



**MINISTRY OF TRAINING, COLLEGES
AND UNIVERSITIES**

**2011-2012
ODA Accessibility Plan**

ISSN # 1708-4636

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plan, as required under the Ontarians with Disabilities Act, 2001 (ODA).

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- the built environment.

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

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

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Training, Colleges, and Universities (MTCU) towards the goal of an accessible province for all Ontarians.

To view other ministries' accessibility plans, please visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to make programs and services more accessible for all Ontarians by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service Regulation and implement initiatives to enhance accessibility in the following areas: customer service, information and communication, employment, the built environment, and procurement.

This document includes a summary of the initiatives and activities the Ministry of Training, Colleges and Universities implemented in 2010-11, as of September 2011.

Customer Service

The ministry continues to be in compliance with the Accessibility Standards for Customer Service under the Accessibility for Ontarians with Disabilities Act, 2005.

- The ministry, through the Corporate Coordination Office, sent email reminders to new staff regarding the requirement to complete training modules under the Accessibility Standards for Customer Service.
- Training information, including required training modules, on the accessible customer service requirement has been posted on the accessibility page of the internal internet.
- Feedback, feedback process and contact information have been updated and posted on the ministry's public website.
- The Employment Training Division (ETD) regularly connected with organizations that serve different disability types and participated in learning opportunities to keep current information on the needs of the persons with disabilities.
 - o ETD consulted with organizations, including: Deaf Literacy Initiative, Canadian National Institute for the Blind, Canadian Hearing Society, Learning Disabilities Association of Ontario, and Canadian Mental Health Association.
 - o ETD coordinated stakeholder engagement sessions with the Deaf community to identify the lead Deaf e-Channel service delivery organization in 2010-2011.
 - o ETD participated in learning events, such as: Helping Individuals with Autism Spectrum Disorder Achieve Employment Success, and Conversation on Accessible Electronic Documents.

- The ministry continued to support organizations that deliver training and employment supports to persons with disabilities through funding from ETD.
- Through ETD, the ministry provided funding to and collaborated with, the Deaf Literacy Initiative, an organization that has been delivering accessible and culturally relevant training for the Deaf stream Literacy and Basic Skills service delivery organizations in Ontario.
- To support the 2008 Budget commitment to increasing apprenticeship registrations across Ontario, the ministry continued to provide up to \$1.8 million in Support for Apprentices with Disabilities funding to colleges in 2011-12.
- ETD conducted its annual review to ensure that policies and practices within the EO programs are aligned with legislative requirements.

ETD conducted program evaluations, which included data collection to strengthen program delivery, to better meet the needs of persons with disabilities. Evaluations of programs, such as the Labour Market Development Agreement, Second Career/Ontario Skills Development, and Literacy and Basic Skills, collected program satisfaction information from people who were asked to self-identify as persons with disabilities.

- ETD continued to participate in interdivisional, inter-ministerial and other relevant discussion groups and committees to discuss the needs of persons with disabilities to ensure that the MTCU programs and services are accessible.

ETD consulted with various branches, such as the Service Delivery Branch, Business and Systems Management Branch, and the Strategic Policy and Initiatives Branch of the Strategic Policy and Programs Division (SPPD), regarding the needs of persons with disabilities within the EO programs.

- SPPD has been coordinating the evaluation of the Literacy and Basic Skills Program (LBS). The conclusions of the evaluation will guide future policy and decision making, including consideration for persons with disabilities.

Recommendations from the evaluation of the LBS Program will be released in fall 2011.

- SPPD addressed gaps within the Second Career program to support the needs of persons with disabilities in June 2010.

The duration of academic upgrading and skills training can be extended to meet the special needs of this targeted group. If required, the current maximum agreement of \$28,000 can be exceeded to accommodate persons with disabilities.

Persons with disabilities are eligible for income support for part-time training.

