



Ministry of Natural Resources and Forestry

2014 ODA Accessibility Plan

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Executive Summary

The Ministry of Natural Resources and Forestry (the ministry or the MNRF) and its two obligated agencies (the Office of the Mining and Lands Commissioner and the Niagara Escarpment Commission) are committed to ensuring that information and services are provided in a manner that present no barriers to Ontarians with disabilities or to employees.

This means designing 'smart forms' that accept applicant information online, while ensuring the information is still made available in hard copy for those who prefer it; it means providing selected barrier-free campsites, comfort stations and leisure areas in our most popular Ontario Parks (and in other provincial parks where the terrain allows); it means researching how we can make mapping information more accessible and working with partners to develop better solutions; and it means supporting employees with disabilities during recruitment and throughout their employment with the ministry.

Our services would not be possible without the knowledgeable and dedicated employees whom we attract. We support every employee in reaching his or her full potential by ensuring that those with disabilities receive the accommodation they need to pursue fulfilling careers. We support individuals with disabilities through the hiring process as well as those who develop a disability while working for the ministry. In addition, all staff receive the necessary training to better understand their rights and obligations under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and the Ontario Human Rights Code.

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 Natural Resources and Forestry (MNRF) began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (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
- 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 ODA 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.

The MNRF's 2014 ODA Plan demonstrates how the measures that our ministry has taken and the measures that we propose for the coming years support the key outcomes and deliverables of the MYAP.

To access the MNRF 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 in 2014

- The MNRF remains committed to providing appropriate and timely responses to any feedback received on accessibility concerns; an established process is in place for responding to such concerns.
- It is a ministry practice to ensure that notices are in place if and when services are disrupted; and to ask clients with a disability how their needs can be accommodated.
- Provided a TTY (telephone typewriter device for persons with hearing impairments) service through the Natural Resources Information Centre and the Outdoors Card Centre with TTY trained staff on duty.
- Offered hard copy forms as an alternative service delivery for clients having trouble accessing our internet services.
- Took measures for improving accessibility for visitors in Ontario Parks. In addition to ensuring that all new construction and renovations of facilities met Ontario's accessibility standards, accessibility was improved in other ways. For example, in one park:
 - o Garbage and recycling bins were changed from large and difficult-to-reach yard bins to smaller, easily accessible ones;

- o The walkway to the entry control gate was improved;
 - o Automatic door opening device was added for ease of access; and
 - o A second all-terrain accessible wheelchair designed for beach and water use was made available.
- The Aviation, Forest Fire and Emergency Services Branch (AFFES) Emergency Management Program incorporated accessibility requirements and standards in the Emergency Management Continuity of Operations plans and service protocols.
- The MNRF Accessibility Lead provided advice to program areas on the effective design of services and processes, ensuring that the needs of persons with disabilities were considered.
- All employees in the Strategic Human Resources Business Branch's Corporate Initiatives Unit took the online training and train-the-trainer on using the OPS Inclusion Lens.
- All new staff received required training within two weeks of their start date (May I Help You I & II; Working Together – the OHRC and the AODA; Introduction to the IASR in the OPS; Differences Matter; and Workplace Discrimination and Harassment Prevention).
- New managers were required to take "Inclusive Leadership: Leading Diversity." All managers were strongly encouraged to take online "Using the OPS Inclusion Lens" training.
- The MNRF continued to implement the OPS Accessible Customer Service Policy and associated practices and procedures, in accordance with the requirements of the Accessibility Standards for Customer Service Regulation (ASCS).
- The Natural Resources Registry online solution which was launched in November 2013 aligns with the following standards and guidelines:
 - o OPS I&IT Standards for Accessibility for Ontarians with Disabilities Act (AODA)
 - o Web Content Accessibility Guidelines (WCAG) 2.0 Standards.
- The Natural Resources Registry online system also meets required accessibility compliance levels to provide proper titles, language, parsing, contrast, consistency, use of colour, focus order, error identification, and consistent navigation.

