



Ministry of Municipal Affairs and Housing

2014 ODA Accessibility Plan

ISSN: 1708-3818

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Introduction

Under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#), ministries are required to produce, and make available to the public, annual plans that identify how ministries will identify and remove barriers to accessibility.

The ODA Accessibility Plan (the Plan) is an opportunity to showcase our ministry's accomplishments and to demonstrate how we are modeling compliance with our regulated accessibility requirements.

In 2010, the Ministry of Municipal Affairs and Housing (MMAH) began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) - [Accessibility Standards for Customer Service](#). In 2011, [the Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced, establishing phased-in requirements in the following accessibility standards:

- Information and Communications;
- Employment;
- Transportation; and,
- Design of Public Spaces.

Each year, the Ontario Public Service (OPS) as an obligated organization, confirms its compliance with the requirements of these standards to the Accessibility Directorate of Ontario. The Plan provides an opportunity for our ministry to go beyond confirming compliance with these regulated minimum requirements. Specifically, the Plan allows us to highlight the measures taken by our ministry to identify and remove barriers in the previous year while proposing measures for the coming year that will make our ministry more accessible.

The IASR establishes that obligated organizations, shall create and maintain a multi-year accessibility plan (MYAP) that outlines the organization's strategies to prevent and remove barriers to accessibility. To meet the MYAP requirement, the OPS released [Leading the Way Forward](#) in 2012.

Organizations are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and in meeting the requirements of the IASR. In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made in 2012.

MMAH's 2014 ODA Plan [demonstrates](#) how the measures our ministry has taken, and the measures we propose for the coming years, support the key outcomes and deliverables of the MYAP.

To access MMAH's and other ministries' 2014 ODA Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken by Ministry in 2014

Customer Service

OPS MYAP Key Outcome:

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

Measures Taken by Ministry of Municipal Affairs and Housing in 2014:

In 2014, MMAH successfully achieved all of the proposed measures as committed to in last year's plan as follows:

- All ministry staff have completed the two “May I Help You?” e-learning modules on the requirements of the Accessibility Standards for the [Customer Service Regulation](#). This training is mandatory for all ministry staff and training is tracked and recorded by the ministry's Accessibility Lead.
- Training on providing accessible customer service at MMAH is not limited to the completion of the mandatory “May I Help You?” e-learning modules. Last year, more than 150 ministry staff attended additional in-house training on:
 - a) the updated Ontario Public Service Accessible Customer Service Policy
 - b) Accessibility Best Practice Tips and Guidelines for Inclusive Presentations
 - c) Accessible Documents
 - d) Accessible Procurement
 - e) the Multi-Year Accessibility Plan
 - f) the Integrated Accessibility Standards Regulation
 - g) Introduction to the Ontario Public Service Inclusion Lens

These training sessions helped to ensure that ministry staff have a full understanding of commitments contained in the Ontario Public Service Accessible Customer Service Policy, our current obligations under the IASR and our duty to accommodate the needs of persons with disabilities and fulfill disability related accommodation requests.

- Accessibility requirements were taken into consideration when delivering education, training and information sessions, further demonstrating the ministry's commitment to accommodation requests. Client feedback on accessibility related issues informed continuous improvement to the way education, training and information sessions were delivered.
- Venues for regional conferences were assessed to ensure they can accommodate varying needs. The use of accessible facilities and training materials demonstrate the commitment of MMAH's regional staff to the OPS Accessible Customer Service Policy.
- Meetings of the Building Materials and Evaluation Commission, the hearings of the Building Code Commission as well as the sitting of qualification examinations were able to accommodate the accessibility needs of persons with disabilities. For example, the Building Materials and Evaluation Commission has established a scent-free policy to accommodate Commission members with sensitivities and formally notified all participants that accessibility accommodations are available.
- To effectively provide accessible customer service means that the ministry communicates with persons with disabilities in a manner that takes into account their disability. During the past year, the ministry continued to raise staff awareness of alternate methods of communication supports that persons with disabilities may use, such as teletypewriter (TTY) and Bell Relay Service, various assistive device technology/software and accessible format obligations. This information was included as part of the ministry's in-house "Updated Ontario Public Service Accessible Customer Service Policy" and "Accessible Documents" training and through information articles contained in the ministry's electronic newsletter and intranet site.

