



MINISTRY OF THE ENVIRONMENT

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Ministry of the Environment Accessibility Plan 2013-2014

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Full Report

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Introduction

For over ten years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their Annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010, the Ministry of the Environment (MOE) complied with the requirements of the first standard on [customer service](#).

In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation, 2010 \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following 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 Plan will build on these laws and the MYAP. It outlines how the MOE will contribute to a barrier-free Ontario by 2025.
To access this and other ministries 2013–14 Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012-13

The following is a list of the commitments made in [last year's MOE Plan](#) and the measures taken.

2012–13 Commitments for Customer Service

TRAINING

Commitment# 1

Continue to track and maintain records of mandatory 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
- IASR in the OPS
- Working Together - Ontario Human Rights Code and the AODA

Continue to track and encourage staff to take recommended training including:

- Using the OPS Inclusion Lens
- Differences Matter: Diversity Foundations
- Inclusive Leadership: Leading Diversity
- Let's Start with Words
- 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: It's 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
- Plain Language Online

Obtain feedback to determine the efficacy of training and to consider training frequency. Advise employees on Centre for Leadership and Learning (CFL) courses developed to meet requirements under the IASR.

Report on compliance of mandatory training requirements in accordance with the Accessibility Standards for Customer Service Regulation, 2008 (ASCSR) to the Accessibility Directorate of Ontario (ADO).

Measures Taken

The ministry has maintained attendance records of all mandatory training as regulated under the AODA, the Accessibility Standards for Customer Service Regulation, 2008 (ASCSR) and the IASR. As of October 4, 2013 approximately 91% MOE employees have completed mandatory training.

In addition the ministry tracks its recommended training in order to improve on outreach and engagement activities in those topics with lower participation rates.

Employees are encouraged to include accessibility-related training into their annual Performance Management and Learning Plans. New employees are informed of training requirements as part of their onboarding process through the MOE Employee Orientation Guide.

Branches throughout the ministry include informal training through branch/section meetings which encourage open dialogue on accessibility-related topics. In addition, communication is further encouraged by the implementation of in-branch diversity teams, SharePoint websites, lunch-and-learns with topic matter experts and canvassing employees to encourage participation in training courses.

A ministry-wide survey has been developed to identify key areas where further accessibility-related knowledge is required. The survey will set a baseline for accessibility at the MOE. The survey will be circulated by the time of publication of this Plan.

The MOE Certificate of Assurance process includes a cross-ministry review of compliance to regulatory requirements under the AODA, ASCSR and the IASR by Directors, Assistant Deputy Ministers and the Deputy Minister. The ministry attested to its compliance to the Accessibility Directorate of Ontario in June.

Commitment# 2

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.

Measures Taken

The ministry promoted the use of the 'Drafting Legislation' Lens to our Legal Services Branch and to our Integrated Environmental Policy Division to ensure that accessibility considerations are taken into account throughout the process of review, update and development of new policies and legislation. Training materials provided by the OPS Diversity Office on the Legislative Review have been provided to our Legal Services Branch and to our Integrated Environmental Policy Division .

Diversity & Inclusion outreach and awareness training sessions include the topic of the OPS Inclusion Lens and have been held with our Integrated Environmental Policy and Environmental Programs Divisions.

Commitment# 3

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.

Measures Taken

Training sessions on Information and Communications are currently being developed by the OPS Diversity Office in alignment with the Learning Ministries and Ministry of Government Services. Training will be rolled out as soon as it has been made available.

FEEDBACK

Commitment# 1

Highlight the OPS Accessible Customer Service Policy in education and outreach activities including the MOE Employee Orientation Guide, meetings/presentations, etc.

Measures Taken

MOE's Employee Orientation Guide has been updated and posted on the ministry intranet site. The guide includes the OPS Accessible Customer Service Policy. The guide is used during orientation for new staff, students and interns.

Commitment# 2

Evaluate the efficiency of the updated feedback tracking process and response database.

Encourage a feedback process after alternate formats and communication supports requests have been made to ensure that client needs have satisfied their request.

Measures Taken

MOE's Communications Branch developed a real-time tracking database for feedback received through our internet and intranet 'Contact Us' pages. Public Information Centre staff document incoming feedback, coordinate responses with the appropriate program areas and track responses to meet timeline requirements outlined in the OPS Common Service Standards. Our feedback process outlines our open offer of accommodation for alternate formats and communications supports as outlined in the ASCSR.

