



MINISTRY OF THE ENVIRONMENT

HOME | ABOUT THE MINISTRY | LEGISLATION | LOCAL PROJECTS | BLOG | NEWS | RESOURCES | MEDIA | INDEX

For Residents

For Businesses

For Kids

Access Environment

Home > Resources

Browse by Category

Browse by Subject Matter

Explore Government

Contacts



Ministry of the Environment Accessibility Plan 2011-2012

RSS SECTION FEEDBACK EMAIL PRINT

Email Share LinkedIn Share Facebook Share Twitter Tweet 0

Full Report

Table of Contents

- [Introduction](#)
- [Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11](#)
 - [Customer Service](#)
 - [Information and Communications](#)
 - [Employment](#)
 - [Built Environment](#)
 - [Procurement](#)
 - [Other](#)
- [Section Two: Measures Planned for 2011-12 and Beyond](#)
 - [Customer Service](#)
 - [Information and Communications](#)
 - [Employment](#)
 - [Built Environment](#)
 - [Procurement](#)
 - [Other](#)
- [Section Three: Review of Acts, Regulations and Policies](#)
- [Glossary of Terms/Acronyms](#)
- [For More Information](#)

Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through 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 barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment

- transportation
- the built environment.

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

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

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of the Environment toward the goal of an accessible province for all Ontarians.

The Ministry of the Environment remains committed to improving accessibility through the identification, removal and prevention of barriers. By working together within our ministry, across government and with our stakeholders the ministry ensures that accessibility is given significant consideration throughout the work we carry out.

Our ninth annual accessibility plan highlights work completed in the past year to continue meeting compliance with the Accessible Customer Service Regulation (ACS) and to initiate progress to meet the new IASR. The ministry continues to implement improvements to the built environment for which standards are currently under development.

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 regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives the Ministry of the Environment implemented in 2010-11.

Customer Service

In 2010-11 the Ministry of the Environment (MOE) remained in compliance with the requirements set out in the Accessible Customer Service Regulation.

- MOE continued to meet the objectives of the OPS Accessible Customer Service Policy (ACS Policy) and Accessibility Guideline by having:
 - Provided online accessibility training to frontline staff;
 - Expanded the drop down menu in the customer service feedback mechanism to include a field specifically for accessibility considerations;
 - Reminded ministry building leads about the notification service disruption protocol; and
 - Applied and communicated the ACS Policy and Accessibility Guideline to ministry staff so that support persons and service animals are permitted onto OPS premises.
- MOE developed a poster along with Braille business cards to communicate the ministry's existing feedback mechanisms. These products have been made available at all ministry front counter offices.
- An "Accessibility" button has been added to the footer of the internet site to communicate the ACS Policy and provide instructions for enhanced accessibility offerings on the ministry's website.
- The ACS Policy is referenced in the ministry's Service Charter found under the Service Excellence internet site.
- The online MOE Orientation Guide highlights information about accessibility requirements under the ODA and AODA including policies, guidelines and both mandatory and recommended training requirements for staff and management.
- MOE incorporated accessibility considerations and principles into the ministry's service standards under the Open for Business and Service Excellence initiatives.
- Reported ministry compliance on the 2010 Customer Service Accessibility Report.
- Tracked attendance for accessibility training courses including: *"The Ontarians with Disabilities Act – Maximizing the Contribution of Employees with Disabilities"*, *"May I Help*

- You? Welcoming Customers with Disabilities" and "May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service".
- Communicated the new Ontario Public Service (OPS) Diversity Office "Mission Possible" training e-courses through various channels including, the OPS Weekly newsletter, Working Groups and internal hub-mails to encourage staff to take this e-training.
 - Communicated and encouraged staff to complete the e-learning course "Diversity – Using the OPS Inclusion Lens" and to utilize the OPS Inclusion Lens in the various aspects of their work.
 - Communicated the "Guide to Planning Inclusive Meetings" and slide on "How to Plan Accessible Events" to all staff.

Information and Communications

- As part of the OPS Online Design Program, the MOE has updated its internet site to WCAG 2.0 AA standards found in the Government of Ontario IT Web Standards (GO-ITS 23) guideline which meets the requirements under the AODA and IASR.
- The ministry promotes the use of accessibility standards into its best practices; as an example, the MOE's Sharepoint Extranet working group incorporated accessibility standards into its Terms of Reference document.

