



accessibility plan



Accessibility Plan Plan d'accessibilité



Ministry of Finance

2006-2007 Accessibility Plan

Contents

[Introduction](#)
[Message from Minister of Finance](#)
[Report on Achievements of 2005-2006 Planning Commitments](#)
[Commitments — Measures to Prevent New Barriers](#)
[Commitments — Barriers to be Addressed](#)
[For More Information](#)

Introduction

In June 2005, the Ontario government took a strong stand on accessibility when it passed the Accessibility for Ontarians with Disabilities Act (AODA) into law.

The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives.

The first two standards that are currently being developed cover the areas of transportation and customer service. On June 13, the first anniversary of the passage of the AODA, the government announced the development of three new standards that will address information and communications, the built environment, and employment.

While the government is moving forward to implement the AODA, there will be a transition period where government and the broader public sector will continue to meet their obligations under the Ontarians with Disabilities Act, 2001 (ODA). These obligations will remain in effect until they are repealed and replaced by standards under the new act.

Under the ODA, Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations are required to develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. These plans must be made available to the public. Accessibility planning efforts to date have developed a strong foundation for the development of accessibility standards that will mean real and effective change.

This document is the fourth annual accessibility plan developed by the Ministry of Finance. It highlights the achievements of the 2005—06 plan and outlines the commitments for 2006—07 so that no new barriers are created and, over time, existing ones are removed.

This ministry intends to build on its achievements by implementing initiatives that support the government's commitment to continue to make Ontario an inclusive and accessible province where people of all abilities have a chance to fully achieve their potential.



Message from Minister of Finance



All public sector and broader public sector organizations are required by law to have an annual accessibility plan and to make it available to the public. This is the fourth year in which plans have been written and are being implemented by organizations such as ours across the province.

This year marks the first anniversary of the landmark Accessibility for Ontarians with Disabilities Act, 2005, (AODA) – legislation that will foster the development, implementation and enforcement of accessibility standards in key areas of daily living.

To commemorate this milestone, three new accessibility standards to be developed in the areas of communications and information, the built environment and employment were recently announced. This is in addition to two standards already being developed, which deal with customer service and transportation.

My ministry is committed to improving accessibility through identifying, removing and preventing barriers, working together within our ministry, across government and with our stakeholders in key areas of customer service, employment, communications and information, and the built environment.

Here at the Ministry of Finance, we are building on the success of our previous three plans and continuing to look for ways to better meet the needs of people with disabilities who come into contact with this ministry, regardless of whether they are staff, members of the general public or ministry stakeholders.

This ministry continues to work to better educate staff on accessibility. Examples of this work in the past year include improved planning and review in consideration of access to information and services for people with disabilities, such as by improving access to buildings, accommodating special needs in the workplace, navigating and accessing Website information or in developing and revising legislation. More examples are provided in the pages that follow.

If you have any comments or concerns, I encourage you to send them using the contact information located at the end of this document.

Sincerely

The Honourable Greg Sorbara
Minister of Finance



Report on Achievements

2005—2006 Accessibility Improvement Initiatives

The Ministry of Finance continued to demonstrate its commitment to accessibility for people with disabilities by meeting its 2005—2006 Accessibility Plan commitments. Our planning has been ongoing to ensure that the public and ministry employees have access to information and services. Our improvements included the ability to access and navigate Website information in differing formats, attentiveness to the accommodation needs of stakeholders, job applicants, and ministry employees. A number of improvements have also been made to the built environment making our facilities more accessible.

Customer Service

Commitment

The Ministry of Finance will inform the appropriate staff of the availability of ODA procurement tools developed by the Ministry of Government Service (MGS).

Status

Complete

Action and Timeframe

The online presentation and checklist (tools developed by MGS) were designed to assist staff in their procurement planning and guide them through the process for “having regard” to the accessibility for persons with disabilities when purchasing goods and services. Staff responsible for procurement were informed of these new ODA procurement tools.

Procurement practices were monitored to ensure guidelines were being followed. Accessibility information continued to be shared with the appropriate staff.