COMMUNICATION

Commitment# 1

Partner with the OPS Diversity Office to coordinate communications and strategies related to ongoing compliance requirements

Measures Taken

MOE's accessibility coordinator is a member of the OPS Diversity Office's Accessibility Forum and their OPS Accessible Formats and Communications Supports Working Group responsible for developing a framework for ministries to meet upcoming IASR Section 12 compliance requirements to come into effect on January 1, 2014.

Commitment# 2

Post accessibility related meetings/events (e.g. JOIN Accessibility Expo) and days of significance on the MOE's intranet calendar.

Review MOE's intranet calendar to establish connections with meeting coordinators to ensure they are aware of how to hold accessible meetings and events.

Measures Taken

The ministry's intranet calendar has been updated to include Mental Health Awareness Week, Mental Health Day, JOIN Conference and the International Day for Persons with Disabilities. The intranet continues to identify and promote the MOE Days of Significance Program and further promotes this program through ministry-wide email.

The intranet calendar was updated to include links to guides for holding accessible meetings in order to encourage meeting organizers to utilize these resources.

Commitment# 3

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.

Measures Taken

MOE developed a standardized meeting feedback template incorporating accessibility attributes such as an active offer of accommodation available on the ministry intranet calendar and in all boardrooms to encourage feedback from attendees. In addition accessible meeting information is included in our education and outreach activities.

Commitment# 4

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

Measures Taken

Accessibility at Source (A@S) posters have been displayed in MOE boardrooms across the province.

Commitment# 5

Promote the OPS Diversity Office's A@S campaign on topics including creating accessible documents and communications, customer service and procurement through the use of ministry-wide emails, news stories on the intranet site and posting of resource materials/guides on the intranet site, etc.

Update MOE's accessibility intranet site to include information on creating alternate formats and providing communication supports.

Measures Taken

The MOE promoted the A@S campaigns through hub emails, articles posted on the ministry's intranet site and accessibility intranet site.

The ministry's recent intranet upgrade included a refresh of the accessibility intranet site to include more comprehensive information, tools, guides, etc. pertaining to each of the accessibility standards under the AODA and the regulatory requirements under its regulations.

Commitment# 6

Gather existing MOE templates to evaluate for accessibility features (e.g. tagging, TTY numbers, font and size selection) for the purpose of converting templates into alternate formats.

Measures Taken

The ministry's Communication Branch conducted an assessment of all ministry forms available to the public in order to convert them into accessible formats. The ministry is working with Forms Management to convert all forms into accessible versions for posting on the Forms Repository.

The Environmental Bill of Rights Office is in the process of updating all of its internal templates into accessible formats and is working towards updating forms on the Environmental Registry.

Commitment# 7

Encourage all staff to make their email and business cards accessible by including the MOE's TTY numbers, making an active offer of accommodation in their electronic signature line, providing Braille business cards.

Measures Taken

The ministry has launched an accessibility tips campaign, which is a series of short intranet articles posted weekly to provide accessibility suggestions for staff to incorporate into their daily work on topics such as tips for TTY's, active offers of accommodation, use of Braille business cards, etc.

Commitment# 8

Supply Braille business cards at public service counters.

Measures Taken

The ministry conducted a review of its service counters to ensure that they continue to be equipped with Braille business cards.

Commitment# 9

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.

Measures Taken

The MOE has connected with employees across the ministry to encourage participation in the Accessibility Working Group and asked that any individuals self-identifying as having a disability to consider participation in order to obtain meaningful input in developing future ministry activities regarding accessibility.

Commitment# 10

Continue to engage ADMs, Directors and Managers in:

- the Certificate of Assurance Process for AODA compliance;
- the promotion of staff involvement in the MOE's Accessibility Working Group;
- the review and approval of annual accessibility plans; and
- promotion of mandatory and recommended training.

Measures Taken

ADMs, Directors and Managers participate in the Certificate of Assurance process each year to assure compliance with regulatory requirements under the AODA to report to the ADO.

MOE's Accessibility Coordinator presented briefings to Senior Management throughout the year to encourage their engagement with staff on creating an inclusive environment.

2012–13 Commitments for Information and Communications

TRAINING

Commitment# 1

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.

Measures Taken

Communications Branch employees are aware of and make use of the tools and guidelines available to develop accessible websites including the GO ITS 2.3 (the OPS web development guide), I&IT Accessibility Centre of Excellence guides on creating accessible WORD, PDF and PowerPoint documents, use of plain language e-learning training and the OPS Inclusion Lens.