Information and Communications

MYAP Key Outcome

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

Measures Taken in 2014

- The MNRF's online information was migrated to an OPS-wide website at Ontario.ca. All webpages and documents posted as of July 31, 2014 comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA requirements. All information and forms are accessible and documents can be viewed in a text-only version according to preference.
- The Ontario Parks' website also complies with the WCAG 2.0 Level AA standards.
- In preparing for the website migration, many existing documents were revised or re-created in order to meet accessibility standards; these include:
 - o All newsletters including the Natural Heritage Information Centre's (NHIC), rabies reports, State of the Resources Reports, forest health updates, and technical notes;
 - o Over 600 Provincial Park and Conservation Reserve management plans;
 - o All other Parks & Protected Areas policy documents, reports and communications (including documents linked to Ontario's Environmental Registry);
 - o Top ten research and science reports (e.g., Climate Change series) and other research and technical reports depending on complexity and intended audience;
 - o Managed Forest Tax Incentive Program, Land Stewardship Habitat Restoration Program, and the MNRF approvals registry user guide;

- o Species-at-Risk documents such as policies, recovery strategies, government response statements, and habitat descriptions;
 - o 65 forest policy documents; and
 - o “Smart forms” were created for the Managed Forest Tax Incentive Program and for the ministry’s on-line approvals registry.
- The MNRF has devoted significant resources in raising employee awareness and supporting them in performing the accessibility-related work. To ensure they understand the requirements, web-based training sessions were offered to staff across the ministry on creating accessible documents. As well, individual branches developed additional resources, for example, one division:
 - o Created an Editorial Style Guide for preparing Protected Area Management documents (e.g., how to set alternative text for photographs in a planning document);
 - o Updated the Ontario Protected Areas Planning Manual (2014 Edition) with direction for making source documents accessible. This will ensure that future planning documents meet accessibility standards;
 - o Organized an information session for staff on the resources available and best practices for creating source documents that are accessible; and
 - o Provided updated software for key staff for identifying and correcting accessibility issues in documents.
- The MNRF’s Information and Information Technology Division (Land & Resources I & IT Cluster (LRC)) has completed testing for accessibility of all of MNRF’s non-Geographic Information System (GIS), public-facing software applications.
- For GIS applications, the LRC is working with software vendors of the underlying tools to ensure that future versions comply with WCAG 2.0 Level AA, at which time the LRC will integrate the updated tools into the ministry’s GIS applications.
- As the OPS lead on GIS, LRC is working on developing an Ontario government standard for GIS applications and WCAG 2.0 Level AA. This will assist all ministries who rely on GIS to provide information and services to clients.

- All new public-facing software applications for the ministry are developed with accessibility considerations and comply with WCAG 2.0 Level AA standard at a minimum.
- The MNRF has communicated the availability of accessible formats and communication supports to the public through its website.

Client Feedback

- The MNRF continued to provide feedback mechanisms for the public through a range of communication channels, including:
 - o Electronic contact through the ministry internet site;
 - o Telephone contact through the Review and Approval Service Centre, the Outdoors Card Service Centre, and the Natural Resources Information Centre (NRIC) including TTY service;
 - o Contact by correspondence and facsimile; and
 - o Client satisfaction surveys sent to clients directly through the ministry's Review and Approval Service Centre.
- The MNRF continued to ensure that accessibility criteria are considered when planning procurement activities, as required by the Management Board of Cabinet's Procurement Directive. The directive also requires the ministry to comply with the ODA and AODA when acquiring all goods and services.
- The MNRF sent a delegate to the annual Expo/JOIN (Job Opportunity Information Network) conference in Toronto on employment for persons with disabilities.

Employment

MYAP Key Outcome

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

Measures Taken in 2014

- As an employer, the MNRF and its agencies work to attract and retain talented employees including those with disabilities; actively offering accommodation as required during the recruitment process and assisting employees who request employment accommodation. The MNRF continues to support employees throughout their careers relative to performance management, career development and redeployment.
- The MNRF accommodated employees with disabilities in a variety of ways based on individual needs, for example:
 - o Installing specialized controls in a vehicle required to perform the work for an employee with a disability (process involved a number of steps including needs assessment, training sessions for using the controls, certification that the work can be performed and installation of controls);
 - o Providing accommodation for an employee following a motor vehicle accident resulting in a chronic medical condition;
 - o Performing ergonomic assessments in a number of branches, resulting in improvements to work space such as height-adjustable desks (where employee has option to sit or stand throughout the day), stress-reduction floor mats, adjustable monitor stands and document holders;
 - o Providing alternate work locations during office renovations for staff with identified health concerns that became aggravated by construction activity;
 - o Using flexible work hours to accommodate chronic health conditions of certain employees;
 - o Assisting an employee with a hearing disability through the use of a smartphone (further efforts are underway to enable their use of TTY);
 - o Providing a note-taker for an employee with a hearing disability to enable the full participation in meetings;
 - o Conducting a workplace assessment in consultation with ergonomic consultants, Spinal Cord Injury Ontario, and Infrastructure Ontario to accommodate an employee with spinal cord injury who wishes to return to

work in 2015; consultation with the employee and accommodation experts continues;

