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2010-2011 ACCESSIBILITY PLAN



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MINISTRY OF THE ENVIRONMENT

2010-2011 Accessibility Plan

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Introduction

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

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

The government of Ontario is preparing to lead the way towards an accessible province, in 2010 the government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).

As we await for the additional standards under 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 prevent, identify and remove barriers through annual accessibility plans required under the ODA.

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

At the Ministry of the Environment we are committed to improving accessibility through identifying, removing and preventing barriers, working together within our ministry, across government and with our stakeholders in key areas of customer service, employment, communications and information, and the built environment. Our eighth annual accessibility plan highlights the work undertaken over the past year to comply with the accessible customer service regulation, as well as work done to improve accessibility in other areas where standards are being developed.

To view other ministries' accessibility plans please visit: Ontario.ca

Report on Accessibility Achievements for 2009-2010

Focus Area: General

Achievements:

- ➔ The following education and outreach activities to promote accessibility awareness at the ministry were completed:
 - ➔ updates on accessibility initiatives to staff through various working groups;
 - ➔ updates and presentations to the Business Services and Administrative Managers Network;
 - ➔ stories and updates posted on the intranet site; and
 - ➔ lunch and learn sessions promoting mental health awareness and living well with stress, and training highlighting accessibility requirements conducted in June 2010.
- ➔ In addition:
 - ➔ the ministry's 2009 Emerald Award Program nomination forms were revised to include a diversity and inclusion award category; and
 - ➔ the ministry's ODA-AODA intranet site was modified to have enhanced accessibility features. A "Feedback" button on the intranet site now allow

Focus Area: Customer Service

Achievements:

- ➔ The OPS Accessible Customer Service Policy (ACS Policy) has been added to the ministry's internet site through the "Accessibility" button in the footer.
- ➔ Accessible customer service requirements and the ACS Policy are now referenced in the ministry's Service Charter found under the Service Excellence internet site.
- ➔ Feedback may be provided through various channels (i.e., online, in person, telephone, TTY, email, mail and fax). The ministry's online feedback form is posted on the internet site under "Contact Us" including information about the feedback process, which is in an accessible format. The drop-down menu on the feedback form allows the public to specifically identify accessibility-related feedback.
- ➔ A service excellence poster and business card produced in Braille have been developed to promote the ministry's online feedback form.
- ➔ Confirmation of the ministry's compliance with the accessible customer service regulation included the establishment of a new service disruption notification protocol. The protocol involves the Ontario Realty Corporation, property managers and landlords and is building-specific. This protocol was communicated and training was provided to all applicable staff in February 2010.
- ➔ Accessibility was considered in the development of all ministry service standards as communicated on the internet site.
- ➔ All ministry staff are required to complete the "May I Help You? Welcoming Customers with Disabilities" and "May I Help You-Supplementary" e-learning courses. Compliance with the training is tracked on a semi-annual basis.
- ➔ The online MOE Orientation Guide highlights information about accessibility requirements under the ODA, the AODA, the accessible customer service regulation, and the ACS Policy and Accessibility Guideline including training requirements for all staff.
- ➔ The ministry's non-designated public sector agencies were informed of the accessible customer service regulation and the ACS Policy, and their staff have completed the training.
- ➔ In addition, conservation authority staff that provide project management and communications/public engagement support to the Source Protection Committees were asked by the Ministry of Natural Resources to complete the same training.
- ➔ "How to" guides for TTY and Bell Relay Services are posted on the ministry's intranet site.
- ➔ Accessibility was considered through the provision of resource guides when planning ministry meetings and events (i.e. Divisional/Branch Days, Emerald Awards, etc.).