Commitment# 2

MOE will continue to promote the OPS Diversity Office's A@S campaign regarding creating accessible documents and providing communications supports, and provide training sessions to staff on these topics.

Measures Taken

MOE promoted the A@S campaigns through hub emails, articles posted on the ministry's intranet site home page and links to related tools on the OPS Diversity Office's A@S intranet site.

Several areas in the ministry further promoted the messages from the campaigns through branch meetings and branch email.

Commitment# 3

Conduct training sessions to all staff on how to prepare 'conversion-ready' source documents including tools, resources such as the OPS Inclusion Lens.

Encourage ministry-wide formatting conventions including standardized font type, size and color; 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.

Measures Taken

Information including guides, tip sheets and online resources were conveyed to staff through the A@S campaign.

The OPS Diversity Office is in the process of developing formal training on the development of accessible documents. This training will be rolled out across the ministry once it's complete in order to prepare all staff for the January 1, 2016 regulatory requirement to have all internet and internet content accessible.

Commitment# 4

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).

Measures Taken

Managers have been advised to support staff who request registration in American Sign Language (ASL) or Langue des Signes Québécoise (LSQ) courses through their annual learning plans.

COMMUNICATION

Commitment# 1

MOE's Communications Branch New Media Unit Manager to continue participating in the Web Coordinators Committee (WCC) and keep the ministry apprised of new standards/requirements in the area of online design.

Measures Taken

Communications Branch New Media Unit Manager continues to be an active participant in the WCC and communicates new and ongoing developments to the ministry such as the OneSite project on Ontario.ca.

Commitment# 2

MOE's Communications Branch will continue to adhere to the online design program GO ITS 2.3 which is harmonious with WCAG 2.0 AA standards as required under the IASR.
MOE's Communications Branch accessibility templates will continue to be used by all ministry web content coordinators.
MOE to update the OPS Website Database and list of upcoming new or majorly refreshed websites that will be required to meet IASR obligations.

The MOE will continue to use HiSoftware Compliance Sheriff Tool provided through the I&IT Accessibility Centre of Excellence (ACOE) intranet site.

Measures Taken

MOE's Communications Branch continues to abide by the OPS online design program, GO ITS 2.3, which covers the accessibility requirements under the IASR such as WCAG 2.0 AA compliance, HTML formatting on internets/intranets, etc.

The MOE internet site was reviewed against the OPS Website Database and updates were made to reflect omissions and additions.

The Environmental Bill of Rights Office continues to work with the I&IT Land and Resource Cluster to improve accessibility features on the Environmental Registry.

MOE's Information Management and Access Branch is developing an initiative to incorporate I&IT accessibility requirements into the ministry's business architecture. The Business Architecture ensures that current and future I&IT systems within the ministry are built with accessibility requirements and considerations in mind.

MOE continues to use HiSoftware Compliance Sheriff to review internet and intranet content for accessibility performance.

Commitment# 3

Communications Branch New Media Unit to participate in the MOE's Accessibility Working Group.

Measures Taken

Several representatives from our Communications Branch are active members of the MOE Accessibility Working Group.

Commitment# 4

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.

Measures Taken

MOE's TTY lines are displayed on our internet and intranet 'Contact Us' pages.

MOE's accessibility tips campaign recommends that e-mail signature lines and business cards include TTY numbers.

Commitment# 5

The MOE's internet and intranet feedback feature will be updated to include an active offer of accommodation to people with disabilities and provide or arrange for the provision of accessible formats and communications supports.

Measures Taken

The ministry's internet and intranet feedback feature includes an active offer of accommodation for alternate format and communications supports to people with disabilities. The ministry is prepared to take action in a timely manner as requests come through.

Commitment# 6

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; and
- developing a schedule to address accessibility of current publications.

Measures Taken

The MOE Communications Branch has conducted an audit of its publications in order to assess the accessibility of these documents and to develop a strategy to convert these publications to accessible formats. The ministry is working with Publications Ontario to conduct this task.

Commitment# 7

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.

Measures Taken

This audit will be incorporated into the Common Service Standards quarterly reporting which is next scheduled to take place in the fourth quarter from January to March 2014 .

Commitment# 8

Develop a list of communication supports that can be offered to people with disabilities.

