

MINISTRY OF THE ATTORNEY GENERAL

*2009-2010
Accessibility Plan*



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Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The Government of Ontario is preparing to lead the way towards an accessible province, beginning in January 2010 when the first standard — for customer service — comes into force.

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the Ontarians with Disabilities Act, 2001 (ODA).

Building on last year's plan, the 2009-10 accessibility plan will continue moving the Ministry of the Attorney General towards the goal of an accessible province for all Ontarians.

In 2008-09, the ministry implemented an Accessibility Coordinator function in all full-time courthouses. Accessibility Coordinators are now available to respond to accommodation requests from persons with disabilities to use and receive court services.

In addition, the ministry has done a substantial amount of work towards the completion of Accessibility Design Guidelines for Courthouses and a Courthouse Way-finding Signage Standard. Both of these documents will be applied to new courthouse construction.

Links to the other ministry plans are available at:available at:

http://www.mcsc.gov.on.ca/mcsc/english/ministry/accessibilityPlans/ministries_a ccplans10.htm.

Report on Status of Customer Service Requirements

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. **All OPS ministries must comply with the Regulation by January 1, 2010.**

To begin to transition OPS ministries to this regulation, this section has been added to the ODA Planning Template to highlight customer service initiatives.

Focus Area: Customer Service**Commitment: Ongoing**

Court Services Division (CSD) has been phasing in an accessibility coordinator function in courthouses. The key purpose of this function is to respond to accommodation requests from persons with disabilities to use and receive court services. In last year's plan, the division committed to:

- Implement the Accessibility Coordinator function in all full time courts.
- Develop and implement a plan to expand the service to the remaining satellite and fly-in court locations.
- Liaise with service providers that could provide assistance in meeting accommodation requests.
- Evaluate the effectiveness of the communications about the service and update as necessary.

Results Achieved:

The implementation of the accessibility co-ordinator function is complete in all full-time courts.

Planned Action(s):

The evaluation of the Accessibility Coordinator function will be completed by March 2010.

The expansion of the service to the remaining court locations – satellite and fly-in courts – will be completed by June 2010.

Liaison has begun with service providers and will continue on an ongoing basis.

Implementation Timeframe: November 2009 - June 2010

Focus Area: Customer Service**Commitment:** Completed

Court Services Division (CSD) will update information about accessibility features at each courthouse on the ministry's website and in other publications. Information includes, for example, the availability of accessible entrances, accessible washroom facilities, assistive listening equipment, and who to contact about accessibility-related needs. This information will be available so that people can familiarize themselves with the availability of accessibility features in advance of arriving at the courthouse.

Results Achieved:

Information about courthouse accessibility features and Accessibility Coordinators has been added to the ministry's court address web pages. This will be updated periodically.

Focus Area: Customer Service**Commitment:** Completed

Building on a foundation of knowledge and awareness about accessibility, the ministry will develop and implement a plan to ensure compliance with the Accessibility Standards for Customer Service regulation by January 1, 2010.

Results Achieved:

Each division in the ministry undertook an assessment of readiness for compliance with the Accessibility Standards for Customer Service regulation. A number of things were considered as a part of the assessment, such as:

- Who are our clients within the meaning of the regulation?
- Who is involved in providing service to clients – not just ministry employees, but also external providers of ministry services?
- What are the range of services the ministry provides and how are services provided (e.g., in person, over the phone, at counters, in courtrooms, or through the internet)?

The results of the readiness assessment have informed the ministry's implementation plan for complying with the standard.

The ministry has adopted the OPS Accessible Customer Service Policy, which addresses all components of the regulation. Guidance materials have been prepared

for all staff to assist in understanding their obligations under the regulation and different ways of ensuring accessible customer service.

The ministry launched an accessibility intranet site, called AccessMAG. It contains guidance materials, on-line training and awareness videos, and other information about improving accessibility for people with disabilities within the ministry. The site was promoted to all employees across the ministry.