- The ministry endeavours to improve the quality of services provided to customers with disabilities. A customer feedback system on accessibility issues is available to the public and responses to all 60 email inquiries received this year were provided within two business days.
- The enterprise-wide “Accessibility @ Source” campaign was frequently 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 and are a part of day-to-day operations.

Information and Communications

MYAP Key Outcome:

Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers.

Measures Taken by Ministry of Municipal Affairs and Housing in 2014:

In 2014, MMAH successfully achieved all of the proposed measures as committed to in last year's plan as follows:

- Ongoing training is key in order to increase staff's accessibility knowledge. In 2013, two new e-modules were made available to OPS employees, "The Integrated Accessibility Standards Regulation in the OPS" and "Working Together – The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act". In late 2013, a new e-module on the IASR specifically pertaining to the Information and Communications Standard was also launched.

Completion of all the above mentioned e-modules was made mandatory for all ministry staff. The ministry Accessibility Lead tracks the training to confirm completion by staff within specified timelines.

- Over the past year, the ministry frequently promoted corporately-developed tip sheets, guides, e-learning and webinar opportunities pertaining to the creation of accessible documents and communication supports. Additional communication to staff on accessibility best practices was achieved through the ministry's electronic newsletter, intranet articles and specialized in-house training/information sessions. Approximately 50 staff attended in-house training on the creation of accessible documents.
- Ensured that content on the ministry public website is accessible to persons with disabilities in accordance with the [Web Content Accessibility Guidelines \(WCAG\) 2.0 Level AA](#), other than live captioning and audio description. All video features on the ministry intranet site now include a transcript.

- In 2014, five specialized mandatory training sessions were provided to twenty-two ministry web publishers on best practices related to creating accessible documents and [Web Content Accessibility Guidelines \(WCAG\) 2.0 Level AA](#).
- Accessible alternate formats of ministry publications were made available upon request, as demonstrated during training sessions on the Provincial Policy Statement, 2014 for internal and external stakeholders as well as the public consultations and regional workshops for Land Use Planning and Appeal System Review.
- The venues for public events were accessible including those used for the training sessions on the Provincial Policy Statement, 2014 for internal and external stakeholders and the public consultations and regional workshops for the Land Use Planning and Appeal System review.
- Accommodations for persons with disabilities were made available on request for public events as demonstrated during the training sessions on the Provincial Policy Statement, 2014 for internal and external stakeholders as well as the public consultations and regional workshops for the Land Use Planning and Appeal System Review.
- An electronic component was included in ministry consultations to allow citizens who may have difficulty attending public events to participate online. For example, in 2014, the public was able to participate in the Land Use Planning and Development Charges consultations through discussion guides online.
- Recognizing that words can influence and reinforce perception of persons with disabilities, ministry staff followed OPS accessibility best practice tools when updating program guidelines for the Investment in Affordable Housing (IAH) – 2014 Extension. By following the OPS accessibility tools, staff ensured that the IAH updated program guidelines used the most appropriate accessibility language and terminology when defining the population groups to be served under the program.

- Ministry staff consulted OPS accessibility best practice tools when updating the resources for municipalities and Service Managers who use the Affordable Housing Information Management System (AIMS). By following these accessibility best practices, ministry staff are demonstrating the importance of using the appropriate accessibility language and terminology to ensure communication and interactions with or about persons with various disabilities are more successful.
- In January 2014, MMAH staff began the AIMS Modernization project. This project involves the transition of the existing AIMS system business application onto the Grants Ontario platform. To ensure adherence to web content accessibility guidelines, the I&IT Accessibility Centre of Excellence at the Ministry of Government and Consumer Services performed an accessibility assessment and determined all accessibility considerations have been implemented according to their established assessment criteria.
- Building Code examinations were 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](#). The ministry is reviewing its approach to examination delivery and will consider opportunities for enhanced accessibility in selecting a new model.