- To understand the ministry's potential needs of the Deaf stream for Literacy and Basic Skills (LBS), the ministry invested \$200,000 to complete a capacity assessment of the Deaf stream.

\$500,000 was allocated in 2009-2010 to understand future needs of and to implement the Deaf e-Channel. This initiative made online LBS services available to deaf adults.

The e-Channel initiative also supported Anglophone, Francophone and Aboriginal learners, who may face challenges to participating in face-to-face programming.

- ETD posted signage regarding the ministry's customer service and feedback processes in all of their public offices.

Information and Communications

- The ministry provided funding to the Deaf Literacy Initiative to coordinate American Sign Language interpreted communications between the Ministry and the Literacy and Basic Skills (LBS) stakeholders.
- The ministry established video conferencing connectivity between ETD and Deaf stream support organizations.
- Accessible formats for communications and resources were posted on the Employment Ontario Partners Gateway (EOPG) website (<http://ontario.ca/eopg>).
- To support on-going training requirements for the Employment Ontario Information System-Case Management System (EOIS-CaMS) and Apprenticeship (APPR), the Business and Systems Management Branch (BSMB) added online training modules that included accessibility features, such as closed captioning.
- Accessibility requirements were considered when providing resources and communications and training to EO clients and stakeholders.
- The ministry's intranet and public website met all ODA requirements.
- The ministry held a staff learning conversation on accessible formats on May 24, 2011.
- Alternate formats of publications were posted on the ministry's website. All areas of the ministry were encouraged to provide documents that are ODA compliant.
- The Community Services I & IT Cluster fulfilled its commitment to post relevant AODA resource materials on ClusterNET.
- The Community Services I & IT Cluster maintained a current checklist of software and applications in use across the cluster; the checklist remained available to all Ontario Public Service (OPS) staff on ClusterNET.
- Web Content Accessibility Guidelines (WCAG) 2.0-Level A were used to develop new digital resources.

Employment

- The ministry continued to build on ministry managers' and employees' awareness of employment practices and continued to provide training opportunities to staff to ensure improved accessibility for persons with disabilities.
 - o The ministry, through the Corporate Coordination Office, sent email reminders to new staff about the requirement to complete training modules under the Customer Service Standard.
 - o Training information, including the required training modules, have been posted on the internal internet.
- The ministry promoted the Emergency Preparedness Guide during the Emergency Preparedness Week.
- The Community Services I & IT Cluster explored Web 2.0 technologies and their use regularly to ensure that the accessibility requirements are met in the workplace environment.

Built Environment

- The ministry provided input to the development of the Accessible Built Environment draft standard under the AODA to ensure the context and circumstances of the education and training sectors are reflected in the upcoming accessibility legislation.
- The ministry, through the Corporate Finance and Services Branch, met all barrier free requirements at new offices.

Procurement

- The ministry, led by the Corporate Finance and Services Branch, followed the ODA directives, and adhered to the guidelines for the procurement of accessible goods and services.
- When issuing requests for services/request for proposals, the ministry requested accessible options to be included in vendors' responses; accessibility was included in the evaluation criteria to determine successful vendors.
- The ODA Procurement Requirements Checklist is a formal part of the ministry's procurement process.

Other

- Responsibility for the development of standards and examination was transferred from the ministry to the Ontario College of Trades effective April 1, 2011.
In 2011, the Strategic Policy and Programs Division (SPPD) initiated collaborations with the Ontario College of Trades pertaining to apprenticeship training and trade certification to ensure their alignment with the Ontario College

of Trades and Apprenticeship Act, 2009. The review of policies provided an opportunity to ensure the certification is compliant with the AODA.

SPPD continued to work with ETD to identify priority trades which would benefit from a practical examination in lieu of a multiple choice written examination.

In 2011, two new practical examinations will be available for clients who may face barriers in passing the written trade examination.

