



MINISTRY OF NORTHERN DEVELOPMENT AND MINES



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Accessibility Plan 2014-2015

Executive Summary

Our goal at MNDM is to create a work environment that is barrier free and accessible to all employees and the stakeholders and public we serve.

The MNDM Accessibility Plan lays a framework for our ministry to achieve specific objectives over the next year, in the areas of Customer Service, Information and Communications, Employment and Built Environment.

Accessibility is a shared responsibility that MNDM takes seriously. To make it happen each employee must take the extra time and effort to ensure that our workplace, our policies, programs and services are accessible.

Introduction

Under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#), ministries are required to produce, and make available to the public, annual plans that indicate how ministries will identify and remove barriers to accessibility.

The ODA Accessibility Plan (the Plan) is an opportunity to showcase our ministry's accomplishments and to demonstrate how we are modeling compliance with our regulated accessibility requirements.

In 2010, the Ministry of Northern Development and Mines began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act \(AODA\) - Accessibility Standards for Customer Service](#). In 2011, the [Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced, establishing phased-in requirements in the following accessibility standards:

- ▶ Information and Communications;
- ▶ Employment;
- ▶ Transportation; and,
- ▶ Design of Public Spaces

Each year, the Ontario Public Service (OPS), as an obligated organization, confirms its compliance with the requirements of these standards to the Accessibility Directorate of Ontario. The ODA Plan provides an opportunity for our ministry to go beyond confirming compliance with these regulated minimum requirements. Specifically, the Plan allows us to highlight the measures taken by our ministry to identify and remove barriers in the previous year while proposing measures for the coming year that will make our ministry more accessible.

The IASR establishes that obligated organizations, shall create and maintain a multi-year accessibility plan (MYAP)

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that outlines the organization's strategies to prevent and remove barriers to accessibility. To meet the MYAP requirement, the OPS released [Leading the Way Forward](#) in 2012.

Organizations are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and in meeting the requirements of the IASR. In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made in 2012..

The Ministry of Northern Development and Mine's 2014 ODA Plan demonstrates how the measures our ministry has taken and the measures we propose for the coming years support the key outcomes and deliverables of the of the MYAP.

To access the Ministry of Northern Development and Mine's and other ministries' 2014 ODA Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken by Ministry in 2014

Customer Service

OPS MYAP Key Outcome:

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

Measures Taken by Ministry of Northern Development and Mines in 2014:

All new employees have completed the necessary training for meeting the requirements specified in the Accessibility Standards for Customer Service Regulation (ASCS) including individuals who provide services on the ministry's behalf through third party agreement. While most staff completed their training on-line, those who required an alternate format received it. In addition to responding to employee requests for alternate formats, we anticipated the need for staff who are located in outlying areas (the Far North and other locations without access to high-speed internet) and provided them with alternate formats as well (paper copy, DVD or by telephone).

Reviewed and monitored the client feedback feature (Contact Us) on the MNDM public facing website in a continuing effort to be responsive to accessibility-related matters.

Responded appropriately to feedback received from the public on accessibility-related matters.

Continued to ensure notice disruption policies are in place when services are unavailable.

Continued to adhere to the OPS Accessible Customer Service Policy and associated practices and procedures, in accordance with the requirements of the ASCS.

MNDM's Accessibility lead advised program areas on the effective design of programs.

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 Ministry of Northern Development and Mines in 2014:

Employees will have completed AODA: IASR Information and Communication Standards by December 31, 2014.

The ministry's Chief Administrative Officer (CAO) informed employees of new resources and of the mandatory training requirement on accessibility.

- ▶ Encourage staff to attend OPS sessions on creating accessible documents through newsletter e-blasts and posted on our intranet site.

Measures Proposed by Ministry for 2015

- ▶ 4.1. [Customer Service](#)
 - ▶ 4.1.1. [OPS MYAP Key Outcomes](#)
 - ▶ 4.1.2. [Measures Proposed by Ministry of Northern Development and Mines for 2015](#)
- ▶ 4.2. [Information and Communications](#)
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Updated content on the New Employee Orientation Guide with information on the mandatory training requirements on IASR for all employees.

Ministry intranet added an Inclusion Training Centre Section which serves as a “how to” section on accessible documents (WORD, PowerPoint, emails).

Responded to public requests for publications in accessible formats and advised staff on how to meet this requirement and provide alternate formats that best address client needs.

Raised staff awareness on the need to consider accessibility for persons with disabilities when planning public meetings; provided 'how to' resources on the employee intranet site (located under Inclusion/Training Centre).

Ministry delegates will attend the EXPO/JOIN Conference.

Website continues to conform to the WCAG 2.0 Level AA (excluding live captions and audio descriptions).