- o Implementing recommendations of a CNIB at-work assessment to accommodate the needs of an employee with a sight impairment, including purchase of equipment and training on using new software;
 - o Following diagnosis of a moderate Acquired Brain Injury (ABI) as a result of a motor vehicle accident, providing accommodation to an employee to mitigate ongoing symptoms of the ABI, including flexible work hours, a quiet work environment, and electronic aids to assist the employee in their recovery and participation in the workplace;
 - o Providing workplace accommodation to an employee following a medical leave due to a mental illness; enabling the individual to successfully return to work (through a job-hardening process) and to fully contribute to the workplace; and
 - o Installing a listening system in the Office of the Mining and Lands Commissioner's courtroom to support an employee with a hearing impairment.
- New managers continued to be required to take "Inclusive Leadership: Leading Diversity". All managers were strongly encouraged to take online "Using the OPS Inclusion Lens" training.
 - The MNRF communicated with staff and managers on the new IASR Employment Standard and the Information and Communications Supports Standard to ensure they understand their role and the training requirements.
 - As part of the 2014 OPS employee survey, staff were asked if their accommodation needs are being met.
 - The OPS policy on preventing barriers in employment was promoted through the OPS Accessibility@Source information campaign on OPS policies, practices and resources.
 - Increased manager awareness of employment accommodation directives, policies and plans through the support of OPS and ministry awareness initiatives (e.g.

offered “Workplace Mental Health Workshop for Managers” which addressed managers’ role in supporting employees with a mental illness).

- Performance commitments on inclusion (which includes accessibility) were included in all managers and executives performance plans.
- Encouraged 360 degree feedback of managers specifically on their behaviour and leadership with respect to inclusion through the MNRF’s ‘accelerated leadership program’.

Built Environment

MYAP Key Outcome

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

Measures Taken in 2014

- The MNRF demonstrated its commitment to greater accessibility within and around the buildings and public spaces that it occupies. All new construction, as well as alterations to facilities and improvement projects, are designed and built in compliance with Infrastructure Ontario’s (IO) Guidelines for Barrier-free Design of Ontario Government Facilities.
- Architectural staff of Ontario Parks’ Design Unit reviewed the Ontario Building Code with respect to accessibility (in effect as of January 1, 2015) and the O.Reg 191/11 Design of Public Spaces Standards (under the Integrated Accessibility Standards Regulation, also in effect as of January 1, 2015). Ontario Parks has begun to implement the changes for public facility designs, parking lots and adjacent pathways to be built in 2015.
- Ontario Parks developed two standard layout designs for large comfort stations that include a universal toilet room with adult-sized change table and shower. These

building designs improve accessibility by providing two unisex toilet rooms that are barrier-free, replacing barrier-free toilet stalls in communal men's and ladies washrooms; these designs will be used in future constructions (beyond 2015).

- Ontario Parks also developed a training tool to assist staff to better understand accessibility requirements for capital project planning, design and construction, or major renovations to park facilities.
- The MNRF completed a significant number of facility and infrastructure projects specifically to upgrade access for persons with disabilities (e.g., increasing door width and installing handrails inside washroom and comfort stations, modifying access to buildings, altering camp sites) as follows:

Ontario Parks

- o Modified eleven camp sites for accessibility;
- o Built eight new, and renovated three, comfort stations;
- o Built nine accessible cabins and two new Entry Control Offices;
- o Renovated two yurts with accessible ramps;
- o Built six vault toilet buildings and upgraded eight vault toilet buildings with accessible sinks, toilets and grab bars; and
- o Built an accessible trail (Fire Tower) at the Algonquin Visitor Centre, an accessible picnic area at beach day use location, and renovated an existing waterfront building for roofed accommodations.