Measures Taken

The Accessibility Lead is participating on the OPS Accessible Formats and Communications Supports Working Group. The group is developing standards for the upcoming January 1, 2014 compliance requirement under the IASR which includes a list of supports available from the OPS.

2012–13 Commitments for Employment

TRAINING

Commitment# 1

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; and
- Employment Policy and Recruitment Processes.

Existing mandatory training for management will be expanded and now include:

- Inclusive Leadership: Leading Diversity;
- Differences Matter: Diversity Foundations; and
- Emergency Evacuation Planning Directive and Guideline.

Mandatory training for all management and staff will be expanded to include the following two e-training courses:

- Integrated Accessibility Standards Regulation in the OPS;
- Working Together: Ontario Human Rights Code and the AODA; and
- 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.

Managers/supervisors will continue to receive training in fulfilling the government's obligations under the ODA.

Senior Management will continue to use the OPS Inclusion Lens for executive recruitment developed by the OPS Diversity Office.

Training will continue to be provided with respect to the requirements for redeployment.

Measures Taken

MOE continues to track and maintain records of mandatory accessibility-related training for managers. Training requirements continue to be updated as new courses are made available. Managers have been provided with information pertaining to accessibility and diversity training and have participated in Diversity and Inclusion Outreach and Awareness training sessions.

The use of the OPS Inclusion Lens for Executive Recruitment is mandatory for all management.

Commitment# 2

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; and

Duty to Accommodate.

Measures Taken

MOE continues to partner with HROntario to ensure that recruitment barriers are eliminated and corporate policies are adhered to. Reminders and updates brought forward by HROntario are shared with management and staff on a regular basis and as information is made available. MOE's accessibility intranet site has a page dedicated to the employment standard under the IASR and is regularly updated to include current information, guides and templates.

Email reminders have been sent to management and staff regarding the active offer of accommodation throughout all stages of recruitment.

COMMUNICATION

Commitment# 1

MOE to partner with HROntario to ensure that recruitment barriers are eliminated and corporate policies are adhered to.

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.

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 employment selection process.

The MOE will continue to arrange for provision of suitable accommodation in a manner that takes into account the applicant's needs.

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

MOE will update the accessibility intranet site and accessibility training materials to include the

Employment Policy regarding recruitment processes.

Measures Taken

MOE has communicated materials prepared by HROntario on the elimination of recruitment barriers and corporate policies around employment. Our accessibility intranet site has been updated and includes a page for each of the AODA standards including employment where staff can find information on all aspects of the employment standard including recruitment processes, employee accommodations, etc. All administrative staff have been provided with a recruitment checklist with regards to accessibility accommodations for all applicants for use at the start of the recruitment process. MOE is committed to inclusive recruitment. Employee accommodations are extended to all applicants throughout all phases of recruitment and accommodations are arranged in a manner that takes the needs of the applicant into effect.

In several areas of the MOE where certification exams exist, guidelines to assist managing accommodations for individuals writing the exams have been developed.

Commitment# 2

The MOE will review findings of the 2010 OPS Disability Network survey to identify areas for improvement related to accessible employment.

Measures Taken

The ministry's Disability Advisory Council representative made recommendations regarding employment accommodations requests and worked with the ministry's Strategic Human Resources Branch to develop a streamlined one-point contact at the ministry to assist management with employment accommodations. A one-point contact has been established and communicated ministry-wide to managers.

Commitment# 3

The MOE will continue to promote the Diversity Mentoring Program.

Measures Taken

MOE promoted the Diversity Mentoring Program in August/September and have expanded the program to give managers/supervisors the opportunity to become mentors and to include women in engineering to enter the program. Staff were notified through hubmail and articles posted on the ministry's intranet home page encouraging participation.

Commitment# 4

MOE will analyze Employee Engagement Survey data related to accessibility and make recommendations to address any gaps identified.

Measures Taken

MOE has incorporated elements of accessibility from analysis of the Employee Engagement Survey and have incorporated areas for improvement into Senior Management Performance Plan Commitments and into our four year Inclusion Plan set for release in November 2013.

EMERGENCY PLANNING

Commitment# 1

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.

Measures Taken

Emergency and safety information is available on the ministry's Emergency Planning intranet site and staff have been reminded of their obligations and encouraged to visit the site.

Building Fire Wardens and Emergency Coordinators continue to keep staff updated on any updates to evacuation processes/procedures.

Commitment# 2

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; and
- Staff learning and development plan for consistency and thoroughness on accessibility issues and IASR compliance.

