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Ministry of Energy 2012-2013 Annual Accessibility Plan

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Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of its annual accessibility plans, 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 accessible by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- built environment.

This year, the accessibility plans must also address the [Integrated Accessibility Standards Regulation \(IASR\)](#) under the

AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. The government then published the OPS MYAP on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the Ministry's 2011-2012 Accessibility Plan, the new 2012-13 accessibility plan will continue moving the Ministry of Energy and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

This plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

To view every ministry's Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove, Prevent Barriers in 2011-12

The Government of Ontario is working to become the most accessible province by 2025.

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.

During the last ten years, the Ministry of Energy has been a leader in accessibility.

- ▶ A key achievement was the 2010 review of the *Green Energy and Green Economy Act, 2009* (*Green Energy Act, 2009*) for negative language with respect to the requirements in the ODA. Following the review, completed by the ministry's Legal Services Branch, it was determined that in terms of language, words, phrases and terms contained within the *Green Energy Act, 2009* they appear to be quite neutral and do not, in Legal's assessment, represent language which is inappropriate given the ODA's current language requirements.

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service Regulation, Ontario Regulation 429/07](#). As well, it had begun applying initiatives to meet compliance with some of the requirements of the [Integrated Accessibility Standards Regulation](#) in the areas of employment, information and communications, transportation and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following is a summary of the accessibility initiatives the Ministry of Energy implemented last year as a result of the [2011-2012 annual accessibility plan](#).

Reporting on 2011-2012 AODA obligations

Customer Service

The Ministry of Energy is committed to ensuring that people with disabilities receive accessible goods and services with the same high quality and timelines as others. As such, in 2011-12:

- ▶ The Ministry of Energy remained in full compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and reported this compliance in time for the June 7, 2012 due date.
- ▶ The Ministry of Energy was in full compliance with the 2011 and 2012 requirements of the Integrated Accessibility Standards Regulation 191/11 and reported this compliance in time for the June 7, 2012 due date.
- ▶ The CAO, all ADMs and all Directors participated in the Certificate of Assurance process for AODA compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, as well as the initial requirements of the Integrated Accessibility Standards Regulation 191/11. Each party signed off that their program area was in full compliance by the due date of June 7, 2012.
- ▶ Each contact page on the ministry's public-facing internet sites contains the ministry's TTY number, and the ministry's

accessibility lead encourages staff to include a TTY number on business cards and email signatures.

- ▶ The ministry received no customer feedback during this timeframe through the channels offered, which include phone, TTY, email, and mail. Since no feedback was received from the public about the ministry's products or services for people with disabilities, the feedback methods were reviewed in order to be certain they were clear and provided various means for the public to communicate with the ministry. It was determined that the Ministry of Energy provided a sufficient number of formats, including phone, TTY, email, and mail and that these avenues were easily found by members of the public.
- ▶ Service Ontario was contacted to confirm the TTY line was operational and was being answered by Service Ontario as part of the agreement to answer all general inquiry telephone and TTY calls.
- ▶ The ministry's Accessible Customer Service Policy was updated in February 2012 and reposted to the intranet site. Staff were informed via email that this policy had been updated and reposted for their viewing.
- ▶ The Ministry of Energy ensures timely investigation of disruptions within Ministry of Energy occupied buildings and, in the event of a disruption, ensures notices are posted to alert the public how they may access the disrupted service and any alternatives that may exist. The ministry will continue to work through Infrastructure Ontario (IO), the manager of government real estate assets, to ensure that disruption notices are posted in areas accessed by the public in a timely and accessible format.
- ▶ Staff were sent a reminder email about the requirement to complete the two May I Help You? courses and the How May I Help? videos on the [OPS Diversity](#) site, which serve as refreshers for those who have already completed the two [CFL](#) courses. In the email, staff were also directed to the new Guide to Planning Inclusive Meetings on the Government of Canada website.
- ▶ The Ontario Energy Board (OEB) provides extra time before disconnections can be made of identified persons with medical equipment needing electricity (e.g. electric wheelchairs, oxygen machines).
- ▶ The new Ontario Clean Energy Benefit (OCEB) regulation that limits financial assistance to the first 3,000 kWh per month of electricity consumed provides an exemption that is available for accounts where a person living at the premises uses electricity-powered medical equipment that has been prescribed by a health practitioner.