As well, the ministry started up a bi-monthly accessibility newsletter, called Accessibility in Action. The newsletter promotes best practices and success stories, highlights key accessibility initiatives and reminds staff about what they can do to create accessible customer service experiences.

All employees across the ministry are expected to take the “May I Help You? Welcoming Customers with Disabilities” e-learning course. This course provides insight into the elements of accessible customer service and barriers faced by people with disabilities. It provides practical solutions that can be implemented in day-to-day interactions with customers with disabilities.

Divisions have completed or are completing training for their staff who serve the public. The training covers the requirements of the Accessibility Standards for Customer Service and OPS Accessibility Policy. It also covers local processes and procedures that affect the way they provide services to people with disabilities, and training on assistive devices that are available at the service locations. Training records will be kept on who received the training on which topics and when. This training will be completed by December 2009.

The ministry is in the process of finalizing its accessibility training policy and plan. The policy and plan will be in place by December 2009 and will address the following:

- On-going training requirements for new staff, as required by the standard, and new training when policies, practices and procedures that affect the way services are provided to people with disabilities are developed or modified.
- Training on other areas of accessibility to continue to increase knowledge and skills about providing accessibility.

The ministry is also in the process of finalizing the implementation of the standard, including:

- Accessible customer service feedback processes, and
- Processes for providing notice of service disruptions that will impact on the accessibility of the ministry's services.

These will be in place by December 2009.

Focus Area: Customer Service**Commitment:** Ongoing

In last year's plan, the ministry committed to develop specialized training and resources for court staff and justice sector stakeholders to enable delivery of service to clients who have neurological disabilities, mental health disabilities, developmental disabilities, or acquired brain injuries.

Results Achieved:

The ministry has undertaken some research and engaged a number of organizations about the needs of court users and other ministry clients with disabilities. This research is still in progress. As an example, representatives from the ministry met with the Canadian Hearing Society at the CHS' request, to discuss the unique needs that people with both hearing disabilities and mental health disabilities have when participating in the justice system.

Planned Action(s):

Assess current practices in the ministry, in Ontario and other jurisdictions, and continue to consult with interested and affected parties about what specialized supports may be needed for court users and other ministry clients who have neurological disabilities, mental health disabilities, developmental disabilities, or acquired brain injuries.

Develop a phased implementation plan that may include training, information resources, and related policies or procedures.

The ministry will report on further progress in next year's ODA plan.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Customer Service**Commitment:** Ongoing

In last year's ODA plan the ministry committed to build accessibility considerations into all policy development/review and planning processes that affect court operations.

Results Achieved:

Court Services Division (CSD) has continued to apply an accessibility lens at all stages of the jury review process, and the policies and practices which result from the review will incorporate accessibility principles.

Focus Area: Customer Service**Commitment:** Ongoing

In last year's ODA plan the ministry committed to the following:

- To integrate accessibility into business practices, programs and services; and
- To review accessibility issues as acts and regulations are under review, being updated or developed.

These broad commitments are ongoing. The objective is to address accessibility issues during policy and planning processes, when legislation is being updated or reviewed, and during project planning, so that no new barriers are created, and existing barriers are addressed. It not only supports the implementation of the Accessibility Standards for Customer Service, but also other areas of accessibility.

Results Achieved:

Family Justice Services Division (FJSD) developed best practices for accessibility in Supervised Access programs. 2010-11 contract documents will reflect accessibility requirements.

The Office of the Public Guardian and Trustee (OPGT) has reviewed provisions in Ontario statutes that affect OPGT service delivery for the public, to identify barriers for people with disabilities. OPGT is suggesting changes to statutes where appropriate. However, it is not the OPGT that makes final decisions in these matters.

During a review by Policy Division of all the ministry's legislation, regulations and policy instruments for Open for Business purposes, reviewers reviewed these items for accessibility barriers. One accessibility barrier was identified in s.11(2) of the Bulk Sales Act. MAG is proposing to repeal this Act.

The ministry considers accessibility requirements as part of the program planning and budget development process. Divisional Training for results-based planning in 2010-11 will include reference to accessibility requirements.

