

MINISTRY OF COMMUNITY AND SOCIAL SERVICES

*2010-2011
ODA Accessibility Plan*



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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA), 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 leading the way towards an accessible province. In 2010 the Government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service (Ontario Regulation 429/07).

As we wait for the additional standards under the AODA, we are guided by the Ontario Human Rights Code and obligations set out in the Ontarians with Disabilities Act, 2001 (ODA).

Each year, the government sets the course to identify, remove and prevent barriers through annual accessibility plans required under the ODA.

Building on last year's plan, the 2010-11 accessibility plan will continue moving the Ministry of Community and Social Services towards the goal of an accessible province for all Ontarians.

The Ministry of Community and Social Services' eighth annual accessibility plan highlights achievements in 2009-10 to break down barriers for people with disabilities. It also outlines commitments in the coming year to make its programs and services accessible for all Ontarians.

In June 2010, the ministry launched the "Manager's Toolkit on Employee Accommodation." This resource supports managers to accommodate our prospective and current employees to achieve equitable access to full participation at work. This toolkit is designed to make it easier to provide workplace accommodations for employees with disabilities by:

- Centralizing information into one comprehensive toolkit

- Using a step-by-step approach to provide an accommodation, and
- Incorporating best practices on employment accommodation to demonstrate leadership.

The release of this document is also very timely with regard to the ongoing leadership that the ministry has assumed in the implementation of the AODA, our landmark accessibility legislation. There is no doubt that the toolkit will further the ministry's efforts at being an employer of choice for all.

The ministry has continued its efforts to educate all of its staff on how to provide good customer service with a focus on providing accessible customer service. All ministry staff are required to complete two on-line modules on accessible customer service. In addition, staff working in the Ontario Disability Support Program must complete Access, Awareness and Accountability training.

To view other ministries' Accessibility Plans please visit: Ontario.ca

Report on Accessibility Achievements for 2009-2010

The Ontario Public Service (OPS) is working to achieve an accessible and barrier-free province by 2025. This section highlights actions that the ministry has taken in the past year to help us achieve that goal.

Focus Area: Customer Service

Achievements:

- AccessOn website now provides tools and resources to assist private sector in complying with accessibility, including:
 - o Guide to the Accessibility Standards for Customer Service.
 - o Compliance Manual – Accessibility Standards for Customer Service.
 - o Compliance Assistance Manual for Small Business.
 - o Training Resource for Small Business.
 - o ServeAbility – an online training program.
- The Accessibility Directorate of Ontario (ADO) has established nine more partnerships with the private sector to help not-for-profit and private sector organizations meet customer service standards for accessibility. The partnership program focused on helping organizations meet the Accessibility Customer Service Standard and targeted established communication networks of not-for-profit and private sectors to spread information.
- Using these nine new partnerships, and the previously established 14 partnerships, it is estimated that the ADO has reached approximately 190,000 private sector members and organizations. Highlights include:
 - o A major outreach forum that rallied members of municipal Accessibility Advisory Committees (AACs).
 - o Partnership with the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) produced materials and resources that are continually used and promoted.
 - o EnAbling Change Partnerships with universities, colleges, hospitals and schools equipped these institutions with resources needed to comply in time and without undue cost. Strong, lasting relationships have been established.
- Due to enhancement made to the Service Delivery Model Technology (SDMT), the ministry is now able to track how many Ontario Disability Support Program (ODSP) clients have specific service delivery requirements, including requests for alternate formats.
- All ministry staff have completed accessibility e-learning training, “May I Help You? Welcoming Customers with Disabilities” and “May I Help You? – Supplementary: Ten Things You Need to Know about Accessible Customer

Services.”

