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2008-2009 Accessibility Plan

Ministry of Natural Resources

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Introduction

Ontario is making progress toward building an accessible province by 2025. The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) has laid the foundation to meet this goal. Under the act, Ontario is developing standards that will remove the barriers faced by people with disabilities.

On January 1, 2008, the first accessibility standard under the act came into force. Through the Accessibility Standards for Customer Service (ASCS), people of all abilities will be able to get the service they need. Public sector organizations, including the Ontario government, will need to comply with this standard by 2010. Private sector and non-profit organizations will need to comply by 2012.

Next year, more standards will be released in other important areas, including:

- information and communications;
- transportation;
- employment; and
- the built environment.

The Ministry of Natural Resource's (MNR) sixth annual accessibility plan highlights 2007-2008's achievements to break down barriers for people with disabilities. It also outlines this ministry's commitments in the coming year to make programs, policies and services more accessible for all Ontarians. It should be noted that the MNR and the Ministry of Aboriginal Affairs (MAA) have prepared separate accessibility plans this year, whereas they developed a joint MNR/MAA accessibility plan for 2007-2008.

This accessibility plan is unique, because it reflects our transition between the AODA and the Ontarians with Disabilities Act, 2001 (ODA). The ODA applies to the Ontario government and all broader public sector organizations. Under this act, the ministry develops annual accessibility plans to make its policies, programs, services and buildings more accessible to people with disabilities.

Through the ODA, accessibility planning has laid a strong foundation for the Ministry of Natural Resources to build on. This ministry will continue to help make Ontario more accessible for people with disabilities and a more inclusive society for all Ontarians.

An [executive summary of all Government of Ontario Ministry Accessibility Plans](#) is available at: <http://www.mcscs.gov.on.ca>

[/mcscs/english/pillars/accessibilityOntario/planning/ministries_accplans09.htm](http://mcscs/english/pillars/accessibilityOntario/planning/ministries_accplans09.htm)

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Report on Status of Customer Service Requirements

Focus Area: Customer Service - Accessible Policy, Procedures and Practices

Accessible Customer Service Policy

Commitment:

The ministry will establish an *Operational Accessible Customer Service Policy*, as well as associated practices and procedures, in accordance with the requirements of the Accessibility Standards for Customer Service (ASCS).

Status:

New

Planned Action(s):

The MNR's natural resource management and protection mandate is implemented by adherence to a myriad of MNR and broader OPS corporate, strategic and operational policies, procedures and practices. Barriers to accessibility may possibly exist within a number of these existing MNR operational policies, procedures and practices. An overarching "*MNR Operational Accessible Customer Service Policy*", as well as associated practices and procedures, is required. The policies, practices and procedures will be supportive of a broader OPS

Accessible Customer Service Policy, Practices and Procedures.

The ministry's proposed *Operational Accessible Customer Service Policy* and the associated practices and procedures will address all accessibility requirements prescribed in the ASCS. The new policy will build upon and be consistent with previous MNR accessibility policy and program development efforts, as well as the policies and resources available at an OPS enterprise level. The MNR will adopt the use of the OPS Accessibility Lens as a vital accessibility tool in developing future policies, legislation and programs. MNR will partner with other OPS ministries to ensure a consistent policy product across the OPS.

Implementation Timeframe:
January 2009 to March 2010

Results Achieved:
n/a

Accessible Procurement Policies and Practices**Commitment:**

The ministry will ensure managers, supervisors and staff are provided with policies and procedural guidance on accessibility in procurement of goods and services. The ministry will continue to implement, in its procurement processes, the government-wide guidelines for accessibility in procurement.

