



**MINISTRY OF MUNICIPAL AFFAIRS AND
HOUSING**

2013 - 2014

Accessibility Plan

2013–14 Accessibility Plan

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2013-14 Accessibility Plan

Introduction

For over ten years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010 the Ministry of Municipal Affairs and Housing complied with the requirements of the first standard on [customer service](#).

In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan](#) (MYAP). The MYAP included the following commitment:

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

This Plan will build on these laws and the MYAP. It will outline how the Ministry of Municipal Affairs and Housing will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2013 – 14 Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012 - 13

The following is a list of the commitments made in last year's Plan and the measures taken.

2012 – 13 Commitments for Customer Service	Measures Taken
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.	• All staff must complete two “May I Help You?” e-learning modules on the requirements of the Accessibility Standards for Customer Service Regulation. Staff completion of this training is tracked and recorded. Accessibility-related training information is posted on the ministry's internal website as a learning resource for staff and promotion of the available training is communicated regularly to staff. • Refresher training on the Ontario Public Service Accessible Customer Service Policy is provided on a regular basis to ensure staff has a full understanding of all commitments contained in the policy. • The ministry provided customized training for staff during National Access Awareness Week in June, 2013 that included best practice tips and protocol for providing accessible customer service as well as accessible presentation skills. • The Investigation and Enforcement Unit of the ministry provided special training for their staff in order to increase awareness of mental health issues and educate staff on how to best accommodate clients. • Manager and employee awareness of the Accessibility Standards for the Customer Service Regulation is enhanced by continuing to include the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act in the New Employee Orientation website and New Manager Orientation Guide. • The requirements of the Accessibility Standards for the Customer Service Regulation are communicated to managers through onboarding and training opportunities as they arise. • Ongoing communication to staff is provided via the ministry's electronic newsletter, intranet site, intranet articles and information sessions in order to address attitudinal barriers by encouraging awareness of and sensitivity to accessibility issues. • A customer service feedback system on accessibility issues is available to the public through the ministry's public website and a response to all email inquiries is provided within two business days. • The ministry accommodated the needs of persons with disabilities and fulfilled disability related accommodation requests. The ministry took accessibility requirements into

2012 – 13 Commitments for Customer Service	Measures Taken
	consideration when delivering Education, Training and Information sessions. Client feedback on accessibility related issues informs continuous improvement to the way Education, Training and Information sessions are delivered. • Venues for regional conferences are assessed to ensure they can accommodate varying needs. • The ministry is committed to providing special accommodations to municipal stakeholders with disabilities to address any accessibility issues during regional consultation sessions. • Meetings of the Building Materials and Evaluation Commission and the hearings of the Building Code Commission were able to accommodate the accessibility needs of persons with disabilities. • Building Code Qualification examinations were held in accessible locations and additional accommodations are made available upon request.

2012-13 Commitments for Information and Communications	Measures Taken
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 program and services to the public.	• Corporately-developed training on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to persons with disabilities was completed by all ministry management and front-line staff by December 31, 2012. All other ministry staff must complete the mandatory training and include in their Performance and Learning Plans in 2013. • Specialized training was developed by the ministry and made mandatory for ministry web publishers on best practices related to creating accessible documents and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. In the past year, six sessions were held for 44 web publishers. • Building Code examinations are provided in accessible formats upon request. The ministry's Building and Development Branch has a Testing Accommodation Policy for the sitting of examinations. The policy is available online on the Building Code website. • Accommodation requirements are taken into consideration for the ministry's Building and Development Branch's on-line training initiatives. • An electronic component is included in ministry consultations to allow citizens who may have difficulty attending public events to participate online. Recent public consultations on updated accessibility requirements in Ontario's Building Code were entirely web-based, with all materials posted online in accessible formats, Braille and Large Print materials were provided electronically and in hard copy on request. The consultations on the five-year review of the Provincial Policy Statement and Growing the Greenbelt provided opportunities for the public to submit their comments electronically by e-mail and on-line through the ministry's website and through the Environmental Bill of Rights website. Web materials for these consultations were also posted online in accessible formats. • The accessibility features for venues for public events (example: nine regional workshops held for the five-year review of the Provincial Policy Statement and three public meetings held for Growing the Greenbelt) were posted in advertisements and promotional material. Active offers of accommodation were also provided. • Accommodations for persons with disabilities are made available on request for major public meetings (example: large print materials, front-row seating and sign language interpreters). In the past year, this included the nine regional workshops across Ontario held for the five-year review of the Provincial Policy Statement and for the three public