Focus Area: Information and Communications

Achievements:

- ➡ Information was posted on the intranet to assist staff in the development of accessible documents (i.e. Adobe 9 Professional).
- ➡ The ministry complies with the Government of Ontario Information Technology Standard and the OPS web standard, which includes accessibility requirements.
- ➡ The ministry's internet/intranet Redesign and Renewal Project considers ODA and future AODA requirements.
- ➡ The ministry's Environmental Registry meets ongoing compliance with the OPS web standard, including accessibility requirements.
- ➡ The Environmental Registry was improved to provide users with direct access to Notices, more advanced search capabilities, the ability to submit comments electronically and includes a new feature called MyEBR that allows users to keep track of notices of interest and to record searches for future use. Accessibility for persons with disabilities was considered in these improvements. At this time the Environmental Bill of Rights application will not be moving to the OPS Online Design Program platform.
- ➡ The use of The Canadian National Institute for the Blind's "Clear Print Accessibility Guidelines" continues to be promoted for the preparation of ministry materials and guidelines and is shared with vendors and designers working on same.

Focus Area: Built Environment

Achievements:

- ➡ Accessibility improvements were made during renovation projects at the following locations: 135 St Clair Ave West, 2 St Clair Ave West and 125 Resources Road. Improvements included installation of automatic door openers, lever handsets, signage in Braille with pictograms, and barrier-free washroom and shower facilities. Accessibility was also considered in the construction of the Walkerton Clean Water Centre which opened in March 2010.
- ➡ Five automatic door openers across three floors at our 2 St Clair Ave West, Toronto location were installed in September 2010.

Focus Area: Employment

Achievements:

- ➡ The ministry introduced a mandatory e-learning course for managers "*The Ontarians with Disabilities Act – Maximizing the Contribution of Employees with Disabilities*" to provide them with understanding their responsibilities for accommodating employees with disabilities. Compliance is monitored and tracked semi-annually.
- ➡ An overview of the OPS Employment Accommodation and Return to Work operating policy and practices was provided to the ministry's Business Services and Administrative Managers Network in February 2010.
- ➡ As of August 2010, the majority of ministry staff completed the mandatory e-training modules on Bill 168, the *Occupational Health and Safety Amendment Act* (Violence and Harassment in the Workplace). This training is in compliance with the Workplace Discrimination and Harassment Prevention Policy. The Human Rights Code, *Occupational Health and Safety Act*, ODA and AODA form the core legislative framework for this policy.

Focus Area: Other

Achievements:

- ➡ Procurement staff and Legal Services Branch staff were provided with a link to the Diversity Office's intranet site for "suggested accessibility language". This is now used when developing Requests for Proposals.
- ➡ The release of the ministry's 2009-10 accessibility plan was communicated to all staff and the plan was posted on our intranet site in December 2009.
- ➡ The following accessibility-related events were promoted at the ministry:
 - ➡ "Caring Minds" workshop organized by the Ministry of Education as part of Mental

Health Week in May 2010;

- ➡ June 2010 Accessibility Expo with various workshops, speakers and displays;
- ➡ Service Excellence Week workshops, including webinar on Achieving Service Excellence for Persons with Disabilities, in June 2010; and
- ➡ Showcase Ontario 2010, including workshops on the new OPS Inclusion Lens, a new accessibility assessment tool and a session focused on raising Information and Information Technology accessibility IQ, in September 2010.
- ➡ The new Diversity Office poster "Making It Accessible for Everyone!" was posted throughout the ministry in August 2010 to promote accessibility awareness.
- ➡ A number of accessibility-related stories were featured on the MOE intranet this past year:
 - ➡ Story about the experience of a new manager at MOE and the importance of employment accommodation (April 2010);
 - ➡ Article promoting the 2010 Accessibility Expo (June 2010);
 - ➡ Story highlighting the speakers and topics featured at the 2010 Accessibility Expo with links for more information (July 2010)
- ➡ MOE is an active member of the OPS Accessibility Forum, which meets monthly to support ODA and AODA compliance and accessibility improvements across the OPS.