Aviation, Forest Fire and Emergency Services

- o Built state-of-the-art Flight Training Centre with barrier-free designs;
- o Crocker Lake's new forward attack base (designed for firefighters who must meet a physical fitness standard) has barrier-free access to the office part of the facility (wheelchair-accessible ramp and bathroom);
- o Constructed staff quarters at Armstrong attack base to accessibility standards; and

- o Upgraded the following facilities for accessibility:
 - o Roberta Bondar building (second floor), Sault Ste Marie;
 - o Dryden Regional Fire Management Centre washroom;
 - o Sioux Lookout Fire Management Headquarters;
 - o Sioux Lookout staff quarters;
 - o Fort Frances Fire Management Headquarters washroom and shower;
 - and
 - o Red Lake Fire Management Headquarters exterior door.

Other Improvements

- Working with Infrastructure Ontario, building consultants and ergonomic specialists to upgrade the Science and Research Branch's building access, emergency exits, office space, research laboratories, and outdoor parking lot area to meet barrier-free standards (Sault Ste. Marie).
- Emergency evacuation and emergency response plans are in place to ensure staff understand accessibility requirements of their building and that those who have identified a need with respect to mobility requirements are accommodated.
- Purchased two evacuation chairs to be used during power outages when elevators are out-of-service at the 435 James Street, Thunder Bay.
- Participated in building feasibility studies for renovations to existing facilities regarding accessibility considerations as part of the ministry's transformation initiative.
- The Office of the Mining and Lands Commissioner has undergone extensive renovations in which accessibility considerations were paramount including:
 - o A listening system installed in the courtroom to accommodate members of the public with hearing impairments; the barrier-free courtroom is available for use by all ministries;
 - o Doors and hallways are 36 inches wide to allow for wheelchair access; and
 - o Accessible public washroom and kitchen facility.

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 in 2014

Procurement

Supported by the tools and templates provided by the Ministry of Government and Consumer Services (MGCS) Supply Chain Ontario (SCO) and Management Board of Cabinet Procurement Directive – 2014, the MNRF:

- Included accessibility considerations in its procurement and evaluation practices, consistent with the SCO and [Guidelines for Meeting Accessibility Obligations in Procurement](#); incorporated accessibility considerations in procurement planning and included accessibility criteria in documentation.

Training and Awareness

- All new employees, including summer students, completed the mandatory accessibility training, giving them greater awareness and sensitivity to potential barriers.
- The Policy Division hosted guest speakers at various staff sessions to provide additional information and raise awareness of accessibility issues and successes.
- The Strategic Human Resources Business Branch (SHRBB) in collaboration with Peterborough's TOPS (Tomorrow's Ontario Public Service) hosted an open session

in the Peterborough main office on how someone with a mental illness (e.g., depression, anxiety disorder, bipolar disorder) can have a productive career when properly supported by the employer (as represented by the manager).

- Managers were invited to attend a full-day workshop on “Workplace Mental Health for Managers” hosted by the OPS; the ministry hosted an additional session in Peterborough specifically for local managers.
- An internal Inclusion Council has been formed and will assist the ministry in advancing “*Inclusion Naturally, MNR’s Inclusion Strategic Plan 2013-16*”, including commitments related to accessibility.

Video Conferencing

- The MNRF is one of the few ministries that actively uses video conferencing for delivering presentations and holding meetings with colleagues across the province, including other ministries and organizations. On average, the MNRF holds 150 video-conferencing events each month, totalling approximately 142 hours of live “on air” time. Because of its common usage in the ministry, employees with disabilities can feel that participating in meetings through this alternate mode is simply business as usual. Video conferencing also reduces the need to travel while accommodating individual mobility needs.

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 2015 & 2016

The MNRF and its agencies will continue to:

- Implement a service disruption protocol by ensuring disruption notices are in place when services are unavailable.
- Ensure that all staff take the necessary OPS online training for customer service and that new employees (including summer students) take the required training as outlined in the OPS Accessible Customer Service Policy. The MNRF will continue to track completion rates bi-annually.
- Communicate availability of accessible formats and communication supports to the public through our website.
- Monitor feedback received through electronic channels to ensure clients are served appropriately.

In addition:

- The Niagara Escarpment Commission will apply the OPS Inclusion Lens to its customer services policies and practices going forward.

