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Ministry of the Environment and Climate Change 2016 Accessibility Report

How the Ministry of Environment and Climate Change identified and removed barriers in the Ontario Public Service in 2016.

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Executive summary

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

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

The general requirements are:

- procurement
- training

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

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

This report highlights measures taken in 2016 that helped identify and address barriers to accessibility as we progress towards an accessible Ontario in 2025.

The ministry remains committed to inclusion and accessibility through the establishment of accessibility initiatives and applying the OPS principles of dignity, independence, integration and equal opportunity into our day to day activities.

The ministry's accessibility achievements are a result of dedicated employees who embed accessibility into everything they do and support an inclusive environment through their awareness of diversity, accessibility and inclusion.

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

Customer service

MYAP key outcome

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

Measures taken by MOECC in 2016

MOECC is committed to providing quality, timely and accessible services to our staff and the public we serve. As our ministry continues its part in building an accessible province, we want to ensure that everyone receives accessible public services.

The MOECC's Ontario.ca *Accessibility for Ontarians with Disabilities Act* (AODA) project is committed to achieving compliance. This project oversees the conversion of non-accessible PDF documents into HTML accessible webpages. This project also ensures the remediation of non-accessible forms by managing the development of accessible formats.

In 2016, the MOECC remediated a number of forms and documents and is making progress towards completing all remaining content by the end of 2017. The MOECC's Accessibility Office has worked closely with program areas to develop a plan, which ensures all MOECC content will be made digitally accessible. Ensuring MOECC webpages on Ontario.ca are accessible is not only a core government principle, but

makes accessing information and services easier for everyone.

Another example is the option to view accessible alternative formats of all ministry webpages, upon request. The dedicated staff at the ministry's Public Information Centre (PIC) are ready to respond to alternative format requests within the delivery timeframes established by the Ontario Public Service Common Service Standards.

The Ontario Public Service Common Service Standards describe the level of service that OPS employees and members of the public can expect when interacting with the OPS by telephone, in person, over e-mail, through websites, and by mail and fax.

The [Ontario Public Service Accessible Customer Service policy](#) outlines the Ontario Government's responsibilities and legal obligations for providing accessible customer service to persons with disabilities. In alignment with this policy, the MOECC has implemented several technologies and programs to enhance accessibility across our organization.

- The ministry currently uses TeleType technology, which is a software that enables multiple users to type messages back and forth to one another instead of talking and listening, replacing the current TeleType technology hardware devices.
 - The ministry has determined that the existing TeleType system is adequate based on low annual usage.
 - Staff in our Public Information Centre (PIC) and Spills Action Centre (SAC) are trained in TeleType use and are prepared to respond to incoming calls.
 - The PIC tests the TeleType technology multiple times throughout the year.
 - The ministry's SAC has 30 staff with TeleType technology available.
 - Ministry staff continue to participate in the TeleType eLearning training provided by the Centre for Leadership and Learning in the Treasury Board Secretariat.
- Two MOECC contact centres were modernized in 2016. These include the Hazardous Waste Information Network and the Spills Action Centre. These contact centres used the Enterprise Contact Centre Solution (ECCS) to enhance their accessibility features.
 - ECCS features include:
 - speech-recognition and Interactive Voice Response design, which allows callers to speak their desired menu selection
 - direct-to-queue Interactive Voice Response design/Multi-Media Routing that moves callers directly to queue for live agent support reducing caller confusion
 - dual tone multi frequency, which allows callers to repeat menu options. This supports clients who may experience language or speech challenges

In 2016, the MOECC continued to promote and track e-training on LearnON (Learn Ontario) the Ontario Public Service's online training portal:

- Courses include:
 - May I Help You? Welcoming Customers with Disabilities
 - May I Help You? Supplementary: Ten Things You Need to Know about Accessible Customer Service
 - Mission Possible: It's Your Call: Using a TeleTYpe technology and the Bell Relay System to communicate with someone who is Deaf, deafened, or hard of hearing
 - Mission Possible: Your Turn to Lead: Guiding a person who has a dog guide or white cane
 - Mission Possible: Interpreters, Intervenors, Attendants, Oh My! Interacting with someone when a support person is present
- The ministry promoted the use of the Ontario Municipal Social Services Associations Guide to Conducting Accessible Meetings and Guide to Accessible Public Engagement to staff.
 - Ministry staff take accessibility into consideration when planning meetings through the use of the guides and checklists, including accessibility considerations (e.g., venue selection, providing materials in advance, scheduling, seating arrangements, provision of alternate formats including videos and transcripts of the events, etc.) and offering to provide accommodation.
 - The Ontario Municipal Social Services Associations guides were promoted through an annual email reminder sent to all ministry staff by our Strategic Human Resources Branch in the Corporate Management Division of the MOECC.
- Promoted accessibility programs and initiatives, for example, the Days of Significance Program, which helps raise awareness of days of significance such as National Access Awareness Week.
 - Accessibility programs and initiatives are posted on the ministry's intranet site, through email, and at education and outreach sessions facilitated by the ministry's accessibility, diversity and inclusion leads.
 - Review and discussion of the Days of Significance programs was encouraged at management and branch meetings across the ministry.
 - Days of significance articles celebrating International Day of Persons with Disabilities were posted on the ministry's Intranet site and distributed to all ministry staff through email.