Employment

MYAP Key Outcome:

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

Measures Taken by Ministry of Northern Development and Mines in 2014:

- ▶ All Human Resources and ministry managers have completed the necessary training for meeting the requirements specified in the AOD: IASR Employment Standards including individuals who provide services on the ministry's behalf through third party agreement.
- ▶ As an employer, the ministry is working to attract and retain talented employees including those with disabilities; MNDM met accessibility requirements in the following areas:
 - ▶ Recruitment processes;
 - ▶ Employee accommodation and supports;
 - ▶ Accommodation where needed for employees returning to work after an extended medical leave; and
 - ▶ Supported employees who requested and/or received employment accommodation, relative to performance management, career development and redeployment.
- ▶ HR staff and all ministry managers completed the IASR and employment accommodation mandatory training
- ▶ All managers and executives have performance commitments on inclusion (which includes accessibility)

Built Environment

MYAP Key Outcome:

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

Measures Taken by Ministry of Northern Development and Mines in 2014:

The ministry ensured that alterations to existing facilities and any new construction were designed and implemented in compliance with Infrastructure Ontario Guidelines for Barrier-free Design in Ontario Government Facilities (these standards are equivalent to or higher than the Ontario Building Code barrier-free design requirements).

- ▶ Sault Ste. Marie, SSM Roberta Bondar Suite 200
 - ▶ Accessibility was incorporated into the kitchen design ensuring the sink was wheelchair accessible, proper counter height and had wider doorway space to ensure plenty of room for wheel chairs
- ▶ Sudbury, 159 Cedar Street, 7th floor
 - ▶ Electronic door openers have been installed and all doorways meet the new standard

Other Commitments

MYAP Key Outcome:

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

Measures Taken by Ministry of Northern Development and Mines in 2014:

Procurement

Supported by the tools and templates provided by the MGS Supply Chain Ontario.

Included accessibility considerations in its procurement and evaluation practices, consistent with Supply Chain Ontario [Guidelines for Meeting Accessibility Obligations in Procurement](#).

Incorporated accessibility criteria in procurement planning and documentation.

Considered accessibility for persons with disabilities in all goods and services purchased for ministry or public use.

Accessibility Feedback

MNDM is responsive to feedback received on accessibility. We continued to provide feedback mechanisms for the public through a range of communication channels including:

- ▶ Email contact through ministry internet site;
- ▶ Ministry Inclusion Council;
- ▶ Telephone and TTY; and
- ▶ Contact by paper correspondence and facsimile.

In addition we have representation on the Disability Advisory Council (DAC), Accessibility Leads Forum, OPS Inclusion Leads

Continue to use the OPS Inclusion Lens for review of policies, procedures and directives.

Section Two: Report on Measures Proposed by Ministry for 2015 & 2016

Customer Service

OPS MYAP Key Outcomes

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

Measures Proposed by Ministry of Northern Development and Mines for 2015 & 2016:

Continue to have all new employees complete the necessary training for meeting the requirements specified in the Accessibility Standards for Customer Service Regulation (ASCS) including individuals who provide services on the ministry's behalf through third party agreement.

Continue to implement a service disruption protocol to fully meet the requirements of the ASCS.

Continue to have staff provide appropriate responses to all ministry feedback related to accessibility.

- ▶ MNDM's Accessibility Lead will continue to advise program areas on the effective design of programs, services and processes, ensuring that the needs of persons with disabilities are considered up front.

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 Proposed by Ministry of Northern Development and Mines for 2015 & 2016:

Continue to have all new employees complete the necessary training to raise staff awareness about the requirements specified in the IASR Information and Communication Standards including individuals who provide services on the ministry's behalf through third party agreement.

Continue to raise staff awareness through News Blasts, employee memos and provide information on our website.

Continue to ensure Ministry's Inclusion Training Centre Section is up to-date.

Continue to meet public requests for publications in accessible formats and advise staff on how to meet this requirement and how to provide alternate formats that best address client needs. This may include requesting assistance from Publications Ontario.

Provide feedback received on accessibility, through a range of communication channels including: email through ministry internet site, telephone/TTY, and paper or in person.

Encourage all staff to take future Accessible Document corporate training.

Employment

MYAP Key Outcome:

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

Measures Proposed by Ministry of Northern Development and Mines for 2015 & 2016:

Continue to have all new HR Employees and new managers complete the necessary training for meeting the requirements specified in the IASR Employment Standards including individuals who provide services on the ministry's behalf through third party agreement. Compliance will be tracked.

Continue to have inclusion commitments included in all managers and executives annual Performance Readiness Assessments (PRA).

Select staff in MNDM's Strategic Human Resources Business Branch or on the MNDM Inclusion Council who will participate in the OPS Inclusion Lens train-the-trainer sessions, as available.