Employment

MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

Measures Taken by Ministry of Municipal Affairs and Housing in 2014:

In 2014, MMAH successfully achieved all of the proposed measures as committed to in last year's plan as follows:

- In late 2013, an e-module on the IASR specifically pertaining to the Employment Standard was developed and launched within the OPS. Completion of this e-module is mandatory within the ministry. All ministry management and human resource professional staff were required to complete the training by June 30, 2014 and the balance of staff must complete by December 31, 2014. Training is tracked by the ministry's Accessibility Lead.
- In late 2013, the ministry's Accessibility Lead and designated back-up attended the 2013 Accessibility Expo/JOIN conference. This event provided additional resources and education that enabled the ministry's Accessibility Lead to be better informed on accessibility accommodation obligations and best practices for an inclusive workplace.
- Manager and employee awareness of the Accessibility Standards for the [Customer Service Regulation](#) and the [Integrated Accessibility Standards Regulation](#) was 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.
- Mandatory Learning Commitment for managers on the [Integrated Accessibility Standards Regulation](#) (IASR Employment and Information and Communication Standards) and the [Customer Service Regulation](#) ("May I Help You? Welcoming Customers with Disabilities" and "May I Help You? Supplementary. Ten things you need to know about Accessible Customer Service for compliance with the Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act, 2005").

- Enterprise-wide communication on employment accommodation directives and policies were reinforced through the ministry's electronic newsletter in order to increase staff awareness within the workplace.
- Customized in-house information sessions on the [Ontario Public Service Multi-Year Accessibility Plan](#) and the [Integrated Accessibility Standards Regulation](#) were attended by 30 ministry staff as an additional method of educating staff and increasing their awareness of the employment accommodation compliance requirements.
- In May 2014, the ministry hosted its sixth annual "Connexions" day. This event is an opportunity for college and university students with disabilities, and recent graduates, to visit the ministry for a day of learning and interaction. It is also an opportunity for the students to see how government works and to gain valuable information about pursuing a career in the public service. This year, the former Lieutenant Governor of Ontario, David Onley, was our featured speaker and truly motivated all participants.

Built Environment

MYAP Key Outcome:

There is greater accessibility into, out of and around OPS facilities and public spaces.

Measures Taken by Ministry of Municipal Affairs and Housing in 2014:

In 2014, MMAH successfully achieved all of the proposed measures as committed to in last year's plan as follows:

- The ministry has entered into an agreement with George Brown College under which the College will update previous ministry training, develop new training products and delivery courses. This training will continue to address the barrier-free design (accessibility) requirements of the Building Code, and will be updated to reflect changes that come into force on January 1, 2015.
- 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. MMAH held an accessible web-based public consultation on potential changes to accessibility requirements in the Building Code over a 3-month period in 2012-2013. Consultation materials were posted online in accessible HyperText Markup Language (HTML) and Portable Document Format (PDF), with alternate format versions (such as Large Print and Braille) provided on request. Approximately 600 comments from the public were received.
- On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. Amended requirements cover a range of areas including requirements for visual fire alarms, universal washrooms, and barrier-free access into and around buildings.