Information and communications

MYAP key outcome

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

staff and customers.

Measures taken by MOECC in 2016

- The MOECC committed to ensuring all public facing applications were made accessible.
 - The Access Environment website was improved following the software upgrade to the Integrated Divisional System content generating application.
 - The Environmental Registry System was made AODA compliant.
 - The Ontario Emissions Trading Registry application was revised to better meet accessibility standards.
 - The Brownfields Environmental Site Registry had a number of visual and technical changes to improve the applications accessibility.
 - The MOECC Geomatics Centre released six pollinator health maps to the Ontario Open Data Catalogue after a multi-month project to develop an AODA compliant mapping template.
- The ministry completed an assessment of all internal applications made in-house to determine the requirements to reach AODA compliance by 2020.
 - Through this assessment, the ministry has identified applications that will be archived and/or replaced with new and advanced technologies.
 - MOECC has developed project plans for the applications to meet the above stated compliance target.
- The ministry provided staff with training, tools and templates to facilitate the development of accessible documents and websites.
 - Ministry staff were trained by the I&IT Accessibility Centre of Excellence to develop accessible Adobe PDFs, and Microsoft Word, Excel and PowerPoint documents.
 - In 2016, the ministry developed an accessible website, with support and training materials for the Ontario Cap and Trade system that was launched in early 2017.
 - Employee training is monitored to ensure mandatory accessibility courses are completed. Training is offered in a variety of formats and topics including IASR requirements and disability-related obligations under the Ontario Human Rights Code.
 - MOECC staff took part in Cabinet Office's internal training courses on the topics of creating accessible Microsoft Word documents, presentations, emails, design materials and accessibility best practices.
 - Further training on LearnON, the Ontario Public Service's online training portal included:
 - Mission Impossible: A word about WORD – making Microsoft Word documents accessible

- Mission Impossible: Turning the Page – making PDF documents accessible
- Mission Impossible: Connecting the Dots – how to prepare documents for braille transcription
- Creating Accessible MS Word and Microsoft PowerPoint documents
- *Integrated Accessibility Standards Regulation* – Information and Communications
- The MOECC ensured digital services were designed with accessibility at their core, striving for all users to have equal access to information and functionality.
 - Web Content Accessibility Guidelines (WCAG)/Ontario.ca guidelines were used for all newly published documents on the ministry's website.
 - MOECC's website continues to be monitored and updated to obtain the highest accessibility standards.
 - Program areas work with the ministry's Communications Branch to ensure that all ministry documents posted to Ontario.ca are developed in an accessible format.
 - Ministry employees ensure all forms included in the government repository are accessible and meet the highest standards of quality and usability.
 - Staff have been trained to create accessible documents and websites using tools and templates promoted by the ministry's Accessibility Office.
 - Digital accessibility standards were embedded into new and existing business processes.

Employment

MYAP key outcome

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

Measures taken by MOECC in 2016

The MOECC is committed to embedding accessibility in our employment practices to attract and retain talented employees with disabilities.

The ministry continues to use the Ontario Public Service Executive Recruitment Inclusion Lens tool and the Barrier-Free Guides for recruitment that explain how to remove obstacles from the entire recruitment selection process.

- MOECC continues to encourage participation in accessibility training and e-learning related to barrier-free recruitment.
 - Courses include:
 - *Integrated Accessibility Standards Regulation* - Employment Standards

- Diversity - Inclusive Leadership: Leading Diversity
 - Diversity – using the OPS Inclusion Lens
 - Behind the OPS Inclusion Lens
 - Blindspot – Hidden Biases of Good People
 - Ontario Public Service Recruitment Process
 - Disability Accommodation
 - Supporting and Managing Attendance
- Staff across the ministry are encouraged to take training for professional and personal growth and awareness.
 - Provided staff with a list of available accessibility training and promoted incorporating the training into employee performance learning and development plans.
 - The ministry ensures all employees complete mandatory training as a part of their onboarding process with a number of online courses offered in accessible formats.
 - The Disability Accommodation Policy and mandatory e-learning courses: Disability Accommodation, and Supporting and Managing Attendance was communicated to managers and promoted at management and divisional team meetings.
- OPS and MOECC programs and initiatives continue to be promoted, such as the OPS Employee Accommodation and Return to Work Operating Policy and Accessibility at Source.
 - The MOECC fosters a supportive work environment that supports employment accommodation.
 - The OPS Wellness website provides information to staff on the OPS policies and best practices related to employment accommodation.
 - The employment standard in IASR sets out requirements that the OPS must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Design of public spaces

MYAP key outcome

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

Measures taken by MOECC in 2016

The ministry continues to reduce its environmental footprint and create barrier-free workplaces across its many locations making our spaces more accessible.