- The Renewal Strategies Office worked with Centre for Leadership and Learning, Ministry of Government Services (MGS), and Human Resources in the Strategic Business Unit to review training reports on a quarterly basis to ensure new staff complete the mandatory accessibility training.
- Five one-day sessions of Access, Awareness and Accountability training were held in 2009-2010 benefiting 106 ministry staff. The training supports Ontario Disability Support Program (ODSP) staff learning and is designed to develop a heightened awareness in staff to the issues that people with disabilities face.
- Alternatives for enhancing teletypewriter (TTY) services to support an automated TTY service have been documented and shared with internal stakeholders to help plan TTY service delivery.
- The ministry completed a number of projects that have enhanced customer service and accessibility for staff and clients with disabilities. The completed projects include the relocation of the Ontario Disability Support Plan (ODSP) offices in Mississauga and Brampton.
- Accessibility best practices and success stories are now available on the [AccessOn website](#) and categorized for easier use under the following headings:
 - Making businesses accessible
 - Making the arts accessible
 - Making homes accessible
 - Making communities accessible and welcoming to all
 - Making recreation accessible
 - Making learning accessible
- The Accessibility Directorate of Ontario (ADO) has established partnerships with other branches and levels of government, including the Ministry of Economic Development and Trade, the Ministry of Revenue, and Service Ontario, to promote compliance and share best practices among their stakeholders.
- To further enhance Service Delivery Model Technology (SDMT) to support Accessibility Standards for Customer Service, the ministry has:
 - o made further letter improvements in communications to Ontario Disability Support Program (ODSP) clients that include plain language changes,

- o made the On-Line Application, which enables the public to complete an application for Ontario Works by website access, available in French at two pilot locations, and
 - o enabled ODSP clients to receive payments by Direct Daily Deposit (DBD).
- The ministry and its partners on renovations, including regional offices and local program managers, will continue to ensure notices are posted for any service disruptions.
- Divisional Accessibility Leads have supported the ministry's compliance with the AODA by ensuring that each division complied with the requirements of the Accessibility Standards for Customer Service by December 31, 2010.
- In providing its publications and online resources in accessible formats, the ministry has:
 - o captioned and transcribed more than 30 ministry videos informing citizens about ministry programs,
 - o created HTML and accessible PDF versions of all 2010-11 ministry publications, including the Final Proposed Built Environment Standard (244 pages), developmental services resources (50 pages) and various social assistance policy directives (100 pages), and
 - o developed an accessible version of the ministry organization chart.
- In December 2009, the ministry's internet site was enhanced to welcome feedback from clients and the public.
- The Family Responsibility Office (FRO) has written policies, practices and procedures regarding: support persons, service animals, service disruptions, training, providing accessibility documents and accessible customer service.
- A designated Accessibility Lead for the Family Responsibility Office is available for client feedback in person, by phone, correspondence or email.

Focus Area: Information and Communications

Achievements:

- A best practice guide for staff on how to provide accessible information to clients has been developed by the Renewal Strategies Office, in partnership with the Children and Youth Social Services I&IT Cluster (CYSSC), the Accessibility Directorate of Ontario (ADO) and the Ontario Diversity office.
- The lexicon, “Talk About Disabilities – Choose the Right Word,” has been widely disseminated at forums as a tool to assist compliance with the AODA and it is also on the AccessOn website.
- All documents posted on the ministry’s website are available in accessible formats. In addition, the website has text only capability.
- Six accessibility-related articles have appeared in four issues of the ministry’s internal quarterly, *The Comet*, between Fall 2009 – Fall 2010.
- In March 2010, the Family Responsibility Office arranged and hosted a presentation to all FRO staff with a focus on accessibility.

Focus Area: Employment

Achievements:

- The Deputy Minister's suggestion box for ideas to increase accessibility is promoted at ministry events and communiqués throughout the year.
- The ministry's Foundations for Managers program sessions in November 2009 and February 2010 included a module on accessibility awareness benefiting more than 50 managers. To date, 424 staff have benefited from this program.
- The ministry developed the "Manager's Toolkit on Employee Accommodation." This resource support managers in providing workplace accommodations to employees with disabilities. The toolkit was provided to all ministry managers in June 2010.
- The ministry promoted the online training "Maximizing the Contributions of Employees and Applicants with Disabilities" for managers and supervisors. As of October 2010, 91 percent of managers and supervisors have taken the training.
- The ministry has launched the Don't Waste Talent initiative, and its website (www.mcass.gov.on.ca/talent), which reaches out to employers with:
 - o information on hiring people with disabilities
 - o myth-busting facts about people with disabilities
 - o assistance in providing job accommodations for employees with disabilities
 - o success stories
 - o links to ODSP Employment Supports service providers
- The website provides people with disabilities with:
 - o information about the ODSP Employment Supports Program, which includes, among other things, job matching and job retention supports.
- Through the Ontario Disability Support Program (ODSP), the ministry funds the Canadian Manufacturers and Exporter' Business Takes Action (BTA) program, which recognizes employers in Canada for recruiting, retaining, retraining and promoting people with disabilities and those who champion inclusive employment practices that remove barriers to employment.