Status:
Ongoing

Planned Action(s):

The ministry will continue to adhere to MGS procurement accessibility guidelines, as contained in Section 5.7.7 of the OPS Procurement Directive and Section 5.7.5 of the Procurement Operating Policy. The ministry will communicate the policies and guidelines to relevant staff through training and will incorporate them in ministry procurement procedures. Further, the Ministry of Government Services (MGS) *Guidelines for Implementing the Procurements Provisions of the ODA* is a resource available for MNR staff to use when planning the procurement of goods and services.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
Managers and staff involved in procurement will be trained in accessibility requirements as per the OPS Procurement Directive.

Ministry Accessibility Network**Commitment:**

The ministry will continue to support an Accessibility Working Group to provide ongoing input and coordination for accessibility planning and implementation.

Status:
Ongoing

Planned Action(s):

The ministry continues to support the work of the MNR Accessibility Working Group, inclusive of managers and staff from all divisions within the ministry. The ministry will encourage staff with disabilities and people with an interest in accessibility to join in implementation planning throughout the fall and winter of 2009/10 and the development of the ministry *Operational Accessible Customer Service Policy*.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
The MNR Accessibility Working Group actively participated in the development of the ministry Accessibility Plan.

Customer Service Procedures**Commitment:**

The ministry 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.

Status:
Ongoing and completed.

Planned Action(s):

Implementation commenced in 2007-08 to identify specific provisions for customer services to persons with a disability, complete an implementation plan and include it in existing customer service procedures. The implementation plan is ongoing.

Implementation Timeframe:
September 2007 to March 2010.

Results Achieved:

The ministry continues to incorporate accessibility provisions in customer service procedures. The MNR Natural Resources Information Centre updated its customer service procedures to include how to serve callers who use a TTY telephone line.

Focus Area: Customer Service - Accessibility Training and Awareness

Accessibility Training Strategy for Ministry Staff

Commitment:

The ministry will develop and implement a staff training strategy in accordance with the training requirements of the ASCS. The ministry will prepare a document describing the MNR training policy in accordance with the ASCS.

Status:

New and Ongoing

Planned Action(s):

The ASCS requires the ministry to:

- o train staff, volunteers, contractors and any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard;
- o train staff, volunteers, contractors and any other people who are involved in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard;
- o communicate with a person with a disability in a manner that takes into account his or her disability.

In essence, these training requirements touch most, if not all, employees of the MNR.

The ministry will make the OPS Centre for Leadership and Learning's "*May I Help You?- Welcoming Customers with Disabilities*" e-learning course mandatory for all MNR staff. The ministry will develop and implement a customized training program strategy. The training program will fully utilize all relevant information and training materials developed for ministry use by MGS and the Accessibility Directorate of Ontario (ADO). The strategy will include a tracking, monitoring and reporting process. Training in accessible customer service will be included in all staff performance management plans for 2009/2010. Training requirements will also be incorporated into the process for new hires. Training and awareness of the OPS Accessible Customer Service Policy and the MNR Operational Accessible Customer Service Policy, as well as associated practices and procedures will be included in ministry training initiatives. MNR staff who are involved in the development of policies, legislation and programs will be the focus of directed training and awareness in the OPS Accessibility Lens framework.

Whenever possible, MNR will work closely with other OPS ministries to coordinate training of staff throughout the province. This will be especially important to large, decentralized ministries such as MNR, Ministry of Northern Development and Mines, Ministry of Transportation and the Ministry of the Attorney General.

The ASCS requires that "*every designated public sector organization... shall prepare a document describing its training policy, and the document must include a summary of the contents of the training and details of when the training is to be provided*". The ministry will prepare a document describing the MNR training policy in accordance with the ASCS.

Implementation Timeframe:

October 2008 to March 2010

Results Achieved:

n/a

Accessibility Training Strategy for Designated Organizations

Commitment:

The ministry will develop and implement a training strategy directed towards the appropriate ministry-related agencies, boards and commissions represented in Schedule 1 and 2 of the ASCS, in accordance with the training requirements of the ASCS.

