministry will ensure that Infrastructure Ontario's "Barrier-Free Guidelines" will continue to be incorporated into any new construction the ministry undertakes. Timeframe: Ongoing
- The ministry will continue to work with property owners of buildings leased by the ministry to ensure that facilities provide optimal safety and convenience for visitors and employees.
Timeframe: Ongoing

Procurement

The Ministry of Municipal Affairs and Housing is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria.

Actions Planned:

- The ministry will continue to leverage accessibility through ministry procurement processes. Accessibility requirements will be embedded into ministry Request for Proposals and all new contracts where appropriate. In the future, applicable ministry program area staff will be encouraged to use the OPS Inclusion Lens when developing ministry Request for Proposals.
Timeframe: Ongoing
- The ministry will include an accessibility assessment for procurements \$10,000 and over as one of the mandatory requirements in the ministry's procurement policies.
Timeframe: Ongoing
- The ministry will continue to mandate that a completed "Accessibility for Procurement" form be attached when submitting a procurement Business Case to the Controllershship and Financial Planning Branch. The Controllershship and Financial Planning Branch will ensure that the ministry's Accessibility Lead has reviewed the accessibility procurement form prior to proceeding with the procurement.
Timeframe: Ongoing
- For procurements under \$10,000 the ministry will further assess an appropriate reinforcement strategy for program area staff.
Timeframe: Ongoing
- As required in the Integrated Accessibility Standards Regulation, the ministry will incorporate accessibility criteria and features into its procurement process so that goods, services and facilities are more accessible to persons with disabilities, except where it is not practical to do so.
Timeframe: Ongoing
- The ministry will continue to increase awareness for staff on accessible procurement requirements through promotion of procurement guidelines and directives on the ministry's intranet and through internal communications to staff.
Timeframe: Ongoing

Accessibility Training

The Ministry of Municipal Affairs and Housing is committed to increasing awareness and to providing tools and training to staff to enable them to accommodate people with disabilities throughout all aspects of the ministry's services.

Actions Planned:

- The ministry will continue to ensure that all ministry staff completes the mandatory training of both the "May I Help You?" e-learning modules. Staff completion of this training will be tracked and recorded.
Timeframe: Ongoing
- Refresher training on the Ontario Public Service Accessible Customer Service Policy is provided on a quarterly basis to ministry staff. Staff evaluation regarding the effectiveness of the training will be collected to ensure staff understands the commitments contained in the policy. Staff completion of this training will be recorded.
Timeframe: Ongoing
- The ministry will continue to ensure that accessibility-related training information is posted on the ministry internal website as a learning resource for staff and promotion of the training is communicated regularly through the ministry electronic newsletter and other ministry-wide communications.
Timeframe: Ongoing
- The ministry will incorporate best practices related to creating accessible documents and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA in specialized mandatory training for ministry web publishers.
Timeframe: Ongoing
- The Investigation and Enforcement Unit of the ministry will provide special training for staff in order to increase awareness of mental health issues and educate staff on how to best accommodate clients.
Timeframe: Fall 2012
- The ministry will promote and ensure appropriate staff participation in any mandatory and corporately-developed training in accordance with upcoming general training requirements under the Integrated Accessibility Standards Regulation.
Timeframe: 2013

Section Three: Review of Acts, Regulations and Policies

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

Acts, Regulations and Policies Reviewed in 2011-12

Acts and Regulations

The Ministry of Municipal Affairs and Housing is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

- The ministry is reviewing accessibility issues in the five-year reviews of the Municipal Act, 2001 and the Provincial Policy Statement and the post-municipal election review of the Municipal Elections Act, 1996.
- In April 2011, the Ministry of Municipal Affairs and Housing participated in a training session for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers to persons with disabilities and used the OPS Inclusion Lens to review one act.
- The ministry ensured that Cabinet submissions, Treasury Board/Management Board submissions and operating proposals considered the perspective of those with disabilities.

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

Acts and Regulations

- The ministry is reviewing accessibility issues in the five-year review of the Municipal Act, 2001 and the post-municipal election review of the Municipal Elections Act, 1996.
Timeframe: Ongoing

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

Timeframe: Ongoing

- The ministry anticipates conducting public consultations on potential enhancements to barrier-free requirements in Ontario's Building Code in the fall of 2012 followed by technical advisory committee review in 2013. The development of potential changes for consultation includes a comprehensive review of existing barrier-free requirements in the Code and any requests for changes to these requirements from the public.

Timeframe: Fall 2012/Winter 2013

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

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

This phase of the review will be completed by the end of 2014. The government has decided to review areas that will have impact on Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

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

In 2011-12, the Ministry of Municipal Affairs and Housing:

- Promoted and encouraged staff use of the OPS Inclusion Lens by hosting information sessions as well as through internal communications to staff through the weekly electronic newsletter and the ministry intranet site.
- Used the Inclusion Lens tool to inform policy development and implementation aspects of the Community Homelessness Prevention Initiative. Housing Policy staff gained a better understanding of accessibility legislation and new strategies for identifying potential barriers and solutions. Working with the OPS Diversity Office resulted in a more thorough and inclusive final product and better prepared staff to address questions raised by various groups and decision-makers. The exercise educated staff on how to identify and remove unintentional and potential barriers in all stages of the policy development process. A subsequent “Lunch and Learn” information session reinforced the value of using this tool in policy development for Branch staff.

In the future, our ministry will:

- Continue to use, and encourage all staff to use the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- Encourage all staff to participate in the OPS Inclusion Lens e-learning course available through the Centre for Leadership and Learning.
- Ensure our Ministry Accessibility Lead completes the OPS Inclusion Lens train-the-trainer session so that she is equipped with the knowledge and tools to successfully present the “Intro to Inclusion Lens” and “Using the Inclusion Lens” training within the ministry.

Glossary of Terms/Acronyms

AHP – Affordable Housing Program

AHP-E – Affordable Housing Program (2009) Extension

AODA – Accessibility for Ontarians with Disabilities Act, 2005

HTML – HyperText Markup Language

IASR – Integrated Accessibility Standards Regulation

ISSN – International Standard Serial Number

MYAP – Multi-Year Accessibility Plan

MAH – Ministry of Municipal Affairs and Housing

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

PDF – Portable Document Format

SHRRP – Social Housing Renovation and Retrofit Program

TTY - Teletypewriter

WCAG - Web Content Accessibility Guidelines

For More Information

Questions or comments about the Ministry of Municipal Affairs and Housing accessibility plan are always welcome.

Please phone:

General inquiry number: 416-585-7041

General inquiry TTY number: 416-585-6991

TTY 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 an accessible province for everyone.

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

[ServiceOntario Publications](#)

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