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MINISTRY OF NATURAL RESOURCES and MINISTRY OF ABORIGINAL AFFAIRS *2007-2008 Accessibility Plan*

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MINISTRY OF NATURAL RESOURCES

MINISTRY OF ABORIGINAL AFFAIRS

2007-2008 Accessibility Plan

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Message from the Minister

In June 2005, the Ontario government took a strong stand on accessibility when it passed the ***Accessibility for Ontarians with Disabilities Act*** (AODA) into law.

Photograph showing a
portrait of Hon. David
Ramsay

Hon. David Ramsay

The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives.

Five key areas have been identified for the first accessibility standards: customer service, transportation, information and communications, the built environment, and employment.

The accessible customer service regulations were approved by the Lieutenant-Governor and will come into force on January 1, 2008.

An initial proposed standard on accessible transportation has been developed by the Transportation Standards Development Committee. It was posted for public review on June 27, 2007 and will be available for public comment until September 28, 2007.

The Standards Development Committee that will draft the proposed information and communications standard was established and began meeting in April, 2007. The committees developing the accessible built environment and accessible employment standards have been selected and will begin meeting in the fall of 2007.

While the government is moving forward to implement the AODA, there will be a transition period where government and the broader public sector will continue to meet their obligations under the ***Ontarians with Disabilities Act, 2001*** (ODA). These obligations will remain in effect until they are repealed and replaced by standards under the new act.

Under the ODA, Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations are required to develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. These plans must be made available to the public. Accessibility planning efforts to date have developed a strong foundation for the development of accessibility standards that will mean real and effective change.

This document is the fifth annual accessibility plan developed by the Ministries of Natural Resources and Aboriginal Affairs. It highlights the achievements of the 2006-07 plan and outlines the commitments for 2007-08 so that no new barriers are created and, over time, existing ones are removed.

These ministries intend to build on their achievements by implementing initiatives that support the government's commitment to continue to make Ontario an inclusive and accessible province where people of all abilities have a chance to fully achieve their potential.

At the Ministry of Natural Resources and the Ministry of Aboriginal Affairs, we are building on the success of our previous four plans. We are continuing to look for ways to better meet the needs of people with disabilities who come into contact with these ministries, regardless of whether they are staff, members of the general public or ministry stakeholders.

Our ministries are committed to improving accessibility through identifying, removing and preventing barriers, working together within our ministries, across government and in our relationships with our stakeholders.

Examples of this work in the past year include:

- Providing key information on Internet sites and in publications in a range of formats and media that can easily be accessed by people with disabilities.
- Continuing to ensure that our ministry policies and programs eliminate barriers and are responsive to the needs of the public.
- We are working toward better educating staff on accessibility and will continue to do so.
- In providing access to the outdoors, our ministries have constructed structures on Crown land to allow people with disabilities to gain recreational access and enjoy nature.
- Our ministries have incorporated the goals of the Ontarians with Disabilities Act, 2001 in business plans, capital projects planning, procurement of goods and services, and a wide range of other activities.
- Ensuring all Ontario residents and visitors have equitable access to information on natural resources, outdoor experiences in provincial parks and on Crown land, and job opportunities in the Ministries.
- Continuing to better educate ministry employees on accessibility.

More examples of ministry efforts in this regard are provided in the pages that follow.

Our ministries seek to provide excellent service to all people and cooperate with an array of partners and stakeholders to achieve that goal. As we meet our priorities and those of the government, the Ministry of Natural Resources and the Ministry of Aboriginal Affairs are able to contribute to a healthier Ontario, stronger communities and a higher quality of life for everyone.

If you have any comments or concerns, please contact Louisa Vatri-Norris at 705-755-5323.