Starting January 1, 2012 the [OPS](#) has a number of obligations to meet under the Integrated Accessibility Standards Regulation 191/11 ([IASR](#)). The Ministry of Government Services is addressing the enterprise-wide initiatives for the corporate obligations, but four of the requirements resulted in changes and commitments at the ministry level. These included:

1. **Accessibility plans** - The [OPS](#) created a new Multi-Year Accessibility Plan in early 2012 that outlines its vision and how we intend to prevent and remove barriers to accessibility. The Ministry of Energy posted this new plan to its intranet site and informed staff of its location, a synopsis of its contents and how it affected the work of the ministry.
2. **Procuring or acquiring goods and services** - The regulation requires that the [OPS](#) incorporate accessibility criteria and features into its procurement process. The procurement lead for the Ministry of Energy was sent updated material pertaining to the accessibility criteria for procurement. This included guidelines, checklists, appropriate language to be used, and links to the Inclusive Procurement section of the [OPS Inclusion Lens](#) and the Accessible Procurement page on the [OPS Diversity](#) site.
3. **New internet and intranet websites** - New or significantly refreshed internet and intranet websites and web content on those sites must conform to [WCAG](#) (Web Content Accessibility Guidelines) 2.0 Level AA, other than live captions and audio descriptions (pre-recorded). Although the Ministry of Energy's internet and intranet sites are not new and have not gone through a significant refresh, work has been done by ministry staff to remove outdated and unnecessary information from the sites and staff are working towards making all web content compliant with [WCAG](#) 2.0 AA.
4. **Workplace emergency information** - The [OPS](#) will be required to provide individualized workplace emergency response information to persons with disabilities. At the Ministry of Energy, all managers have been informed of the requirement to develop individualized workplace emergency response plans with staff who self-identify as having a disability. A link was provided to the form to be used to make such plans.

Information and Communications

The Ministry of Energy 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. In 2011-12 we undertook a number of internal steps to support accessibility goals and obligations. Examples include:

- ▶ All Managers, Directors and Assistant Deputy Ministers (ADMs) were sent their respective lists of accessibility commitments and were encouraged to add them to their performance plans.
- ▶ All Managers were encouraged to have discussions with their staff about incorporating accessibility commitments into their performance plans. A list of possible commitments was sent to all Managers to share with staff.
- ▶ The accessibility section of the ministry's intranet site is continually updated to reflect any changes or additions to requirements, policies and regulations and to add new resources and tip sheets for staff use.
- ▶ The Ministry of Energy strives to create accessible content for all new web pages and to remediate older pages. Communications staff on the New Media team attend internal Web Coordinators Committee meetings and training sessions on accessibility and attend Lunch and Learn presentations from industry experts on accessibility. The New Media Team Lead briefs the Communications Director, Assistant Director and Communications Managers on accessibility requirements. The New Media team attend meetings with program/policy areas to inform them of accessibility requirements for web content. All outsourced web coding is specified to be WCAG 2.0 Level AA compliant as to the specifications of the IASR.
- ▶ Furthermore, the ministry's public-facing website is moving to Ontario.ca in April 2013 as part of the OneSite project. At that time, only limited/key/high-traffic accessible web content will be moved. The goal of the OneSite project is to make access to government information easier for the people of Ontario.

Employment

The Ministry of Energy is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. As such, in 2011-12:

- ▶ The Ministry of Energy worked with the Regional Recruitment Centre to be certain all new job descriptions and job advertisements were consistent with the requirements of the *Ontarians with Disabilities Act, 2001 (ODA)*.
- ▶ The Ministry of Energy ensured all interview facilities were fully accessible and barrier-free. The option to have documents provided in accessible formats was also made available.
- ▶ Managers were informed of the Employment Accommodation Fund available to financially assist with accommodations needed for staff with disabilities.
- ▶ The Legal Services Branch is in the process of acquiring special equipment and software for one of its lawyers who has a visual impairment. Consultations with the employee relating to needs and equipment required has been completed and equipment is in the process of being procured.
- ▶ During the fiscal year 2011-2012, the Legal Services Branch Knowledge Management Committee, with the assistance of the Ministry of the Attorney General, developed an intranet-based branch portal website. The branch portal contains a library of legal documents (including templates, precedents and opinions) available to all counsel at their desktops. The portal is linked to the existing Ministry of the Attorney General Legal Services Division portal, allowing a search of both portals at once. In creating a centralized, easily searched data-base with intranet access, the branch has facilitated knowledge transfer amongst counsel by making that data-base accessible.
- ▶ Legal Services Branch has sought and received staff-level approval to have lawyers with disabilities attend briefings by telephone. This accommodation strategy allows a visually-impaired lawyer to access documents in large print (in electronic form). Previously, this functionality would not have been available to visually-impaired lawyers working off-site.
- ▶ Legal Services Branch provides its lawyers with meeting materials / agendas in larger print upon request. This increases access to persons with certain sight-related disabilities.