- The ministry hosted the Employing Individuals with Disabilities – Strategies on Inclusion, Recruitment and Retention Conference on November 5, 2009 with the Jobs Opportunity Information Network (JOIN), at which more than 270 delegates:
 - o learned strategies for employing people with disabilities from a global perspective through speakers from Canada, the United Kingdom, and the United States;
 - o attended workshops that provide information on employing people with disabilities, accommodations, and retention;
 - o heard about how they can remove barriers to employment for people with disabilities; and
 - o networked with employers who are dedicated to diversity and inclusion.
- The Handbook, *Attracting the Talent: A Handbook for Recruiting People with Disabilities into Ontario Public Service*, was made available to OPS managers in 2007. In the past year, more work has been done through several distinct approaches and areas, which has superseded the Handbook:
 - o The Ministry of Government Services (MGS) has taken over employee recruitment from hiring managers by creating four recruitment centres and part of this work includes taking steps to address barriers in our hiring processes (e.g., specialized recruitment, hiring human resource interns with disabilities to identify barriers, etc.);
 - o The Accessibility Directorate of Ontario has been working with community representatives in establishing proposed Employment Accessibility Standards. As the standards get closer to completion, the OPS will be obligated to comply with these standards.
- The I&IT Accessibility Centre of Excellence continues to publish information on their intranet site about new technologies that support people with disabilities, such as screen readers, voice recognition solutions, magnification software, etc.
- The pilot of the tool to read website contents aloud has been evaluated and the findings were reported to Information and Information Technology senior management in early 2010.
- The I&IT Accessibility Centre of Excellence has supported a Staff Assistive Technology User Group, where over 30 employees from across government have the opportunity to exchange information, receive updates and request assistance from peers to resolve issues regarding assistive technology.

- The ministry's Chief Administrative Officer is one of the executive sponsors of D-Net, a staff network group that promotes accessibility across the Ontario Public Service.
- In June 2010, the ministry profiled its effort to enhance diversity and accessibility by exhibiting at the Accessibility Expo held in Toronto. At that time, the 'Manager's Toolkit on Employee Accommodation' was featured and provided to staff and managers from several different ministries.

Focus Area: Built Environment

Achievements:

- The Ontario Disability Support Program offices in Mississauga and Brampton were relocated to new sites to improve accessibility and remove barriers.
- The Emergency Management Unit included, as part of the Continuity of Operations Program (COOP), a checklist and protocols to ensure all MCSS business service locations had appropriate COOP practices and protocols in place to meet accessibility standards during emergency-related disrupted services (e.g. ADO approved signage and COOP templates). The 2009 ministry Emergency Management Plan was posted on the MCSS intranet and internet sites in accessible formats
- The ministry's Capital and Accommodation Services Branch (CASB) continues to work with its service providers on accessibility projects at the 900 Bay Street complex in Toronto:
 - o This year an accessible ramp to Whitney Block has been initiated.
 - o Accessibility improvements to Hepburn Block's elevators were completed in December 2009.
 - o Renovations to the washrooms in the 900 Bay Street complex are complete.
 - o Audible alerts, both in French and English, are in place in all elevators in the 900 Bay Street complex.
- The CASB continues to review draft AODA design guidelines, provide feedback and prepare for the implementation of any new accessibility standards.
- The Ontario Realty Corporation (ORC) has begun accessibility audits on a number of OPS sites. To date, the new Ontario Disability Support Program

(ODSP) office in Brampton has been reviewed.

- In March 2010, automatic doors were installed in all staff washrooms at the Family Responsibility Office.

Focus Area: Other

Achievements:

- The I&IT Accessibility Centre of Excellence continues to provide advice and guidance related to improving the accessibility of websites, web content, business application, documents etc., across the Ontario Public Service (OPS). The Centre has also made resources available to OPS staff that include guides, videos, quick tips, tools etc. to raise awareness about I&IT accessibility requirements.
- On May 31, 2010, the Minister announced that the government is developing a new Integrated Accessibility Regulation that will streamline and align requirements for standards pertaining to information and communications, employment and transportation.
- From September 2, 2010 to October 16, 2010, a summary of proposed requirements under the Integrated Accessibility Regulation was made available for public review and comment on the government's Regulatory Registry.
 - o The final proposed Accessible Built Environment Standard was submitted by the Standards Development Committee (SDC) in July 2010 and was posted for public information and to submit comments on September 9, 2010.
- The ministry has developed an Accessibility Standards information package for all ministry transfer payment agencies.
- The Renewal Strategies Office developed a comprehensive information and resource package that was sent to all ministry transfer payment agencies in June 2010 to assist them in meeting the requirements of the Accessibility Standards for Customer Service Regulation.
- In February 2010, the final report from Charles Beer on the independent review of the effectiveness of the *Accessibility for Ontarians with Disabilities Act, 2005*,

was submitted to the Minister.