Focus Area: Acts and Regulations

Achievements:

- ➡ Accessibility was considered in new or amended acts and regulations that were developed this past year. Since September 2009, the only Statute enacted by MOE was the *Environmental Protections Amendment Act* (Greenhouse Gas Emissions Trading), 2009 [amends the *Environmental Protection Act*]. Regulations that were developed this past year include:
 - ➡ the Renewable Energy Approvals regulation [O. Reg. 359/09] made under the *Environmental Protection Act*; amendment to Air Pollution – Local Air Quality [O. Reg. 419/05] to establish sector-specific air standards [O. Reg. 507/09] made under the *Environmental Protection Act*; regulations to protect drinking water in schools and day nurseries [O. Reg. 417/09] made under the *Safe Drinking Water Act, 2002*; the Toxic Reductions regulation [O. Reg. 455/09] made under the *Toxics Reduction Act, 2009*; and, amendments to the Drive Clean regulations [O. Reg. 191/10] made under the *Environmental Protection Act*.
- ➡ In addition, accessibility was considered for the new Guideline for Greenhouse Gas Emissions Reporting which was incorporated by reference into the Greenhouse Gas Emissions Reporting regulation [O. Reg. 452/09] made under the *Environmental Protection Act*.

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.

Focus Area: Customer Service

Commitment: Ongoing

MOE has adopted the OPS Accessible Customer Service Policy and Accessibility Guideline (OPS ACS Policy).

Planned Action(s):

MOE is establishing a service policy with associated practices and procedures, which will reference the OPS ACS Policy, the accessible customer service regulation and the OPS Service Directive. The service policy will be communicated to all staff once finalized. The ministry will

continue ongoing compliance with the accessible customer service regulation.

To meet ongoing compliance with the accessible customer service regulation requirements the ministry will:

- ➔ highlight the ACS Policy in education and outreach activities;
- ➔ enhance existing feedback process;
- ➔ follow-up with MOE Building Leads on any issues related to the implementation of building-specific service disruption notification protocols;
- ➔ consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required;
- ➔ promote the use of the OPS Inclusion Lens; and
- ➔ work with ministry and OPS partners to develop an internal service excellence audit framework that incorporates accessible customer service requirements to support ongoing compliance and improvement.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Customer Service

Commitment: Ongoing

The ministry will ensure ongoing compliance with accessible customer service training requirements and look at opportunities to provide enhanced training to staff that have high interaction with the public.

Planned Action(s):

Continue to track and report on training compliance on a semi-annual basis.

Continue to track training of staff requirement to complete the "May I Help You? Welcoming Customers with Disabilities" and "May I Help You-Supplementary" e-learning courses.

Make managers and supervisors with frontline staff aware of the new "Exceptional Frontline Customer Service" course.

Make managers and staff aware of the following new Diversity Office videos, as soon as they are available:

- ➔ "How to use a TTY and Bell Relay System";
- ➔ "How to interact with sign language interpreters, interveners and other support persons"; and
- ➔ "How to guide a person with a service animal or visual impairment".

Implementation Timeframe: November 2010 - November 2011

Focus Area: Customer Service

Commitment: Ongoing

We will inform MOE stakeholders including non-designated public sector organizations of the accessible customer service requirements and provide them with information on how to meet these standards by January 2012.

Planned Action(s):

We will continue to follow up and remind MOE stakeholders including non-designated public sector organizations of the accessible customer service training requirements and the ACS Policy.

We will liaise with the Diversity Office and Accessibility Directorate of Ontario to ensure consistent and coordinated communication is provided to ministry stakeholders about compliance requirements in 2012.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Customer Service

Commitment: Ongoing

We will promote awareness of TTY technology and Bell Relay Service across the ministry and investigate TTY technology for key offices.

Planned Action(s):

Organize a train-the-trainer session for key staff from each office who have high telephone interaction with the public on how to use the TTY and Bell Relay Service.