- In 2010-11, 5,564 students received \$3.43 million through the Bursary for Students with Disabilities. The Bursary for Students with Disabilities Attending Out of Country Postsecondary Institutions was issued to 27 students for a total of \$825,000.
- The Summit on Mental Health and Addictions in Postsecondary Education was held on October 29, 2010. Over 250 college and university administrators and other mental health stakeholder representatives attended.
- On June 22, 2011, the Ministry of Children and Youth Services released its three-year Child and Youth Mental Health and Addictions Plan in collaboration with the Ministry of Training, Colleges and Universities (MTCU) and other ministries.
- The Disabilities Issues Working Group began regular meetings every 6 to 8 weeks in January 2011.
- The Higher Education Quality Council of Ontario (HEQCO) undertook two research projects relating to students with disabilities in Postsecondary Education (PSE):
 - o *@Issue: Students with Disabilities* is a summary of research to date, and
 - o *Succeeding with Disabilities: The Time Taken to Graduate for Students with Disabilities*.

The papers are expected to be published in fall 2011.

- The ministry provided input to the development of the Integrated Accessibility Standard Regulation under the AODA to ensure the context and circumstances of the education and training sectors are reflected in the upcoming accessibility legislation.
- Barriers for persons with disabilities may inadvertently be created when developing or revising ministry policies, programs and legislation or regulations. The ministry has continued to identify, remove or prevent potential barriers for persons with disabilities during the development or the revision of ministry policies, programs and legislation/regulations.

The OPS Inclusion Lens was launched and adopted by the ministry. Staff have been made aware of the tool and its applications.

The Ministry held a staff learning event, *Conversation on the OPS Inclusion Lens*, led by the OPS Diversity Office, to explore and explain the uses of the tool.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Training, Colleges and Universities' accessibility plan focuses on a number of areas. These initiatives and activities will support compliance with the existing Accessibility Standards for Customer Service and enhance accessibility in the following areas:

- Employment
- Information & Communications
- The Built Environment and
- Procurement.

The majority of the initiatives and activities are on-going from the 2010-11 Accessibility Plan unless otherwise indicated.

Customer Service

The Ministry of Training, Colleges and Universities (MTCU) committed to ensuring that people with disabilities receive accessible goods and services from the ministry. This means they will receive goods and services with the same high quality and timeliness as others.

- The ministry will continue to be in compliance with the Customer Service Standard under the Accessibility for Ontarians with Disabilities Act (AODA), 2005, and will communicate and/or update staff with relevant information as needed.
- The ministry will continue to promote Ontario Public Service (OPS) training modules and communicate training requirements to new employees to ensure that staff are trained as required under the AODA, 2005.
- The ministry will continue to work with the Deaf Literacy Initiative to meet cultural and accessibility needs of the Deaf Literacy and Basic Skills learners and practitioners.
- The Employment Training Division (ETD) will continue to consult with organizations that serve different disability types and will participate in learning opportunities to keep current information on the needs of the persons with disabilities.
- ETD will continue to review employment supports for persons with disabilities to ensure that services are accessible in all communities across Ontario.
- ETD will continue to pursue opportunities to provide support to persons with disabilities through the Employment Ontario (EO) programs.

- The needs of persons with disabilities will continue to be assessed through policy and program design and by providing appropriate supports through the Employment Ontario network of programs.
- ETD and the Strategic Policy and Programs Division (SPPD) will respond to the recommendations of the LBS Program Evaluation.

The Division will seek opportunities to increase accessibility and improve service delivery within all EO programs.

- ETD has an ongoing commitment to share information and work collaboratively with other branches in MTCU and across ministries, such as the Ministry of Education and the Ministry of Community and Social Services, to ensure that people are obtaining appropriate and accessible services from the government. Consultations on policy development will ensure that services and service delivery take into account the requirements of persons with disabilities. Continued sharing of information and collaboration across the ministries will build capacity for the universal knowledge of services and programs to persons with disabilities across the OPS.