Built Environment

Since 2006, Barrier Free Design Guidelines have set the minimum accessibility requirements in Ontario government facilities. These guidelines meet and exceed current legislative requirements and serve as a minimum guideline for ministries for requirements when undertaking capital projects at Ontario government facilities.

- ▶ The Ministry of Energy ensured that accessibility design guidelines were applied to all building projects and ongoing maintenance, common areas were kept free of obstacles, ergonomic furniture was procured and special tools/equipment were obtained to meet the needs of people with disabilities. These matters were addressed as requests for accommodation were made.
- ▶ The ministry included accessible work environment best practices into each facility initiative to ensure individual needs were respected and wise investment in facility assets and equipment were made. These best practices include integrating accessible office design guidelines, as well as accessibility and ergonomically supportive choices in products, furniture, fittings and finishes.

Procurement

The Ministry of Energy is committed to integrating accessibility considerations into our procurement processes. As such, in 2011-12:

- ▶ Policy and program areas considered the following when planning for procurement of goods and services:
 - ▶ The nature and impact of the barriers that the potential vendor with a disability might face in trying to respond to a procurement request for services;
 - ▶ Whether the goods or services being acquired would be used by employees with disabilities, members of the public with disabilities, including vendors or third party service providers.
- ▶ Reference to accessibility compliance was incorporated into ministry training materials.
- ▶ The ministry's intranet site provides a link to the Ministry of Government Services Supply Chain Management Division's tools/templates for quick access to the guidelines, checklist, and FAQs to help ensure ODA requirements are met when acquiring goods and services.
- ▶ An email was sent to all staff informing them of the new procurement requirements under the *Integrated Accessibility Standards Regulation 191/11*. This email included a list of resources, tools and templates available, as well as a link to the procurement page of the OPS Inclusion Lens.
- ▶ An email was sent to all staff introducing them to the new Accessibility@Source campaign. This first installment of the campaign featured the topic of accessible procurement and staff were given a description of this topic and directed to the Accessibility@Source pages of the OPS Diversity Office site.

Accessibility Training

The Ministry of Energy is committed to training its staff about accessibility considerations and requirements. As such, in 2011-12:

- ▶ All new staff are informed through the ministry intranet site and welcome guide about the mandatory accessibility training courses, accessibility requirements and employment accommodation availability.
- ▶ The ministry's accessibility lead developed a presentation outlining how to make accessible documents. The presentation informed staff of the requirements with respect to developing accessible documents, as well as step-by-step instructions on how to do so.
- ▶ An email was sent to all staff informing them of the requirements to make documents accessible as part of the Integrated Accessibility Standards Regulation 191/11. In the email, staff were directed to resources available to learn how to make accessible documents and to the newly launched Multi-Year Accessibility Plan (MYAP) to learn how the OPS is making Ontario accessible.

Other

- ▶ The Ministry of Energy performed inspections of offices and common areas, as part of *Occupational Health and Safety Act* requirements, to identify and address any impediments to the health and safety of employees, with consideration to the needs of people with disabilities.
- ▶ Regular maintenance is performed on automated door operators to be certain they are operational.
- ▶ The ministry has a representative on the Disability Advisory Council to provide advice and assess the needs of staff with disabilities.
- ▶ The ministry has a representative on the Disability Advisory Council to provide advice and assess the needs of staff with disabilities.
- ▶ The Ministry of Energy will annually consider and address the needs of people with disabilities when reviewing, testing and updating the ministry's Continuity of Operations Plan in case of emergencies, including the evacuation procedures.

Section Two: Measures Planned for 2012-13 and Beyond

Our Statement of Commitment:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public in our services, products and facilities.