In all discussions between Facilities Management Branch and clients on the identification of new projects, clients are encouraged to proactively plan for and propose projects that specifically improve accessibility of their facilities. The Branch has also flagged accessibility as a corporate priority when programs prepare Capital & Accommodations business cases.

The Accessibility Unit is developing an Accessibility Lens package, and will begin training on it in early 2010. This includes a set of resources and a training workshop, which are designed to help policy and program development staff see the work they do from an accessibility perspective. The package is geared to ministry staff who develop and/or approve policies and guidance materials that impact on serving the public. The training will assist staff, at a practical level, to identify, remove and address barriers as a part of planning, and when developing or reviewing policies or programs.

Planned Action(s):

The Accessibility Lens package will be used by staff, at a practical level, to implement accessibility as a part of operational planning, and when designing, developing or reviewing legislation, policies, or programs. Divisions will ensure that policy and planning staff take and apply the training.

Implementation Timeframe: November 2009 - March 2011

Report on Other Accessibility Commitments

Focus Area: Customer Service Built Environment Employment Information and Communications

Impact: Act Regulation Policy Program Service

Commitment: Ongoing

In last year's plan, the ministry committed to improve opportunities for the engagement of people with disabilities and others in the identification, removal and prevention of barriers, by implementing a plan for the ministry to consult with customers and ministry employees who have a disability and others on an ongoing basis

Results Achieved:

The ministry continues to work on developing an overarching plan for consulting people with disabilities. In the meantime disability organizations have provided input on major initiatives such as Accessibility Design Guidelines for courthouses, and have participated in training for Accessibility Coordinators in courthouses. In addition, the ministry is consulting with a wide range of employees on making accessibility improvements by means of Ministry and Divisional Accessibility Committees.

Planned Action(s):

The ministry will complete its consultation plan and begin implementation.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Built Environment

Impact: Program Service

Commitment: Ongoing

In last year's plan, the ministry committed to finalize the Accessibility Design Guidelines for courthouses in the winter of 2009, and the Courthouse Way-finding Signage Standard in the spring of 2009.

Results Achieved:

Consultants were retained to complete the ministry's Accessibility Design Guidelines for Courthouses and a final draft of the guidelines was submitted to the ministry in early September 2009.

The final draft of Courthouse Way-finding Signage Standard is complete and currently being piloted in the Barrie Courthouse. At the time of writing this plan, the Barrie Courthouse signage project was scheduled for completion in Fall 2009. This standard will then be applied to all new courthouse construction projects.

Planned Action(s):

Following additional refinements to courtroom layouts and the proposed accessibility strategy by the ministry, the final draft of the Accessibility Design Guidelines for Courthouses will be completed by March 31, 2010. The guidelines will remain "final draft" until assessed against the final AODA Accessible Built Environment Standard.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Built Environment

Impact: Program Service

Commitment: Ongoing

In previous ODA plans, the ministry made the following ongoing commitments:

Incorporating and addressing accessibility as a component of its annual Infrastructure Plan requests (i.e. accessibility to be factored into project scoping and costing) and in-year planning process for accommodation and capital projects (e.g., entrance ways, judges' daises, washrooms, public counters).

Ensuring that all Requests for Proposals (RFP) that are issued by the Ontario Realty Corporation for consultants retained to deliver capital and accommodation projects include a requirement for all proponents to demonstrate experience in the design and construction of barrier-free facilities.

Results Achieved:

On an ongoing basis, the ministry builds accessibility into infrastructure planning and project implementation. One of the ways that this is achieved is by including a requirement in the Request for Proposal (RFP) for all proponents to demonstrate experience in the design and construction of barrier-free facilities. As a result, consulting teams include experience in accessible design and construction. In the 2009-10 Infrastructure Plan, accessibility was identified as a ministry priority for capital projects.

Planned Action(s):

In 2009-10, the ministry is developing an interim strategy to undertake accessible courtroom counter and way-finding projects in several facilities across the province. This strategy will be completed by March 2010. The ministry will develop a more comprehensive multi-year accessibility plan following completion of accessibility audits.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Built Environment

Impact: Program Service

Commitment: Ongoing

In last year's ODA plan, the ministry committed to the following: Each time a lease renewal is reviewed, accessibility requirements are considered and communicated to the Ontario Realty Corporation (ORC).