- On May 31, 2010, the government tabled the report in the legislative assembly. Recommendations included:
 - o Harmonizing the accessibility standards;
 - o Renewing leadership for AODA implementation by designating the Minister of Community and Social Services as the Minister Responsible for Accessibility;
 - o Amending the AODA to establish an arm's length advisory body to review and develop accessibility standards (replacing the standard development committee process); and
 - o Supporting the role of municipal accessibility advisory committees in making communities more accessible.
- On August 16, 2010 the government posted its official response to the recommendations in Charles Beer's report.

Report on Accessible Customer Service Requirements

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

The OPS was the first public organization to file their compliance report with the Accessibility Directorate of Ontario in January 2010. In order to sustain compliance with the Accessibility Standards for Customer Service Regulation, it is vital that ministries continue to look for opportunities through their accessibility planning process, to continue embed accessibility in all areas of planning, programs and policies.

The ministry will be promoting its on-line customer feedback mechanism to clients as a way of generating feedback leading to program improvements.

Focus Area: Customer Service

Commitment: On-going

The ministry will continue to promote the public awareness campaign based on AccessON. AccessON is a web site designed to raise awareness among the public, the business community and the broader public sector about the barriers that exist for people with disabilities. It also provides tools to help businesses comply with the accessibility standards.

Planned Action:

The ministry will continue the AccessON campaign with a focus on helping businesses and organizations comply with the Customer Service and future accessibility standards. The ministry will continue to inform businesses and organizations through direct outreach and keep the website up to date with tools, resources and information.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service**Commitment: On-going**

The Accessibility Directorate of Ontario (ADO) will establish an outreach strategy for the ministry's transfer payment agencies to promote readiness for compliance with the regulation on customer service.

Planned Action:

The ADO is continuing to build upon the presentations that were conducted jointly with the Diversity Office, Ministry of Government Services by continuing to inform and support leaders in the Ontario Public Service about the Accessibility Customer Service Standard.

Implementation Timeframe: October 2010 – December 2011

Focus Area: Customer Service**Commitment: On-going**

The ministry will provide Access, Awareness and Accountability training to all new Ontario Disability Support Program (ODSP) staff and other ministry staff and managers as appropriate. Access, Awareness and Accountability training is a one-day workshop designed to develop a heightened awareness in staff of the issues people with disabilities face.

Planned Action:

The ministry will continue to provide Access, Awareness and Accountability training to all new Ontario Disability Support Program staff within 90 days of being hired. The ministry will examine expansion of the program to educate other staff.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service**Commitment: On-going**

The I&IT Accessibility Centre of Excellence will explore alternatives for enhancing teletypewriter (TTY) services in keeping with the Ontario Public Service (OPS) Quality Service Standards.

Planned Action:

The I&IT Accessibility Centre of Excellence will continue to explore ways to enhance TTY services offered by the Ontario government including using its intranet site to publish best practices, policies and other TTY resources to promote the OPS Quality Service Standards.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service**Commitment: On-going**

The ministry will continue to identify and publish best practices and success stories to promote a blueprint for all organizations that are interested in improving opportunities for people with disabilities.

Planned Action:

The ministry will continue to highlight best practices and publish success stories on AccessON.ca. In addition, the ADO will be providing outreach and education to more than 85 external events including:

- o regional information sessions for Members of Provincial Parliament
- o Accessibility Advisory Committee (ACC) forums, including outreach to Local Health Integration Networks
- o local chambers of commerce including London, Kingston and Ajax-Pickering
- o annual conferences including Canadian Franchise Association, Ontario Business Improvement Areas Association and Economic Developers Council of Ontario

Implementation Timeframe: October 2010 – October 2011

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

The ministry will track and respond to requests for material in alternate formats, for example Braille or large print.

Planned Action:

To support the AODA and the ODSP Accommodations Policy, clients requesting information in alternate formats will be accommodated. The ministry is examining a

system to track these requests.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

Consistent with the Customer Service Standard, the ministry will post detailed information about renovations to its offices that will cause a service disruption.