Status:

New

Planned Action(s):

The MGS, in concert with the Accessibility Directorate of Ontario, are developing training materials supportive of training all broader public sector agencies listed in Schedule 1 and 2 of the ASCS. The ministry will be involved in the review of the materials and support MGS in the distribution of the training and awareness materials to the agencies, boards and commissions related to the ministry who are represented in Schedule 1. Of particular note is the recent development of an e-learning tool targeted to the Schedule 1 and 2 agencies and private sector organizations. This e-learning tool was adapted from the successful OPS e-learning tool "*May I Help You?- Welcoming Customers with Disabilities*".

Implementation Timeframe:

January 2009 to March 2010

Results Achieved:

n/a

Accessibility Training Strategies for Third Party Service Providers

Commitment:

The ministry will develop and implement a strategy to ensure that third party organizations that provide services on behalf of the ministry are aware of the requirements of the ASCS and provided with resources to support them in this regard.

Status:

New

Planned Action(s):

The ASCS requires MNR to train staff, volunteers, contractors and any other people who interact with the public or other third parties on the ministry's behalf on a number of topical areas. This could include transfer payment organizations and third party licence issuers.

The proposed strategy will include communication and outreach to the ministry's transfer payment agencies, vendors, and third party service providers (such as fish and wildlife license issuers). All materials communicated to third party service providers will be derived from learning resources made available by the MGS and the Accessibility Directorate of Ontario (ADO). The transfer of information and training materials to third party service providers will include:

- directing the third party providers to MGS and Accessibility Directorate website offerings;
- directing third party service providers to the Service Ontario call centre phone line established purposely for accessibility information access;
- provision of MGS and Accessibility Directorate hard copy publications and brochures to third party providers in remote areas (i.e., where telephone access is prohibitive and web access is non-existent);
- directing third party providers to e-learning tools developed by MGS and ADO.

Implementation Timeframe:
January 2009 to March 2010

Results Achieved:
n/a

Accessibility Awareness Communications to Designated Organizations

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

Status:
Completed

Planned Action(s):
Ministry CAOs were required to communicate the requirements of the ASCS to the ministry-related agencies, boards and commissions represented in Schedule 1 of the regulation, including the provision of a contact in the ministry who these designated organizations could contact for information.

Implementation Timeframe:
September 2007 to November 2008

Results Achieved:
CAO letter to Schedule 1 designated public sector organizations completed in March 2008.

Focus Area: Customer Service - Admission Fees for Support Person(s)

Ontario Parks Admissions Accessibility Policy

Commitment:
The ministry will continue to support the Ontario Parks policies and practices associated with admission fees to Ontario provincial parks for support persons of a person with a disability.

Status:
Completed and Ongoing

Planned Action(s):
Ontario Parks has an existing policy and associated practices relative to admission fees for support persons of a person with a disability. Ontario Parks policy states that if a person with a disability enters the park for day-use purposes, all of the occupants of the vehicle are granted entry under the discounted disabled vehicle permit. The same approach is in place for camping, where all members of the camping party are granted the discounted rate. MNR will continue to support the Ontario Parks policy and associated practices relative to admission fees for support persons of a person with a disability.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
Ontario Parks provides notice ahead of time on what admission fee would be charged to a support person of a person with disability.

Focus Area: Customer Service - Accessibility Feedback Process

Ministry Accessibility Feedback Processes

Commitment:
The ministry has established a number of processes for people to provide feedback on the delivery of goods or services, including persons with a disability or persons who have concerns over MNR services to persons with a disability. The processes include timely response to any feedback and action on complaints. The ministry will develop and implement a strategy to make the information about the feedback process more readily available to the public, and will review existing processes with the objective to improve the feedback processes.

Status:
Ongoing and Completed

Planned Action(s):
The ASCS requires each OPS ministry to ensure there are processes available to provide feedback on how the ministry provides goods or services to a person(s) with a disability and how the ministry will respond to any feedback and take action on complaints. Additionally, each ministry must make the information about the feedback process readily available to the public.