The Facilities Management Branch will develop an accessibility checklist to support negotiations with the Ontario Realty Corporation and building owners on accessibility enhancements to be incorporated at the time of new or renewed leases.

Results Achieved: The Ontario Realty Corporation (ORC) is currently developing an accessibility checklist for lease renewals and new leases for all government-occupied space.

Planned Action(s):

Once developed, Facilities Management Branch (FMB) will review the ORC checklist to determine whether a MAG-specific checklist for internal use by the ministry will also be required. In either case, the ORC checklist and the MAG checklist (if required) will be applied to the leasing process before fiscal year end (March 2010).

Implementation Timeframe: November 2009 – March 2010

Focus Area: Built Environment

Impact: Program Service

Commitment: New

The ministry will prepare a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities.

Planned Action(s):

In 2009-10, in conjunction with the Ontario Realty Corporation (ORC), Facilities Management Branch will initiate development of a pilot accessibility audit by March 2010. In April 2010, the ORC will implement 3 pilot accessibility audits in selected court

facilities on the ministry's behalf. Following the implementation and evaluation of pilot audits, the ministry will develop an implementation strategy for delivery of audits in outstanding facilities beginning in 2011-12. A comprehensive multi-year accessibility plan will be developed once all ministry audits are complete.

Implementation Timeframe: November 2009 – March 2012

Focus Area: Built Environment

Impact: Program Service

Commitment: Ongoing

In last year's plan, the ministry committed to reduce and prevent barriers faced by people with multiple chemical sensitivities.

Results Achieved:

Facilities Management Branch is currently in discussion with Ontario Realty Corporation (ORC) on this issue. Given the current transition to a new property and land management service provider (CB Richard Ellis) being phased in from Fall 2009 to Spring 2010, the ministry commitment to address issues for people with multiple chemical sensitivities has not progressed. The selection and use of cleaning products in ministry facilities is the responsibility of the service provider.

Planned Action(s):

The ministry will be developing new cleaning standards for ministry-occupied spaces. Facilities Management Branch, working with the Ministry's Accommodation Council, will be developing these standards. Issues around cleaning agents and practices that may trigger adverse reactions in people with multiple-chemical sensitivities will be considered as a part of this process.

Facilities Management Branch is renewing this commitment and will follow through by Fall 2010. Once the new service provider is fully on board, the ministry will initiate discussions on this topic and look to CB Richard Ellis to provide their expertise when it comes to ensuring cleaning products are safe, environmentally friendly and will not trigger adverse reactions in people with multiple-chemical sensitivities.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Built Environment

Impact: Program Service

Commitment: Ongoing

In last year's plan, the ministry committed to review its security systems, procedures and equipment to identify barriers and solutions relating to independent access by persons with disabilities.

Results Achieved: The completion of this commitment has been deferred to the end of 2011, to coincide with a broader review of security systems in courthouses.

Planned Action(s):

The ministry will review its security systems to identify barriers to persons with disabilities, and establish priorities for addressing barriers. The ministry will establish a plan to modify security systems as necessary, and priorities will be incorporated into annual infrastructure planning.

Accessibility impacts for people with disabilities will be assessed as a part of the ministry's security planning process for all facilities. Where necessary, measures will be put in place to prevent or address barriers to independent access by people with disabilities that may result as a part of enhanced security systems and procedures.

To support this, Court Services Division will develop accessibility guidance on meeting the needs of persons with disabilities in court security planning and the provision of security services. The division will work with the ministry's Facilities Management Branch, the Ministry of Community Safety and Correctional Services, and others on these guidelines. A plan will be developed to implement the guidelines in all courthouses.

Implementation Timeframe: November 2009 – December 2011

Focus Area: Built Environment

Impact: Policy

Commitment: New

The ministry will implement processes that will ensure facilities and building accessibility features are frequently inspected, to ensure they are in good working order, and where necessary, maintenance and repair can be addressed in a timely manner.

