



**MINISTRY OF COMMUNITY AND
SOCIAL SERVICES**

2011-2012

ODA Accessibility Plan

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Introduction

Each year, the Government of Ontario sets a course to identify, remove and prevent barriers for persons with disabilities. Every ministry participates through development of its annual accessibility plan, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- Customer service;
- Information and communications;
- Employment;
- Transportation, and
- Built environment.

This year's accessibility plan will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) which was enacted in July 2011 under the AODA. The IASR brings the Accessible Information and Communications, Employment and Transportation Standards together under one regulation and harmonizes requirements common to each standard. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Building on last year's plan, the Ministry of Community and Social Services' (MCSS) 2011-12 accessibility plan will continue moving the ministry toward the goal of an accessible province for all Ontarians.

This year's plan highlights achievements in 2010-11 to break down barriers for people with disabilities. It also outlines commitments in the coming year to make the ministry's programs and services accessible for all Ontarians.

Over the last few years, the ministry has created several products and resources to enhance accessibility and continued to educate staff providing good, accessible customer service.

Selected ministry accomplishments in 2010-11 include:

- Introducing the Don't Waste Talent initiative (www.ontario.ca/dontwastetalent/) which is designed to assist people with disabilities to access employment resources and find a job as well as to encourage employers to hire people with disabilities;

- Providing training, information and guidance to all ministries on the barriers to accessibility people with disabilities face and on ways to eliminate these barriers;
- Engaging in dozens of events, information sessions, workshops and public forums to both inform, and listen to, public servants, employers, citizens, and stakeholders in the public and private sectors;
- Launching Ontario's Accessibility YouTube channel, which contains almost 50 videos showing how businesses, municipalities and not-for-profit organizations are making their services accessible to people with disabilities;
- Training all new staff on accessibility and ways to serve and accommodate the public and colleagues who have disabilities;
- Providing all ministry communications in alternate accessible formats; and
- Reviewing the Soldiers Aid Commission Act for barriers to accessibility, using the Inclusion Lens developed by the Diversity Office, Ministry of Government Services.

In 2011-12, the ministry will continue its work to increase awareness of accessibility, meet its obligations under the AODA, and address gaps in policies and practices that create barriers to people with disabilities, including:

- Developing and disseminating resources to support the implementation of the IASR;
- Making services for people with developmental disabilities easier to access and more sustainable through the implementation of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008;
- Continuing to implement the multi-year diversity and inclusion plan for the ministry which includes championing accessibility across the organization;
- Fully integrating accessibility considerations in the procurement process;
- Conducting sessions on barrier-free interviewing for all ministry managers; and,
- Using the Inclusion Lens to review other ministry Acts.

Through these and other commitments, the Ministry of Community and Social Services will continue to make accessibility more of a reality in Ontario.

To view other ministries' Accessibility Plans, visit **Ontario.ca**.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025. In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service and implement initiatives to enhance accessibility in other areas including information and communications, employment, transportation and the built environment.

This section includes a summary of the initiatives that the Ministry of Community and Social Services implemented in 2010-11.

Customer Service

The ministry remained in compliance with the Accessibility Standards for Customer Service as stated in Ontario Regulation 429/07 made under the AODA. In doing so, the ministry continued to establish, implement and enforce policies, practices and procedures governing the provision of its goods or services to people with disabilities that respected their dignity and independence and gave them equal opportunity to obtain, use and benefit from the goods or services as other people.

In 2010-11, the Ministry of Community and Social Services accomplished the following to provide accessible services to all Ontarians:

Working within the ministry

- The ministry implemented initiatives related to compliance with the Accessibility Standards for Customer Service including:
 - The Ontario Works Branch (OWB) incorporated a unit on accessibility into training programs so that field staff receive an overview of the AODA and accessibility standards before beginning a new job;
 - Members of the Provincial Parliament received information sessions on Accessibility Standards for Customer Service; and,
 - Several ministry regional management teams received information on the regulations to support staff in their work with transfer payment agencies (TPAs). In addition, a regional forum and information sessions were held with regional

and local non-profit organizations across the province to assist the ministry's TPAs directly.