The ministry has established processes in place to receive feedback on how the ministry provides goods and services to persons with a disability. These include:

- a new and improved feedback page on the public-facing ministry website, with associated internal distribution and response protocols;
- provision of feedback to the Minister's blog site;
- provision of the mailing address for written correspondence to the ministry, as available on the ministry website and published directories (e.g., OPS telephone directory);
- contact processes associated with OPS level feedback channels, such as internet and government contact telephone lines;
- ministry program-specific feedback processes.

The ministry will document the feedback processes available and accessible to persons with a disability and make the document available upon request.

Implementation Timeframe:

September 2007 to March 2010

Results Achieved:

The ministry has established an effective feedback process and is responding in a timely and appropriate manner.

Customer Satisfaction Survey Inclusion of Accessibility

Commitment:

MNR will include an assessment of satisfaction from clients with a disability in the broader MNR Customer Service Satisfaction survey for 2009.

Status:

New

Planned Action(s):

Over the past decade, MNR has conducted a "Customer Satisfaction Survey" to gauge customer satisfaction with MNR services and products, leading to improvement in MNR policies and practices. This survey is conducted every three years; the next survey is scheduled to be conducted in the spring of 2009. In previous years, IPSOS-Reid conducted the survey and provided a report on the findings.

MNR will include questions in the 2009 customer satisfaction survey on accessibility. The survey results will provide suggested improvements to the new ASCS processes.

Implementation Timeframe:

January 2009 to March 2010

Results Achieved:

n/a

Focus Area: Customer Service - Notice to disabled persons in times of service disruption

Ministry Notice of Temporary Service Disruption

Commitment:

The ministry will prepare a document that sets out the steps to be taken in connection with a temporary service disruption.

Status:

New

Planned Action(s):

The ASCS requires that *"every designated public sector organization... shall prepare a document that sets out the steps to be taken in connection with a temporary disruption..."*. The ASCS guidelines go further to identify the following four steps:

- *"under what circumstances notice will be provided about a temporary disruption and where it will be posted;*
- *what steps will be taken when an unexpected disruption occurs;*
- *information that will be included in the notice of a temporary disruption; and*
- *what alternative facilities or services, if any, can be made available during the temporary disruption to continue to provide service to people with disabilities."*

The MNR will provide a document that sets out the steps to be taken in connection with a temporary disruption.

Implementation Timeframe:

January 2009 to March 2010

Results Achieved:

n/a

Ministry Accessibility Policies and Practices - Service Disruption

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 ministry will work with property management to incorporate provisions for persons with a disability within the parameters established for these provisions. Additionally, the ministry operating leads have well established procedures to notify the public, including persons with a disability, of service disruptions.

Status:
Ongoing

Planned Action(s):
A building evacuation plan and booklet has been developed for use in buildings operated or occupied by the ministry. The plan and booklet was presented and reviewed by a standing committee on ministry health and safety. A communication plan for the Emergency Procedures Handbook has been developed and released to all staff. Provision for the evacuation of persons with a disability is a component of evacuation planning. Notification of service disruption to the public, including persons with a disability, is included in the handbook.

The ministry will ensure that the needs of persons with a disability continue to be provided for within the parameters established as new evacuation plans are developed, or existing plans and procedures are reviewed and updated.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
Provision of notice to persons with a disability in times of service disruption.

Focus Area: Customer Service - General Enhanced Communications with Person(s) with Disability (accessible formats)

Accessible Publication Format

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

Status:
Ongoing

Planned Action(s):
The ministry 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.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
The ministry continues to provide publications in ODA compliant format. MNR staff has consistently and satisfactorily responded to requests for publications in accessible formats

Accessibility in Ministry Electronic Service Delivery

Commitment:
Through electronic service delivery initiatives, the ministry has 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.

Status:
Ongoing

Planned Action(s):
The ministry is committed to ongoing improvements to electronic service delivery in accordance with government-wide priorities, initiatives and resource availability.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
Ongoing improvement of electronic delivery for access of ministry information products and services for people with disabilities.