The OPS policy, guidelines and criteria for TTY lines are expected to be made available to ministries in the coming year. Once established we will work with corporate offices to explore new TTY technology for use in key ministry offices.

Promote TTY and Bell Relay Service use in education and outreach activities.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Customer Service

Commitment: Ongoing

We will continue to proactively encourage staff to consider accessibility when planning meetings and events.

Planned Action(s):

We will use the MOE intranet online calendar to identify upcoming meetings and events and follow up with meeting organizers in advance to share accessible meeting tips and resources available. Encourage meeting organizers to solicit feedback on the accessibility of their meetings.

Make staff aware of the new federal government publication called: "Guide to Planning Inclusive Meetings" which is posted on the intranet.

Highlight accessible meeting considerations in our education and outreach activities.

Organize a lunch and learn session on how to plan accessible meetings for policy staff who organize stakeholder consultations.

Implementation Timeframe: November 2010 - November 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 pending standards guiding Information and Communications, the government of Ontario is continuously looking for opportunities to prevent and remove barriers to persons with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

Focus Area: Information and Communication

Commitment: Ongoing

We will continue to communicate with staff on the importance of providing information in an accessible format and promote best practices for accessible documents.

Planned Action(s):

Make staff aware of the following new Diversity Office videos, as soon as they are available:

➡ "How to create an accessible document using Microsoft Word"

- ➡ "When and how to use PDF documents (including ensuring alternate formats when using PDF documents)"

- ➡ "How to create 'Braille ready' documents"

Refer staff to online resources posted on the AccessOPS, Information and Information Technology Accessibility Centre of Excellence and OPSpedia intranet sites.

Make staff aware of existing online training about accessible information technology that is available to ministries through corporate membership.

Organize a lunch and learn session for staff and invite staff from The Canadian National Institute for the Blind to give a demonstration of adaptive technology from a user perspective.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Information and Communication

Commitment: Ongoing

Launch a new MOE internet in the fall of 2010 as part of the ministry's internet restructuring project. The outcome will be a revitalized, public-facing website, which will enhance users' online experience and provide improved access to information.

Ensure the MOE internet continues to comply with the Government of Ontario web standards, including accessibility requirements.

Planned Action(s):

Accessibility will be considered in all features of the new MOE internet including:

- ➡ new internet infrastructure that will revitalize the way information is linked, retrieved and delivered;
- ➡ introduction of a digital resource library to house MOE publications that will transform the virtual warehouse into a dynamic and accessible resource library;
- ➡ social media tools will provide users with the ability to share ministry information and get up to the minute information on their mobile devices; and
- ➡ feedback mechanism that will allow for greater public interaction.

The new infrastructure will also support future website consolidation initiatives, making it easier to adapt web applications into the OPS Online Design Program templates.

We will work with program staff to meet the compliance requirements of the new Government of Ontario web standard, once the standard is approved.

Continue to test ministry internet sites for accessibility as they are developed and/or modified.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Information and Communication

Commitment: Ongoing

We will consider accessibility in the redesign of the ministry's intranet website.

Planned Action(s):

As part of the ministry's intranet Redesign and Renewal Project, we will continue to work on the ministry's intranet infrastructure to improve access to information.

The MOE intranet infrastructure is based on the OPS Online Design Program, which incorporates accessibility features. Online Design Program templates will be adapted to meet proposed new AODA standards.

We will continue to communicate accessible web requirements to staff.

We will consider improvements to the ministry's intranet based on staff feedback, including accessibility-related comments.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Information and Communication

Commitment: Ongoing

We will continue to ensure that the ministry's Environmental Registry is accessible.

Planned Action(s):

Staff at the Environmental Registry office will be actively involved with the ministry's Accessibility Working Group to ensure that the Environmental Registry meets ongoing compliance with new standards being developed under the AODA.

Liaise with Communications Branch's New Media Unit and corporate offices to understand and prepare for compliance requirements with the new Government of Ontario web standard.