- The ministry championed accessibility and inclusion across the organization through the development of a multi-year diversity and inclusion plan. The plan includes several initiatives designed to enhance accessibility for ministry staff.
- An on-line feedback process and feedback forms were introduced in 2010. While the ministry received limited feedback from the public to date, work is underway to further promote the feedback mechanisms to encourage and increase feedback from ministry clients in the future.

Outreach with other ministries

- The Accessibility Directorate of Ontario (ADO) has continued to build relationships with various ministries and government agencies to explore opportunities for developing targeted outreach initiatives, including advice and participation in areas such as:
 - The Ministry of Agriculture, Food and Rural Affairs' development of a communication plan for accessibility, which included posting links on ministry websites, sharing information with stakeholders and inviting MCSS staff to attend events;
 - The Ministry of Northern Development, Mines and Forestry's webcast in October 2011 with regional economic development branches to increase understanding of the Accessibility Standards for Customer Service among regional officers and identify opportunities to increase awareness;
 - The Ministry of Revenue's taxation forums across Ontario starting in spring 2011 involving presentations and hosting of an information booth on the Accessibility Standards for Customer Service;
 - The Ministry of Tourism and Culture and the Tourism Industry Association Ontario's tourism summit which was attended by 300 delegates;
 - The former Ministry of Health Promotion and Sport's exploration of possibilities for developing contacts in the areas of Sport, Public Health and the Healthy Communities Program and continued support of the PanAm Games Secretariat in promoting accessibility best practices at the 2015 PanAm Games; and,
 - The Ministry of Citizenship and Immigration's assessment of methods to strengthen outreach to the non-profit sector regarding accessibility.

- The ministry actively participated on the Disability Advisory Council (DAC). The Council is composed of ministry representatives and was created to provide a consumer perspective to the OPS on accessibility for people with disabilities. The key focus of the council is on issues impacting employees with disabilities, compliance with the Ontario Human Rights Code, implementation of the IASR and the creation of a broad network on accessibility within MCSS and across the OPS.

Outreach to all sectors and stakeholders

- Over the 2010-11 year, the ADO delivered and supported a number of outreach initiatives with key stakeholders and sectors, including:
 - 37 events and information sessions for the OPS, broader public sector, private sector, non-profit sector and cross-sector organizations;
 - An accessibility forum for the non-profit sector with attendance from 150 key umbrella organizations representing social services, health, recreation and multicultural sectors;
 - A series of outreach and education initiatives with the Ontario Restaurant Hotel and Motel Association, Tourism Industry Association of Ontario, Human Resources Professionals Association (HRPA) and Ontario Non-Profit Network @ Centre for Social Innovation;
 - Development of twenty-four key partnerships with sector leaders in the private and non-profit sectors, including the National Quality Institute, Conference Board of Canada, Council of Ontario Universities, Ontario Education Services Corporation, HRPA, Design Exchange, Global Alliance for Accessible Technologies and Environments, and Curriculum Services Canada;
 - A variety of events in the health sector, including the Coalition of Regulated Health Professionals Associations, Health Achieve Conference, Ontario Public Health Convention Forum and Primary Care Today Educational Conference and Medical Exposition; and,
 - Establishment of a private sector advisory committee, which met on a quarterly basis in an effort to coordinate all private sector outreach initiatives. Participants included all private sector EnAbling Change Partners as well as non-profit umbrella organizations such as the Ontario Non-profit Network and Volunteer Toronto.

Promotion

- Promotion of understanding of the “Talk About Disabilities – Choose the Right Word”, which can be accessed through the AccessON website: (www.ontario.ca/accessON).

