



MINISTRY OF THE ENVIRONMENT

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Full Report

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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 OPS Diversity Office 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 MYAP, and the Ministry's 2011-2012 accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of the Environment (MOE) and the OPS towards 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 and Prevent Barriers in 2011-12

The Government of Ontario is working to achieve 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 MOE has been a leader in accessibility. Some of its memorable moments were:

- 2005-2006, the MOE demonstrated continued leadership in improving accessibility by considering accessibility issues in both the development and review of MOE's acts and regulations. For example, Bill 43, the proposed Clean Water Act, 2005, was reviewed to ensure it contains no barriers to accessibility.
- 2009 – 2010, accessibility considerations were incorporated into the MOE's Service Excellence Initiative. Service commitments by program areas also referenced the OPS Accessible Customer Service Policy and incorporated requirements of the accessible customer service regulation, as required by the OPS Service Directive. These service commitments were widely communicated to MOE staff, stakeholders, and the general public.
- 2010 – 2011, the MOE demonstrated leadership in the area of the built environment, by undertaking considerable improvements to remove barriers to accessibility across numerous office locations throughout the province. The MOE has also been an active participant in a pilot study program through its service provider, Infrastructure Ontario, in a study which will implement the built environment standard under development under the IASR.

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service Regulation](#). As well, it had begun applying initiatives to meet compliance of 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 MOE implemented last year, as a result of the [2011-2012 Annual Accessibility Plan](#).

Reporting on 2011-2012 AODA obligations Customer Service

In 2011-12 our ministry remained steadfast in our commitment to ensuring that people with disabilities continued to receive goods and services with the same high quality and timeliness as others.

- In 2011-12 the MOE continued to meet compliance with the requirements set out in both the Accessibility Standards for Customer Service Regulation and the Integrated Accessibility Standards Regulation.
- The MOE conducted an internal audit of our feedback tracking system and made improvements to its use, efficiency and data reporting functionality.

- In compliance with the IASR, the OPS developed a statement of commitment and documented its policies in the **MYAP**. The MOE introduced in-year planning to align with the **MYAP** strategies.
- The MOE's Spills Action Centre, responsible for receiving all calls for environmental spills and outside agencies, installed a new TTY to its operations and has trained all of their Call Centre staff on its use.
- Management at the Spills Action Centre have implemented e-training through the Centre for Leadership and Learning's "Mission Possible #4 – It's Your Call: Using a TTY and the Bell Relay System to communicate with someone who is Deaf, deafened, or hard of hearing into the mid-year Performance Management Planning process.
- 100% of directors and Assistant Deputy Ministers and over one-third of all MOE staff and managers have participated in diversity and inclusion awareness and outreach sessions containing an accessibility component.

Information and Communications

The MOE continued in its commitment to making government information and communications accessible in the ways we deliver our programs and services to the public.

- The MOE's intranet site was updated to conform to Web Content Accessibility Guidelines (WCAG) 2.0 Level AA.
- The MOE's web coordinator developed an online template for use with internet and intranet updates to ensure adherence to WCAG for content being posted on the sites.
- The MOE's Environmental Bill of Rights Office staff remained active participants in the MOE's Accessibility Working Group and ensured ongoing compliance of the AODA in respect to the Environmental Registry.
- The Environmental Bill of Rights Office worked with the Land and Resources Cluster to improve accessibility features on the Environmental Registry.
- The Environmental Bill of Rights Office continued to advise program areas of accessibility requirements in reference to development and posting of notices and attachments on the Environmental Registry.
- MOE publications were prepared in alternate formats (e.g. Guide to Eating Ontario Sport Fish available in both HTML and Accessible PDF).

Employment

The MOE remained committed to fair and accessible employment practices to attract and retain talented employees with disabilities.