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 for 2015 & 2016

- Continue to implement the [OPS Accessible Customer Service Policy](#) and associated practices and procedures, in accordance with the requirements of the ASCS.
- Continue to meet WCAG standards.
- All web content created prior to migration to Ontario.ca (summer 2014) will be updated to meet WCAG 2.0 Level AA standard by December 31, 2015 (except live captions and audio descriptions).
- The Niagara Escarpment Commission plans to have a new website by March 31, 2015 which will conform to WCAG 2.0 Level AA standard (except live captions and audio descriptions).
- Continue to use accessibility criteria in the ministry's procurement activities supported by Supply Chain Ontario and the Management Board of Cabinet Procurement Directive (2014).
- Staff will be encouraged to attend OPS and ministry training sessions on creating accessible documents through corporate email communication and intranet updates.
- Send ministry delegates to annual Job Opportunity Information Network (JOIN) conference (Toronto) in order to stay current on topics of interest to persons with disabilities.

- Plan to remediate all non-GIS public-facing applications that are not AODA compliant, by December 31, 2015. Many of the MNRF's GIS applications are based on external, underlying software tools (vendors are currently updating these tools to support accessibility requirements); as part of the division's two-year "ever-greening technology strategy," LRC will integrate the updated tools into the ministry's GIS applications.
- The Wiski-Soda suite of applications for water monitoring will be redeveloped within two years, at which time AODA requirements will be addressed.
- All new management planning documents for provincial parks and conservation reserves will be made accessible.
- Ontario's Protected Areas Planning Manual (2014 Edition) and associated guidelines used by staff will include OPS Accessibility Centre of Excellence's best practices on accessibility.
- Approximately 95 Forest Policy documents are scheduled for review and will be updated into accessible format for the website.
- Ensure all content on the ministry's public-facing website provides information about the availability of accessible formats and communications supports.
- Strive to accommodate clients using older web platforms (who encounter technical issues when using WCAG 2.0 Level AA).
- Create accessible PDFs of the Office of the Mining and Lands Commissioner's and Deputy Commissioner's Decisions with Reasons, as well as instructional information located on the website.

Employment

MYAP Key Outcome

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

Measures Proposed for 2015 & 2016

- Take appropriate actions within the workplace to accommodate employees with disabilities to ensure they can participate fully and meaningfully in their employment.
- Continue implementing recommendations from a CNIB assessment report regarding an employee's disability and monitor the effectiveness of specified measures in cooperation with the employee.
- Investigate telephone handset and headset options for hearing impairments to better equip a staff member with a hearing disability.
- Ensure that managers understand how to make accessible formats and communication supports available to employees as required.
- Encourage 360 degree feedback of managers specifically on their behaviour and leadership with respect to inclusion. Increasing manager awareness in this area will help ensure that all employees can participate fully and meaningfully in their employment.
- Building on measures taken in 2014, continue to increase awareness of mental illness in the workplace by supporting OPS initiatives and ensuring appropriate employee accommodation is provided when required.
- Analyse the 2014 employee survey results to identify potential barriers to employees with disabilities and establish a plan to address any potential employment barriers revealed as a result of this analysis.
- Continue to include performance commitments on inclusion (which includes accessibility) in all managers and executives performance plans, and encourage the same for staff.

Built Environment

MYAP Key Outcome

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

Measures Proposed for 2015 & 2016

The MNRF is committed to greater accessibility within and around the buildings and public spaces it occupies.

- All planned office alterations and new office construction will be designed and implemented in compliance with Infrastructure Ontario's (IO) Guidelines for Barrier-free Design of Ontario Government Facilities (using standards that are equivalent to or higher than the Ontario Building Code's barrier-free design requirements).
- Through OPS Built Environment Training and Awareness, increase manager awareness of:
 - Design of Public Spaces Standards of the AODA;
 - Barrier-free design requirements of the Ontario Building Code; and
 - Infrastructure Ontario's (IO) Guidelines for Barrier-free Design of Government Facilities.
- Ensure that staff and managers whose duties are directly impacted by the Built Environment Standard take the OPS training described above.
- Designs for the construction of a Fire Management Headquarters in Haliburton were completed and approved following all ODA requirements during the design process; construction is slated for completion in 2016.
- Designs for the construction and renovation of a Regional Forest Fire Management Centre in Sudbury meet barrier-free requirements; construction has begun with expected completion in 2016.
- A study was undertaken at the Sault Ste. Marie Aviation hangar to identify shortcomings regarding accessibility; improvements to hangar entranceways with automatic openers and a barrier-free entranceway are planned.
- Detailed designs for the following facilities to incorporate barrier-free standards:
 - o Dryden Fire Management Centre/Headquarters complex;
 - o Provincial Logistics Centre - Thunder Bay/Fire Management Headquarters;
 - o Red Lake Fire Management Headquarters; and
 - o Kenora Fire Management Headquarters.