- The ministry website (www.ontario.ca/community) now contains approximately 50 videos showing how businesses, municipalities and not-for-profit organizations are making their services accessible to people with disabilities. The videos have been viewed more than 100,000 times since April 2010.
- A public awareness campaign was launched in October 2010 that reached over 316,000 organizations by mail and 100,000 organizations by email.
- Through the ministry website, more than 1,300 people have watched a webcast in either English or French on the Accessibility Standards for Customer Service.
- As part of the awareness campaign, four information sessions across Ontario were hosted with attendance by featured local accessibility champions in November and December, 2010. The sessions were attended by 435 business representatives.
- An Ontario's Accessibility YouTube channel (www.youtube.com/user/accessontario) was launched to feature success stories from diverse sectors across Ontario. In the last year, 16 videos were uploaded and the site has garnered 9,713 views and 31 new subscribers.
- In the area of emergency management:
 - Two training and awareness events were coordinated during Emergency Preparedness Week in May 2011 that promoted emergency preparedness planning for people with disabilities and special needs.
 - A ministry's brochure on "Emergency Preparedness for People with Disabilities/Special Needs" was developed and distributed.
- The Deputy Minister has promoted a ministry accessibility suggestion box and it was given a prominent position on the ministry's main intranet page.
- In 2010, the Comet, the ministry's internal quarterly newsletter, featured five articles on accessibility accomplishments and to promote making the province more accessible.

Tools and Implementation

- The ADO supported implementation of the following tools and initiatives:
 - Development of the compliance assurance framework in preparation for private and non-profit organizations' compliance and reporting in 2012 and beyond;
 - Integration of efforts with other OPS enterprise-wide initiatives such as the ServiceOntario Business Directory and ServiceOntario ONE-Source for Business -- which provides online access to thousands of business listings -- to deliver better service for businesses and organizations;

- Implementation of regulatory changes for the designation of a tribunal and the proposed model for administrative penalties under the AODA; and,
- Knowledge Information Tool implementation in December 2010 to provide an online e-library of compliance assistance resources for ServiceOntario staff at the AODA Contact Centre.
- In partnership with Infrastructure Ontario, the ministry developed a standard notice to comply with accessibility and visual identity requirements which will be posted at ministry sites when a project may cause a service disruption.
- The ministry developed an Emergency Management Awareness e-learning module, in compliance with ADO standards, which includes a specific module on personal preparedness for people with disabilities and special needs. The online tool was posted on the MCSS intranet site.
- The ministry developed various resources for obligated organizations including the ministry's AODA "Summary of Requirements" brochure, which was downloaded approximately 20,000 times since October 2010, and those requirements have now been incorporated into the Customer Service Toolkit available on the AccessOn website for both organizations with less than 20 employees and those with 20 or more employees: .
<http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>
- On July 1, 2011, a new AccessON website was launched which contains information for organizations about the IASR and Accessibility Standards for Customer Service. The website received over 29,000 hits in the first month of operation.

Training

- The ministry developed an in-person training session based on the two Centre For Leadership and Learning (CFL) e-learning courses "May I Help You: Welcoming Customers with Disabilities" and the "May I Help You? - Supplementary: Ten Things You Need to Know About Accessible Customer Service". More than 200 ministry staff attended the three-hour interactive training sessions.
- All new ministry staff are expected to complete the two online "May I Help You?" training modules within 90 days of starting in their job. Quarterly training reports are provided to monitor and support a 100 per cent completion rate by all new staff.
- Eight accessibility training sessions were delivered for staff in the Operations Divisions. 128 staff benefited from this training.
- The ministry continued to offer a training component on the "Managers Toolkit: Providing Accommodations to Ministry Employees with Disabilities" and the

AccessON materials as part of its Foundation for Managers Program benefiting more than 100 participants in two sessions held in May and September 2011.

- The online training “Maximizing the Contributions of Employees and Applicants with Disabilities” was required to be completed by all managers and supervisors.
- A Customer Centred Model of Service Delivery was implemented by the Operations Division. The model reinforces accessibility and the topic was a feature of engagement sessions with staff and leadership of the program in May and June 2011.
- In December 2010, staff training on the provisions of the Regulation on Quality Assurance Measures was completed with approximately 370 ministry agencies that deliver developmental services.
- The ministry provided eight Access, Awareness and Accountability (AAA) training sessions for 131 staff, including all new Ontario Disability Support Program (ODSP) staff, other ministry staff and managers.