2012-13 Commitments for Information and Communications	Measures Taken
	meetings held for Growing the Greenbelt. • In March 2013, the ministry, in partnership with the Municipal Finance Officers Association of Ontario (MFOA), delivered the Financial Information Return (FIR) training via webinar to provide support to 70+ municipalities and increased participation by removing potential barriers to persons with mobility issues or through geographic distance. • Alternative formats of ministry publications are available upon request. • Updated information on the requirements of the Integrated Accessibility Standards Regulation was posted on the ministry's intranet to increase awareness and help educate staff on compliance obligations. • New or significantly refreshed internet and intranet websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than live captioning and audio description. • Accessible feedback process as required under the Integrated Accessibility Standards Regulation is available to the public through the ministry's public website. All email responses to the public on accessibility issues are provided within two business days.

2012 – 13 Commitments for Employment	Measures Taken
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.	• All corporately-developed tools, resources and guidelines relating to employment obligations under the Integrated Accessibility Standards Regulation were promoted within the ministry through internal staff information sessions, electronic newsletter and intranet articles in order to educate staff and increase awareness. • Enterprise-wide communication on the 2012 and 2013 Ontario Public Service compliance requirements under the Employment Standard of the Integrated Accessibility Standard Regulation were further communicated within the ministry through electronic newsletter and articles on the intranet to increase awareness and educate staff. • Customized information sessions on the Integrated Accessibility Standards Regulation and on the Ontario Public Service Multi-Year Accessibility Plan were provided to ministry staff to increase awareness and provide education on compliance obligations pertaining to accessible employment practices.

2012 – 13 Commitments for Built Environment	Measures Taken
The Ministry of Municipal Affairs and Housing is committed to greater accessibility in, out of and around the buildings we use.	• The ministry continued to develop and update Building Code technical training that includes material on barrier-free requirements of the Code. • The Integrated Accessibility Standards Regulation was amended on January 1, 2013 to include the Design of Public Spaces Standard. The ministry provided support to the Accessibility Directorate of Ontario in policy development and implementation of the Built Environment Standards as they relate to public spaces and the exterior built environment. • The ministry held public consultations in Winter 2013 followed by technical advisory committee reviews in Spring 2013 on potential changes to barrier-free requirements in the Building Code based on recommendations of the Accessible Built Environment Final Proposed Standard. • The ministry continues to deliver the Investment in Affordable Housing for Ontario (IAH) Program (2011-2014) that identifies persons with disabilities as one of the target client groups. The Ontario Renovates component of the IAH provides a grant of up to \$3,500 for accessibility upgrades made to a home. In 2012-13, there were 179 units assisted with accessibility upgrades. • The ministry continues to work with the Pan Am Games Secretariat, Infrastructure Ontario, Waterfront Toronto and the City of Toronto to assure affordable housing in the Pan/Parapan American Games Athletes' Village, which will transition after the Games into a permanent mixed-income community. Agreements were signed with owner/operators of the two affordable rental housing buildings. A minimum of 10 per cent of the 253 affordable rental housing units will be fully accessible. • Infrastructure Ontario's "Barrier-Free Guidelines" will continue to be incorporated into any new construction the ministry undertakes.

2012 – 13 Commitments for Procurement	Measures Taken
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.	• The ministry continued to leverage accessibility through its procurement processes. Accessibility requirements were embedded into ministry Request for Proposals and all new contracts where appropriate. • As required in the Integrated Accessibility Standards Regulation, accessibility criteria and features were incorporated in procurement processes so that goods, services and facilities are more accessible to persons with disabilities, except where it is not practical to do so. • The ministry mandates that a completed “Accessibility Assessment for Procurement” form be attached when submitting a Business Case for Procurement for review for all procurements \$10,000 or more. All assessments were reviewed by the ministry Accessibility Lead. • In order to increase staff awareness of accessible procurement requirements, customized information sessions on accessible procurement and the use of the Ontario Public Service Inclusion Lens were provided to ministry staff. • Accessible procurement tools, resources and best practice information was communicated to staff through enterprise-wide emails, the ministry's electronic newsletter, customized information sessions and articles on the ministry's intranet.