The Honourable David Ramsay
Minister of Natural Resources and
Aboriginal Affairs

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REPORT ON ACHIEVEMENTS

2006 - 2007 ACCESSIBILITY IMPROVEMENT INITIATIVES

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In 2006-07 the Ministry of Natural Resources and the Ministry of Aboriginal Affairs (hereafter named the Ministries) implemented a number of measures to improve accessibility for people with disabilities. The focus in 2006-07 has been on meeting legislated requirements for accessibility under the ***Ontarians with Disabilities Act*** (ODA) and raising awareness within the Ministries of the new ***Accessibility for Ontarians with Disabilities Act*** (AODA), which received Royal Assent on June 13, 2005. At present, new standards are being developed within the public sector.

The following lists the achievements of the Ministries towards the 2006-07 planning commitments. While both ministries are proud of these efforts, they recognize that there is more work to be done. The Ministries remain strongly committed to improving accessibility for people with disabilities in all aspects of our work.

Ongoing Accessibility Improvement Initiatives include:

Section 4 - Built Environment

Commitment: The Ministries will meet the ***Standards for Barrier-Free Design of Ontario Government Facilities*** in their facility acquisition, construction or significant renovation to existing or leased facilities.

Action and Timeframe: The Ministries, through Ontario Realty Corporation (ORC) facility planning, adhere to the government-adopted standards for barrier-free design in their annual facility plans.

Status: Standards for barrier-free design of Ontario government facilities have been communicated widely within ministries. Provisions for buildings, structures and premises that the government leases, purchases, constructs, or significantly renovates, comply with mandatory requirements where applicable. This is continuous and ongoing.

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Section 5 - Procurement of goods and services

Commitment: The Ministries will ensure managers and supervisors receive guidance on accessibility in procurement of goods and services. The Ministries will continue to implement the government-wide guidelines for accessibility in their procurement processes.

Action and Timeframe: The Ministries will continue to adhere to Ministry of Government Services (MGS) procurement accessibility guidelines, will communicate these to relevant staff, and will incorporate them in ministry procurement procedures.

Status: As part of their procurement process and guidelines, Ontario Shared Service (OSS) has incorporated requirements of the ODA in their documents used when issuing ministry procurements. The MYOPS web site contains an ODA Requirements Checklist and other procurement tools. This is an ongoing commitment.

Rationale: OSS will continue to improve its procurement procedure to further increase accessibility for Ontarians with a disability. The Ministries will request that OSS ensure the E-module training tool, "May I Help You – Welcoming Customers with Disabilities", becomes available to all staff. And that the tools and checklists available on the MYOPS web site are updated based on the 2005 Act.

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Section 6 - Government Internet sites

Commitment: The Ministries will ensure that internet sites are accessible, including testing of all new content.

Action and Timeframe: The Ministries will ensure that accessibility provisions are met within the work currently underway to redesign the general web site.

Status: The Ministries monitor all sites and materials for compliance with ODA accessibility requirements. Redesign of the ministries' web site is underway and will meet ODA accessibility requirements. The new sites will be launched in January 2008; therefore this item is deferred until next year.

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Section 8 - Government employee accommodation

Commitment: The Ministries identify employee accommodation needs to accommodate staff with a disability. Requests for funding from Employment Accommodation Fund are made when appropriate.

Action and Timeframe: Ministry procedures incorporating these actions were followed in 2006-07.

Status: The Ministries identified employee accommodation needs and accessed the Employment Accommodation Fund to make provision for staff with disabilities. This is an ongoing commitment.

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Acts and Regulations

Commitment: The Ministries will work cooperatively with other ministries in assessing current provisions for people with disabilities for fees, permits and services.

Action and Timeframe: The Ministries will complete discussions with other relevant ministries and will respond to need for refinements and improvements in accessibility provisions. Discussions and implementation of results are an ongoing commitment.

Status: In progress. Initial discussions have not been completed. Efforts are being made to include accessibility considerations in

legislative reviews being undertaken.

Rationale: Further work is required to prepare for discussions with other ministries. This commitment is a continuing and ongoing responsibility as assessment of legislation is undertaken.

Commitment: The Ministries will continue to consider acts or regulations for a barrier review analysis as part of the regular planning cycle.