- Outreach sessions across the MOE included promotion and training on "Barrier-free Job Ads".
- In accordance with the IASR requirements for workplace emergency information the MOE communicated the obligations to creating individualized workplace emergency response information for staff with disabilities.
- In accordance with the IASR requirements for emergency and public safety information:
 - The MOE's Emergency Response Plan is available in alternate formats including accessible Word and PDF formats in both English and French versions.
- The MOE's "Fact Sheets for Responding to Spills" and the MOE's "Emergency Management Program" were reviewed to ensure they would be available in accessible Word and PDF formats.

Built Environment

The MOE continues its commitment to greater accessibility in, out of and around the buildings we use.

- Working with Infrastructure Ontario, a number of accessibility upgrades were completed at 135 St Clair Avenue West including tactile strips at stairways, mirrors, Braille, and annunciation in elevators, automatic door openers on main hall doors, a new accessible elevator installed at the outdoor parking area, security desk modifications and windows being cut in basement hall doors.
- The MOE's laboratory at Resources Road established a preventative maintenance contract with CBRE for the wheelchair lift in the auditorium.
- The MOE head office at the MacDonald Block has been designed with automatic lighting and an accessible coffee area counter.
- Three Quiet Rooms were established (135 St Clair Avenue West, 40 St Clair Avenue West and 125 Resources Road) using OPS standards, and including Braille signage and automatic door openers.

Procurement

The MOE continues to integrate accessibility considerations into our procurement processes.

- The MOE updated its procurement intranet site to promote the use of the OPS Inclusion Lens for procurement.
- The MOE reviewed our procurements for goods and services and incorporated accessibility criteria and features into the MOE's procurement processes and had these processes documented on the MOE's intranet site.
- The requirements under the IASR pertaining to procurement and the OPS policy and guidelines were communicated across the MOE.

Other

The MOE has also undertaken the following:

- Promoted e-training courses on the MOE's Diversity and Inclusion intranet site.
- 100% of Directors and ADMs have participated in Diversity & Inclusion Awareness and Outreach Sessions, which promote "Inclusive Leadership: Leading Diversity", "Differences Matter: Diversity Foundations" and existing courses on "Workplace Discrimination and Harassment Policy".
- Over 1/3 of all MOE staff and Managers have also participated in the sessions.
- The MOE participated in the OPS Diversity Mentoring program. 100% of all ADMs, the Deputy Minister and 13 Directors participated as mentors. 30 MOE employees participated as mentees.
- The MOE's Women in Engineering Mentoring Program used the OPS Inclusion Lens to compile its online information, meetings, etc.

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 we serve in our services, products and facilities.

This year, the MOE accessibility plan focuses on five areas. In order to demonstrate leadership in accessibility, the MOE is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas.

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

Customer Service

The MOE 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.

Actions Planned (Timeframe: 2012-13)

TRAINING

- Continue to track and maintain records of mandatory staff training requirements including:
 - "May I Help You? Welcoming Customers with Disabilities"
 - "May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service"
 - "Integrated Accessibility Standards Regulation in the OPS"
 - "Working Together - Ontario Human Rights Code"
- Continue to encourage and track the following recommended e-training for all staff:
 - OPS Inclusion Lens training
 - OPS Centre for Leadership and Learning Courses
 - Diversity, Differences Matter: Diversity Foundations
 - Diversity, Inclusive Leadership: Leading Diversity
 - Diversity, Using the OPS Inclusion Lens