- The ministry participated in a panel presentation on the built environment at the 2014 Accessibility Expo/JOIN conference. The conference consisted of more than 300 participants from the Ontario Public Service, private sector employers and members of the public. The ministry's subject area experts discussed the relationship between the Accessibility for Ontarians with Disabilities Act, 2005 and the Building Code. The panel presentation also provided the audience with an opportunity to get answers to their questions regarding updated barrier-free requirements of the Building Code.
- The ministry Accessibility Lead and MMAH key program area experts are currently assisting the OPS Diversity Office with the development of new resource material on the Accessible Built Environment for Ontario Public Service staff.
- The ministry continued 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.
- The ministry continued 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.
- Over the past year, the ministry has been implementing an accommodation consolidation project that reduced the office footprint and provided flexible and accessible space throughout the design.

The project is addressing requirements to ensure that all identified (staff) work station accommodation needs are addressed. For example, an individual with visual light sensitivities was accommodated with the installation of special pot lights as well as an arm for monitor adjustment.

In addition, all communication materials were provided in an accessible format and accessibility was considered in all procurements of products for the accommodation consolidation project.

- Building renovation at the ministry's Municipal Services Office – East location in Kingston have made the office space more accessible to members of the public and staff with disabilities. These renovations include wheelchair accessible paths and ramps.

Other Commitments

MYAP Key Outcome:

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

Measures Taken by Ministry of Municipal Affairs and Housing in 2014:

In 2014, MMAH successfully achieved all of the proposed measures as committed to in last year's plan as follows:

- The OPS Inclusion Lens is a multi-dimensional, web-based analytical and educational tool available to all OPS staff. It supports the user in “how” to develop and deliver inclusive, equitable, accessible and responsive initiatives.

In order to promote the use of this tool, the ministry Accessibility Lead has completed specialized training on the OPS Inclusion Lens. Completion of this “train the trainer” training has resulted in the ability to provide customized in-house information sessions on the OPS Inclusion Lens to more than 40 ministry staff during the past year. This training has created greater awareness of the tool and will help to ensure accessibility is applied to ministry policies and practices.

- As part of the five-year review of the Provincial Policy Statement 2005, the OPS Inclusion Lens was applied in developing and evaluating policy options for the new Provincial Policy Statement. The Provincial Policy Statement 2014 has been refined to highlight the government's priority in accessibility and better reflect current legislation and terminology.
- Accessibility considerations are part of the ministry's day-to-day operations and are included in our procurement practices. The ministry Accessibility Lead provided customized information sessions on accessible procurement to 30 staff in order to educate them 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 the ministry's 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 of \$10,000 or more. All assessments are reviewed by the ministry Accessibility Lead. Over the past year, MMAH completed a total of 40 Accessibility Assessments to help ensure that accessibility criteria were incorporated in our procurement processes.

Section Two: Report on Measures Proposed by Ministry for 2015 & 2016

Customer Service

OPS MYAP Key Outcomes

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

Measures Proposed by Ministry of Municipal Affairs and Housing for 2015 & 2016:

MMAH 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.

- Mandatory training for all ministry staff will remain a key strategy for ensuring that staff are both aware of and know how to fulfill our accessible customer service obligations. For new staff, this training will include the enterprise-wide “May I Help You?” e-learning modules, as well as additional in-house refresher training to staff. All training will be tracked and recorded by the ministry’s Accessibility Lead.
- Ministry-wide communication to staff will continue as a way of promoting enterprise-wide tools and accessibility resources. This tactic will reinforce that accessibility is part of all Ontario Public Service business, and will be communicated through weekly accessibility updates in the ministry’s electronic newsletter as well as feature intranet articles. The “Accessibility at MMAH” internal web pages will continue to be updated to include any additional tools and resources developed for staff use.
- Ongoing awareness to staff will continue as a reminder of the importance of including an “active offer of accommodation” when hosting both internal and external meetings. This best practice is an effective proactive method to ensure accessible to services to our internal and external clients.