Commitment

The Ministry of Finance will ensure that materials posted to the ministry's Internet are accessible to users with the most common technology, and investigate further options to broaden accessibility.

Status

Complete

Action and Timeframe

Information was posted to the ministry Internet, consistent with Section 6 of the ODA, in an accessible HTML format with PDF as an alternate.

The ministry continued to participate on the GO WEB committee to network with other ministries regarding options to further broaden accessibility. The ministry participated in working groups on the new technical standard, as well as the metadata standard, to ensure accurate knowledge of the current requirements. New tools for improving coding practices were also evaluated and implemented.



Commitment

The Ministry of Finance will develop and implement an annual Accessibility Plan for 2005 – 2006.

Status

Complete

Action and Timeframe

Annual accessibility planning was conducted through ongoing contact between the Accessibility Working Group members to identify, discuss and resolve issues in partnership with the Accessibility Directorate.

The ministry's accessibility intranet site was kept current.

Implementation and effectiveness of accessibility initiatives were monitored throughout the ministry, with reports being provided to the Chief Administrative Officer and ministry staff.

Participated in the inter—ministerial disability tax policy working group and assisted in identifying issues and best practices.



Employment

Commitment

The Ministry of Finance will accommodate employees and job applicants with disabilities.

Status

Complete

Action and Timeframe

Employees were accommodated through the efforts of the ministry's Health and Safety Consultant, Employee Case Managers, Strategic Management Services, and Facilities Management Unit. In 2005—2006, 195 ergonomic assessments were completed for ministry staff. All costs associated with accommodations were funded internally.

Job applicants were accommodated throughout the recruitment process, as required.

All new managers and supervisors were informed of the requirement to complete ODA training. In 2005—2006, 75% of all managers and supervisors had completed the training.

All ministry corporate events (e.g. Employee Recognition Program — Stella Awards) were hosted in accessible locations.

Commitment

The Ministry of Finance will ensure that new employees are informed of proper evacuation procedures for staff that require assistance, including people with disabilities.

Status

Complete

Action and Timeframe

In 2005—2006, 93% of ministry staff attended emergency management and response training sessions. The revised *Emergency Procedures Handbook* was distributed at these sessions and was posted to the ministry's intranet site. This document contains information on the evacuation of persons requiring assistance, including people with physical disabilities.

The supporting *Emergency Procedures Handbook Manual* was provided to new managers via the ministry's Management Development Program (MDP).

The orientation program for new staff included information on safe evacuation for staff requiring assistance, including people with disabilities.

Communications and information

Commitment

The Ministry of Finance will ensure that its publications are available in alternate formats.

Status

Complete

Action and Timeframe

The Ministry of Finance ODA Lead, in liaison with Publications Ontario, arranged for the provision of documents in alternate formats (e.g. Braille), as requested by members of the public.



Built environment

Commitment

The Ministry of Finance will ensure that its buildings meet or exceed the Government's accessibility standards.

Status

Complete

Action and Timeframe

All ministry sites including newly leased buildings were evaluated to ensure that they met or exceeded the barrier free standards released on November 18, 2004, by the Ontario Realty Corporation (ORC).

As part of a continuing capital repair project undertaken by ORC and Profac, the Ministry of Finance building (Michael Starr building), located at 33 King Street West, Oshawa, installed three accessible elevators. In addition, three female and three male washrooms were modified to be ODA compliant. These improvements ensured that people with disabilities had access to all floors in the building and to suitable washroom facilities.

Acts and regulations

Commitment

The Ministry of Finance will review and enhance tax policies and legislation as they relate to accessibility for people with disabilities.

Status

Complete

Action and Timeframe

The ministry continued to share information on tax policy and legislation design relating to people with disabilities through the inter—ministerial disability tax policy working group, and to ensure that new tax policies and legislation and changes to existing tax policies and legislation were reviewed with respect to their impact on people with disabilities.

Commitment

The Ministry of Finance will work with the federal government to simplify and improve personal income tax support for people with disabilities and family caregivers.