Information and Communications

The Ministry of Training, Colleges and Universities is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering programs and services to the public.

- ETD will continue to ensure communication methods, processes with stakeholders and service providers are compliant with the Ontarians with Disabilities Act, 2001 (ODA).

ETD will continue to accommodate the communication and information needs of persons with disabilities at meetings, conferences and training opportunities.

Clear, precise communication with stakeholders and service providers is essential to the operation of ETD.

The ministry will continue to provide communications and resources in accessible formats through the Employment Ontario Partners Gateway website (EOPG).

- The Employment Ontario Information System-Case Management System (EOIS-CaMS) is used by organizations that deliver the Literacy and Basic Skills program. Release 3.0 is expected to go live in early summer 2012.

To support the integration of additional accommodations into EOIS-CaMS for participants in the Literacy Deaf-Blind stream, the Business and Systems Management Branch (BSMB) and the Service Delivery Branch of the ETD will continue to consult with stakeholder groups to determine requirements and options.

- In addition, BSMB, working with the Community Services I&IT Cluster, plans to expand testing of EOIS-CaMS by using accessibility software, such as JAWS

(Job Access with Speech) screen reader. The testing will help to ensure positive user experience for future system users requiring JAWS.

- The ministry's Communications Branch will continue to ensure that the ministry's internal internet and public website are ODA compliant.

Ministry publications will continue to be posted in HTML, PDF and/or plain text formats on the public website to ensure accessibility.

- The French Language, Aboriginal Education and Research Division will continue to use the Web Content Accessibility Guidelines (WCAG) 2.0-Level A as a standard for the development of all new digital resources until legislative requirements change.
- The Community Services I & IT Cluster will continue to:
 - o expand the accessibility resource area of ClusterNet;
 - o conduct yearly reviews to ensure accuracy of content including the AODA standards, policies, videos and tools to support compliance with the AODA; and
 - o maintain and update, as required, the current checklist of software and applications in use across the cluster.

Employment

The Ministry of Training, Colleges and Universities is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

- The ministry will continue to promote OPS training modules and communicate training requirements to new employees to ensure that staff are trained as required under accessibility legislation.
- The ministry will continue to promote the Emergency Preparedness Guide during the Emergency Preparedness Week.
- The Community Services I & IT Cluster will continue to explore Web 2.0 tools to enhance I & IT accessibility in the OPS workplace for all employees, including those with special needs.

Built Environment

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

- The ministry will continue to contribute to the development of accessibility standards of the AODA until the Built Environment Standard comes into effect as a regulation.
- The ministry will continue to meet barrier free requirements at new and existing sites where required.

Procurement

The Ministry of Training, Colleges and Universities is committed to integrating accessibility considerations into our procurement processes.

- The ministry will continue to follow the ODA directive and checklist for procurement of accessible goods and services.
- Potential vendors will continue to be asked to provide accessible options in their responses to Request for Services/Request for proposals. Accessibility considerations will continue to be part of the evaluation criteria to determine successful vendors.
- The Community Services I & IT Cluster will continue to update and apply the ODA Procurement Requirements Checklist in developing business solutions.

Other

- Responsibility for standards and examination development was transferred from the ministry to the Ontario College of Trades effective April 1, 2011.

In 2011-12, the Strategic Policy and Programs Division (SPPD) will continue collaborations with the Ontario College of Trades regarding policies pertaining to apprenticeship training and trade certification to ensure alignment with the Ontario College of Trades and Apprenticeship Act, 2009, and adherence to the AODA.

SPPD will continue to work with ETD to identify priority trades which would benefit from a practical examination. SPPD will continue to work with the Ontario College of Trades to share operational insights and support the development of new practical examinations.