Information and Communications

- The Ministry captioned and transcribed more than 80 ministry videos.
- HTML and accessible PDF versions of all 2010-11 ministry publications were created, including the Integrated Accessibility Standards Regulation, Final Proposed Built Environment Standard, Passport resources, various social assistance policy directives, and developmental service directives.
- The ministry hosted guides and resources on its intranet site to help staff employ best accessibility practices.
- The Information and Information Technology (I&IT) Accessibility Centre of Excellence (ACOE):
 - Continued to explore alternatives for enhancing teletypewriter (TTY) services in keeping with the Accessibility Standards for Customer Service;
 - Researched emerging technologies that can be used to enhance OPS employees’ ability to perform their jobs, including screen reading and voice recognition technology, mobile devices, etc. This information is posted on the intranet and also shared with the OPS Assistive Technology User Group;
 - Encouraged OPS employees to participate in the Assistive Technology User Group that was established in January 2009; and,

- Administered a survey of User Group participants in February 2011 that included collecting information about their assistive technology software/hardware, technical platform and training requirements. Based on feedback, ACOE will be scheduling periodic teleconferences with User Group members to encourage collaboration and information sharing on an ongoing basis.
- Some ministry employees are benefiting from Dragon Naturally Speaking, a software application supporting text-to-speech.
- The ministry posted the plain language Guide to the Regulation on Quality Assurance Measures in PDF and HTML versions on the ministry's website in April 2011.
www.mcass.gov.on.ca/en/mcass/publications/developmentalServices/guide_regulation_qualityassurance.aspx. The guide explains the content of the Regulation in a format that is accessible for people with a developmental disability, their families and the public. Copies were also provided to stakeholders. Spoken versions of the document are also available on the ministry's website:
www.mcass.gov.on.ca/en/mcass/publications/developmentalServices/developmentalServices.aspx, or by request (in CD format). These are the first ministry publications with an online audio version in both English and French.
- The Developmental Services Consolidation Information System (DSCIS) that supports Developmental Services Ontario (formerly the application entities) was launched on July 1, 2011.

Employment

- The ministry launched the "Don't Waste Talent" initiative and its website (www.ontario.ca/dontwastetalent/), which reaches out to employers with:
 - Information on hiring people with disabilities;
 - Myth-busting facts about people with disabilities;
 - Assistance in providing job accommodations for employees with disabilities;
 - Success stories; and,
 - Links to ODSP Employment Supports service providers.

Outreach and Promotion

- For people with disabilities who need help finding a job, the Don't Waste Talent website also provides information about the ODSP Employment Supports Program, which includes, among other things, job matching and job retention supports.

- The ministry sponsored and participated in several diversity and/or disability-related events, including the Action Makes it Happen conference in partnership with the Jobs Opportunity Information Network (JOIN) on issues of disability and employment. The event was held in November 2010 and more than 250 delegates attended the event.
- The ministry continued to provide financial support to the Canadian Manufacturers and Exporters' Business Takes Action (BTA) initiative, which encourages Ontario employers to hire people with disabilities and recognize organizations that champion the removal of accessibility barriers. BTA promoted employing people with disabilities at the Partners in Prevention conference, MARCOM marketing tradeshow, and the Diversity Roundtable. BTA's membership has increased by 96 organizations and new partnerships include organizations such as the Ontario Association of Chiefs of Police.
- The Employer Outreach Secretariat held a successful Employer Breakfast in Sudbury in partnership with the Northern Regional Office and the Sudbury Chamber of Commerce. The event featured employer champions sharing their experiences on employing people with disabilities.

Website Promotion

- Promotion of the Don't Waste Talent website (www.ontario.ca/dontwastetalent/) and the removal of barriers to employment opportunities at seven major conferences including employer-led events, such as the Human Resources Networking Group's 2010 Recruitment and Innovation Summit; Small and Medium Enterprises (SME) Business Expo; HRPD Diversity Summit, and HRPD 2011 Annual Conference.