This year, the Ministry of Energy's accessibility plan focuses on five areas. In order to demonstrate leadership in accessibility, the ministry is planning to undertake the activities described below. At a minimum, these initiatives will

support compliance with the existing Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards Regulation 191/11 under the AODA.

- ▶ Employment
- ▶ Information & Communications
- ▶ Built Environment and
- ▶ Procurement
- ▶ Accessibility Training

Customer Service

The Ministry of Energy is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

- ▶ The Ministry of Energy will review any feedback received on accessibility related issues to ensure the ministry delivers goods and services to the public in a manner that takes their disability into consideration. The ministry's public-facing internet site will continue to offer the public multiple avenues to provide feedback, such as email, mail, phone and TTY. All feedback provided will be collected and analysed to identify trends. These will be reviewed to ensure appropriate action is taken and to make improvements for the future. The ministry has not received any feedback to date.

Timeframe: Ongoing

- ▶ The Ministry of Energy will continue to ensure timely investigation of disruptions within Ministry of Energy occupied buildings and ensure notices are posted to alert the public about how they may access the disrupted service and any alternatives that may exist. The Ministry of Energy will work through Infrastructure Ontario (IO), the manager of government real estate assets, to ensure that disruption notices are posted in areas accessed by the public in a timely and accessible manner.

Timeframe: Ongoing

- ▶ The CAO, all ADMs and all Directors will participate in the Certificate of Assurance Process for AODA compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as well as the requirements under the Integrated Accessibility Standards Regulation 191/11, ensuring that their program areas are in full compliance.

Timeframe: Ongoing

- ▶ The Ontario Energy Board (OEB) will continue to provide extra time before disconnections of identified persons with medical equipment needing electricity (e.g. electric wheelchairs, oxygen machines).

Timeframe: Ongoing

- ▶ The new Ontario Clean Energy Benefit (OCEB) regulation that limits financial assistance to the first 3,000 kWh per month of electricity consumed will continue to provide an exemption that is available for accounts where a person living at the premises uses medical equipment that requires electricity and has been prescribed by a health practitioner.

Timeframe: Ongoing

Information and Communications

The Ministry of Energy is committed to making government information and communications accessible to people with disabilities. The information we provide and how we communicate it are key to delivering programs and services to the public.

- ▶ The Ministry of Energy will ensure that, upon request, accessible formats of documents posted to the public-facing internet site are made available. The offer to produce accessible formats upon request will be posted on all public-facing pages of the ministry's internet where ministry products are made available.

Timeframe: 2013

- ▶ The Ministry of Energy will continue to work with Publications Ontario, sending them all Ministry of Energy related

publications. Through Publications Ontario, Ministry of Energy files will be made available by request to the public and employees in various accessible formats, such as Braille, large font, and audio.

Timeframe: Ongoing

- ▶ The Ministry of Energy will continue to require staff to incorporate accessibility considerations into the preparation of communication materials to ensure that these products are accessible to everyone. Staff will continue to be encouraged to watch training videos prepared by, or endorsed by, the OPS Diversity Office on topics such as preparing accessible documents. Service Management Branch will continue to provide communication to all staff regarding best practices when sending documents and emails to ensure a greater level of accessibility.

Timeframe: Ongoing

- ▶ The ministry's accessibility lead and the web services lead will work together to develop accessible versions of the ministry's templates.

Timeframe: 2012-13

- ▶ The ministry's website is moving to Ontario.ca in April 2013 as part of the OneSite project. At that time, only limited/key/high-traffic web content will be moved and it must be accessible. All other web content will be removed at that time.

Timeframe: April 2013

Employment

The Ministry of Energy is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. Employees with disabilities know they can participate fully and meaningfully in services and employment.

- ▶ The Ministry of Energy will continue to work with the Regional Recruitment Centre to ensure that all new job descriptions and job advertisements are consistent with the requirements of the ODA. Additionally, the ministry will commit to having accessible and barrier-free interview facilities. The option to have documents provided in accessible formats will also be made available.

Timeframe: Ongoing

- ▶ The Ministry of Energy will continue to enhance managers' awareness of the ODA/AODA to improve ability to accommodate public/staff with disabilities. Although the Ministry of Energy provides some service to the public, the ministry's primary application of the AODA is focused on ensuring that employees have healthy, safe and accessible work places. Managers at the Ministry of Energy have been provided with information on the accommodation fund to ensure they are aware of how to access the fund for various accessibility and accommodation issues affecting staff. In addition, we will continue to provide links to relevant websites and training.