Employment

- Communicated the "Managers' Guide to Removing Barriers from the Recruitment Selection Process" and two-page "Barrier-Free Interview and Selection Best Practice Checklist", which were developed in alignment with the OPS Barrier-Free Recruitment Strategy.

Built Environment

The ministry has demonstrated its leadership in the area of the built environment, by undertaking considerable improvements to accessibility across numerous locations throughout the province. The ministry has also been an active participant in a pilot study program through its service provider, Infrastructure Ontario to study which will effect the built environment standard which is under development.

2 St Clair Avenue West, Toronto

- Offices were fitted with automatic door operators.

40 St Clair Avenue West, Toronto

- Quiet rooms incorporated accessibility considerations into their design including automatic door operators and Braille signage.
- Courtesy phones in lobbies on several floors were reinstalled at accessible height.

135 St Clair Avenue West, Toronto

- Quiet rooms incorporated accessibility considerations into their design including automatic door operators and Braille signage.
- Constructed barrier free showers and kitchenette at our 3rd fl location.
- Replaced all entrance door hardware with lever handsets.
- Installed automatic door operators at all main entrance doors.
- Adjusted timing on elevator doors to allow more time for entering and exiting the elevators.
- Installed voice annunciation system in elevators.
- Installed mirrors on back wall of elevators to allow persons in wheelchairs the ability to view behind them as they exit the elevator without having to rotate the wheelchair.
- Installed colour-contrasting slip resistant nosing on interior and exterior stairwells.
- Installed detectable warning surface at each landing between floors within interior and exterior stairwells as well as at the top and bottom of the barrier-free exterior ramp.
- Retrofitted 3rd floor washrooms to adjust location of toilet paper dispensers, coat hooks and addition of floor mounted/off-set grab bars by toilets.
- Modified the main entrance lobby security/reception desk with barrier free access.

125 Resource Road, Etobicoke

- Emergency deluge shower facilities were retrofitted to be barrier-free.
- Quiet rooms incorporated accessibility considerations into their design including automatic

door operators and Braille signage.

Stoney Creek

- New laboratory incorporated automatic door openers on its 4 exterior entrances and interior doors and has a fully accessible washroom.

Procurement

- Accessibility considerations were made for the procurement of goods and services through the Request for Proposal process.

Other

- The Emergency Management Program Office incorporated accessibility considerations into MOE's emergency procedures, the following updates have been made whereby:
 - Instructions were provided during evacuation to staff to gather at locations that are accessible;
 - Fire Wardens were instructed to identify persons in need of assistance in advance of an emergency to discuss where the designated waiting areas are and how they will be escorted out; and
 - The MOE's Emergency Response Plan was posted on the intranet site in both French and English on the Emergency Management and Security Program intranet site which is compliant with accessibility standards.
- MOE continues to promote guidelines for accessible formatting and best practices in the creation of documents.
- The Integrated Project Management Framework (IPMF) within the ministry has created project management specific tools that were reviewed to ensure accessibility using the Mission Possible videos, evaluated for functionality using a screen reader, and consulting with the ministry's Accessibility Coordinator.
- Several public facing reports such as the CDWI Annual Report and the Minister's Annual Report on Drinking Water are compliant with the AODA standards.
- The MOE participated in a training session on how to use the OPS Inclusion Lens to review legislation for accessibility barriers.
- The ministry's Diversity Coordinator communicated and promoted the use and applicability of the OPS inclusion lens by attending branch days to promote its use and demonstrate the relevance of this tool.
- The MOE expanded the Diversity Mentorship Program launched in October 2010 and provided senior management with an opportunity to learn from participants about the experiences and challenges faced.
- The MOE's 2010 Emerald Award nomination forms included a diversity and inclusion award category.
- 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 ministry's intranet site; and
 - Lunch and learn sessions were conducted promoting accessibility.
- The release of the MOE's 2010-11 accessibility plan was communicated to all staff and the plan was posted on the ministry's intranet site in December 2010.
- MOE remained an active member of the OPS Accessibility Forum, meeting quarterly to support ODA and AODA compliance and accessibility improvements across the OPS.
- Diversity & Inclusion Awareness Sessions intended to promote the Inclusion Lens were rolled out across the ministry. To date the following targets have been achieved:
 - Senior Management – 100% complete;
 - Director-level – 100% complete; and
 - Managers and Staff – 25% complete, with a 100% completion goal for the end of fiscal 2011-12.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of the Environment's accessibility plan focuses on five areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- Customer Service
- Information & Communications
- Employment
- Built Environment
- Procurement
- Other

Customer Service

The Ministry of the Environment 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.