Status

Complete

Action and Timeframe

Ministry staff continued to share information with federal staff and discussed possible improvements in tax support for people with disabilities and family caregivers.



Commitments — Measures to Prevent New Barriers

To prevent new barriers the Ministry of Finance will continue to educate and inform employees about accessibility considerations and improvements. We will accomplish this through ongoing training and information sharing. The ministry believes that through the efforts of well—trained and informed staff, accessibility issues will be addressed on a daily basis in all aspects of our business activities.

Customer Service

- The Ministry of Finance will continue to improve customer service through ongoing training and information sharing.
- The Ministry of Finance will inform staff of the requirements of the new AODA proposed Customer Service Standards and will work towards an early implementation.

Employment

- The Ministry of Finance will continue to enhance accessibility awareness for managers and employees.
- The Ministry of Finance will participate, as required, in the development of AODA proposed Employment Standards.

Communications and information

- The Ministry of Finance will continue to improve access to information in alternate formats.
- The Ministry of Finance will continue to provide, as required, advice and consultation to program areas on ODA and future AODA requirements.
- The Ministry of Finance will participate, as required, in the development of AODA proposed Communication Standards.

Built environment

- The Ministry of Finance while undertaking any renovations to existing or newly acquired buildings to ensure that program space meets or exceeds the government's accessibility standards.
- The Ministry of Finance will participate, as required, in the development of AODA proposed Built Environment Standards.

Acts and regulations

- The Ministry of Finance will consider all proposed new AODA standards, where applicable, in the review of legislation, policies and programs.



Commitments — Barriers to be Addressed

In the coming year, the Ministry of Finance intends to build on its previous accomplishments to ensure that there is a lasting foundation for the development of accessibility standards in the areas of Customer service, Employment accommodation, Communications and information, Built environment, Acts and regulations.

Customer service

Barrier

Access to customer services for people with disabilities.

Commitment

The Ministry of Finance commits to continuing customer service improvements through employee training.

Responsibility

- The *May I Help You? Welcoming Customers with Disabilities*, training manual, produced by the Accessibility Directorate of Ontario, will be provided to ministry training units who support frontline customer service units. The training units will review and incorporate additional accessibility components into their existing training for customer service employees.

Timeline

2006-2007

Barrier

Access to the Ministry of Finance Internet for people with disabilities.

Commitment

The Ministry of Finance will ensure that materials posted to the ministry's Internet sites are accessible to users with the most common technology, and investigate further options to broaden accessibility.

Responsibility

- Plans are underway to consolidate the Ministry of Finance and Tax Revenue Division Websites to further enhance ODA compliancy.

Timeline

2006-2007

Employment accommodation

Barrier

Access to employment and accommodation for job applicants and employees.

Commitment

The Ministry of Finance will continue to monitor the application of staffing policies and processes to ensure that accessibility issues are properly addressed.

Responsibility

- Human Resources Recruitment staff will be reminded that applicants with accessibility issues are to be appropriately accommodated.
- The ministry will respond to individual requests for accommodation during the interview process.
- The Human Resources Branch will provide appropriate advice and assistance on accessibility issues to managers and employees, as required.
- Human Resources staff dealing with the Summer Experience Program (SEP) will be reminded of the higher age limit for people with disabilities.

Timeline

2006-2007

Barrier

Improved employee and manager awareness of ODA.

Commitment

The Ministry of Finance will enhance ODA and AODA awareness for managers and employees.

Responsibility

- ODA and AODA issues will be incorporated into new employee orientation package to be developed by the Human Resources Branch.
- New managers will be notified of the requirement to undertake the ODA on—line training.

Timeline

2006-2007



Communications and information

Barrier

Awareness of publications in alternate formats.

Commitment

The Ministry of Finance will ensure that its publications are available in alternate formats.

Responsibility

- The ODA Planning Lead will be the ministry contact person for program areas requiring advice and guidance on ODA and AODA issues and/or requiring publications in alternate formats.
- The Lead will liaise with the Accessibility Directorate and Publications Ontario, as appropriate.