Timeframe: Ongoing

- ▶ The Legal Services Branch's Knowledge Management Committee and counsel plan to continue centralizing documents, templates, precedents and opinions on the Branch's portal where appropriate.

Timeframe: Ongoing

- ▶ The Legal Services Branch plans to review the Branch's shared drives and consider alternative approaches to file storage, with the aim of increasing access and ease of search.

Timeframe: Ongoing

- ▶ Managers at the Ministry of Energy will be made aware of the new requirements of the Integrated Accessibility Standards Regulation 191/11, including the return to work process, communication supports and individual accommodation plans for their employees.

Timeframe: January 1, 2013

Built Environment

The Ministry of Energy is committed to greater accessibility within, out of and around the buildings we use.

- ▶ The ministry will continue to include accessible work environment best practices into each facility initiative to ensure individual needs are respected and wise investments in facility assets and equipment are made. These best practices will include integrating accessible office design guidelines, as well as accessibility and ergonomically supportive choices in products, furniture, fitting and finishes.

Timeframe: Ongoing

- ▶ The Ministry of Energy will continue to work with building management and accommodation service providers to ensure that accessibility design guidelines are applied to all ministry building projects. The Ministry of Energy is dedicated to ensuring that accessibility design guidelines are applied to accommodation projects and ongoing maintenance, common areas are kept free of obstacles, ergonomic furniture is procured, and special tools/equipment are obtained to meet the needs of people with disabilities. These matters will be addressed as requests for accommodations are made. We work with building management to ensure entranceway and emergency phones are accessible to people with disabilities.

Timeframe: Ongoing

Procurement

The Ministry of Energy is committed to integrating accessibility considerations into our procurement processes:

- ▶ The Ministry of Energy will continue to consider accessibility when planning for procurement of goods and services and incorporate the requirements into the procurement process.
- ▶ Procurement documents, where applicable, will specify the desired accessibility standards to be met and provide guidelines for the evaluation of the proposals with respect to those standards.
- ▶ Guidelines and staff training will be provided as new Ministry of Government Services directives and/or policies are updated.
- ▶ Accessibility links and information for staff reference will continue to be available on the ministry's intranet site.

Timeframe: Ongoing

Accessibility Training

The Ministry of Energy will continue to educate and inform staff of new accessibility regulations, acts, policies and requirements as they are introduced.

- ▶ The Ministry of Energy will continue to promote, track and report on the e-learning courses listed below. These courses are mandatory for all new staff members. As additional accessibility-related training becomes available, it will be rolled out to staff and tracked to confirm participation.
 - ▶ May I Help You – Welcoming Customers with Disabilities
 - ▶ May I Help You – Supplementary: Ten Things You Need to Know About Accessible Customer Service
 - ▶ ODA: Maximizing the Contribution of Employees with Disabilities
 - ▶ Workplace Discrimination & Harassment Prevention

Timeframe: Ongoing

- ▶ To fulfil the requirement of the Integrated Accessibility Standards Regulation to ensure that training is provided on the Regulation as well as the *Human Rights Code*, as it pertains to persons with disabilities, the Ministry of Energy will promote the Centre for Leadership and Learning courses on these topics once they are finalized and provided online.

Timeframe: 2012-13

- ▶ Staff will be informed via email about the personal role they can play to promote accessibility. Topics that will be covered in the email include:
 - ▶ The procurement of goods and services
 - ▶ Inclusive meetings
 - ▶

Offers for accommodation during interview process

- ▶ How and when to incorporate the OPS Inclusion Lens into the development of policies and procedures
- ▶ Ministry formatting conventions, such as font, font size and colour, backgrounds in emails, adding the ministry TTY number to email signatures, adding Braille email addresses to their business cards, and making and sending accessible documents

Timeframe: 2012

Other

- ▶ The Ministry of Energy will perform checks of offices and common areas, as part of the *Occupational Health and Safety Act* requirements to identify and address any impediments to the health and safety of employees, with consideration to the needs of people with disabilities. The Ministry of Energy's Joint Health and Safety Committee (JHSC) meets on a regular basis to discuss the safety needs and concerns of ministry staff. Accessibility guidelines are a priority of the committee, paying special attention to ensuring that the workplace is kept free of physical barriers and fully accessible. Examples include making sure that doorways are not blocked and that computer and network cables are tucked away neatly to prevent tripping.