Section Two: Report on Measures Planned for 2013 - 14

Last year, the OPS published a [Multi-Year Accessibility Plan](#) (MYAP) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of Municipal Affairs and Housing is only reporting on measures it will take or initiate during the 2013 -14 reporting period.

Measures Planned for 2013 - 14

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
Customer Service People with disabilities who are OPS customers receive quality goods and services in a timely manner	2013 - New staff trained on accessibility 2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training 2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace	- Completion of two “May I Help You?” e-learning modules on the requirements of the Accessibility Standards for the Customer Service Regulation will remain mandatory for all ministry staff. Staff completion of the training will continue to be tracked and recorded. - Refresher training on the Ontario Public Service Accessible Customer Service Policy will be provided to staff on a regular basis to ensure staff has a full understanding of all commitments contained in the policy. - The ministry will continue to accommodate the needs of persons with disabilities and fulfill disability related accommodation requests. Accessibility requirements will be taken into consideration when delivering Education, Training and Information sessions. Client feedback on accessibility related issues informs continuous improvement to the way Education, Training and Information sessions are delivered. - Venues for regional conferences are assessed to ensure they can accommodate varying needs. - Meetings of the Building Materials and Evaluation Commission and the hearings of the Building Code Commission as well as the sitting of qualification examinations are able to accommodate the accessibility needs of persons with disabilities.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		- The ministry will continue to communicate with persons with disabilities in a manner that takes into account their disability. Ongoing education to raise staff awareness of alternate methods of communication supports, such as teletypewriter (TTY) and Bell Relay Service, as well as accessible format obligations, will continue to be included as part of the ministry's in-house Ontario Public Service Accessible Customer Service Policy training. This will also be promoted through the ministry's electronic newsletter and intranet articles. - The ministry Accessibility Lead will continue to provide customized information sessions on accessible procurement in order to educate staff on the procurement compliance requirements contained in the Integrated Accessibility Standards Regulation. - As required in the Integrated Accessibility Standards Regulation, accessibility criteria and features are incorporated in procurement processes so that goods, services and facilities are more accessible to persons with disabilities, except where it is not practical to do so. - The ministry mandates that a completed "Accessibility Assessment for Procurement" form be attached when submitting a Business Case for Procurement for review for all procurements \$10,000 or more. All assessments are reviewed by the ministry Accessibility Lead.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
	2014 - 16 – Staff and customer feedback sought on accessibility innovations and improvements 2014 – 16 - Inclusion Lens applied to all policies and practices 2014 – 16 - Accessibility is part of all OPS business	- A customer service feedback system on accessibility issues is currently available to the public and a response to all email inquiries is provided within two business days. - The ministry Accessibility Lead has completed training on the Ontario Public Service Inclusion Lens. Completion of this “train the trainer” training has resulted in the ability to provide customized in-house information sessions on the Ontario Public Service Inclusion Lens to ministry staff. This training has created greater awareness of the Inclusion Lens tool and will help to ensure accessibility is applied to ministry policies and practices. - The enterprise-wide “Accessibility @ Source” campaign will continue to be promoted within the ministry as a means to educate staff on the various tools, resources and best practice guides available to ensure accessibility considerations are included in ministry goods and services.
Employment Accommodation People with disabilities who are OPS employees participate fully and meaningfully in services and employment	2013 - Conduct management review on accommodation for employees with disabilities 2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace 2013 - Senior managers have accessibility performance commitments	- Manager and employee awareness of the Accessibility Standards for the Customer Service Regulation is enhanced by continuing to include the Ontarians with Disabilities Act and the Accessibility for Ontarians with Disabilities Act Standards in the Employee Orientation website and New Manager Orientation Guide. - The requirements of the Accessibility Standards for the Customer Service Regulation are communicated to managers through onboarding and training opportunities as they arise. - Enterprise-wide communication on employment accommodation directives and policies will continue to be reinforced through the ministry’s electronic newsletter in order to increase staff