Commitment:

MOE has adopted the ACS Policy and Accessibility Guideline.

Planned Action(s):

To meet ongoing compliance with the Accessibility Standards for Customer Service Regulation requirements the ministry will:

- continue to highlight the ACS Policy in education and outreach activities;
- review the ministry's existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility related feedback;
- 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;
- remind MOE Building Leads of the building-specific service disruption notification protocols;
- recommend and arrange for training of the accessibility dimension on the OPS Inclusion Lens be used when creating new policies, legislation, guides, etc.;
- remind MOE stakeholders including non-designated public sector organizations of the ACS Policy and the accessible customer service training requirements.

Implementation Timeframe: November 2011 - November 2012

Commitment:

The ministry will ensure ongoing compliance with the accessible customer service training requirements and provide enhanced training to staff who have high interaction with the public and internal ministry staff alike (i.e. Public Information Centre, Legal Services).

Planned Action(s):

Continue to track and report on training compliance on a semi-annual basis in the spring and fall.

Maintain records of mandatory staff training requirement including the "May I Help You? Welcoming Customers with Disabilities" and "May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service" e-learning courses in addition to any new mandatory training that may be developed.

Implementation Timeframe: November 2011 - November 2012

Commitment:

We will inform MOE stakeholders including non-designated public sector organizations of the IASR and provide guidance and information on how to comply with these standards.

Planned Action(s):

Liaise with the Diversity Office and Accessibility Directorate of Ontario to ensure consistent and coordinated communication is provided for ministry stakeholders about IASR compliance requirements for January 2012.

Implementation Timeframe: November 2011 – January 2012

Commitment:

We will promote awareness of TTY technology and Bell Relay Service across the ministry.

Planned Action(s):

Organize training sessions for staff from offices with high telephone interaction with the public on how to use the TTY and Bell Relay Service (BRS).

Promote the Mission Possible e-course: "It's Your Call: Using a TTY and the Bell Relay System to Communicate with Someone who is Deaf, Deafened or Hard of Hearing".

Implementation Timeframe: November 2011 - November 2012

Commitment:

Encourage staff to consider accessibility when planning meetings and events.

Planned Action(s):

Utilize the MOE intranet online calendar to identify upcoming meetings and events and follow up with meeting organizers in advance and provide them with accessible meeting tips and resources available.

Encourage meeting organizers to solicit feedback on the accessibility of their meetings.

Highlight accessible meeting considerations in our education and outreach activities.

Use visual identity branding to display posters, signage and brochures for all meeting rooms.

Implementation Timeframe: November 2011 - November 2012

Information and Communication Commitments

The Ministry of the Environment 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.

Commitment:

Provide information and training on the importance of preparing information in accessible formats and provide best practices for creating accessible documents.

Planned Action(s):

Encourage staff to complete the following Mission Possible Diversity Office videos:

- "A Word About Word: making Word Documents Accessible"
- "Turning the Page: Making PDF Documents Accessible"
- "Connecting the Dots: How to Prepare Documents for Braille Transcription"

Implementation Timeframe: November 2011 - November 2012

Commitment:

Ensure that the MOE internet complies with the Government of Ontario web standards (GOITS23) which includes accessibility requirements.

Planned Action(s):

Accessibility will continue to be considered in all features of the MOE internet site including:

- the way information is linked, retrieved and delivered;
- introduction of a digital resource library to house MOE publications and convert existing publications to html formats; and
- social media tools will provide users with the ability to share ministry information and get up to the minute information on their mobile devices.

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.

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

Implementation Timeframe: November 2011 - November 2012

Commitment:

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

Planned Action(s):

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 and provide resources for testing before launching.

We will continue to be active participants on working groups initiating new or revised internet sites for the ministry to ensure that accessibility requirements are considered and implemented.

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

Implementation Timeframe: November 2011 - November 2012

Commitment:

We will continue to incorporate new accessibility requirements to ensure that the ministry's Environmental Registry is accessible.

Planned Action(s):

Staff at the Environmental Bill of Rights 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.

Ensure that changes to the Environmental Registry and notices posted on the site meet accessibility standards.

We will continue to inform staff about web accessibility requirements.