- Ontario Parks to train staff involved with capital project planning, design and construction or major renovations to Park facilities on the Building Code's accessibility changes and Design of Public Spaces Standards specifically as these apply within the Provincial Park setting (2015).
- Conduct ergonomic assessments of work stations in the Northwest Regional office to identify any accommodation issues.
- In accordance with accessibility standards, complete facility and infrastructure projects specifically to upgrade access for persons with a disability (e.g., increasing door width and installing handrails inside comfort stations) in the following Ontario Parks:
 - o Fitzroy – replace Pine Grove Comfort Station;
 - o Killbear - replace Kilcoursie Comfort Station;
 - o Sauble Falls - replace East Comfort Station;
 - o Point Farms – replace Huron Comfort Station;
 - o Restoule - replace Entry Control Office; and
 - o Finlayson Point - Park Office Expansion.

Other 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 for 2015 & 2016

Accessibility will continue to be a strong organizational commitment for the ministry and its agencies through the following:

- Increase staff awareness of mental illness in the workplace by promoting available resources and initiatives.

- The MNRF will encourage the use of OPS Inclusion Lens for new or revised policies, practices, project management, and decision-making.
- Participation in the OPS Inclusion Continuum Pilot Project as a tool to assess how inclusive ministry practices are and consider opportunities to improve.
- All procurement activities will continue to utilize the tools and templates provided by Supply Chain Ontario and MBC Procurement Directives in support of procurement activities to ensure appropriate accessibility.
- Continued participation of the MNRF's member on the OPS Disability Advisory Council.
- Select staff will continue to participate in OPS Accessibility Forums.

Section Three: Addressing the Identification of Barriers

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

Acts, Regulations and Policies to Be Reviewed in 2015 & 2016

The MNRF has an updated schedule for reviewing legislation and will focus the review on 12 pieces of legislation in 2015. The MNRF will continue using the OPS Inclusion Lens to identify potential barriers to people with disabilities in consultation with legal counsel.

Glossary of Terms and Acronyms

- AODA – Accessibility for Ontarians with Disabilities Act, 2005
- AFFES – Aviation, Forest Fire and Emergency Services Branch
- ASCS – Accessibility Standards for Customer Service Regulation
- CNIB- Canadian National Institute for the Blind
- GIS – Geographic Information Systems
- IASR – Integrated Accessibility Standards Regulation
- LRC – Land and Resources Cluster
- MNRF – Ministry of Natural Resources and Forestry
- MYAP – Multi-Year Accessibility Plan
- OPS – Ontario Public Service
- ODA – Ontarians with Disabilities Act, 2001
- SCO – Supply Chain Ontario
- SHRBB – Strategic Human Resources Business Branch
- TOPS – Tomorrow's Ontario Public Servants
- TTY – Telephone Typewriter or Telecommunication Device for persons with hearing impairments
- WCAG – Web Content Accessibility Guidelines

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](#)
- [Guidelines for Meeting Accessibility Obligations in Procurement](#)
- [Web Content Accessibility Guidelines](#)

Contact Us

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

General inquiries:

TTY number: 1-866-686-6072

Toll-free number: 1-800-667-1940 (Monday to Friday 8:30 am to 5:00 pm, except statutory holidays)

Email: NRIC.accessibility.mnr@ontario.ca

Ministry website address: www.ontario.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.

Alternate formats of this document are available upon request from:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

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Attachment - MYAP Deliverables

2014-2016
Inclusion Lens applied to all policies and practices, Accessibility is part of all OPS business.
Communications, websites, technology solutions and documents employ accessibility best practices.
Best practices on employment accommodation and return to work implemented.
Better accommodation for employees with disabilities resulting from management review.
Accessibility Expo continues annually.
Accessibility continues as strong organizational commitment.
Managers and staff have accessibility performance commitments.
Staff and customer feedback sought on accessibility innovations and improvements.
OPS ready to implement requirements of AODA built environment regulation.