Timeline

2006-2007

Barrier

Access to information for people who are deaf, deafened, hard of hearing, or individuals who have hearing loss.

Commitment

The Ministry of Finance will ensure that the ministry Website display the main TTY number in its contact section.

Responsibility

- Ministry will display the TTY number as part of the contact information on the ministry Website.

Timeline

2006-2007

Barrier

Accessibility consideration in ministry planning.

Commitment

Supporting ministries in their planning to include consideration of accessibility and goals.

Responsibility

Following the Central Agency Review of 2005, the Ministry of Finance acquired responsibilities for ensuring accessibility considerations are part of government-wide planning exercises.

- The Management Board Submissions Guide will be revised to include a section dealing with accessibility and planning. The

ministry will post the guide on its intranet site.

Timeline

2006-2007

Barrier

Awareness of accessibility requirements.

Commitment

The Ministry of Finance will develop and implement an annual Accessibility Plan for the following year.

Responsibility

- Conduct accessibility planning work through ongoing contact between the Accessibility Planning Working Group Members to identify, discuss and resolve accessibility issues.
- The Ministry of Finance ODA Planning Lead will liaise with the Accessibility Directorate in the development of the plan.
- Monitor the implementation and effectiveness of accessibility initiatives and provide regular reports to the Chief Administrative Officer and updates to ministry staff.

Timeline

2006-2007

Built environment

Barrier

Access to ministry buildings.

Commitment

The Ministry of Finance will ensure that its buildings meet or exceed the Government's accessibility standards.

Responsibility

- Continuing capital improvements to the Michael Starr building, Oshawa, will include the replacement of exterior doors to improve accessibility and install two additional accessible elevators.
- The ministry will continue to address accessibility concerns in its facilities on an ongoing basis.

Timeline

2006-2007

Acts and regulations

Barrier

Accessibility awareness reflected in legislation.

Commitment

The Ministry of Finance will continue to promote accessibility awareness in the review of legislation.

Responsibility

- The ministry's accessibility intranet will be updated to include the Guide for Reviewing Policies Pursuant to ODA, 2001. The appropriate divisions and legal services will be informed of the available document.
- The Ministry will ensure that new personal income tax policies and legislation, and changes to existing personal income tax policies and legislation, are reviewed with respect to their impact on people with disabilities.

Timeline

2006-2007



For More Information

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

General inquiry number	(905) 433-6000
TTY number:	1-800-263-7965
1-800 number (English)	1-800-263-7965
1-800 number (French)	1-800-668-5821
Ministry of Finance website address:	http://www.fin.gov.on.ca

Visit the Ministry of Community and Social Services Accessibility Ontario web portal at: www.mcass.gov.on.ca/accessibility/index.html. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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

Publications Ontario

880 Bay Street, Toronto, ON M7A 1N8. Tel: (416) 326-5300

Out of town customers, except Ottawa call: 1-800-668-9938

In Ottawa, call (613) 238-3630 or toll-free: 1-800-268-8758

TTY Service: 1-800-268-7095

Queen's Printer for Ontario

ISSN (1708-3710 Online)

[Ce document est disponible en français](#)



[Central Site](#)	[Feedback](#)	[Search](#)	[Site Map](#)	[Français](#)
[Home](#)	[Media Centre](#)	[Budget and Economy](#)	[Tax Administration](#)	
[Consultations](#)	[Community Investments](#)	[Agencies](#)		



This site is maintained by the Government of Ontario, Canada.

Last Modified:

General inquiries to:
Ministry of Finance Information Centre
1-800-263-7965 Toll-Free (Canada/U.S.)
1-800-668-5821 Toll-Free (Canada/U.S.) Telephone service in French
1-800-263-7776 Toll-Free (Ontario) TTY (Teletypewriter)
TAX FAX: 1-877-4-TAX-FAX or 1-877-482-9329

Copyright information: © [Queen's Printer for Ontario, 2006](#)

[Disclaimers and Notices](#)