Ontario Parks Signage

Commitment:
Ontario Parks will continue to post signage in provincial parks using symbols consistent with internationally recognized standards and in larger print signage.

Status:
Ongoing

Planned Action(s):
Signage posted by Ontario Parks is presently using symbols consistent with internationally recognized standards and in larger print signage wherever possible.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
All signage in provincial parks meet international standards, enhancing service for all parks users, including persons with a disability.

Meeting Public-Facing Website Accessibility Standards

Commitment:

The ministry will continue to adhere to accessibility standards, as defined in the Ontarians with Disabilities Act (ODA), associated with the ministry's public-facing internet website.

Status:

Completed and Ongoing

Planned Action(s):

The MNR successfully completed the migration of the ministry's public-facing internet site to a new content management system. This major project was completed over two years and required a significant refresh of the web-based content. The ministry ensured compliance to accessibility standards required for all OPS websites. The ministry has endorsed a strong and responsive web governance model that will ensure accessibility standards will continue to be applied for all new content and sites.

Implementation Timeframe:

September 2007 to March 2010

Results Achieved:

The new ministry public-facing website is compliant to accessibility standards as required in ODA.

Focus Area: Customer Service - General

Ministry Commitment to OPS AODA Planning and Implementation

Commitment:

The MNR will fully participate in the OPS AODA Planning Leads Network and all OPS-level Planning Leads meetings and AODA forums.

Status:

Ongoing

Planned Action(s):

The ministry has committed responsibility for accessibility planning within the Quality Management Unit, Finance and Business Services Branch, Corporate Management Division. The MNR provides staff resources, an Accessibility Lead, to lead accessibility planning and implementation for the ministry. The MNR Accessibility Lead fully participates in all OPS AODA planning forums and network meetings and provides a one-window for MNR in accessibility planning.

Implementation Timeframe:

September 2007 to March 2010

Results Achieved:

MNR continues to support accessibility planning through the dedication of staff to accessibility planning and implementation.

Ministry Commitment to OPS AODA Planning and Implementation

Commitment:

MNR will fully support the development and implementation of the OPS Accessibility Multi-Year Plan.

Status:

Ongoing

Planned Action(s):

The OPS Multi-Year Accessibility Plan aims to align and co-ordinate foundational initiatives to benefit all ministries and service delivery organizations in removing and preventing barriers for persons with disabilities, and transforming the OPS into an accessible, inclusive organization. It is meant to provide an integrated view of what is being worked on across the OPS and what our key priority outcomes will be over the next few years to make true changes in the OPS to achieve our accessibility vision.

The ministry is committed to the development and implementation of the OPS Accessibility Multi-Year Plan.

Implementation Timeframe:

September 2007 to March 2010

Results Achieved:

Participation in forums, meetings and processes associated with the development and awareness of the OPS Accessibility Multi-Year Plan.

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Report on Other Accessibility Commitments

Focus Area: Built Environment

Barrier-free Design of Ontario Government Facilities

Impact:

Regulation and Policy

Commitment:

The ministry 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.

Status:

Ongoing

Planned Action(s):

The ministry's facility planning, acquisitions, construction, or substantial renovation will adhere to the government-adopted standards for barrier-free design. The ministry will meet this commitment in facility planning and development initiatives undertaken in 2008-09 and beyond.

Implementation Timelines:

September 2007 to March 2010

Results Achieved:

Significant completion was reached with the construction of the Aylmer District Office, Harkness Lab, Pickle Lake Fire Centre and various Ontario provincial park comfort stations and facilities. All facilities meet the new barrier-free design standards.

Ministry Built Environment Achievements**Impact:**

Regulation and Policy

Commitment:

Capital-funding proposals in the ministry's corporate business plan for 2008-09 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.