Orientation/Training

- An orientation workshop was developed for ministry staff delivering ODSP to provide information about the Don't Waste Talent campaign goals and objectives. The workshop also provided tips to service providers on how they can create effective partnerships with employers who contact them through the Don't Waste Talent website.
- Fourteen Don't Waste Talent workshops were delivered in eleven cities across Ontario with a focus on the north, northeast, east, and southwest.

Community Support

- The ministry sponsored several disability-related events as a means to promote ODSP Employment Supports to people with disabilities, including the:

- United Way Annual Diversity Conference;
- Ontario Disability Employment Network (ODEN) Conference;
- Ability First Conference; and,
- Ryerson's Deaf Success in Higher Education conference.

Built Environment

- The ministry continued to address accessibility in all owned and leased spaces including several current and planned sites that deliver services to people with disabilities: Brantford, Newmarket, Cambridge, Oshawa, Kitchener, Woodstock, Pembroke and Stratford.
- A strategic approach for accessibility assessments of ministry sites is being developed. This work is a key component of the ODSP multi-year strategy to ensure all ODSP offices incorporate accessible desk side configurations.

Other

The Quality Assurance Measures Regulation and Related Policy Directives:

- Ontario Regulation 299/10, the Regulation on Quality Assurance Measures, was created under the authority of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, and came into effect on January 1, 2011 for service agencies and on July 1, 2011 for Developmental Services Ontario. The regulation addresses many quality assurance measures including the promotion of social inclusion, individual choice, independence and rights, the development of individual support plans, and the safety and security of persons with disabilities.
- The ministry developed policy directives to support the regulation. The policy directives for Developmental Services Ontario offices were issued in June 2011 and took effect on July 1, 2011. The policy directives for service agencies are expected to be issued in November 2011.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Community and Social Services' accessibility plan focuses on five key areas:

- Customer Service;
- Information and Communications;
- Employment;
- Built Environment; and,
- Other.

Customer Service

The Ministry of Community and Social Services is committed to ensuring that people with disabilities receive accessible goods and services – with the same high quality and timeliness as others. A variety of measures are planned for the 2011-12 fiscal year that will support this commitment as follows:

Within the ministry

- The Knowledge Management (KM) Speakers Series will continue to meet accessibility needs of both speakers and their audience, specifically:
 - Webex presentations will be used to give audience members an opportunity to participate in the presentation even when their disabilities may prevent them from attending in person;
 - Room adjustments (including adjustments to sound, lighting, or physical space) will be made depending on the specific needs of speakers and audience members;
 - A contact name and email address will be provided in all KM Speaker Series announcements for participants to make their accommodation requests; and,
 - KM materials will continue to be posted on the MCSS Online Resource Centre.

Outreach with other ministries

- Continue to look for outreach opportunities throughout the Ontario government.

- Continued active participation in the DAC, which is composed of ministry representatives and was created to provide a consumer perspective to the OPS on accessibility for people with disabilities.

Outreach with other sectors

- Strengthen ADO connections with organizations -- non-profits, non-government organizations and the private sector -- including provision of materials and resources in preparation for the January 1, 2012 accessibility compliance date.

Promotion

- Continue to refocus and market the EnAbling Change Partnership Program to:
 - Attract greater private sector interest;
 - Promote greater marketing and advertising within their membership communities; and,
 - Benchmark success through surveys before and after projects.
- Promotion of the “Talk About Disabilities – Choose the Right Word” lexicon, which is appended to the Accessibility Standard for Customer Service training resource: http://www.mcsc.gov.on.ca/en/mcsc/programs/accessibility/tools/right_word.aspx, and highlighting the importance of using acceptable and contemporary language related to disability through ADO presence at key conferences, workshops and other public events.
- Inclusion of articles that feature accessibility in the ministry’s internal quarterly newsletter, The Comet. The ministry will promote its process to solicit and address ideas and suggestions from staff relating to accessibility.
- Implementation of the ministry’s diversity and inclusion strategy and plan.
- Promotion of the Deputy Minister’s confidential online suggestion box as a way for staff to identify barriers and submit suggestions for increasing accessibility.
- Identification and publication of best practices and success stories to promote a blueprint for all organizations that are interested in improving opportunities for people with disabilities.
- Raise awareness among staff across the organization about the barriers that exist for people with disabilities through a variety of information and learning vehicles.