- ▶ Will continue to attract and retain talented employees including those with disabilities; and meet accessibility requirements in the following areas:
 - ▶ Recruitment processes;
 - ▶ Employee accommodation and supports;
 - ▶ Accommodation where needed for employees returning to work after an extended medical leave; and
 - ▶ Support employees who requested and/or received employment accommodation, relative to performance management, career development and redeployment.
- ▶ Analyzing the ministry's 2014 OPS Employee Survey results to identify potential barriers to employees with disabilities and developing strategies to address any identified barriers.
- ▶ Continue to support employees who request employment accommodation, relative to performance management, career development and redeployment.
- ▶ Beginning in December 2015, all managers will also be required to take the online training course entitled "Using the OPS Inclusion Lens".
- ▶ Increase manager awareness of employment accommodation directives and use of the Inclusion lens and promote OPS policy on preventing barriers.
- ▶ Increase manager awareness on obligation to provide requested materials in alternate formats and to encourage employees to make their documents accessible at source.

Built Environment

MYAP Key Outcome:

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

Measures Proposed by Ministry of Northern Development and Mines for 2015 & 2016:

- ▶ The ministry is committed to greater accessibility within and around the buildings and public spaces it occupies.
- ▶ All facility employees will need to complete the necessary training for meeting the requirements specified in the AODA IASR Design of Public Spaces (formerly the Built Environment) as well as the updated barrier-free design requirements of the Ontario Building Code including individuals who provide services on the ministry's behalf through third party agreement.

All planned facility alterations and improvement projects, as well as any new construction, will adhere to the IASR Design of Public Spaces as well as the barrier free design requirements of the Ontario Building Code.

Other Outcomes Deliverables

MYAP Key Outcome:

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

Measures Proposed by Ministry of Northern Development and Mines for 2015 & 2016:

Procurement

- ▶ Continue to include accessibility considerations in its procurement and evaluation practices, consistent with the Supply Chain Ontario [Guidelines for Meeting Accessibility Obligations in Procurement](#).
- ▶ Incorporate accessibility criteria in procurement planning and documentation.
- ▶ Consider accessibility for persons with disabilities in all goods and services purchased for ministry or public use.
- ▶ Support the tools and templates provided by the MGS Supply Chain Ontario and the [Management Board of Cabinet Procurement Directive](#).

Section Three: Addressing the

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Northern Development and Mines will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

In support of our commitment to improve access for people with disabilities, the Ministry of Northern Development and Mines will continue to review government acts and regulations to identify, remove and prevent barriers to accessibility.

Acts, Regulations and Policies Reviewed in 2012 – 2014

The ministry reviewed legislation based on its established schedule. Consistent with corporate directions, staff relied on the OPS Inclusion Lens to identify any potential barriers to people with disabilities, and vetted the work through legal counsel.

Acts, Regulations and Policies to Be Reviewed in 2015 –2016

MNDM will continue its review of legislation, according to the ministry's schedule (see attached)

SCHEDULE FOR INCLUSION REVIEW OF MNDM STATUTES

Name of Act	Description	Date for inclusion review by:
Northern Ontario Heritage Fund Act	Establishes a corporation to promote economic development and diversification in Northern Ontario through the use of funds provided for that purpose.	2015
Ministry of Northern Development, Mines and Forestry Act	Establishes the Ministry of Northern Development and Mines.	2015
Ontario Northland Transportation Commission Act	Established the Ontario Northland Transportation Commission to provide transportation and telecommunications services to Northern Ontario. On March 23, 2012, the Province announced that it was beginning to divest itself of ONTC's assets. The ONTC continues to operate during the divestiture process.	2016
Northern Services Boards Act	Allows inhabitants of territories without municipal organization to establish local services boards to provide certain basic community services. It also provides for the establishment of area service boards to consolidate service delivery.	2017
Mining Act	This Act provides for the administration of mining lands, the regulation of mineral exploration and development activities and mine closure and rehabilitation in Ontario. Currently undergoing Phase III of Mining Act Modernization which includes Online Claim Staking which will increase accessibility of Ministry services. We have placed the Mining Act last on the list to allow time for Online Staking to be fully operationalized.	2018

Links

Public Links

- [OPS Multi-Year Accessibility Plan - Leading the Way Forward](#),
- [Ontarians with Disabilities Act, 2001](#)
- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [Integrated Accessibility Standards Regulation](#)
- [Accessibility Standards for Customer Service](#)
- [Ontario Accessibility Website](#)
- [Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)
- [Web Content Accessibility Guidelines](#)

Contact Us

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

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Visit the [Ministry of Economic, Development, Trade and Employment](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

Alternate formats of this document are available upon request from:

- [ServiceOntario Publications](#)
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TTY: 1-800-268-7095
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Attachment - MYAP Deliverables

2014-2016
Inclusion Lens applied to all policies and practices, Accessibility is part of all OPS business.
Communications, websites, technology solutions and documents employ accessibility best practices. Best practices on employment accommodation and return to work implemented. Better accommodation for employees with disabilities resulting from management review. Accessibility Expo continues annually.
Accessibility continues as strong organizational commitment. Managers and staff have accessibility performance commitments. Staff and customer feedback sought on accessibility innovations and improvements.
OPS ready to implement requirements of AODA built environment regulation.