



FR



MENU

Ministry of Energy 2016 Accessibility Report

How the Ministry of Energy identified and removed barriers in the Ontario Public Service in 2016.

ISSN: 2560-7421

On this page

1. [Executive summary](#)
2. [Section one: report on measures taken by the ministry in 2016](#)
3. [Section two: addressing the identification of barriers in legislation and implementation frameworks](#)

Executive summary

Like all ministries, Ministry of Energy (Energy) complies with the [Integrated Accessibility Standards Regulation](#) (IASR). This regulation established phased-in requirements in the following accessibility standards:

- customer service
- information and communications
- employment
- transportation
- design of public spaces

The general requirements are:

- procurement
- training

In 2012, the Ontario Public Service (OPS) released its first multi-year accessibility plan (MYAP) entitled [Accessibility in the Ontario Public Service: Leading the Way Forward](#).

Energy's 2016 Accessibility Report demonstrates how the measures taken in 2016 support the key outcomes and deliverables of the 2012-2016 OPS MYAP.

Section one: report on measures taken by the ministry in 2016

Customer service

MYAP key outcome

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

Measures taken by Energy in 2016

Commitments

OPS inclusion lens/policies

- Monitor opportunities to increase the use of the OPS Inclusion Lens to review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted via the Ministry's Inclusion e-newsletter, highlighting the benefits of using the Lens.

Training

- Ensured staff complete mandatory accessibility training as soon as practicable.
- Ensured new branch employees complete the IASR training.
- Provided training to designated staff and their back-ups on the use of ministry assistive devices (TTY), and provide general information on assistive devices to all staff through the Intranet site.
- Diversity and Accessibility Leads will continue to complete the OPS Inclusion Lens train-the-trainer sessions as they become available.
- Posted information and offered training on how to create accessible documents (e.g. Microsoft Word, Microsoft PowerPoint).

Emergency planning and business continuity

- When and where applicable, the ministry ensured disruption notices were posted in a conspicuous place and online (if appropriate) when services were unavailable.
- Ensured accessibility practices were followed in all areas of planning, including Program Review, Renewal and Transformation (PRRT), Business Continuity and Emergency Planning. Planning accounted for the varied needs of people with disabilities.
- All emergency evacuation procedures were reviewed using the OPS Inclusion Lens.

During Branch Business Continuity Planning training, all Leads were asked to review plans to ensure plans accommodate employees with disabilities.

Meeting and event planning

- Every effort was made to ensure that when hosting meetings, venues were accessible and arrangements were made to accommodate any participants who required additional supports.
- Offered and provided support on planning accessible meetings.

Information and communications

MYAP key outcome

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

Measures taken by Energy in 2016

Commitments

Communications

- The ministry provided access to accessible formats and communications supports.
- Notified the public about the availability of accessible formats and communications supports.
- Information was made available in alternate formats upon request.
- Reviewed all websites to ensure that Web Content Accessibility Guidelines (WCAG) 2.0, Level AA were met.
- The Ministry ensured that Internet website and web content on the website www.energy.gov.on.ca conformed with WCAG 2.0 level AA
- The Ministry continued to collaborate with Cabinet Office to migrate ministry content to Ontario.ca.
- Web Coordinators continued to provide advice and assistance to program staff on the development of accessible web content.
- The ministry continued to promote the availability of accessible formats and communication supports to the public by:
 - Posting an accessibility link on the bottom of each webpage hosted by <http://www.energy.gov.on.ca> that directs readers to Ontario's Accessible Customer Service Policy.
 - In the Contact Us section of <http://www.energy.gov.on.ca> the ministry posted the following note: As outlined in our Accessible Customer Service Policy, we are committed to providing accessible customer service. On request, we can arrange for accessible formats and

communications supports.

Emergency and business continuity planning

- The ministry has an Intranet site available for all staff with resources to assist in emergency planning for people with disabilities. This Intranet page is updated on a quarterly basis or as new information or material is available. The resources include:
 - evacuation procedures for people with disabilities
 - emergency evacuation plan template
 - evacuation assistance form
 - emergency preparedness guide for people with disabilities
- Upon request, all emergency procedures, plans and other documents are available in accessible formats.

Training

- Increased awareness and education about removing barriers by participating in the Accessibility Innovation Showcase and attending the Jobs Opportunities Information Network (JOIN) conference.
- Delivered six training sessions to staff to raise awareness about accessibility requirements, and provide guidance and support.
- Ensured staff received information on training requirements and completed mandatory accessibility training as soon as practicable.
- Provided accessibility awareness and training on creating accessible Microsoft Word and Microsoft PowerPoint documents to ministry employees.

Employment

MYAP key outcome

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

Measures taken by Energy in 2016

Commitments

Training/resources

- Developed a ministry Management Toolkit to provide management with easier access to information related to employment accommodation directives, policies and plans and promoted the use of iManage.
- Informed managers of the mandatory “Disability Accommodation” e-course and “Supporting

Employees: Employment Accommodation and Attendance Support” in-class training available through LearnON.

- Fire wardens were provided with instructions on how to assist employees and visitors with disabilities during the semi-annual fire warden training.
- Designated meeting spots continue to be identified for persons with disabilities on all ministry floors.