Tools and Implementation

- Continue to develop the compliance assurance framework for the AODA in preparation for January 1, 2012 when private sector and non-profit organizations

with more than twenty employees will have to comply with the Accessibility Standards for Customer Service and report on their compliance.

- Use Emergency Preparedness Week in May as an opportunity to develop tools and feature accessibility awareness as it relates to emergency planning.
- Accessibility will be used as one of the performance measures of quality customer service in the ministry's Operations Division.
- Continue helping to make Ontario's developmental services system fairer, easier to access and more sustainable through the implementation of the new developmental services legislation: the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008.
- Promote the ministry's feedback mechanisms to encourage and increase feedback from clients regarding accessibility.

Training

- Continue to promote and monitor the completion of the CFLL's two online e-learning courses, "May I Help You: Welcoming Customers with Disabilities" and the "May I Help You? - Supplementary: Ten Things You Need to Know About Accessible Customer Service" by all new ministry staff within 90 days of starting in their job.
- Provide Access, Awareness and Accountability (AAA) training to all new ODSP staff and other ministry staff and managers as appropriate. AAA training is a one-day workshop designed to develop a heightened awareness in staff of the issues people with disabilities face.
- Encourage staff to take training designed to improve customer service and accessibility through annual learning and development plans.
- Explore new formal and informal learning/training opportunities for staff through lunch and learn sessions, the Community Learning Program and other vehicles.
- Managers and supervisors will continue to be required to complete the Ontarians with Disabilities Act (ODA) online training, "Maximizing the Contributions of Employees and Applicants with Disabilities." This training will be promoted and monitored for completion on a quarterly basis.

Information and Communications

The Ministry of Community and Social Services is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

The following measures will be implemented to support this objective in 2011-12:

- Continue to promote the public awareness campaign based on AccessON, 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.
- Explore alternatives for enhancing TTY services in keeping with the OPS Common Service Standards.
- Provide information to staff on new technology, including exploring the option of using a read-aloud function on computers.
- Publications and online resources will be provided in accessible formats and in plain language with the goal of promoting a more positive and accessible customer service experience.
- In accordance with the IASR, enacted on July 1, 2011, conduct an accessibility assessment of the ministry website to validate conformance to WCAG 2.0, AA (Web Content Accessibility Guidelines). Any accessibility issues identified will be documented and an action plan will be prepared to address those issues.
- Build the FRO Case Management System's portals to be as fully compliant as possible with WCAG 2.0 AA standards.
- Materials for client feedback, complaints and serious occurrence reporting in the Operations Division will be available in alternate formats. Materials will be developed and distributed to clients and service providers in multiple, accessible formats.
- Periodic teleconferences with members of the assistive technology user group to encourage additional collaboration and information sharing consistent with feedback from the group.
- AccessON website resources will be available to support the IASR.

Employment

The Ministry of Community and Social Services is committed to fair and accessible employment practices that attract and retain talented employees with disabilities including the implementation of the following specific measures in 2011-12:

- Promote the benefits of hiring people with disabilities both internal and external to the OPS through the Employment Outreach Secretariat.

- Conduct training sessions on barrier-free interviewing for managers.
- Examine broader use of the Inclusion Lens to eliminate barriers in recruitment practices.
- Ensure employers with employees with disabilities have documented accommodation plans in place, as required.
- Continue to provide Don't Waste Talent workshops for employers across the province.
- In partnership with the Chamber of Commerce, host an Employer Breakfast in a selected community. The event will feature employer champions sharing their experiences on employing people with disabilities with other employers.
- Sponsor the following events:
 - The 2011 ODEN Conference;
 - The 2011 Leading with Action conference that is being hosted by JOIN;
 - The 2011 Abilities First Gala; and,
 - Launching of the United Way Ottawa's Employment Accessibility Resource Network.