- The importance of surveys/evaluations with specific questions regarding the accessibility of our services will continue to be emphasized to ministry staff as a method for ongoing improvement in our future initiatives.
- Accessibility requirements will continue to be taken into consideration when delivering education, training and information sessions. Client feedback on accessibility related issues will continue to inform improvement to the way education, training and information sessions will be delivered.
- Venues for regional conferences will be 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 will accommodate the accessibility needs of persons with disabilities.
- The ministry will continue to reinforce to staff the importance of communicating with persons with disabilities in a manner that takes into account their disability. Ongoing communication to staff will be practised, so that they are aware of various assistive technology/software and how to create accessible documents. This ongoing education to ministry staff will help ensure that persons with disabilities may access ministry information and communication products.
- The ministry will continue to include opportunities for improvement and inform the public about the availability of accessible feedback processes with our commitment to provide responses to all email inquiries within two business days.
- The enterprise-wide “Accessibility @ Source” campaign will continue to be communicated to staff as a means to demonstrate that accessibility continues to be a strong organizational commitment and to demonstrate how to employ accessibility best practices within the ministry.

Information and Communications

MYAP Key Outcome:

Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers.

Measures Proposed by Ministry of Municipal Affairs and Housing for 2015 & 2016:

MMAH 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.

- The ministry's commitment to increasing accessibility knowledge for staff that creates information and communications products through training will continue. Mandatory completion by all new ministry staff of the IASR e-modules will continue to be enforced with all training tracked by the ministry Accessibility Lead.
- The ministry's ongoing best practice of providing customized in-house training to staff will continue with increased emphasis on the importance of creating accessible source documents. The newly developed Ontario Public Service's Information and Technology Accessibility Centre of Excellence video tutorials will further be promoted within the ministry.
- The promotion of corporately-developed tip sheets, guides and webinar opportunities pertaining to the creation of accessible documents will be ongoing through various communication channels to staff such as the ministry electronic newsletter and postings on the "Accessibility at MMAH" intranet page.
- The ministry will continue to ensure that content on its public website is accessible to persons with disabilities by conforming 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 ministry will continue to provide accessible alternate formats of ministry publications upon request.
- The ministry will continue to provide offers of accommodation in advertisement and/or promotional material for public events.
- Accommodations for persons with disabilities will continue to be made upon request for public events.
- An electronic component will continue to be included in ministry consultations to allow citizens who may have difficulty attending public events to participate online.
- Building Code examinations will continue to be 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](#).

Employment

MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

Measures Proposed by Ministry of Municipal Affairs and Housing for 2015 & 2016:

MMAH is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

- The ministry will continue its tradition of hosting the annual “Connexions” program for college and university students with disabilities and recent graduates. This event has proven to be an excellent learning opportunity for students to gain valuable information about pursuing a career in the public service and learn about how government works. To date, more than 100 students have participated in the program. This event is also a valuable learning opportunity for ministry staff who participates in the planning for the event. Staff ensures that accommodation needs of all participants are met and that all communication products are accessible.
- The ministry will review the 2014 Ontario Public Service Employee Survey results for MMAH to identify any potential barriers to persons with disabilities.
- Enterprise-wide communication on employment accommodation directives and policies will continue to be reinforced through the ministry’s electronic newsletter in order to increase awareness within the workplace.
- Manager and employee awareness of the Accessibility Standards for the [Customer Service Regulation](#) and the [Integrated Accessibility Standards Regulation](#) will be 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.

- Mandatory Learning Commitment for new managers on, and existing managers who have not yet completed, the Integrated Accessibility Standards Regulation (IASR Employment and Information and Communication Standards) and the Customer Service Regulation (“May I Help You? Welcoming Customers with Disabilities” and “May I Help You? Supplementary. Ten things you need to know about Accessible Customer Service for compliance with the Customer Service Regulation under the Accessibility for Ontarians with Disabilities Act, 2005”).
- Customized in-house 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 educating staff and increasing their awareness of the employment accommodation compliance requirements and our commitment to accommodation for employees with disabilities.

Built Environment

MYAP Key Outcome:

There is greater accessibility into, out of and around OPS facilities and public spaces.