- Emotional Intelligence for Non Managers
- Let's Start with Words
- ODA: Maximizing the Contribution of Employees with Disabilities
- Mission Possible #1: A Word about WORD©: Making Microsoft 2003 WORD© documents accessible.
- Mission Possible #2: Turning the Page: Making PDF Documents Accessible.
- Mission Possible #3: Connecting the Dots: How to prepare documents for Braille transcription.
- Mission Possible #4: It's Your Call: Using a TTY and the Bell Relay System to communicate with someone who is Deaf, deafened or hard of hearing.
- Mission Possible #5: Your Turn to Lead: Guiding a Person Who has a Dog Guide or White Cane.
- Mission Possible #6: Interpreters, Interveners, Attendants, Oh My! Interacting with someone when a support person is present.
- Obtain feedback to see if training is sufficient and is meeting the expected outcomes as well as considering the frequency of training.
- Continue to promote the use of the OPS Inclusion Lens for use in creating new policies, legislation, guides, etc. by establishing training sessions for staff in legal and policy areas on the use of the Lens.
- Continue to report on MOE training compliance requirements in accordance with the Accessibility Standards for Customer Service Regulation to the Accessibility Directorate of Ontario annually.
- Conduct training sessions for Communications Branch regarding advertising in such a way to reflect key messages clearly in a variety of mediums including images, audio description and plain and clear language, open caption and/or sign language.

FEEDBACK

- Continue to highlight the “**OPS Accessible Customer Service Policy**” in education and outreach activities including the MOE Employee Orientation Guide, meetings/presentations, etc.
- Evaluate the efficiency of the updated feedback tracking process and response database.
- Encourage a feedback process after alternate formats and communication supports requests are made to ensure that needs have been accommodated appropriately.

COMMUNICATION

- Continue to partner with the OPS Diversity Office to coordinate communications and strategies related to ongoing compliance requirements.
- Continue to post accessibility related meetings/events (e.g. Accessibility Expo) and days of significance on the MOE's online intranet calendar.
- Continue to review the MOE's online intranet calendar to establish connections with meeting coordinators to ensure that they are aware of how to hold an accessible meeting.
- Review the MOE's online intranet calendar to identify meeting organizers in order to provide resources for holding accessible meetings.
- Develop standardized meeting feedback templates to incorporate accessibility attributes to be posted on the MOE's accessibility intranet site and shared with all staff for their use.
- Continue to highlight accessible meeting considerations including active offers of accommodation in our education and outreach activities.
- Use visual identity branding to display posters, signage and brochures for all meeting rooms.
- Promote the OPS Diversity Office's Accessibility@Source Campaign regarding Creating Accessible Documents and Communications and Customer Service through hub emails, news stories on the intranet site, posting of resource materials/guides on the intranet site, etc.
- Gather existing MOE templates with branch support to evaluate for accessibility features (e.g. Tagging, TTY numbers, font and size selection) for the purpose of converting templates into alternate formats.
- Encourage all staff to make their email and business cards accessible (e.g. include the MOE's TTY numbers, make an active offer of accommodation in their electronic signature line, consider Braille email or phone numbers).
- Update the MOE's accessibility intranet site to include information on alternate formats and communication supports available.
- Continue to supply Braille business cards at public service counters.
- Promote membership in the MOE's Accessibility Working Group to encourage employees

with disabilities to provide regular feedback and consultation on the MOE's accessibility portfolio through outreach initiatives.

- Continue to engage ADMs, Directors and managers:
 - in the Certificate of Assurance Process for AODA compliance
 - in the promotion of staff involvement in the MOE's Accessibility Working Group
 - in the review and approval of annual accessibility plans
 - assurance and promotion of mandatory and recommended training

Information and Communications

The MOE 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 our programs and services to the public.

Actions Planned (Timeframe: 2012-13)

TRAINING

- Refresh training of "Mission Possible #4: It's Your Call: Using a TTY and the Bell Relay System to communicate with someone who is Deaf, deafened or hard of hearing" will be included in annual performance plans of all affected staff working in offices with a TTY.
- The Communications Branch will continue to direct staff to utilize the Toolkit and resources needed to produce and provide appropriate and accessible documents for internet and/or intranet posting (e.g. Web accessibility on OPSpedia).
- MOE will continue to promote the OPS Diversity Office's Accessibility@Source Campaign regarding Creating Accessible Documents and Communications Supports and provide training sessions to staff on the topic.
- Conduct training sessions to all staff on how to prepare 'conversion-ready' source documents including tools, resources such as the OPS Inclusion Lens.
- Support staff who may be interested in enrolling in American Sign Language (ASL) or Langue des Signes Québécoise (LSQ) courses (or hold programs in the workplace).