Built Environment

The Ministry of Community and Social Services is committed to greater accessibility in, out of and around the buildings we use.

- Renegotiation of new leases and lease renewals in keeping with the Ontario Building Code and the barrier-free guidelines to prevent barriers to staff, clients or members of the public with disabilities.
- Continue to assess and make plans to improve the accessibility of ministry offices, facilities and technology with a view to improving accessibility for staff and clients.
- Consistent with the Accessibility Standards for Customer Service, the ministry will post detailed information about renovations to its offices that will cause a service disruption.
- An update to the ODSP Desk Side Standard is nearing completion. A review will be conducted with the ADO to ensure accessibility requirements are met.

Other

- Integrate accessibility considerations into ministry procurement processes.

- Develop a means to retrieve data on accessibility expenditures to be able to evaluate efficient methods of providing accessible services.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Community and Social Services will continue to review government initiatives, including legislation and policies, to identify, remove and prevent barriers.

Acts, Regulations and Policies Reviewed in 2010-11

The ministry is committed to ensuring that the ministry's Acts and regulations are reviewed for potential accessibility barriers.

In April 2011, selected ministry staff received training in using the Inclusion Lens to review legislation.

In May 2011, the Soldiers' Aid Commission Act was reviewed to determine barriers to accessibility.

Acts, Regulations and Policies to Be Reviewed in 2011-12

In 2011-12, the ministry will review the Deaf-Blind Awareness Month Act, 2000 and the Social Work and Social Service Work Act, 1998.

With the Integrated Accessibility Standards Regulation (IASR) in effect, the ministry will focus on a strategy to repeal the Ontarians with Disabilities Act, 2001 (ODA).

Inclusion Lens

In 2011, the OPS launched the Inclusion Lens which is an innovative tool to help address diversity and accessibility. Using this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

In the future, the ministry will further work in this area by:

- Promoting participation in the CFLL's Diversity and Inclusion courses;
- Establishing expectations regarding use of the Inclusion Lens across the ministry; and,
- Using the Inclusion Lens to review all pieces of legislation by 2015 and all regulations by 2020.

Glossary of Terms/Acronyms

AAA -- Access, Awareness and Accountability (a one-day workshop designed to develop a heightened awareness in staff of the issues people with disabilities face)

ACOE -- Information and Information Technology (I&IT) Accessibility Centre of Excellence

ADO – Accessibility Directorate of Ontario

AMO – Association of Municipalities of Ontario

AODA – Accessibility for Ontarians with Disabilities Act

BTA – Business Takes Action

CFLL – Centre For Leadership and Learning

DAC – Disability Advisory Council

Dragon Naturally Speaking – a software application supporting text-to-speech

HRPA – Human Resources Professional Association

IASR – Integrated Accessibility Standards Regulation

KM – Knowledge Mobilization (strategy)

MCSS – Ministry of Community and Social Services

MCYS – Ministry of Children and Youth Services

ODA – Ontarians with Disabilities Act

ODEN -- Ontario Disability Employment Network

ODSP – Ontario Disability Support Program

OPS – Ontario Public Service

ORC – Ontario Realty Corporation

OWB – Ontario Works Branch

SME -- Small and Medium Enterprises

TPA – Transfer Payment Agency

TTY – Teletypewriter

WCAG 2.0, AA -- Web Content Accessibility Guideline (an international guideline that was adopted by the Government of Ontario in the Integrated Accessibility Standards Regulation. There are three levels of conformance A, AA, AAA).

For More Information

Questions or comments about the Ministry of Community and Social Services accessibility plan are always welcome.

Please phone:

Paul Wigle, Project Analyst, Renewal Strategies Office, 416-326-2714

General inquiry number:

In Toronto call 416-325-5666

Toll-free from across Ontario: 1-888-789-4199

TTY number: 1-800-387-5559

E-mail: mcssinfo@ontario.ca

Ministry website address: www.ontario.ca/community

Visit the **Ministry of Community and Social Services Accessibility Ontario** web page (www.ontario.ca/accessON). 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 free upon request from:

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