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.

The MOE will include identification of procurement related to employment accommodation and/or individualized emergency response plan to a checklist in order to identify these procurements as high priority and avoid unnecessary delays.

Measures Taken

MOE Managers have been informed that the Employee Performance Template can be amended to include:

- accessibility commitments;
- employee accommodations requirements; and
- individual emergency response plans for employees with disabilities.

Facilities Management has updated their request forms to include an employee accommodation indicator.

Commitment# 3

MOE leads will review and implement examples from the Best Practices Guide to Emergency Response Planning with appropriate personnel.

Measures Taken

The Best Practices Guide to Emergency Response Planning has been shared with and reviewed by building Health and Safety Committees and Fire Wardens.

Commitment# 4

Individualized workplace emergency response information to employees who have a disability will continue to be reviewed regularly.

Measures Taken

Managers and Supervisors implement individualized workplace emergency response information for employees who have a disability and regularly review these plans during bi-annual performance reviews.

EMPLOYEE ACCOMMODATION

Commitment# 1

The MOE will continue to work with HROntario Regional Coordinators to process ongoing accommodation costs through the Employment Accommodation Fund.

Measures Taken

MOE's managers continue to work with employees and HROntario Regional Coordinators to develop employee accommodations plans. A dedicated MOE employee accommodation representative has been made available to managers to assist in the development of the plans.

The Employment Accommodation Fund continues to be used for funding employee accommodation costs.

Commitment# 2

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.

Measures Taken

The MOE Employee Orientation Guide is posted on the ministry's intranet site and includes a section on Employment Accommodation and the Return to Work Operating Policy. This information is also posted on the MOE accessibility intranet site.

Commitment# 3

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 to identify potential barriers and advise HROntario.

Measures Taken

Managers and Supervisors are committed to reviewing staff performance plans which include a review of previous

plans and discussion with employee of any accommodation requirements regarding job responsibilities.

The Health Reassignment Guidelines includes information regarding the Employee Accommodation and Return to Work process which has been communicated across the ministry and posted on the MOE accessibility intranet site.

Commitment# 4

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.

Measures Taken

MOE's accessibility intranet includes information on the Employment Accommodation and Return to Work Operating Policy, this information is also included on MOE's Facilities Management intranet site.

2012-13 Commitments for Built Environment

Commitment# 1

The MOE will conduct information sessions for Facilities Management Unit on the Design of Public Spaces Standard and potential updates to the barrier-free design requirements under the Ontario Building Code.

Measures Taken

A meeting on the new Built Environment Standard was held with Facilities Management Unit to discuss the OPS approach to addressing those matters being reflected under the Design of Public Spaces and those which will be managed through updates to the Ontario Building Code.

Commitment# 2

The MOE will continue to ensure that the MOE's Facilities Management Unit works with Infrastructure Ontario and its designers to ensure that the "2012 Infrastructure Ontario (IO) Guidelines for Barrier Free Design of Ontario Government Facilities" or any updated version are used to assess space where existing spaces are renovated and/or new spaces are obtained.

Measures Taken

MOE's Facilities Management Unit continues to work with Infrastructure Ontario in managing projects for the ministry and adhering to the 2012 Infrastructure Ontario (IO) Guidelines for Barrier Free Design of Ontario Government Facilities.

Commitment# 3

The MOE will update the Facilities Management Unit's intranet site to include links to the "2012 Guidelines for Barrier Free Design of Ontario Government Facilities" as promoted by Infrastructure Ontario.

Measures Taken

The Facilities Management Unit's intranet website has been updated to include a link to the 2012 Guidelines for Barrier Free Design of Ontario Government Facilities.

Commitment# 4

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 Joint Health and Safety Committees regarding their inspections in order to emphasize accessibility considerations and training to be included as part of the worksite inspection reports.

Measures Taken

The OPS Accessible Building Questionnaire has been provided to all MOE Joint Health and Safety Committees for completion. The responses to the questionnaire will be considered by Facilities Management for incorporation into upcoming projects at our various locations.

Commitment# 5

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.

Measures Taken

A survey has been developed to be included as part of the close-out phase of facility management projects to ensure that accessibility considerations were considered and addressed.

Employment Accommodations are included in employee performance management plans which are reviewed bi-annually and/or as needed to allow for review and comments. This process provides employees with the opportunity to discuss the provision of any employee accommodations and to ensure that the accommodations provided satisfy the needs requested by the employee.