- In 2011-12, the Student Support Branch of the Postsecondary Education Division has budgeted \$3.57 million for the Bursary for Students with Disabilities, and \$1.80 million for the new Ontario Out-of-Country Bursary for Deaf Students (formerly the Bursary for Students with Disabilities Attending Out of Country Postsecondary Institutions).
- On June 22, 2011, the Ministry of Children and Youth Services released its three-year Child and Youth Mental Health and Addictions Plan in collaboration with MTCU and other ministries. MTCU will provide \$6M in 2011-12, maturing to \$9M annually beginning in 2012-13, for mental health and addictions services for youth transitioning to postsecondary education. Beginning 2011-12, funding will help support postsecondary education institutions to hire workers at all colleges and universities to provide services to students, who require accommodations for mental health or addictions disabilities and other transition needs as identified by the institution.
- The Disabilities Issues Working Group will continue to meet regularly.

- ETD will continue to review and monitor the Support for Apprentices with Disabilities (SAWD) to ensure appropriate supports are provided to apprentices with disabilities.
- The Higher Education Quality Council of Ontario (HEQCO) will continue to undertake research projects related to students with disabilities in postsecondary education.

Section Three: Review of Acts, Regulations and Policies

In support of Ministry of Training, Colleges and Universities' commitment to improving accessibility for people with disabilities, the ministry will continue to review programs, initiatives, and services, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

The Ministry of Training, Colleges and Universities is committed to ensuring that acts and regulations are reviewed for potential accessibility barriers.

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

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens which is an innovative tool to help address diversity and accessibility. Using this tool, ministries can identify and target potential barriers that may be present in existing or proposed legislation, policies, programs, practices or services, to persons with disabilities.

This year, one act was reviewed for potential barriers to persons with disabilities using the Inclusion Lens by a multidisciplinary team, including the Legal Services Branch.

The Legal Services Branch reviewed new and existing acts, regulations, guidelines and standards and advised on whether the principles of the Ontarians with Disabilities Act, 2001, are reflected.

In the future, the ministry will:

- remain committed to ensuring that its acts and regulations are reviewed for potential accessibility barriers;
- continue to use the OPS Inclusion Lens, where appropriate, to make policies, programs and legislation more accessible; and
- ensure the Legal Services Branch continues to provide advice with respect to the assessment of new and existing acts or regulations on whether they are compliant with the Ontarians with Disabilities Act, 2001, and not inconsistent with the regulations under the Accessibility for Ontarians with Disabilities Act, 2005, and will use the Inclusion Lens to do so.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

APPR – Apprenticeship

ASL – American Sign Language

BSMB – Business and Systems Management Branch

EOIS-CaMS – Employment Ontario Information System-Case Management System

EOPG – Employment Ontario Partners Gateway

EO – Employment Ontario

ETD – Employment and Training Division

HEQCO – Higher Education Quality Council of Ontario

IASR – Integrated Accessibility Standards Regulation

JAWS – *Job Access With Speech* computer screen reader

LBS – Literacy and Basic Skills

MTCU – Ministry of Training, Colleges and Universities

ODA – Ontarians with Disabilities Act, 2001

OPS – Ontario Public Service

PSE – Postsecondary Education

PSED – Postsecondary Education Division

SAWD – Support for Apprentices with Disabilities

SPPD – Strategic Programs and Policy Division

WCAG – Web Content Accessibility Guidelines - from the World Wide Web Consortium

Web 2.0 – an umbrella concept encompassing a variety of technologies that facilitate collaboration and sharing on the web.

For More Information

Questions or comments about the Ministry of Training, Colleges and Universities' accessibility plan can be submitted through the following methods:

Phone:

- General inquiry number: 416-325-2929 or 1-800-387-5514
- TTY number: 1-800-263-2892
- 1-800 number: 1-800-387-5514

E-mail: info@edu.gov.on.ca

Ministry website address: <http://www.tcu.gov.on.ca/>

For more information on the AODA and the ODA, please 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 services in Ontario more accessible for everyone.

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

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ISSN # 1708-4636

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