Planned Action(s):

The following processes and supplementary guidance materials will be considered, such as:

- Guidance on the different levels of responsibility in the process.
- The types of features and assistive equipment that should be inspected regularly
- The types of obstacles that prevent use and access of accessibility features (e.g., construction that obstructs access to doorways, boxes or other items that prevent access to automatic door openers).
- The types of interim measures that should be put in place while features are under repair.

Implementation Timeframe: October 2009 - March 2011

Focus Area: Information and Communications

Impact: Program Service Policy

Commitment: Ongoing

In last year's plan, the ministry committed to increase the accessibility of written communication by or with the ministry.

Results Achieved:

The ministry has developed a policy on creation of accessible documents as well as guidance and training materials on creating accessible MS Word documents and emails.

Planned Action(s):

The ministry will finalize procedures for converting documents to alternate formats by March 2010.

Implementation Timeframe: November 2009 - March 2010

Focus Area: Information and Communications

Impact: Program Service Policy

Commitment: Completed

In last year's plan, the ministry committed to increase the accessibility of its intranet sites to employees with disabilities, and to continue to enhance the accessibility features of its Internet website.

Results Achieved:

The ministry's intranet webmaster has developed a list of divisional intranet webmasters. The webmaster will pass on all tips and best practices learned from a government-wide committee to the MAG group.

Focus Area: Information and Communications

Impact: Program Service Policy

Commitment: Ongoing

In last year's plan, the ministry committed to increase the use of plain language in ministry internal and external communications.

Results Achieved:

Communications Branch has developed a tip sheet on plain language and made it available to all divisions. In addition, Legal Services Division's lawyers have a guide available on using plain language. Several divisions have created plain language versions of key public documents and /or are reviewing all public documents for plain language before they are issued. All ministry-level material on the website is reviewed for plain language before being posted.

Planned Action(s):

All divisions in the ministry will use plain language to the extent possible in new documents.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Information and Communications

Impact: Service

Commitment: Ongoing

In last year's plan, the ministry committed to enhance the provision of sign language interpreters, real-time captioning, assistive technology, and human services that will help to address information and communication barriers for people with disabilities.

Results Achieved:

Court Services Division (CSD) and Ontario Victims Services Secretariat (OVSS) have purchased Braille printers and are working together on developing a protocol for making printing of Braille documents available to the rest of the Ministry.

In order to comply with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code, CSD is revising its policy to provide sign language

interpreters on request for all in-court matters. Furthermore, CSD is discussing various strategies to enhance the availability of sign language interpreters in courts.

OVSS has TTY software available in strategic locations province wide and will have an intake process to enable TTY clients to be served if they all an office which does not have TTY.

While not specifically outlined as a planned action in last year's ODA plan, the Accessibility Unit has developed a set of guidance documents about addressing communications barriers for people with disabilities through the use of sign language interpreters, real-time captioning, assistive listening devices and other actions that staff can take. The guidance documents describe the services, special planning considerations, how to arrange for these assistive services, and things to consider when renting or purchasing equipment. The documents have been made available to all staff through the AccessMAG intranet site and supplementary communications within divisions.

Court Services Division's (CSD) has distributed the above tools to Courthouse Accessibility Coordinators so that they are better equipped with information about where to get assistive listening devices and other assistive services, and the importance of providing such services.

Planned Actions:

CSD is in the process of considering other strategies for improving the availability of assistive listening devices. Additional progress will be reported on in next year's ODA plan. Refer to the new Information and Communications commitment about improving the timely availability of recurring disability-related accommodations.

A commitment to develop a multi-year strategy to deploy assistive communications equipment and related policies and procedures across the Ministry has been deferred until 2010-2011.

Implementation Timeframe: September 2009 – March 2011

Focus Area: Information and Communications

Impact: Program Service

Commitment: New

Court Services Division (CSD) will improve the timely availability of recurring disability-related accommodations that are commonly requested by court users.