Commitment# 6

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.

Measures Taken

The 'OPS Quiet Room Guide' is available on the Facilities Management intranet site. Emails regarding the availability and use of Quiet Rooms have been relayed to all staff.

2012-13 Commitments for Procurement

Commitment# 1

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 procurement.

The MOE will incorporate accessible procurement practices into MOE procurement training sessions.

Measures Taken

Cross-ministry training and web-ex sessions on procurement have been held and included information on the use of the OPS Inclusion Lens for procurement, tools and templates and requirements under the IASR on procurement.

Commitment# 2

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 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 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.

Measures Taken

Management Board of Cabinet

Procurement Directive and Supply Chain Management (SCM) tools and templates include instructions for identification of accessibility features and for exemptions. This information is posted on the MOE intranet procurement site.

Commitment# 3

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 to demonstrate how they will provide information to customers in an equivalent/equal way to provide the same service/information.

Measures Taken

MOE's Communication Branch audited the ministry's kiosks and was provided with information on designing accessible kiosks for use in future kiosk development and for inclusion into future procurements for kiosks.

Section Two: Report on Measures Planned for 2013-14

Last year, the OPS published a **Multi-Year Accessibility Plan** that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of the Environment is only reporting on measures it will take or initiate during the 2013-4 reporting period.

MYAP Outcomes (Customer Service)

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

MYAP Deliverables and Timelines 2013 (Customer Service)

- New staff trained on accessibility.
- Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training.
- Increased awareness in OPS of accessibility best practices in customer service and the workplace.

Ministry Proposed Measures for 2013 -14 (Customer Service)

- Identify what accessible devices are available on site to people with disabilities and ensure staff are aware of how to use them.
- Ensure notice disruption policies are in place when services are unavailable.
- Analyze feedback received or lack of it.
- Review ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens.

MYAP Deliverables and Timelines 2014-16 (Customer Service)

- Staff and customer feedback sought on accessibility innovations and improvements.
- Inclusion Lens applied to all policies and practices.
- Accessibility is part of all OPS business.

Ministry Proposed Measures for 2013 -14 (Customer Service)

- Survey staff and customers to identify barriers and recommendations on accessible services.
- Review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted.
- Ensure that MOE Diversity & Inclusion and Accessibility Leads take the OPS Inclusion Lens train-the-trainer sessions.

MYAP Outcomes (Employment Accommodation)

People with disabilities who are OPS employees participate fully and meaningfully in services and employment.

MYAP Deliverables and Timelines 2013 (Employment Accommodation)

- Conduct management review on accommodation for employees with disabilities.
- Increase awareness in OPS of accessibility best practices in customer service and the workplace.
- Senior managers have accessibility performance commitments.

Ministry Proposed Measures for 2013 -14 (Employment Accommodation)

- Ensure the availability of accessible formats and communication supports for employees.
- Increase awareness of employment accommodation directives, policies and plans with managers.
- Support mentor/sponsor programs.
- Complete accessibility audits of the Ministry's worksites.
- Share senior managers' accessibility performance commitments with staff.

MYAP Deliverables and Timelines 2014-16 (Employment Accommodation)

- Best practices on employment accommodation and return to work implemented.
- Better accommodation for employees with disabilities resulting from management review.
- Managers and staff have accessibility performance commitments.

Ministry Proposed Measures for 2013 -14 (Employment Accommodation)

- Conduct and analyze Employee Survey results to assess potential barriers to employees with disabilities.
- Develop protocols and procedures to implement recommendations resulting from 2013 management review.
- Revise performance plan templates to include accessibility commitments for staff and managers.
- Develop communications to all levels of management and staff advising of their respective accessibility commitments and encourage them to add them to their performance plans.
- Encourage all Managers to have discussions with their staff about accessibility commitments.

MYAP Outcomes (Information and Communications)

Information and Communications are available in accessible formats to all OPS staff and customers.

MYAP Deliverables and Timelines 2013 (Information and Communications)

- Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training.
- Accessibility Expo.

Ministry Proposed Measures for 2013 -14 (Information and Communications)

- Continue to meet Web Content Accessibility Guidelines (WCAG) standards.
- Train webmasters on accessible websites and staff on web-ready documents.
- Communicate the availability of accessible formats and communication supports to the public by January 1, 2014.
- Commit to have ministry representation at the JOIN conference.