Status:

Ongoing and Completed

Planned Action(s):

All funding proposals will be reviewed for compliance with accessibility requirements. The reviews will be carried out during Results Based Planning for 2008-09.

Implementation Timelines:

September 2007 to March 2010

Results Achieved:

The review of capital funding proposals in the ministry's corporate business plan for 2008/09 has been completed. During 2007/08, the following were placed into service to meet accessibility requirements:

- Algonquin Park - composting toilets (2)
- Algonquin Park - logging exhibit trail barrier free
- Algonquin Park - Canisbay comfort station
- Algonquin Park - vault privies
- Pigeon River Park - barrier free trail
- Sleeping Giant Park - vault privy
- Sandbanks Park - comfort stations (3)
- Fitzroy Park - mini comfort station
- McGregor Point Park - vault privies
- Killbear Park - staffhouse
- Wasaga Beach Park - comfort stations (2)
- Rushing River Park - comfort station
- Presqu'île Park - mini comfort station
- Turkey Point Park - vault privy
- Rondeau Park - comfort station
- Earl Rowe Park - maintenance building

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

Ministry Commitment to Built Environment Standards Development**Impact:**

Regulation

Commitment:

MNR will commit to participation in OPS Built Environment Inter-Ministerial Committee (BE-IMC) to provide knowledge and expertise where required and on behalf of the MNR.

Status:

New

Planned Action(s):

The OPS has established an Inter-Ministerial Committee (IMC) to support the development of AODA Built Environment Standard. The ministry will be an active participant in the BE-IMC during 2008/09, and will provide an expertise role in the development of appropriate standards associated with outdoor natural areas and trails.

Implementation Timeframe:

Fiscal 2008/09

Results Achieved:

MNR continues to support and participate in the OPS level inter-ministerial committee.

Built Environment Accessibility Information derived from MNR Facility Survey

Impact:

Policy

Commitment:

The ministry, as part of a broader MNR facility review, will gain information of use to the built environment accessibility planning.

Status:

New

Planned Action(s):

In 2008-09, the ministry will conduct a comprehensive review of buildings owned or under lead management by MNR. Although not the prime focus for the review, the results derived from the review will aid MNR in assessing readiness for the built environment standard.

Implementation Timeframe:

2009

Results Achieved:

n/a

Focus Area: Employment**Ministry Commitment to Employment Standards Development**

Impact:

Regulation

Commitment:

MNR will commit to participation in the OPS Employment Inter-Ministerial Committee (IMC) to provide knowledge and expertise where required and on behalf of the MNR.

Status:

New

Planned Action(s):

The OPS has established an Inter-Ministerial Committee to support the development of the AODA Employment Standard. The ministry will be an active participant in the Employment IMC during 2008/09.

Implementation Timeframe:

Fiscal 2008/09

Results Achieved:

MNR continues to support and participate in the OPS level inter-ministerial committee.

Commitment to Accessibility in Ministry Human Resource Management

Impact:

Policy and Program

Commitment:

The ministry will continue to advance accessibility in all human resource management activities undertaken.

Status:

Ongoing

Planned Action(s):

In previous years, the ministry identified several commitments related to improving and advancing accessibility in MNR human resource management. For 2007/08, the following commitments were made in the ministry ODA plan:

- The ministry will continue to identify employee accommodation needs and access the Employment Accommodation Fund to accommodate staff with disabilities.
- The ministry 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.
- The new Employment Accommodation and Return to Work Operating Policy was developed and made available online to OPS employees. The ministry has trained all managers and human resources advisors. The rollout is ongoing and a training package was prepared for all managers and team leaders to train their staff. Employees were encouraged to access this information on the MyOPS website and given instructions on how to do so.
- The ministry will advance their diversity objectives by examining employment systems, processes, tools and documents. Accessibility issues will be an area of focus for this assessment. 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 resources services/delivery underway for the OPS. The ministry will commence the review in 2007-08 following the implementation of changes in the Human Resources Branch.