Action and Timeframe: Specific reviews of legislation will include assessment of how the legislation addresses accessibility requirements and guidelines and implementation of appropriate provisions. Accessibility considerations will be incorporated in reviews undertaken during the 2006-07 period.

Status: Efforts are being made to include accessibility considerations in legislative reviews being undertaken. This is an ongoing commitment.

Rationale: This commitment is a continuing responsibility as assessment of legislation is undertaken. This commitment is ongoing.

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Policies

Commitment: Guidance will be provided to staff undertaking policy and program development on how to identify needs and include accessibility provisions in policy and program proposals.

Action and Timeframe: Develop and implement guidelines for incorporating accessibility considerations in policy and program development. Finalize guidelines by March 2007. Implementation of the guidelines targeted for March 2008.

Status: Will be completed by March 2008.

Commitment: The Ministries will advance their diversity objectives by examining employment systems, processes, tools and documents. Accessibility issues will be an area of focus for this assessment.

Action and Timeframe: Review of employment systems and processes, tools and documents, including attention to accessibility issues, will be undertaken following the establishment and implementation of changes expected in human resource services for the Ontario Public Service. The Ministries will commence this review in 2006-07 following implementation of changes in human resource services and delivery currently in progress.

Status: This review is ongoing.

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Programs and Services

Commitment: The Ministries will work cooperatively with their partner agencies in encouraging and implementing accessibility provisions.

Action and Timeframe: Discussions and co-operative action were initiated in 2006-07 to identify key partner agencies and initiate discussions regarding accessibility provisions and improvements.

Status: Discussions have not begun since agencies are not included under the ODA.

Rationale: The Ministries will ensure relevant agencies are made aware of their obligations under the AODA in advance of the new regulations currently being developed. This commitment is ongoing.

Commitment: In ministry offices and public use facilities, the operating lead will have plans in place to assist with the evacuation of staff and visitors with a disability, and will ensure the plans are incorporated in the Emergency Procedures handbook distributed to employees. The Ministries will work with property management to incorporate provisions for people with disabilities within the parameters established for these provisions.

Action and Timeframe: Ensure needs of people with disabilities continue to be provided for within the parameters established, as new evacuation plans are developed or existing plans and procedures are reviewed and updated in 2006-07.

Status: A building evacuation plan and booklet has been developed for use in buildings operated or occupied by the Ministries. The plan and booklet was presented and reviewed by a standing committee on Ministry Health and Safety.

Rationale: A communication plan for the Emergency Procedures Handbook has been developed and will be released to all staff.

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Practices

Commitment: Communicate to ministry employees the provisions of the ODA, available guidelines and best practices for accommodating needs of people with disabilities.

Action and Timeframe: Complete communications strategy and begin implementation by March 2006.

Status: The Ministries have communicated the provisions of the act and will continue to do so throughout the next year with the new AODA. Senior management in the ministries have access to resources within the Workplace Discrimination and Harassment Prevention Program (WDHP) for accommodation guidance for people with disabilities.

Commitment: The Ministries will provide opportunities for input from staff in identifying accessibility barriers and will include this input in planning for improvements

Action and Timeframe: The Ministries will develop and implement an accessibility communications strategy to include provisions for input from staff by March 2006.

Status: Communication was sent out to staff requesting input. This is an ongoing exercise.

Commitment: Planned accessibility audits will be initiated in several representative ministry sites and program areas to assess accessibility provisions and needs, and identify priorities for addressing needs. These audits will help establish measures and approaches to be adopted in the ministries. They will also help raise awareness of staff and managers regarding accessibility needs.

Action and Timeframe: During 2006-07, develop an audit program and test audit in pilot sites.

Status: The Ministry of Natural Resources has audited the Provincial Parks and will be auditing districts by March 2008. Also, staff of the

Outdoors Card Centre will be receiving training in 2007-08, which will include a component on accessibility issues as they apply to call centre services. This commitment is ongoing.