COMMUNICATION

- The MOE's Communications Branch New Media Unit Manager will continue to participate in the Web Coordinators Committee (WCC) and keep the ministry apprised of new standards/requirements in the area of online design.
- The MOE's Communications Branch will continue to adhere to the online design program GOITS23 which is harmonious with WCAG 2.0 standards and IASR obligations.
- The MOE's Communications Branch has developed accessible template models to meet compliance requirements of the IASR which are to continue to be used by all ministry web content coordinators.
- The MOE will continue to update the OPS Website Database and list of upcoming new or majorly refreshed websites that will be required to meet IASR obligations.
- Communications Branch New Media Unit will continue to participate in the MOE's Accessibility Working Group.
- Awareness of TTY services to be increased through the promotion and identification of TTY numbers on all new business cards, e-mail signature lines and websites.
- The MOE will continue to use HiSoftware Compliance Sheriff Tool provided through the I&IT Accessibility Centre of Excellence (ACOE) intranet site.
- The MOE's internet and intranet feedback feature will be updated to include an active offer of accommodation to people with disabilities and to endeavour to provide or arrange for the provision of accessible formats and communications supports.
- The MOE will conduct an audit of its publications for consideration in creating these publications in alternate formats by:
 - identifying the most popular MOE public publications - registered (ISSN / ISBN) and non-registered.
 - defining the audience, the publication schedule, existing format availability, alternate format requests made to date
 - developing a schedule to address accessibility of current publications
- Encourage ministry-wide formatting conventions including standardized font type, size and colour; e-mail; and business cards in line with OPS policies such as the OPS Visual Policy, the OPS Accessible Customer Service Policy and the Canadian National Institute for the Blind (CNIB) print guidelines.
- Conduct spot checks of accessible format requests and TTY calls to different branches and areas to test the application and timeliness of MOE's response to alternate format requests

- and phone calls.
- Develop a list of communication supports that can be offered to people with disabilities.

Employment

The MOE is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. People with disabilities who are OPS employees know they can participate fully and meaningfully in services and employment.

Actions Planned (Timeframe: 2012-13)

TRAINING

- The MOE will continue to conduct management training sessions related to accessibility including:
 - “Managers’ guide to Removing Barriers from the Recruitment Selection Process”
 - “Barrier-Free Interview and Selection Best Practice Checklist”
 - “Tips to avoid screening biases and removing barriers from rating methods”
 - “Manager’s Toolkit: Providing Accommodation to Ministry Employees with Disabilities”.
 - “Employment Policy and Recruitment Processes”
- Existing mandatory training for management will be expanded and now include:
 - “Inclusive Leadership: Leading Diversity”
 - “Human Rights 101”
 - “The Ontarians with Disabilities Act – Maximizing the Contribution of Employees with Disabilities”
 - “Differences Matter: Diversity Foundations”
 - “Ergonomics”
 - “Emergency Evacuation Planning Directive and Guideline”
- Mandatory training for all management and staff will be expanded to include the following two e-training courses by January 1, 2013:
 - “Integrated Accessibility Standards Regulation in the OPS” and the
 - “Working Together ” Ontario Human Rights Code developed by the Ontario Human Rights Commission
- Managers will continue to be trained on the use of the OPS Inclusion Lens and the dimensions of diversity for developing employment and developmental opportunities.
- Senior Management will continue to use the OPS Inclusion Lens for executive recruitment developed by the OPS Diversity Office.
- Employees will continue to be advised about CFLL courses relevant to meeting IASR requirements.
- Training will continue to be provided with respect to the requirements for redeployment.
- Managers/supervisors will continue to receive training in fulfilling the government's obligations under the ODA.
- The MOE will continue to develop internal checklists for both management and employees in consultation with HROntario to ensure that employee orientation considers variables of the OPS Inclusion Lens pertaining to accessibility and provides overviews of the following:
 - “Employee Accommodation/Return to Work Operating Policy
 - Health Reassignment Guideline
 - Emergency Evacuation Planning Directive
 - Duty to Accommodate