We will continue to inform staff about web accessibility requirements.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Information and Communication

Commitment: Ongoing

We will continue to look at ways to provide resources and training to staff on how to make electronic documents accessible.

Planned Action(s):

Invite the Diversity Office to lead a half-day in-depth training session for key staff on how to create accessible documents in MS Word and convert them to an accessible PDF format.

Consider a train-the-trainer approach and WebEx technology to make this training available to more staff across the ministry.

Make staff aware of new OPS accessible information and communications training and education materials as they become available.

We will promote the use of The Canadian National Institute for the Blind's "Clear Print Accessibility Guidelines" in the preparation of ministry materials.

Implementation Timeframe: November 2010 - November 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 break down barriers in buildings. 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: General

Commitment: Ongoing

The ministry will develop a strategy and identify resources for providing information in an accessible format.

Planned Action(s):

We will update the ministry's ODA-AODA intranet to focus on the AODA, its standards and compliance requirements, and post new resources as they become available.

We will also share the Diversity Office's Information and Communications Resource Guide with staff and post it on our ODA-AODA intranet site as soon as it becomes available.

Create pages focused on the proposed Integrated Accessibility Regulation and standards for accessible information and communications, employment and transportation, as well as the proposed accessible built environment standard.

Continue to invite staff to submit accessibility-related questions or feedback through the ministry's ODA-AODA intranet site.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Built Environment

Commitment: Ongoing

We will continue to ensure that ministry facilities incorporate the standards for barrier-free design as existing spaces are renovated and/or new spaces are obtained.

Planned Action(s):

Four replacement trailers at our Dorset Environmental Science Centre will be outfitted with ramp, accessible washroom and concrete pathways by the end of November 2010.

Improvements are in progress with the renovations project at 40 St. Clair Ave West, Toronto, across five floors which will incorporate accessible features such as automatic door openers and lever handsets.

The ministry is undertaking a project to assess the layout of its laboratories. Accessibility improvements will include changes to height in deluge showers and eyewash stations at our 125 Resources Road, Toronto location.

Other renovation projects where accessibility improvements are in progress or planned include our new Burlington laboratory and 135 St Clair Ave West.

We will use the Ontario Realty Corporation's pilot "Accessibility Design Standard for Ontario Government Facilities" and the "Accessibility Operation Guide" in our facility projects, as soon as these documents are made available.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Employment

Commitment: Ongoing

Continue to work with our partners in HROntario to ensure barriers in recruitment are eliminated and corporate policies are followed.

Planned Action(s):

Make all managers aware of the new "Managers' Guide to Removing Barriers from the Recruitment Selection Process" and two-page "Barrier-Free Interview and Selection Best Practice Checklist", which were developed under the OPS Barrier-Free Recruitment Strategy.

Share other tools to support a barrier free selection and evaluation process (i.e. tips to avoid screening biases and removing barriers from rating methods).

The ministry will ensure that relevant corporate Human Resources policies are adhered to that reflect accessibility considerations.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Employment

Commitment: Ongoing

We will continue to remind managers and staff of accessible employment-related training and resources through existing education and outreach activities.

Planned Action(s):

Make managers and staff aware of the following:

- ➡ new e-courses called "Inclusive Leadership: Leading Diversity", "Human Rights 101", "*The Ontarians with Disabilities Act* – Maximizing the Contribution of Employees with Disabilities", "Differences Matter: Diversity Foundations"
- ➡ new Diversity Office video called "Considerations for Creating Quiet Rooms at OPS Workplaces", as soon as it becomes available.
- ➡ new ergonomic-related resources available on the OPS Wellness intranet site to reduce injuries resulting from ergonomic hazards in the workplace.

Inform managers of the new Ministry of Community and Social Services resource called: "Manager's Toolkit: Providing Accommodation to Ministry Employees with Disabilities".