Commitment: Customer service training planned for ministry staff (for example, training provided to parks staff and customer service workshops periodically offered to district staff) will include a component on awareness of accessibility barriers, including attitudes, needs and appropriate responses.

Action and Timeframe: Continue to address accessibility issues in customer service training during 2006-07. Review and include in customer service training the new Customer Service Training Package, ***“May I Help you – Welcoming Customers with Disabilities”***, to be made available this year.

Status: Customer Service training was delivered to all Ontario Parks staff (an annual commitment), but not to district staff last year. Customer Service workshops are delivered every two years to district staff, and this is scheduled for 2007-08. Several ministry employees have already taken the online course.

Rationale: The primary focus for customer service is ServiceOntario/Government Information Centre staff since they now provide the majority of direct services to the citizens of Ontario. The Ministries' employees and agents continue to provide direct services to customers at Ontario Parks, where customer service training remains a priority, and includes raising awareness of serving persons with special needs. This commitment is ongoing.

Commitment: The Ministries will provide information on accessibility requirements, provisions and initiatives on their internet site as well as on their internal web site.

Action and Timeframe: Implement provision of accessibility information on web sites following site redesign and development of a communications strategy.

Status: Redesign of the Ministries' web sites has not been completed pending the procurement of a new content management system and implementation of the new design standards for Ontario government web sites. As a result, further information on accessibility requirements, provisions and initiatives has not been provided on ministry web sites.

Rationale: Information on accessibility requirements/provisions/initiatives will be included as part of the web site redesign when completed in 2007-08. This commitment is ongoing.

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The Ministries' focus in their 2007-08 action plans is to incorporate accessibility considerations into the ongoing policy, planning, management and review processes. Communication and staff training and guidance are also significant in the 2007-08 plans, to raise awareness, provide guidance regarding accessibility issues and needs, and involve staff in initiating responses.

The plans also include participation of the Ministries on implementation teams dealing with standards development for the new Accessibility for Ontarians with Disabilities Act.

Commitments and strategies for the coming year are listed below.

Section 4 - Built Environment

Commitment: The Ministries will meet the standards for barrier-free design of Ontario government facilities in its facility acquisitions, construction, or significant renovation to existing or leased facilities.

Action and timeframe: The Ministries' facility planning, acquisitions, construction, or substantial renovation will adhere to the government-adopted standards for barrier-free design. The Ministries will meet this commitment in facility planning and development initiatives undertaken in 2007-08.

Status: Complete and ongoing. Significant completion was reached with the construction of the Aylmer District Office, as well as Killbear Park Visitor Centre, and various Ontario Park comfort stations. All facilities meet the new barrier-free design standards.

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Section 5 - Procurement of goods and services

Commitment: The Ministries will ensure managers and supervisors are provided guidance on accessibility in procurement of goods and services. The Ministries will continue to implement in its procurement processes the government-wide guidelines for accessibility in procurement.

Action and timeframe: The Ministries will continue to adhere to MGS procurement accessibility guidelines, will communicate these to relevant staff and will incorporate them in ministry procurement procedures. The Ministries will also review and apply when available the upcoming Accessible Procurement E-module training tool for training staff who provide procurement services.

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Section 6 - Government Internet sites

Commitment: The Ministries will continue to ensure that their internet sites are accessible, including testing of all new site content.

Action and timeframe: The Ministries will continue to monitor all web site content for accessibility. The Ministries will be implementing a new web content management system and the new design standards for Ontario government web sites in 2007-08. The Ministries will ensure the new web site design meets ODA accessibility requirements. The Ministries will also be developing and implementing formal protocols, standards and guidelines to ensure continued accessibility of web site content. MNR's Communications Services Branch offers access to seminars on ODA compliance and invites participation.