Planned Action:

The ministry's Capital and Accommodation Services Branch will work with the province's new project management service providers under the Ontario Realty Corporation along with regional offices and local program managers to ensure appropriate notices are posted for any service disruptions at ministry sites. Standards for notice signage are to be developed.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-Going

The ministry will provide its publications and online resources in accessible formats and in plain language with the goal of promoting a more positive and accessible customer service experience.

Planned Action:

All public documents will be in plain language and made available in accessible formats.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The ministry will encourage staff to take training designed to improve customer service

and accessibility.

Planned Action:

The ministry will continue to require staff to take training that will help their understanding of how to provide accessible customer service, including: “May I Help You? Welcoming Customers with Disabilities” and “May I Help You? Supplementary: Ten Things You Need to Know about Accessible Customer Service.”

Implementation Timeframe: October 2010 – October 2011

Information and Communication Commitments

Information and the methods of communication are key to delivering many government programs and services to the public. It is essential that we provide the same quality and service to everyone in the province.

In anticipation of the proposed standards guiding Information and Communications, the government of Ontario is continuously looking for opportunities to prevent and remove barriers to person with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

Focus Area: Information and Communication

Commitment: On-going

The ministry will include articles that feature accessibility in its internal quarterly newsletter The Comet. The ministry will promote its process to solicit and address ideas and suggestions from staff relating to accessibility.

Planned Action:

The ministry will continue to regularly feature articles that promote accessibility in its quarterly newsletter, The Comet.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Information and Communication

Commitment: On-going

The Accessibility Directorate of Ontario will promote the availability of [“Talk About Disabilities – Choose the Right Word”](#) lexicon and include the purpose statement highlighting the importance of using acceptable and contemporary language related to disability through its presence at key conferences, workshops and other public events.

Planned Action:

The Accessibility Directorate of Ontario will continue to educate the public on the importance of using acceptable and contemporary language related to disability.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Information and Communication

Commitment: New

The ministry will promote and encourage staff to use the best practice guide for accessibility documents developed by the ministry and the Diversity Office, MGS.

Planned Action:

The ministry will post the best practice guide on its intranet site for staff and will promote the Centre for Leadership and Learning e-learning module on accessible PDF and word documents.

Implementation Timeframe: October 2010 – October 2011

Other Accessibility Commitments

Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development.

In anticipation of the upcoming standards the Government of Ontario has planned several corporate initiatives in the following areas, Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and identify and remove barriers in buildings and other structures. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the upcoming standards.

To review a list of corporate initiatives please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Focus Area: Employment

Commitment: On-going

The ministry will promote the Deputy Minister's confidential online suggestion box as a way for staff to identify barriers and submit suggestions on accessibility.

Planned Action:

The suggestion box will remain available to staff as a confidential way to identify any questions, concerns or observations related to accessibility.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment**Commitment: On-going**

The ministry's Foundations for Managers Program will include accessibility awareness training. The goal of the Foundations for Managers Program is to identify and clarify the roles and responsibilities of ministry managers.

Planned Action:

The Foundations for Managers Program will continue to offer a module on inclusiveness and will include information on accessibility. The program will also promote AccessON material.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment**Commitment: On-going**

The ministry will promote the online training “Maximizing the Contributions of Employees and Applicants with Disabilities” for managers and supervisors.

Planned Action:

The ministry will inform new managers and supervisors of their obligation to take the training and will monitor their compliance.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment**Commitment: On-going**

The Employer Outreach Secretariat will promote the benefits of hiring people with disabilities.

Planned Action:

The Employer Outreach Secretariat will focus on:

- Creating an Employer Awareness Campaign to provide information to employers about the business case for hiring people with disabilities and to dispel myths/facts about people with disabilities;
- Supporting recognition of employers that are progressive in hiring people with disabilities;
- Hosting a forum for employers to share best practices in hiring people with disabilities;
- Support the “Don’t Waste Talent” Employer Awareness campaign which encourages employers to hire people with disabilities, specifically from the Ontario Disabilities Support Program Employment Supports service providers;
- Collaborating with the Job Opportunity Information Network to host a disability and employment conference in November 2010; and,
- Implementing the Ontario Public Services Diversity Strategy with a focus on people with disabilities.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The Employer Outreach Secretariat will continue to promote the Human Resources Handbook within the ministry and will develop a Manager’s Toolkit for recruiting and hiring people with disabilities.

Planned Action:

The Employer Outreach Secretariat is updating the Manager’s Toolkit for Scouting and Hiring People with Disabilities to reflect the government’s centralized talent recruitment practices.