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		awareness within the workplace. - Customized information sessions on the Ontario Public Service Multi-Year Accessibility Plan and the Integrated Accessibility Standards Regulation will continue to be offered to ministry staff as an additional method of education on the employment accommodation compliance requirements.
	2014 - 16 – Best practices on employment accommodation and return to work implemented 2014 - 16 – Better accommodation for employees with disabilities resulting from management review 2014 - 16 – Managers and staff have accessibility performance commitments	- Ongoing promotion of corporately-developed tools, resources and guidelines relating to employment obligations under the Integrated Accessibility Standards Regulation will be provided to staff in order to educate and increase awareness. - Corporately-developed training on the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code, as it relates to persons with disabilities, will continue to be tracked and recorded as mandatory accessibility training within the ministry. This training to be included in staff Performance and Learning Plans.
Information and Communications Information and Communications are available in accessible formats to all OPS staff and customers	2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training 2013 – Accessibility Expo	- New or significantly refreshed internet and intranet websites and content on those sites conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, other than live captioning and audio description. - Specialized mandatory training will continue to be provided to ministry web publishers on best practices related to creating accessible documents and Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. - The Investigation and Enforcement Unit plans to update its website, including information

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		pamphlets, and will ensure all conform to the applicable compliance requirements under the Integrated Accessibility Standards Regulation. - Alternative formats of ministry publications are available upon request. - The accessibility of venues will continue to be posted in advertisement and/or promotional material for public events. - Accommodations for persons with disabilities are made available on request for major public events. - An electronic component is included in ministry consultations to allow citizens who may have difficulty attending public events to participate online. - Building Code examinations are provided in an accessible format. The ministry's Building and Development Branch has a Testing Accommodation Policy for the sitting of examinations. The policy is available online on the Building Code website. - Meetings of the Building Materials and Evaluation Commission and the hearings of the Building Code Commission are able to accommodate the accessibility needs of persons with disabilities. - The ministry will continue to accommodate the needs of persons with disabilities and fulfill disability related accommodation requests. The ministry will take accessibility requirements into consideration when delivering Education, Training and Information sessions. Client feedback on accessibility related issues informs continuous improvement to the way Education, Training and Information sessions are delivered.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		- The ministry Accessibility Lead and designated back-up attended the annual accessibility expo/JOIN conference held in November 2013. Promotion of the event within the ministry through the ministry electronic newsletter and intranet articles was provided in order to encourage additional staff attendance and further raise awareness on accessibility issues.
	2014 - 16 – Communications, websites, technology solutions and documents employ accessibility best practices 2014 - 16 – Accessibility Expo continues annually	- The ministry will follow corporate direction regarding the 2014 compliance requirements of the Integrated Accessibility Standards Regulation pertaining to communication supports. - The ministry will continue to promote corporately-developed tip sheets, guides, e-learning and webinars pertaining to the creation of accessible documents. Additional communication to staff on accessibility best practices will continue through the ministry's electronic newsletter, intranet articles and specialized training/information sessions. - The ministry Accessibility Lead will continue to attend the annual Accessibility Expo and include this attendance as part of the Lead's Performance and Learning Plan and incorporate such learning into the ministry's specialized training, as appropriate.
Built Environment There is greater accessibility into, out of and around OPS facilities and public spaces	2013 - Continue to develop strategies for addressing infrastructure barriers	- The ministry will continue to develop and update Building Code technical training that includes material on barrier-free requirements of the Code. - 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 and recently held public consultations on potential

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		changes to accessibility requirements in the Building Code. The Ministry of Municipal Affairs and Housing is currently considering potential regulatory amendments based on public feedback through consultation and technical reviews. - The ministry will continue delivering the Investment in Affordable Housing for Ontario (IAH) Program (2011-2014) that identifies persons with disabilities as one of the target client groups. The Ontario Renovates component of the IAH provides a grant of up to \$3,500 for accessibility upgrades made to a home. - The ministry will continue to work 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 per cent of the affordable rental housing units will be fully accessible. - 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. - The ministry is currently implementing an accommodation plan that will reduce the office space footprint and provide flexible and accessible space incorporated throughout the design. The project fulfills requirements to ensure that all identified (staff) work station accommodation needs have been addressed.