- Encouraged staff to participate in the Integrated Accessibility Standards, *Ontario Regulation 191/11* Built Environment e-learning training.
 - Managers and staff were reminded of the implemented Design of Public Spaces standard under the IASR and encouraged to take the available training.
 - This training was made mandatory for the ministry's facilities management team and completion of the training was tracked.
- The ministry will continue to promote the Guidelines for Barrier-Free Design of Ontario Government Facilities.
 - The guides were promoted through an annual email reminder sent to all staff.
- MOECC staff continue to work with building leads, landlords and Infrastructure Ontario to maintain and improve upon accessibility features.
 - Managers participated in building committee meetings to discuss and address accessibility requirements.
 - Program areas worked with the ministry's facilities management team and Infrastructure Ontario to maintain, improve upon and address barriers to accessibility across the ministry's facilities.
 - MOECC facilities conducted the following accessibility upgrades in 2016:
 - Installed 13 auto-openers on interior doors within ministry buildings
 - Upgraded the millwork to be barrier-free in one kitchen at the ministry's headquarters location

General outcomes

MYAP key outcome

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

Measures taken by MOECC in 2016

- The ministry promoted the use of the OPS Inclusion Lens. E-learning for MOECC staff continues to be encouraged and tracked.
 - Courses include:
 - *Integrated Accessibility Standards Regulation* in the Ontario Public Service
 - Diversity – Using the Ontario Public Service Inclusion Lens

Let's Start with Words

- Working Together: The Ontario Human Rights Code and *The Accessibility for Ontarians with Disabilities Act, 2005*
- MOECC employees are encouraged to participate in accessibility initiatives.
 - Participation in accessibility networks, conferences, workshops and volunteer opportunities were promoted and supported by the MOECC Accessibility Office.
 - Employees with disabilities are given the opportunity to become mentors or mentees in the Diversity Career Champions Program (DCCP) coordinated by the OPS Diversity Office.
 - The DCCP is endorsed by the MOECC's Diversity Lead and is made accessible for staff participation on the MOECC Intranet and through email to all ministry staff.
- Accessibility requirements are considered throughout the procurement process with the aid of checklists, best practices, processes, e-learning, guides and the OPS Inclusion Lens.
 - The OPS continues to implement a procurement program that considers the needs of people with disabilities at all stages of the procurement and purchasing process to ensure that goods and services at all government facilities are accessible.
 - Courses include:
 - Preparing Procurement Documents
 - Fundamentals of Procurement - Buying with Confidence
 - Conducting an Evaluation - Evaluating with Confidence

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

Introduction

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

As a result of this review, the government made changes to 11 statutes spread across 7 ministries to ensure that Ontario laws better reflect accessibility considerations. The changes to the 11 statutes were included in the government's 2016 Budget bill, which received Royal Assent on April 19, 2016.

Each ministry continues to be responsible for identifying and addressing barriers in their legislation and the

policies and programs through which that legislation is implemented, and for reporting on results through its accessibility report.

The MOECC remains committed to ensuring that Ontario legislation and implementation frameworks do not create barriers to persons with disabilities.

Measures in place in 2016

The following measures are in place to assess our ministry's proposals for new acts, regulations, policies and programs and services to determine their effect on persons with disabilities:

- MOECC continues to apply the OPS Accessibility Review Tool and Inclusion Lens, including the Accessible Legislation Worksheet, to identify potential accessibility barriers in:
 - Proposals for acts, regulations, policies, programs, practices and services to determine their effect on persons with disabilities
 - Existing legislation, to ensure that accessibility is considered

Actions taken in the past year

To address inaccessible content on e-Laws, the Ministry of the Attorney General (MAG) took the leadership role in coordinating a government-wide review of inaccessible form graphics and tables. Legal Services Branches of affected ministries were asked to participate and help guide the exercise.

- The Ministry of the Environment and Climate Change conducted a review of the 21 Acts and 197 regulations, which the Ministry is responsible for and identified 477 tables that required review for accessibility issues.
- The Legal Services Branch of the MOECC sealed the 18 amending regulations and completed this review.

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Related

[All 2016 ministry accessibility reports](#)

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

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

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Ministry of the Environment and Climate Change

The Ministry of the Environment and Climate Change works to protect and sustain the quality of Ontario’s air, land, and water. We also coordinate Ontario’s actions on climate change in the name of healthier communities, ecological protection and economic prosperity.

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