Over the past year, the OPS initiated significant transformation of the human resources function across the OPS. Within this transformation context, the responsibilities for meeting accessibility considerations will be shared between recruitment consultants, human resources consultants and managers.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
n/a

Focus Area: Information and Communications

Ministry Commitment to Information and Communications Standards Development

Impact:
Regulation

Commitment:
MNR will commit to providing knowledge and expertise, where required, to support the development and review of the AODA Information and Communications standard, on behalf of the MNR.

Status:
New

Planned Action(s):

The OPS has established an Inter-Ministerial Committee to support the development of AODA Employment Standard. The ministry will be informed of the progress of the standard development and will provide knowledge and expertise in the OPS review process of the standard prior to formal regulation.

Implementation Timelines:
August 2008 to March 2010

Results Achieved:
n/a

Meeting Website Accessibility Standards

Commitment:
The ministry will continue to adhere to accessibility standards, as defined in the Ontarians with Disabilities Act (ODA), associated with the ministry's public-facing website and the ministry internal-facing intranet site.

Status:
Completed and Ongoing

Planned Action(s):

The MNR successfully completed the migration of the ministry's public-facing internet site to a new content management system. This major project was completed over two years and required a significant refresh of all web-based content. The ministry ensured compliance to accessibility standards required for all OPS websites, and has endorsed a strong and responsive web governance model that will ensure that accessibility standards will continue to be applied for all new content and sites on the MNR internet site. MNR plans to refresh the content contained within the MNR intranet and internet sites within the next two years. The refresh effort will include compliance to current ODA accessibility standards as well as the AODA Information and Communications standards.

Implementation Timeframe:
September 2007 to March 2010

Results Achieved:
The new MNR website is ODA compliant.

Accessibility Tools and Resources for MNR Communicators

Impact:
Service

Commitment:
The ministry will continue to support the intranet-based Communications Tool Box for all MNR staff involved in communications activities. This Tool Box provides accessibility-related communications tools, standards and resources for MNR communicators.

Status:
Ongoing

Planned Action(s):

The ministry's Communications Tool Box is an intranet site available for all MNR staff involved in communications activities. 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. The Communications Tool Box is an evolving document. MNR's Corporate Communications Branch will be updating and enhancing it regularly. This site will include tools and resources related to accessibility, specifically of utility to MNR communicators.

Implementation Timelines:
September 2007 to March 2010.

Results Achieved:

The ministry continued to develop and hone the MNR Communications Tool Box, including the provision of tools and resources associated with accessibility for utility by MNR communicators.

MNR Accessibility Intranet Site

Impact:
Service

Commitment:
The MNR will create a new intranet site to provide accessibility information and awareness for MNR staff. The site will also be available to staff in other ministries who could benefit from the information and resources.

Status:
New

Planned Action(s):
The new accessibility site will be developed in 2009. It will be linked to an existing MNR Quality Management intranet site and will provide staff with information and resources related to accessibility planning and implementation. The site will be available to all OPS staff.

Implementation Timelines:
January 2009 to December 31, 2009.

Results Achieved:
n/a

Implementation of Enterprise-level I & IT Initiatives in support of new AODA Information and Communications Standard

Impact:
Policy, Program and Service

Commitment:
The ministry will support and implement OPS enterprise-level initiatives and programs which will advance implementation of the new AODA information and communications standard.

Status:
New

Planned Action(s):
In March 2007, the OPS Information Technology Executive Leadership Council created an I and IT Accessibility Centre of Excellence. The Centre of Excellence is leading a number of enterprise-level initiatives, such as the OPS Accessibility Baseline Initiative, which will support ministry-level efforts in meeting the requirements of the new Information and Communications standard. MNR will keep abreast of these initiatives and programs and will support implementation where appropriate.

Implementation Timelines:
August 2008 to March 2010

Results Achieved:
n/a

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For More Information

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

Please call: Ron Evers, Accessibility Lead, Ministry of Natural Resources

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