COMMUNICATION

- MOE will continue to partner with HROntario to ensure that recruitment barriers are eliminated and corporate policies are adhered to.
- The MOE will update accessibility intranet site and accessibility training materials to include the Employment Policy regarding recruitment processes.
- MOE will create a recruitment checklist to remind staff to make active offers of accommodation to all applicants upon first contact by phone, e-mail and/or arrival on site for an interview.
- MOE will continue to provide accommodation to all applicants, as requested, during the entire recruitment process.
- Notification will continue to be provided to applicants that accommodations are available upon request during assessment/interview phase. Needs of persons with disabilities applying for a position will continue to be addressed in the selection process for

employment.

- The MOE will continue to arrange for provision of suitable accommodation in a manner that takes into account the applicant's needs.
- The MOE will continue to notify successful applicants of policies for accommodating employees with disabilities.
- The MOE will review findings of the 2010 OPS Disability Network survey to identify areas for improvement related to accessible employment.
- The MOE will continue to promote the Diversity Mentoring Program.
- The MOE will analyse Employee Engagement Survey data related to accessibility and make recommendations to address any gaps identified.

EMERGENCY PLANNING

- Emergency and safety information will continue to be made available to all staff to inform on the importance of self-identifying in regards to ensuring assistance is available during an emergency. Managers will continue to be provided with training on emergency planning and encouraged to inform staff as to where they can find information and how they can assist.
- The MOE will review the Employee Performance Template and adapt it to include:
 - Accessibility needs/discussion with employees.
 - Individual Emergency Response Planning documented discussion with employees with disabilities.
 - staff learning and development plan for consistency and thoroughness on accessibility issues and IASR compliance.
- MOE leads will review and implement examples from the Best Practices Guide to Emergency Response Planning with appropriate personnel.
- Individualized workplace emergency response information to employees who have a disability will continue to be reviewed regularly.

EMPLOYEE ACCOMMODATION

- The MOE will continue to work with HROntario Regional Coordinators to process ongoing accommodation costs through the Employment Accommodation Fund.
- Orientation modules for all employees will include a section on Employment Accommodation and Return to Work Operating Policy as well as information available about accessibility resources and Employee Networks at the OPS Diversity Office intranet site.
- Employees with individual accommodation plans undertaking new job responsibilities will continue to be provided with appropriate training to perform essential job duties.
- The MOE will review the Health Reassignment Guideline process with employees with disabilities in and outside of the ministry to identify potential barriers and advise HROntario.
- The MOE will review with HROntario representative templates of Performance Plan, Learning and Development sections, Individual Employment Accommodation Plans including Emergency Evacuation plans for employees with disabilities to assure that managers are properly trained and resourced to document all of the IASR obligations. OPS HR Policies and Directives, guidelines/processes and Emergency Evacuation Resources for Employees with Disabilities.
- As a resource to managers and staff, MOE will provide links to the "Employment Accommodation & Return to Work Operating Policy" prepared by HROntario and other internal policies on the Facilities Management Unit's website for consideration of physical worksite accommodation.

Built Environment

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

Actions Planned (Timeframe: 2012-13)

- The MOE will conduct information sessions for Facilities Management Unit on the upcoming Built Environment Standard currently under development.
- The MOE will continue to ensure that the MOE's Facilities Management Unit works with Infrastructure Ontario and its designers to ensure that the "2006 Barrier Free Design Guidelines" or any updated version are used to assess space where existing spaces are renovated and/or new spaces are obtained.
- The MOE will update the Facilities Management Unit's intranet site to include links to the "2006 Barrier Free Design Guidelines" as promoted by Infrastructure Ontario.