MYAP Deliverables and Timelines 2014-16 (Information and Communications)

- Communications, websites, technology solutions and documents employ accessibility best practices.
- Accessibility Expo continues annually.

Ministry Proposed Measures for 2013 -14 (Information and Communications)

- Provide staff training on processes and protocols on how to address requests for alternate formats and communications supports.
- Update accessible format standards and templates based on best practices.

MYAP Outcomes (Built Environment)

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

MYAP Deliverables and Timelines 2013 (Built Environment)

- Continue to develop strategies for addressing infrastructure barriers.

Ministry Proposed Measures for 2013 -14 (Built Environment - Government Facilities)

- Increase awareness of the 2012 Guidelines for Barrier Free Design of Ontario Government Facilities.
- Explore the purchase of enterprise-supported TTY software.

- Hold semi-annual fire warden training sessions to discuss emergency and evacuation planning for employees with disabilities/special needs.
- Post on the ministry intranet site the emergency evacuation form for employees who require assistance during an emergency.

MYAP Deliverables and Timelines 2014-16 (Built Environment)

- OPS ready to implement requirements of AODA Design of Public Spaces standards and updates to the barrier-free design requirements of the Ontario Building Code.

Ministry Proposed Measures for 2013 -14 (Built Environment - Public Spaces)

- Prepare for OPS requirements under the January 1, 2015 IASR standard 'Design of Public Spaces'.
- Complete audits of government buildings and services.
- Increase managers awareness of accessible built environment obligations set out in the IASR, Ontario Building Code and 2012 Guidelines for Barrier Free Design of Ontario Government Facilities.

MYAP Outcomes (Leadership)

The OPS endeavours to demonstrate leadership for accessibility in Ontario.

MYAP Deliverables and Timelines 2013 (Leadership)

- Ongoing consultations with persons with disabilities.
- Ministries continue to publish annual accessibility plans.

Ministry Proposed Measures for 2013 -14 (Leadership)

- Establish an internal advisory team that includes employees with disabilities.
- Establish regular meetings of internal advisory team and senior management team to provide ongoing input and advice.
- Continue to develop and publish annual accessibility plans.

MYAP Deliverables and Timelines 2014-16 (Leadership)

- Accessibility continues as strong organizational commitment.

Ministry Proposed Measures for 2013 -14 (Leadership)

- Develop strategies that will assist the Ministry meet IASR and other accessibility obligations in areas such as web accessibility, procurement and the accessible built environment.

Section Three: Report on Legislative Review

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers.
2. Review 52 targeted high-impact statutes that meet the following criteria:
 1. Statutes that affect persons with disabilities directly;
 2. Statutes that provide for the delivery of widely applicable services or programs;
 3. Statutes that provide benefits or protections; and
 4. Statutes that affect a democratic or civic right or duty.
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

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.

In support of our commitment to improve access for people with disabilities, the MOE will continue to review government legislation and policies, to identify, remove and prevent barriers to accessibility.

Acts, Regulations and Policies Reviewed in 2012-13

MOE has continued to review its acts and regulations for accessibility during the legislative review process and has completed a preliminary review of the Environmental Bill of Rights, 1993.

MOE Legal Services Branch employees have taken the OPS Inclusion Lens training available through the CFLL as committed to in their annual learning plans. Staff have been made aware that the OPS Inclusion Lens is encouraged for use in reviewing and drafting of acts and regulations to ensure accessibility and are now equipped with this tool in identifying, removing and preventing barriers to accessibility.

Acts, Regulations and Policies to Be Reviewed in 2013-14

The ministry is committed to ensuring that all ministry acts and regulations are reviewed and drafted to ensure that potential accessibility barriers are removed. In the coming year, Legal Services Branch employees will conduct a review of Ontario Regulation 227/07 Service of Documents made under the *Environmental Protection Act*. Legal Services Branch employees will continue to use the OPS Inclusion Lens as a tool in assessing accessibility issues in any new acts and regulations. In support of the government's commitment to improving accessibility for persons with disabilities, the MOE will continue to review legislation, regulation and policies, to identify and remove barriers to accessibility.

We will continue to report on the progress of the review in our annual accessibility plan.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

IASR – Integrated Accessibility Standards Regulation

MOE - Ministry of the Environment

MYAP – Multi-Year Accessibility Plan

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

How to Contact Us

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Visit the AccessOn web portal found on [Ministry of Economic Development, Trade and Employment 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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