The Ministry of Natural Resources' (MNR) Fish and Wildlife web site does more than comply with ODA requirements. Electronic services for hunters have been a priority in the Fish and Wildlife Branch for some time. Most recently, the reporting of harvests has moved to an

electronic form as a pilot for wider-scale reporting. This opens the door to additional opportunities for providing electronic information in the future. It is currently possible for anglers and hunters to buy certain licenses online, and to apply to certain big game draws through an automated telephone system, which links directly to a database in real time.

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Section 7 - Government publications

Commitment: The Ministries will continue to follow existing guidelines and procedures for meeting requests for accessible formats through Publications Ontario.

Action and timeframe: The Ministries will continue to work cooperatively with Publications Ontario to provide publications in an ODA compliant format. All ministry staff will be provided with ongoing guidance on procedures for responding to requests for publications in accessible formats.

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Section 8 - Government employee accommodation

Commitment: The Ministries will continue to identify employee accommodation needs and access the Employment Accommodation Fund to accommodate staff with disabilities. We will also participate in the development and the roll out strategy of new standards development as part of the implementation of the Accessibility for Ontarians with Disabilities.

Action and timeframe: Ministry procedures incorporating these actions regarding staff with disabilities will be followed in 2007-08.

Commitment: The Ministries will ensure that all managers and supervisors receive a training package on how to accommodate the accessibility training needs of employees and job applicants with a disability.

Action and timeframe: Training materials and information will be made available.

Commitment: The new Employment Accommodation and Return to Work Operating Policy has been developed and is now available online

to OPS employees

Action and timeframe: The Ministries have trained all managers and human resources advisors. The rollout is continuing and a training package has been prepared for all managers and team leaders to train their staff. Also, employees were encouraged to access this information on the MyOPS web site and given instructions on how to do so.

Commitment: MNR's Science and Information Resources Division will make use of capital funding to plan and implement changes at Harkness Lab to better accommodate people with disabilities (i.e. changes to one of the cabins, the cookhouse and a washroom to provide barrier-free access).

Action and timeframe: Spring 2008.

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Section 9 - Government funded capital programs

Commitment: Capital funding proposals in the Ministries' corporate business plan for 2007-06 will be reviewed for compliance with requirements under Section 9 of the Ontarians with Disabilities Act. Conformity with the standards for barrier-free design of Ontario government facilities will be an important focus.

Action & timeframe: All funding proposals will be reviewed for compliance with accessibility requirements. The reviews will be carried out during Results Based Planning for 2007-08.

Status: The review of capital funding proposals in the Ministries' corporate business plan for 2007-08 has been completed. During 2006-07, the following were placed into service and meet accessibility requirements:

- Algonquin Park West Gate Comfort Station
- Wasaga Beach Comfort Stations (2)
- Earl Rowe Vault Privies
- Rock Point Vault Privies (2)
- Grundy Lake Maintenance Building
- Ivanhoe Lake Maintenance Building
- Algonquin Lake of Two Rivers Park Store
- Algonquin Portage Park Store
- Marten River Park/Gate Office
- Neys Gatehouse
- Killbear Entry Control Office

Rationale: This commitment has been met according to the unique purpose and circumstance of each individual project.

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Section 10 - Accessibility planning

Commitment: The Ministries will continue the work of their Accessibility Working Group to provide ongoing coordination for accessibility planning and improvements.

Action and timeframe: The CAO has recently sent a memo to ADMs of both ministries in an attempt to solicit more members. We are encouraging people with disabilities and people that have an interest in the subject to join. As well, the current Accessibility Working Group represents each Division and Program Area. The Terms of Reference for this committee will be expanded to include input on the various MGS standards committees for the new AODA. Membership is currently being reviewed to ensure an equal representation for the Ministries as well as for people with a disability. Discussions with respect to the need for two separate Ministry Working Groups are underway. Committee member duties may be expanded in 2007/08 to include:

- Input to the development of AODA standards.
- Participation on implementation teams.
- Input to annual reports, including ODA and AODA.

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Acts and Regulations

Commitment: The Ministry of Natural Resources (MNR) will work cooperatively with other ministries in assessing current provisions for people with disabilities regarding fees, permits and services.