Implementation Timeframe: November 2011 - November 2012

Employment

The Ministry of the Environment is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Commitment:

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

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).

Implementation Timeframe: November 2011 - November 2012

Commitment:

Continue to advise 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"; and
- 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 2011 - November 2012

Commitment:

Review ministry emergency procedures and plans to ensure compliance with the new IASR requirements.

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.

Liaise with the Emergency Management Office and Continuity of Operations Offices about the new requirements under the IASR and ensure that requests for provision of emergency and public safety information is available in accessible or alternate formats upon request.

Implementation Timeframe: November 2011 - November 2012

Commitment:

The ministry will inform the public that employment-related accessibility needs will be made available upon request.

Planned Actions:

We will provide accommodation to all applicants, as requested, during the entire recruitment process.

We will make our job ads barrier-free.

Timeframe: November 2011 – November 2012

Built Environment

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

Commitment:

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):

We will use the “Accessibility Design Standard for Ontario Government Facilities” guide and the “Accessibility Operation Guide” when initiating new projects in our facilities and/or when retrofits are made.

Communicate the Diversity Office video: “Considerations for Creating Quiet Rooms at OPS Workplaces” and guide to the Facilities Management office for consideration in future builds of Quiet Rooms throughout the ministry.

Implementation Timeframe: November 2011 - November 2012

Procurement

The Ministry of the Environment is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility in our evaluation criteria.

Commitment:

When procuring goods or services, accessible options to the goods and services will be requested and accessibility will be included in the evaluation criteria.

Planned Action(s):

Communicate to all staff the new Procurement Directive which takes the new IASR requirements into account as well as the revised Guidelines and Q&A’s from Supply Chain Management as soon as they become available.

Promote the use of the new OPS Inclusion Lens procurement module when preparing documentation for the procurement of goods and services.

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

Implementation Timeframe: November 2011 - November 2012

Other

Focus Area: General

Commitment:

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):

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.

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

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 exploring 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 2011 - November 2012

Focus Area: Other

Commitment:

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 within the OPS Accessibility Working Group.

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

Participate in the OPS wide Diversity Community of Practice Working Group.

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

Implementation Timeframe: November 2011 - November 2012

The ministry will develop and implement a communications strategy to encourage ministry staff to complete the e-learning course "Diversity – Using the OPS Inclusion Lens" and to use the OPS Inclusion Lens in the various aspects of their work.

- The ministry will make managers and staff aware of the following new e-courses:
 - "Differences Matter: Diversity Foundations"
 - "Inclusive Leadership: Leading Diversity"
- The ministry's Diversity Coordinator intends to make "Inclusion and Diversity at MOE" presentations to all Divisional Directors Committees (6), as well as to any interested Branches, from February-March 2012 and beyond. The Sessions promote Differences

Matter and Inclusive Leadership.

Section Three: Review of Acts, Regulations and Policies

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

Acts, Regulations and Policies Reviewed in 2010-11

Acts and Regulations

The Ministry of the Environment is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

In April 2011, the Ministry of the Environment participated in a training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers. Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

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

Acts and Regulations

Commitment:

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 2011 - October 2012

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With 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 2010-11, the Ministry of the Environment

Ensured that a multidisciplinary team attended the one-day training on using the Inclusion Lens to review legislation for barriers to persons with disabilities
Used the Inclusion Lens to review one act.

In the future, our ministry will:

- Continue to use the Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- Encourage staff to include in their yearly learning plans the Inclusion Lens e-course available through the Centre for Leadership and Learning.
- Encourage staff to use the Inclusion Lens when developing or reviewing policies, programs or service.
- Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.
- The ministry will continue to consider accessibility in the development of new ministry acts and regulations. In the past year, no issues were identified in the development and review of new acts and regulations within the ministry.

Glossary of Terms/Acronyms

ACS Policy - Accessible Customer Service Policy

AODA – Accessibility for Ontarians with Disabilities Act

IASR – Integrated Accessibility Standards Regulation

MOE – Ministry of the Environment

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

TTY – Teletypewriter

For More Information

Questions or comments about the Ministry of the Environment accessibility plan are always welcome.

Please phone: 416-314-4275

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 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

© Queen's Printer for Ontario

ISSN (#1708-2668)

Ce document est disponible en français.

Associated Files:

- [Ministry of the Environment Accessibility Plan 2011-2012 \(HTML\)](#)