Human resources and accommodation requests

- The Business Planning and Finance Branch ensured that all involved in the hiring process are aware of all protocols and hiring practices pertaining to accessibility.
- The Ministry continued participation in the Diversity Mentoring Partnership Program (DMPP), now called the Diversity Career Champions Program (DCCP), resulting in three employee participants and two management participants.
- The Ministry managers work directly with the Disability Support Services (DSS) in the Centre for Employee Health, Safety and Wellness (CEHSW) to assess individual accommodation and return-to-work needs on a case-by-case basis and implement accommodation strategies based on the support and advice of the Disability Accommodation Specialist.
- Management was required to include a commitment to ensuring compliance with Accessibility for Ontarians with Disabilities (AODA) requirements and completion of mandated training.
- The Ministry refreshed the Health, Safety and Wellness portal on the intranet site to provide all staff and management with ease of access to information related to employment accommodation resources.
- The Ministry has continued to post the 2013-2016 Inclusion Plan on the Inclusion intranet page. At the beginning of the 2016-17 performance cycle, the Ministry provided sample commitments about compliance with AODA requirements.
- The Ministry provided assistance with accommodation requirements as needed, including:
 - height adjustable desks, monitor arms, keyboard trays, ergonomic chairs, dimmed lights and hands free phone-sets to staff as requested
- The Ministry developed space standards for new renovation projects which include height adjustable workstations for all staff.

Mentoring and performance plans

- All staff and management are encouraged to incorporate diversity and inclusion objectives in their performance plans. At the beginning of the 2016-17 performance cycle, the Ministry provided sample commitments about compliance with AODA requirements.
- All Management Compensation Plan (MCP) and Senior Management Group (SMG) staff was asked to include Ministry developed commitments related to accessibility and inclusion in Performance

Rating Assessments.

- The Ministry requires all senior executives to include a Ministry specific inclusion commitment for the 2016-17 performance management cycle as a requirement in Performance Rating Assessments.

Emergency and business continuity planning

- The Emergency Management Unit has an intranet site available for all staff with resources to assist in emergency planning for people with disabilities.

Design of public spaces

MYAP key outcome

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

Measures taken by Energy in 2016

Commitments

Facilities

- During 2016, the Service Management and Facilities Branch continued to work with IO/CBRE to accommodate staff as required.
- The Ministry has developed design standards for newly built or renovated spaces that meet or exceed the Ontario Building Code and IO Guidelines for Barrier Free and Design of Ontario Government Facilities. Design principles included:
 - illumination – Light level in barrier free paths of travel to exceed 100 lux
 - enhanced way finding – including carpet tiles with directional patterns at 70% contrast, indicating path of travel, entry and exit points. Carpet will also produce minimal glare and be slip resistant. Grade 1 Braille and tactile signage standard that is consistent across ministry. Visible fire alarms and flashing egress lighting
 - doors and frames – Clearance requirements will exceed 865MM. Also, full length automatic door operators will be included on all main entrances
 - control points – Doorbells, light switches and thermostats will be mounted at a maximum height of 1200MM
- New Ministry signage standards were developed and roll out began on select floors within MEDG/MRIS.
 - design standards for newly built or renovated spaces includes accessible universal washrooms

General outcomes

MYAP key outcome

OPS staff are able to identify barriers to accessibility, in [OPS](#) policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

Measures taken by Energy in 2016

Commitments

Human Resources

- One of the main focuses of the 2016 Ministry Wellness Fair was mental health awareness. The fair included two exhibitors that provided tools and resources to cope with mental health issues, including stress management, and information was provided on accessibility awareness. (Shepell.fgi, Strategic Zone Yoga, [ADO Booth](#)).

Section two: addressing the identification of barriers in legislation and implementation frameworks

Introduction

In 2005, the government introduced the *Accessibility for Ontarians with Disabilities Act*, with the goal of making Ontario accessible by 2025. In support of this goal, the government subsequently committed to review Ontario legislation to identify and address accessibility barriers, and undertook a coordinated review of 51 statutes considered to have a high impact on persons with disabilities.

As a result of this review, the government made changes to 11 statutes spread across seven ministries to ensure that Ontario laws better reflect accessibility considerations. The changes to the 11 statutes were included in the government's 2016 Budget bill, which received Royal Assent on April 19, 2016.

Each ministry continues to be responsible for identifying and addressing barriers in their legislation and the policies and programs through which that legislation is implemented, and for reporting on results through its accessibility report.

Our Ministry remains committed to the goal of ensuring that Ontario legislation and implementation frameworks do not create barriers to persons with disabilities.

Measures in place in 2016

In 2016, the [AODA](#) legislative review will continue to be led by the Ministry of the Attorney General and the Ministry of Government and Consumer Services.

Actions taken in the past year

- Energy worked with [MAG](#) to identify accessibility barriers in the formatting of its regulations. Work continues to identify potential barriers in published regulations.
- Energy continues to seek advice with respect to its policies, programs, practices and services to identify barriers.

Updated: October 5, 2017
Published: June 26, 2017

Related

[All 2016 ministry accessibility reports](#)

[2012-2016 Ontario Public Service Multi-Year Accessibility Plan](#)

[A guide to accessibility directives and policies in the Ontario Public Service](#)

Rate



Topics

[Government](#)

[Accessibility plans](#)

An accessible Ontario by 2025

Ontario is the first Canadian Province to pass a law to improve accessibility in the areas that impact the daily lives of people with disabilities.

[about Ontario](#) [accessibility](#) [news](#)

[privacy](#) [terms of use](#)

© Queen's Printer for Ontario, 2012 18

Contact Us



Follow Us



Topics

Arts and culture

Business and economy

Driving and roads

Education and training

Environment and energy

Government

Health and wellness

Home and community

Jobs and employment

Law and safety

Rural and north

Taxes and benefits

Travel and recreation