Action and timeframe: MNR will continue discussions with other relevant ministries and will respond to needs for refinements or improvements in accessibility provisions. Discussions and implementation of results are an ongoing commitment.

Status: In progress. MNR is undertaking a comprehensive review of pricing and revenue and will be developing a Natural Resources Valuation and Pricing Policy Framework. Accessibility considerations will be included in this framework and its future implementation. Review of pricing strategies with other relevant ministries will include accessibility provisions and be undertaken following development of this policy framework. Initial discussions are yet to be completed.

Rationale: Establishing a valuation and pricing policy framework is considered essential prior to discussions with other ministries on accessibility provisions regarding fees, permits and services.

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Commitment: Guidance will be provided to staff undertaking policy and program development on how to identify needs and include accessibility provisions in policy and program proposals.

Action and timeframe: Develop and implement guidelines for incorporating accessibility considerations in policy and program development. New standards are currently being developed jointly at sector tables. Work in this area will be completed when the new accessibility standards are released.

Commitment: The Ministries will advance their diversity objectives by examining employment systems, processes, tools and documents. Accessibility issues will be an area of focus for this assessment.

Action and timeframe: Review of employment systems, processes, tools and documents, including attention to accessibility issues, will be undertaken following the establishment and implementation of pending changes in human resource services/delivery underway for the Ontario Public Service. The Ministries will commence this review in 2007-08 following implementation of changes in the Human Resources Branch.

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Programs and Services

Commitment: MNR will have plans in place for the evacuation of staff and visitors with disabilities in ministry and public-use facilities per the ODA's "Emergency Preparedness Guide for People with Disabilities/Special Needs" where MNR is considered to have the operating lead. MNR will ensure the plans are incorporated in an Emergency Procedures handbook and distributed to all staff.

Action and timeframe: The needs of people with a disability will continue to be provided for with the parameters established as new evacuation plans are developed or existing plans and procedures are reviewed and updated.

Commitment: Deliver communication products and services regarding MNR's services and delivery methods to clients with a disability.

Action and timeframe: MNR's customer service delivery arm (a network of 32 district offices across the province) has undergone significant changes over the last few years, including changes in the nature of the services delivered and the delivery method. As a result, MNR's customer service procedures need to be reviewed. The ministry will produce communication materials concerning clients with a disability and develop communication tools. These will be posted on the ministries intranet site and communicated to all staff.

Commitment: In preparation for AODA approval, the Ministries will communicate new responsibilities to agencies, boards and commissions.

Action and timeframe: A review of the agencies', boards' and commissions' new commitments are to be included in the Ministries' business plan; the timing will be determined based on when the AODA regulations are passed.

Commitment: Through electronic service delivery initiatives, the Ministries have improved and will continue to improve access for people with a disability to a variety of direct services including permits, purchasing, information and query responses.

Action and timeframe: Ongoing improvements throughout 2007-08 to electronic service delivery in accordance with government-wide priorities, initiatives and resource availability.

Commitment: Educate staff and managers on the ODA and AODA.

Action and timeframe: The Accessibility Directorate of Ontario is launching a new e-training module. This will be mandatory training for all ministry employees via an intranet site currently in development. The timing is dependant on when the AODA regulations are passed.

Rationale: Education on AODA is linked to ministry corporate communication about the implementation of the AODA.

Commitment: The Ministries will develop an implementation plan for incorporating specific provisions for customer services to people with a disability and include these provisions in updated customer service procedures.

Action and timeframe: Implementation to commence in 2007-08 to identify specific provisions for customer services to people with a disability, complete an implementation plan and include it in customer service procedures. Attention will be paid to a range of measures, including better understanding of needs and improved attitudes toward people with a disability. We will finalize the implementation plan by March 2008.

Status: An implementation plan is ongoing. Like MNR's Natural Resources Information Centre, the Outdoors Card Centre takes calls from the public. In 2007 the Outdoors Card Centre will update its customer service procedures to include how to serve callers who use a TTY telephone line.