Planned action(s):

Court Services Division (CSD) will initially focus on the following types of accommodations:

- Assistive listening devices,
- Real-time captioning, and
- Availability of court-related documents in alternate formats.

CSD will begin by reviewing its current performance on these accommodations, including response times. The ministry will consider the need for operational supports and service targets that could be communicated to the public (i.e. information for court users about how long particular accommodations would normally take to arrange). CSD will work with other ministry areas that operate out of courthouses, including the Ontario Victim Services Secretariat and Crown Attorney's offices.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Information and Communications

Impact: Policy Service

Commitment: New

The ministry will develop policies and related guidance on accessible meetings.

Planned Action(s):

The Accessibility Unit will review existing best practices on how to ensure that a range of meeting types is accessible to people with disabilities. This includes, for example, best practices on meeting room set-ups, invitations and communications about the meeting, processes for allowing for individual accommodations for meeting participants with disabilities, and access to information and discussion at the meeting.

The Accessibility Unit will lead the development of the policies and guidance materials, working with areas across the ministry to determine the best policy approach and the types of guidance materials and supports that would be helpful.

Implementation Timeframe: November 2009 to March 2011

Focus Area: Employment

Impact: Program Service

Commitment: Ongoing

In last year's plan, Court Services Division committed to work with Offices of the Chief Justices to develop a process to meet the employment-related accommodation needs of judges and justices of the peace.

Results Achieved:

Accommodation needs are being met and work on a formal process has been undertaken.

Planned Action(s):

Work on a formal accommodation process will continue.

Implementation Timeframe: November 2009 – March 2011

Focus Area: Employment

Impact: Program Service

Commitment: Completed

As part of the broader diversity strategy, the ministry's Diversity Committee will develop strategies for increasing awareness of diversity issues and ensuring the workplace is barrier-free and inclusive for people of all backgrounds and abilities.

Results Achieved:

The Director and Co-ordinator of Diversity and Inclusiveness have been appointed. The Diversity Strategy was approved in September 2009. Approved strategies include a diversity mentorship program; a Diversity Learning Assessment for Senior Management Committee; a diversity webpage and resource library; divisional and regional diversity committees in addition to the cross-ministry committee; and awareness/learning events.

Focus Area: Employment

Impact: Policy, Program Service

Commitment: New

The ministry will improve the accessibility of training programs for employees with disabilities.

Planned action(s):

All divisions in the ministry will review current training programs offered by the ministry to determine their level of accessibility and recommend improvements. For example, barriers may be identified that relate to the way training is provided and delivered,

training materials, and for in-person training, the physical set-up of training spaces/rooms.

The Accessibility Unit will develop guidance materials will be developed to assist divisions with this analysis.

On a go-forward basis, all new training programs will incorporate accessibility best practices to prevent the introduction of barriers.

Where external vendors or partners are use to develop and/or deliver training, the ministry will ensure that accessibility requirements are built into service agreements.

The Ministry of Government Services offers a number of training programs that are available across ministries. The ministry will work with the Ministry of Government Services to raise issues of accessibility in those training programs.

Implementation Timeframe: October 2009 - March 2011

Focus Area: Employment

Impact: Program Service, Policy

Commitment: Completed

In follow-up to the 2009 Ontario Public Service Employee Engagement Survey, the Human Resources Branch will gather information about why employees with disabilities in the ministry are or are not engaged in their jobs.

Results Achieved:

A report has been completed and any specific initiatives were integrated into the Diversity plan. This included analyzing the 2009 survey results specific to ministry employees who self-identified as having a disability, against each of the top ministry priority areas. This identified areas where this group had unique concerns and where their responses were aligned with those of the ministry as a whole.

For More Information

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

Please phone:

General inquiry number: (416) 326-2220

TTY number: (416) 326-4012

1-800 number: 1-800-518-7901

E-mail: [Ministry of the Attorney General](#)

Ministry website address: <http://www.ontario.ca/attorneygeneral>

Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

Alternate formats of this document are available free upon request from:

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