- The MOE will conduct an audit of our locations using the OPS' "Accessible Building Questionnaire" in preparation for the delivery of the Built Environment Standard currently under development.
- The MOE will meet with the MOE's Joint Health and Safety Committees during their inspections to emphasize accessibility considerations and training to include as part of the worksite inspection reports.
- The MOE will develop a client feedback survey using the OPS Inclusion Lens to assess accessibility components of Facilities Management projects for use as a tool and resource for project managers.
- The MOE will update its internal process for managers and offer our recommendation to managers regarding Employment Accommodation to include a feedback component using the OPS Inclusion Lens to evaluate the employee's satisfaction.
- The MOE will continue to use the "OPS Quiet Room Guide" prepared by the OPS Diversity Office as new Quiet Rooms are developed and will post a link to the MOE's Quiet Room locations on the Facilities Management Unit's intranet site for management and staff.

Procurement

The MOE 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 considerations in our evaluation criteria.

Actions Planned (Timeframe: 2012-13)

- The MOE will conduct targeted procurement training for Business Service Managers, staff with purchasing authority and Legal Services staff on the use of the OPS Inclusion Lens and OPS legislative requirements related to accessibility including the obligation to integrate accessibility criteria into inclusive procurement.
- The MOE will develop an exemption template as part of the procurement process to identify where inclusion of accessibility features are not deemed to be practicable and including where appropriate how persons with disabilities will be accommodated to ensure an equitable/equal experience.
- The MOE will update its procurement intranet site to feature the OPS and Senior Management Committee's commitment to accessibility along with links to resources such as: Supply Chain Management's (SCM) accessible procurement resources and the OPS Inclusion Lens.
- The MOE will update its current procurement procedure to mandate the use of the checklist developed by SCM "Meeting Accessibility Considerations in Procurement" as part of the MOE's approvals process to be kept on file with other supporting documents.
- The MOE will include identification of a procurement related to employment accommodation and/or individualized emergency response plan to checklist in order to identify these procurements as high priority and avoid unnecessary delays.
- MOE will conduct a MOE kiosk audit and establish an action plan/timeline for design, update/replacement of inaccessible kiosks.
- MOE will continue to require vendors/suppliers to identify how they will address accessibility where supplying or using kiosks or point of sale devices. If it is not practicable to do so, MOE will require them demonstrate how they will provide information to customers in an equivalent/equal way to provide the same service/information.
- The MOE will incorporate accessible procurement practices into MOE procurement training sessions.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the MOE 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 MOE is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

The OPS Inclusion Lens was considered in the drafting of regulations.

The Legal Services Branch consulted with the OPS Diversity Office about drafting acts and regulations for accessibility.

The MOE's Diversity Coordinator addressed the Legal Services Branch at the Branch Education Day in September for building awareness on the use of the OPS Inclusion Lens.

Acts, Regulations and Policies to Be Reviewed in 2012-13

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
- 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.

As the review of high impact statutes progresses the MOE will continue to review our acts and regulations and report on that 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 MOE's Legal Services branch staff included the OPS Inclusion Lens e-course in their annual learning plans. Staff were made aware that the OPS Inclusion Lens is encouraged for use in drafting acts and regulations to ensure accessibility.

In the future:

- The MOE will continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- In 2012 and beyond, Senior Management 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.
- The MOE Accessibility Coordinator will take the OPS Inclusion Lens train-the-trainer sessions so that they are equipped with the knowledge and tools to successfully present the *Intro to the Inclusion Lens* and *Using the Inclusion Lens* within the MOE.

Glossary of Terms / Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

MYAP – Multi-Year Accessibility Plan

MOE - Ministry of the Environment

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

WCAG – Web Content Accessibility Guidelines

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.

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