Commitment: The Ministries' Communications Tool Box is a new intranet site for all staff involved in communications activities. Staff can access the Tool Box via the intranet. As well, MNR recently launched an online digital photo gallery, accessible through new icons on employee's computer desktops. The Tool Box provides information about communications processes, products and best practices, as well as links to tools and resources such as templates and reference documents.

Action and Timeframe: The Communications Tool Box is an evolving document. MNR's Communication Services Branch will be updating and enhancing it regularly. They will be asking staff for comments and suggestions for improvements in advance of each update. This intranet site will be 100% accessible to persons with a disability by March 2008.

Commitment: Ontario Parks' Policy states that if people with a disability enter the park for day-use purposes, for example a picnic, all of the occupants of the vehicle is granted entry under the discounted disabled vehicle permit. The same approach holds for camping, where all members of the camping party are granted the discounted rate.

Action and Timeframe: Ongoing.

Commitment: All signage in Ontario Parks is done in symbols that are universally understood. When lettering is used, it is of a very large size making it easier to read.

Action and Timeframe: Ongoing.

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Practices

Commitment: The Ministries will continue to communicate the provisions of the ODA and the implementation of the AODA to all ministry staff.

Action and Timeframe: Communication will be issued from the office of the CAO as well as postings on intranet sites, planned for spring 2008. Staff is encouraged to attend ODA seminars. Two issues of **Compass** (MNR's electronic staff newsletter) have addressed the ODA in great detail.

Commitment: At a local level, client feedback will be encouraged and monitored for concerns brought forward regarding accessibility.

Action and Timeframe: Appropriate communications from the office of the CAO has occurred.

Commitment: The Ministries are committed to ensuring all employees are provided awareness training to increase their sensitivity to the needs of people with a disability, who may include internal clients, colleagues and the public.

Action and Timeframe: All staff and managers (new and current) will be encouraged to attend accessibility awareness training. In addition, the Ministries will communicate to all employees the availability of electronic training called "**May I Help you – Welcoming Customers with Disabilities**", available through the Centre for Leadership's electronic learning section.

Commitment: Accessibility audits will be continued in several representative ministry sites and program areas to assess accessibility provisions and identify priorities for addressing needs.

Action and Timeframe: These audits will establish measures and approaches to be adopted in our ministries and will also help raise awareness of staff and managers regarding accessibility needs. Audits to commence September 2007.

Commitment: The Ministries will provide information on accessibility requirements, provisions and initiatives on its general internet and intranet sites.

Action and Timeframe: Implement provision of accessibility information on general sites following web site redesign and development of a communications strategy. The Ministries will provide information on accessibility requirements/provisions/initiatives on both the internet

and intranet web sites, following implementation of the new content management system and new design standards for Ontario government web sites. We expect to make the information available on during 2007-08.

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MINISTRY OF NATURAL RESOURCES and MINISTRY OF ABORIGINAL AFFAIRS

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FOR More Information

Questions or comments about the Accessibility Plan for the Ministries of Natural Resources and Aboriginal Affairs are welcome. Please contact:

General inquiry numbers: Ministry of Natural Resources: 1-800-667-1940
Ministry of Aboriginal Affairs: 416-326-4740

TTY number: General access TTY numbers to be initiated. In the interim, call 711 for Bell Relay Service to access MNR at 1-800-667-1940 or MAA at 416-326-4740.

1-800 number: Ministry of Natural Resources: 1-800-667-1940
Ministry of Aboriginal Affairs: Not available

E-mail: MNR: mnr.nric@ontario.ca
MAA: merike.nurming@ontario.ca

MNR web site address: www.mnr.gov.on.ca

MAA web site address: www.aboriginalaffairs.gov.on.ca

Visit the Ministries of Citizenship and Immigration's Accessibility Ontario Web portal at: <http://www.mcsc.gov.on.ca/mcsc/english/>. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free society.

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