Measures Proposed by Ministry of Municipal Affairs and Housing for 2015 & 2016:

- The ministry has entered into an agreement with the George Brown College under which the College will update previous Ministry training, develop new training products and delivery courses. This training will continue to address the barrier-free (accessibility) requirements of the Code, and will be updated to reflect changes that come into force January 1, 2015.
- MMAH and the Accessibility Directorate of Ontario are working together to develop a Building Code Guideline for Barrier-Free Design to support updated Building Code requirements. Additional support material, such as technical appendix notes and information for municipalities is also in development.
- The ministry will ensure that appropriate staff completes any upcoming corporately-developed Ontario Public Services awareness training on the Accessible Built Environment within the specified timelines for completion.
- The ministry will continue to deliver the IAH Extension Program 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 MMAH's accommodation consolidation, the ministry is working with staff to complete furnishings for new collaborative spaces that will provide common and meeting space for staff that will include adjustable furniture and technology.

Other Outcomes Deliverables

MYAP Key Outcome:

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

Measures Proposed by Ministry of Municipal Affairs and Housing for 2015 & 2016:

MMAH will continue to embed accessibility in our day-to-day operations and demonstrate accessibility as a strong organizational commitment.

- The ministry Accessibility Lead will continue to offer customized in-house information sessions on the OPS Inclusion Lens to ministry staff as a means to strengthen accessibility awareness and ensure ongoing barrier removal in ministry policies, programs and practices.
- The ministry will continue its promotion of the OPS Inclusion Lens tool across the ministry through notices in the ministry electronic newsletter and intranet articles in order to increase staff awareness and encourage the application of the OPS Inclusion Lens in the development of ministry programs and policies.
- Accessibility considerations will continue to be part of the ministry's day-to-day operations and will continue to be included in our procurement practices. The ministry Accessibility Lead will continue to offer 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 will continue to be incorporated in the ministry's 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 will continue to mandate 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 will be reviewed by the ministry Accessibility Lead.
- The ministry Accessibility Lead will continue to be an active participant in the Ontario Public Service Accessibility Network to ensure that any enterprise-wide tools and resources are promoted and used within the ministry.
- The ministry Accessibility Lead will attend future annual Accessibility Expo/JOIN conferences in order to increase expertise on accessibility issues. The event will also be promoted within the ministry to encourage additional staff attendance and further raise awareness on accessibility issues.
- As part of our efforts for continuous improvement and barrier-removal, the ministry Accessibility Lead will promote the internal ministry “Ontarians with Disabilities Act mailbox” to encourage staff feedback on accessibility innovations and improvements.

Section Three: Addressing the Identification of Barriers

In support of our commitment to improve accessibility for people with disabilities, MMAH will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

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 prioritizes 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 51 targeted high-impact statutes that meet the following criteria:
 - 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 and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

In 2013-2014, the OPS made significant progress in conducting this phase of the review which is estimated to be completed by the end of 2014.

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

- Building Code Act, 1992
- Elderly Persons' Housing Aid Act
- Commercial Tenancies Act
- Housing Services Act, 2011
- Municipal Elections Act, 1996
- Residential Tenancies Act, 2006

- The ministry continues to review accessibility issues in the five-year review of the Municipal Act, 2001.
- The ministry will review the Municipal Elections Act, 1996 following the 2014 municipal election. Accessibility issues will be considered as part of the review.

Links

Public Links

[OPS Multi-Year Accessibility Plan - Leading the Way Forward](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

[Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)

[Web Content Accessibility Guidelines](#)

Contact Us

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

General inquiries: 416-585-7041

TTY number: 416-585-6991

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

Email: oda.mah@ontario.ca

Ministry website address: www.mah.gov.on.ca

Visit the [Ministry of Economic, Development, Trade and Employment](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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ISSN (1708-3818)

Ce document est disponible en français.