Review findings of the 2010 OPS Disability Network survey to identify areas for improvement related to accessible employment.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Employment

Commitment: New

Review ministry emergency management evacuation planning procedures for persons with disabilities and advise staff of the existing procedures.

Planned Action(s):

We will review the OPS Emergency Evacuation Planning Directive and Guidelines to ensure that provisions are in place to support persons with disabilities in our workplace.

Prepare a story for the MOE intranet to inform all staff about the importance of emergency evacuation procedures and provisions for persons with disabilities.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Other

Commitment: Ongoing

Continue to encourage staff to consider accessibility when procuring goods and services.

Planned Action(s):

Make staff aware of corporate resources and guides from the Diversity Office and Supply Chain Management as they become available (i.e. suggested accessibility language that can be used in preparation of Request for Proposals).

Provide ongoing advice to staff on how to incorporate accessibility-related considerations in procurement activities.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Other

Commitment: Ongoing

We will renew our education and outreach strategy to inform staff about ongoing ODA and AODA obligations, as well as anticipated new requirements related to AODA regulations currently under development.

Planned Action(s):

Make presentations to all Divisional Directors' Committees and Divisional Executive Assistants' Committees to inform them of the proposed Integrated Accessibility Regulation, as well as the final proposed accessible built environment standard, and obtain input on the ministry's action plan for compliance. Presentations will include information about ongoing accessible customer service and ODA requirements.

Use various existing channels for education and outreach including:

- ➡ providing updates to the ministry's accessibility working group and service excellence working group;
- ➡ providing updates and presentations to the Business Services and Administrative Managers Network;
- ➡ posting stories on the ministry's intranet;
- ➡ using the online ministry calendar to make staff aware of accessibility-related events;
- ➡ updating the ministry's accessibility intranet site with new resources; and
- ➡ arranging lunch and learn sessions and explore WebEx technology to allow staff from across the ministry to participate.

Communicate the release of the ministry's annual accessibility plan to all staff and post it on the intranet.

Encourage offices to include an accessibility learning component in their divisional and branch events.

Implementation Timeframe: November 2010 - November 2011

Focus Area: Other

Commitment: Ongoing

Continue to work with the Accessibility Directorate of Ontario and the OPS Diversity Office to ensure ministry compliance with the ODA and AODA and achieve accessibility improvements.

Planned Action(s):

Play an active role in the OPS Accessibility Forum.

Collaborate and provide input to the Diversity Office and other ministries on accessibility-related initiatives.

Participate in the Diversity Community of Practice Working Group.

Convene regular meetings with the ministry's accessibility planning working group.

Implementation Timeframe: November 2010 - November 2011

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 Area: Acts and Regulations

Commitment: Ongoing

The ministry will continue to consider accessibility in the development of new ministry acts and regulations and suggest strategies for removing barriers in the event they are identified.

Planned Action(s):

The ministry's Legal Services Branch will continue to include accessibility in its educational activities and encourage staff to attend accessibility-related events (i.e., Accessibility Expo).

We will invite the Diversity Office to lead a training session for staff in our Legal Services and

policy development branches on the use of the new OPS Inclusion Lens. This new tool will help staff better identify accessibility considerations in the development of new legislation, regulations and policies.

Implementation Timeframe: November 2010 - November 2011

Glossary of Terms / Acronyms

ACS Policy - Accessible Customer Service Policy

AODA – Accessibility for Ontarians with Disabilities Act

MOE – Ministry of the Environment

ODA – Ontarians with Disabilities Act

OPS – Ontario Public Service

TTY – Teletypewriter

For More Information

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

Please phone:

General inquiry number: 416-325-4000

TTY number: 1-800-515-2759 or 416-326-9236

1-800 number: 1-800-565-4923

E-mail: picemail.moe@ontario.ca

Ministry website address: <http://www.ene.gov.on.ca/>

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 accessible province for everyone.

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

ServiceOntario Publications

Phone: 1-800-668-9938

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