The updates version will be a guidebook consisting of two modules focusing on:

- For recruiters – targeted outreach to job seekers with disabilities
- For managers – bias-free interviewing with people who have disabilities

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will provide information to staff on new technology, including exploring the

option of using a read aloud function on computers.

Planned Action:

The I&IT Accessibility Centre of Excellence will continue to work with staff to provide information on new technology that can be used to enhance their ability to perform their jobs.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will establish a Staff Assistive Technology User group so that employees who use the same or similar assistive devices can communicate with other employees using the same assistive technology products.

Planned Action:

A cross-ministry staff Assistive Technology User Group was established in January 2009. The I&IT Centre of Excellence continues to encourage employees to participate, while providing administrative support and acting as a moderator for the group.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will establish local accessibility groups to champion accessibility across the organization and to champion D-Net, a staff network group that promotes accessibility.

Planned Action:

The ministry will support the development of local accessibility networks to act as champions throughout the province. The ministry will also support D-Net in the development of their network group at a local level. The ministry's Chief Administrative Officer will continue to be an Executive Sponsor of D-Net.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment**Commitment: On-going**

The Financial Planning and Business Management Branch will explore methods of tracking accessibility expenditures. Such information should assist in future evaluation of efficient methods of providing accessible services.

Planned Action:

Discussions with the Human Resources Strategic Business Unit will continue to clarify what items/goods/services constitute an accessibility-related expense. Business requirements need to be provided by the program staff to document what needs to be isolated, tracked and reported on.

Implementation Timeframe: October 2010 – April 2011

Focus Area: Built Environment**Commitment: On-going**

The ministry will negotiate new leases and lease renewals in keeping with the Ontario Building Code (OBC) and the barrier-free guidelines to prevent the creation of barriers to staff, clients or members of the public with disabilities.

Planned Action:

For any new Ontario Disability Support Program (ODSP) office lease, the Capital and Accommodation Services Branch will monitor that accessibility is addressed to a minimum OBC standard through the Ontario Realty Corporation lease agreement. A number of new ODSP site searches are underway.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment**Commitment: On-going**

The ministry, in partnership with the Ontario Realty Corporation (ORC), the Ministry of Government Services and the Ministry of Energy and Infrastructure will continue to upgrade the elevators and washrooms in the 900 Bay Street, Toronto complex in

keeping with the findings of the Ontario March of Dimes accessibility audits conducted in 2006-2007.

Planned Action:

Accessibility improvements to the elevators in the 900 Bay Street, Toronto complex are underway. Further accessibility improvements will be based on the results of accessibility audits of 50 buildings across Ontario. These audits are being conducted by the ORC.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The Capital and Accommodation Services Branch (CASB) will develop barrier-free guidelines for ministry use.

Planned Action:

CASB will review the Accessibility for Ontarians with Disabilities Act 2005 and will further review design guidelines as they are made available through the Ontario Realty Corporation to inform the development of appropriate guidelines for ministry offices. Through this approach, ORC will confirm a new set of AODA design guidelines at which time CASB will develop an enhanced approach to accessible office design for MCSS sites.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The Capital and Accommodation Services Branch (CASB) will develop a strategic approach for the accessibility assessment of ministry sites pending the development of the ministry's barrier-free guidelines.

Planned Action:

CASB will work to assess all ministry sites, in conjunction with other corporate priorities to assess all ministry sites to identify where accessibility improvements are required to meet regulatory requirements.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to implement improvements to the built environment and technology with a view to improving accessibility for staff and clients.

Planned Action:

The Capital and Accommodation Services Branch will continue to improve access to ministry sites for staff and clients. Based on the findings of the assessment process or other key program planning (i.e. ODSP Desk Side Standards update, etc.), CASB will work with ADO to identify any required enhancements to the Build Environment and AODA design guidelines.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to address accessibility in all its owned and leased spaces.

Planned Action:

Through its on-going operations, CASB will ensure accessibility is addressed in the planning for all projects or lease activities for its government-owned or third party leased sites, prior to lease agreements being approved or project designs finalized.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to assess and make plans to improve the accessibility of its offices and facilities for staff and clients with disabilities.