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
		Communications materials are provided in an accessible format and accessibility is considered in all procurements of products for the project.
	2014 - 16 – OPS ready to implement requirements of AODA built environment regulation	- The ministry will ensure that Infrastructure Ontario's "Barrier-Free Guidelines" will continue to be incorporated into any new construction the ministry undertakes.
Leadership The OPS endeavours to demonstrate leadership for accessibility in Ontario	2013 - Ongoing consultations with persons with disabilities 2013 - Ministries continue to publish annual accessibility plans	- The ministry Accessibility Lead is an active participant in the Ontario Public Service Accessibility Network and ensures that any enterprise-wide tools and resources are promoted and used within the ministry. - The ministry will continue to develop and publish an annual accessibility plan that demonstrates the ministry's commitment to accessibility.
	2014 - 16 – Accessibility continues as strong organizational commitment	- The ministry will follow enterprise-wide direction and use any corporately-developed tools and resources in order to meet future Integrated Accessibility Standards Regulation obligations.

Section Three: Report on Legislative Review

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

Acts, Regulations and Policies Reviewed in 2012 – 13

- 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.
- 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.
- The ministry conducted 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. Potential regulatory changes to the Building Code are currently under consideration as the Ministry of Municipal Affairs and Housing reviews feedback received through public consultation and technical review.
- The OPS Diversity Office and the Ministry of the Attorney General has 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:
 - o Statutes that affect persons with disabilities directly;
 - o Statutes that provide for the delivery of widely applicable services or programs;
 - o Statutes that provide benefits or protections; or
 - o 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 ministry's annual accessibility plan.

- In Spring/Summer 2013, the OPS Diversity Office and the Ministry of the Attorney General held training sessions on the tools developed to assist ministries on the review of government legislation for accessibility barriers. In October 2013, the Ministry of the Attorney General also held an Education Seminar on the legislative review. The Ministry of Municipal Affairs and Housing sent representatives from applicable program areas, legal counsel and the Accessibility Lead to both sessions in preparation for the legislative review of identified high-impact statutes by the end of 2014.

Acts, Regulations and Policies to Be Reviewed in 2013 – 14

- In support of the government's commitment to improve accessibility for persons with disabilities, the Ministry of Municipal Affairs and Housing will continue to review legislation, regulation and policies, to identify and remove barriers to accessibility.

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 52 targeted high-impact statutes that meet the following criteria:
 - a. Statutes that affect persons with disabilities directly;
 - b. Statutes that provide for the delivery of widely applicable services or programs;
 - c. Statutes that provide benefits or protections; or
 - d. Statutes that affect a democratic or civic right or duty; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

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

As part of this process, the Ministry of Municipal Affairs and Housing is reviewing:

1. Building Code Act, 1992
2. Elderly Persons' Housing Act
3. Commercial Tenancies Act
4. Housing Services Act, 2011
5. Municipal Elections Act, 1996
6. Residential Tenancies Act, 2006

We will continue to report on the progress of the review in our annual accessibility plan.

- The ministry will continue to review accessibility issues in the five-year review of the Municipal Act, 2001 and the post-municipal election review of the Municipal Elections Act, 1996.
- The Ministry of Municipal Affairs and Housing will consider the need to provide support (example: guidance materials) to assist municipalities and stakeholders in the implementation of any policy in the new Provincial Policy Statement that addresses barriers to persons with disabilities.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

FIR – Financial Information Return

IAH – Investment in Affordable Housing for Ontario Program

IASR – Integrated Accessibility Standards Regulation

MFOA – Municipal Finance Officers Association of Ontario

MYAP – Multi-Year Accessibility Plan

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

How to Contact us

Questions or comments about the Ministry of Municipal Affairs and Housing's Plan are always welcome.

Please phone:

General inquiry number: 416-585-7041

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Toll free TTY 1-800 number: 1-866-220-2290

E-mail: oda.mah@ontario.ca

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