Timeframe: Ongoing

- ▶ The Deputy Minister and all Assistant Deputy Ministers (ADMs) have committed to mentoring staff in the Diversity Mentoring Program and all staff who self-identify as being part of one of the under-represented groups in senior levels can apply. This group includes staff with disabilities.

Timeframe: Ongoing

- ▶ The Ministry of Energy will annually consider and address the needs of employees with disabilities when reviewing, testing and updating the ministry's Continuity of Operations Plan (COOP) by incorporating recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs. The Ministry of Energy will review the COOP plan components, including response, evacuation, recovery and communications to ensure accessibility requirements have been taken into account for staff with disabilities. The ministry will continue to integrate the service disruption notice process into the Continuity of Operations Plan.

Timeframe: Ongoing

Section Three: Review of Acts, Regulations and Policies

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

Acts, Regulations and Policies Reviewed in 2011-12

Acts and Regulations

The Ministry of Energy is committed to ensuring that Acts and Regulations for which it has responsibility are reviewed for potential accessibility barriers.

In April 2011, multidisciplinary teams from all ministries were trained on using the OPS Inclusion Lens to review legislation for accessibility barriers. This will ensure a consistent approach to the review process.

In June 2011, each ministry completed a review of one piece of their legislation using the OPS Inclusion Lens. For the Ministry of Energy, Legal Services Branch reviewed the *Energy Consumer Protection Act, 2010*. This process was intended to help identify issues that need to be addressed.

The legislative review is an essential step to meet the government's commitment to people with disabilities in Ontario, who represent 15 per cent of Ontario's population.

Acts, Regulations and Policies to Be Reviewed in 2012-14

Acts and Regulations

The OPS Diversity Office and the Ministry of the Attorney General have developed a coordinated approach to continue with the review of government legislation for accessibility barriers. In this next phase, high impact statutes that meet the following criteria will be reviewed:

- a. Statutes that affect persons with disabilities directly;
- b. Statutes that provide for the delivery of widely applicable services or programs;
- c. Statutes that provide benefits or protections; or
- d. Statutes that affect a democratic or civic right or duty.

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the Ontario Public Service (OPS) launched the OPS Inclusion Lens. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The OPS Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

In 2011-12, the Ministry of Energy:

- ▶ Continued to remind all staff of the requirement to use the OPS Inclusion Lens when initiating a project or reviewing policies, programs, legislation, guidelines and procedures.
- ▶ These reminders were given through various channels, such as emails, divisional presentations, manager sessions and the ministry intranet.

In the future, we will:

- ▶ Continue to use, and encourage all staff to use, the OPS Inclusion Lens to review all acts, regulations, policies, programs, practices and services.
- ▶ In 2013 and beyond, senior managers and direct reports will encourage all staff to include in their yearly learning plans the OPS Inclusion Lens e-course available through the Centre for Leadership and Learning.

Glossary of Terms/Acronyms

AODA

- Accessibility for Ontarians with Disabilities Act, 2005

ASCSR

- Accessibility Standards for Customer Service, Ontario Regulation 429/07

CFL

- Centre for Leadership and Learning

ENERGY

- Ministry of Energy

IASR

- Integrated Accessibility Standards Regulation, 191/11

IO

- Infrastructure Ontario

JHSC

- Joint Health and Safety Committee

MOI

- Ministry of Infrastructure

MYAP

- Multi-Year Accessibility Plan

OCEB

- Ontario Clean Energy Benefit

- OEB
 - Ontario Energy Board
- OPS
 - Ontario Public Service
- ODA
 - *Ontarians with Disabilities Act*, 2001
- PDF
 - Portable Document Format
- WCAG
 - Web Content Accessibility Guidelines 2.0 AA

For More Information

Questions or comments about the Ministry of Energy's accessibility plan are always welcome.

General inquiry number: 1-888-668-4636

TTY number: 1-800-239-4224

Ministry website address: www.energy.gov.on.ca

For email, please visit the Contact Us section of the ministry website.

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 an accessible province for everyone.

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

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

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