Planned Action:

As changes to an existing or new site are required, the Capital and Accommodation

Service Branch will work to assess all ministry sites to identify where accessibility improvements could enhance the accessibility of our offices. Any issued new AODA design guidelines will be included in all site reviews and project planning, including lease renewals, new leases and alteration/expansion projects, to enhance accessibility for ministry staff and clients. Currently:

- The ministry is now working with the Ontario Realty Corporation (ORC) to secure new accessible sites for Ontario Disability Support Program (ODSP) offices in Brantford, Kitchener, Newmarket, Whitby and Woodstock.
- Planning is underway to expand ODSP offices in Bracebridge, Cambridge and Pembroke.
- Planning is also underway for a new design which ensures accessibility at corporate sites in downtown Toronto on the 24th Floor, 2 Bloor Street West, and the 6th and 7th Floors, Hepburn Block, 60 Grosvenor Street.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The ministry will develop a pilot project on the use of remote video sign language interpreter services.

Planned Action:

The ministry will develop a pilot proposal to offer video remote interpreting services to Ontario Disability Support Program clients living in the Northern, North East and Eastern regions.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Other**Commitment: New**

The Accessibility Directorate of Ontario will continue to develop the compliance assurance framework for the AODA in preparation for January 1, 2012 when private sector and non-profit organizations will have to comply with the Accessibility Standards for Customer Service and report on their compliance (other than those with less than 20 employees, who are exempt from reporting).

Planned Action:

- The ADO will continue to work on building partnerships with other ministries to allow for data sharing in preparation for January 1, 2012 when private sector and non-profit organizations will have to comply with the Accessibility Standards for Customer Service and report on their compliance.
- The ADO will continue to work with other key government ministries to expand the inspection and enforcement model for 2012 and beyond.
- The ADO will move forward with a regulation for the designation of an existing tribunal to hear appeals under the AODA.
- The ADO will continue to develop an Administrative Monetary Penalty program to support enforcement activities and to act as a disincentive for wilful non-compliance.
- The ADO will include flexibility into the design of the Accessibility Compliance Reporting system to allow for the incorporation of new standards as well as additional functionality.
- The ADO will further develop an information management system to provide for efficient information sharing and updating.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Other**Commitment: New**

The Accessibility Directorate of Ontario's outreach focus shifts towards organizations that must meet the January 1, 2012 compliance date: non-profits, non-government organizations and private sector. The ADO will establish a meaningful connection with this sector so that the Directorate can ensure materials and resources are being disseminated to them.

Planned Action:

- The ADO will continue its participation at events, conferences, meetings throughout the calendar year.
- The ADO will host a major outreach forum to 15 “umbrella”, overarching organizations whose membership and missions are for the “core” non-profits. Audience: chairs of boards, executive directors, management, staff.
- The ADO will conduct outreach forums held regionally to non-profits and self-regulated professions followed by a series of well-timed smaller, continuous communications touch points. Audience: executive directors, staff, volunteers. The purpose will be to build relationships with these “umbrella” organizations for potential future partnerships to reach out to this sector.
- Targets include:
 - o Service sector organizations (e.g. Hotel Association of Canada, Canadian Restaurant and Foodservices Association, Tourism Industry Association of Canada);
 - o Organizations that reach retail/business sector (e.g. Economic Developers Council of Ontario, Ontario Business Improvement Area Association);
 - o Organizations in healthcare sector (e.g. Federation of Regulated Health Professionals, Association of Canadian Academic Healthcare Organizations, Federation of Health Regulatory Colleges of Ontario); and
 - o Not-for-profit sector (e.g. Centre for Social Innovation (Ontario Non-profit Network), United Way of Greater Toronto, MaRS)

Implementation Timeframe: October 2010 – December 2011

Focus: Other**Commitment: New**

The Accessibility Directorate of Ontario (ADO) will look for outreach opportunities through other government ministries.

Planned Action:

- The ADO will look for opportunities to share information about the January 1, 2012 compliance date through the OPS Community of Practice on Non-profits.
- The ADO will utilize Accessibility Leads in each ministry to identify non-profit organizations engaged with that ministry to invite them to forums.
- The ADO will issue deputy-to-deputy communications on ensuring outreach to the non-profit sector outreach through ministry's relationships with non-profit sector, followed by a presentation to the OPS Accessibility Leads.

Implementation Timeframe: October 2010 – December 2011

Focus: Other**Commitment: New**

The ADO will refocus and market the EnAbling Change Partnership Program to:

- o Attract greater private sector interest
- o Promote greater marketing and advertising within their membership communities
- o Benchmark success through pre-project and post-project surveys

Planned Action:

- In the midst of developing four other standards, the ADO's approach to reaching 360,000 organizations in 2010/2011 will focus on establishing relationships with a few leader organizations and champions that:
 - o have the greatest reach,
 - o can impact the greatest change, and
 - o can 'carry on the torch' on behalf of the ADO in 2012 and beyond

Non-Profit sector - over 38,000 organizations in Ontario. A separate outreach strategy will be developed since the non-profit sector is similar to the broader public sector.

Implementation Timeframe: October 2010 – December 2011

Focus: Other**Commitment: New**

In 2010/11, the ministry will utilize Emergency Preparedness Week as an opportunity develop tools and feature accessibility awareness as it relates to emergency planning

Planned Action:

- Development of an e-learning module which meets all ADO standards and a specific module focused on Accessibility (January 2011).
- Emergency Preparedness Week activities will promote emergency preparedness planning for people with disabilities/special needs (date determined nationally).
- A ministry brochure on emergency planning for people with disabilities/special needs will be developed and posted on the ministry's emergency management intranet site.

Act(s), Regulation(s), Policy(s) being reviewed to prevent Barriers to Persons with Disabilities

In support of the commitment to remove and prevent barriers for persons with disabilities, the Government of Ontario will continue to review all new legislation, and policies under development to identify and remove barriers.

Focus: Other

Commitment: New

The ministry will promote the inclusion lens developed by the Diversity Office, MGS.

Planned Action:

The ministry will encourage policy development staff to use the inclusion lens and to promote the Centre for Leadership and Learning e-learning module on the inclusion lens.

Implementation Timeframe: October 2010 – October 2011

Focus: Other

Commitment: New and ongoing

We will help make Ontario's developmental services system fairer, easier to access and more sustainable through the implementation of the new MCSS developmental services legislation, the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*,

Planned Action:

- Each regional contact point will provide a single point of contact for ministry-funded adult developmental services and supports. These regional contact points are an important part of transforming Ontario's developmental services

system, and will help to create a system that is easier to access and more fair and consistent across the province.

- The organizations to receive designation to become the regional contact points will be selected and identified in fiscal 2010-11. Once identified, the ministry will work with the identified organizations through a transition process, from December 2010 to June 2011, to become fully operational as the regional contact points.
- The regional contact points will be designated by the Minister, and become operational in July 2011.
- In addition to the implementation of the application entities, the ministry is developing an information technology (IT) solution to support the work required under the new legislation. The implementation of the IT solution will coincide with the operational launch of the application entities.
- Also included as part of the implementation of the Act, is a new regulation on quality assurance measures for ministry-funded service agencies and application entities. The regulation will promote social inclusion and help us protect people with a developmental disability from serious health and safety problems. The regulatory provisions on quality assurance measures for agencies will come into effect on January 1, 2011, and training will be offered to service agencies in fall 2010.

N.B. The phased proclamation of the new Act provides the legislative framework for the implementation of a new application process, centred on regional contact points (identified in the Act as “application entities”).

Implementation Timeframe: July 1, 2010 – July 1, 2011 (First phase); Timeframe of second phase not yet determined.

Act(s), Regulation(s), Policy(s) being developed/reviewed to prevent Barriers to Persons with Disabilities (2010/ 2011)

Focus Area: Other

Commitment: New

Following the legislatively mandated review of the AODA, the ministry will consider the recommendations identified in Mr. Charles Beer's report.

Planned Action:

The government is already moving ahead to harmonize accessibility standards. The government will focus on implementing the remaining standards before moving ahead with other recommendations from the report.

Implementation Timeframe: October 2010 – October 2011

Glossary of Terms/Acronyms

AAC - Accessibility Advisory Committees

ADO - Accessibility Directorate of Ontario

AODA – Accessibility for Ontarians with Disabilities Act

AMCTO - Association of Municipal Managers, Clerks and Treasurers of Ontario

CASB - Capital and Accommodation Services Branch

COOP - Continuity of Operations Program

CYSSC - Children and Youth Social Services I&IT Cluster

DBD - Direct Daily Deposit

I&IT - Information and Information Technology

JOIN - Jobs Opportunity Information Network

MGS - Ministry of Government Services

ODA – Ontarians with Disabilities Act

ODSP - Ontario Disability Support Program

OPS – Ontario Public Service

ORC - Ontario Realty Corporation

SDC - Standards Development Committee

SDMT - Service Delivery Model Technology

TTY - Teletypewriter

For More Information

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

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