



**OFFICE OF THE PREMIER AND
CABINET OFFICE**

2011-2012

ODA Accessibility Plan

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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 by documenting achievements and future commitments in its annual Accessibility Plans, as required under the Ontarians with Disabilities Act, 2001 (ODA), in order to continue to improve accessibility for Ontarians.

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. Section Two: Measures Planned for 2011-12 and Beyond, outlines the Ministry's Plan to become more accessible not only next year, but also in future years.

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

Key Ministry 2010-2011 Achievements

The key achievements the Office of the Premier and Cabinet Office (*hereafter referred to as the Ministry*) have undertaken to identify, remove, and prevent barriers to persons with disabilities in 2010-2011 are as follows:

Accessible public and intranet websites

- Developed an assistive technology testing station for all Ministry staff designing and managing internet and intranet websites which helps identify content and technology accessibility issues during the development process. Issues identified earlier in this process are easier to correct and avoid.

- The Ontario Photo Library, a database of accessible photos and images used in materials across the province, was refreshed with improved image standards and new photos to better represent people with disabilities in OPS materials.

Develop accessibility working group

- A Ministry accessibility working group was established to increase staff awareness, and encourage staff to develop accessibility ideas.

Accessible Emergency Procedures

- Developed and implemented the emergency evacuation assistance protocol for Whitney Block outlining the process for staff requiring evacuation assistance to ensure safety of all staff.

Information and Communication

- Coordinated an enterprise wide plain language audit in March 2011, which asked Ministries to review and improve plain language use in their websites and news release documents.

Built environment

- Ensured that Ministry accessible parking is reviewed on a case-by-case basis and available at a reduced rate thereby making access to the workplace easier.

A complete list of the Ministry's achievements can be found in Section One of the Plan.

Building on last year's Plan, our 2011-2012 Accessibility Plan will continue moving the Ministry toward the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-2011

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-2011, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: information and communication, employment, the built environment and procurement.

This document includes a summary of the initiatives the Ministry implemented in 2010-2011 that resulted in accessibility improvements for staff and Ontarians.

Customer Service

Achievement: Continued compliance with Customer Service Standard

- In 2010, the Government of Ontario was the first public service organization to report compliance with Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).
- The Ministry remained in compliance with the Customer Service Standard and is always at the ready to respond and adapt to the needs of our clients.

Result: Monitor established Customer Service protocol.

Achievement: Accessibility advisory committee representative

- Supported the development of the OPS Disability Advisory Council through Ministry representative participation.
- The Disability Advisory Council will help the OPS prepare to meet compliance with AODA legislation and proposed accessibility standards by providing critical consumer perspective.

Result: Ongoing support of OPS commitment to ensure a barrier-free Ontario by 2025.

Achievement: Develop accessibility working group

- A Ministry accessibility working group was established to increase staff awareness, and encourage staff to develop accessibility ideas.

Result: The working group met six times this year to plan the promotion of accessibility awareness within the Ministry and support enterprise wide initiatives.

Achievement: Feedback on accessibility

- Again this year, any accessibility questions, suggestions or comments received via the Secretary of the Cabinet's intranet site feedback form are reviewed and incorporated where appropriate. Responses are sent to all inquires as soon as possible.
- The Ministry's protocol to collect and assess feedback includes a dedicated email address and posting feedback forms at all Ministry reception areas. The Ministry is committed to review all feedback that is received to assist in the removal and prevention of barriers to persons with disabilities.

Result:

- The Ministry has met all feedback requirements of the Accessibility Standards for Customer Service.
- All accessibility feedback received on the Secretary's intranet site will be reviewed and incorporated where appropriate. Responses will be sent to all inquires as soon as possible. No feedback has been received to date.
- The Ministry's dedicated feedback email inbox is reviewed weekly and no feedback has been received to date.

Achievement: Teletypewriter (TTY) equipment

- Teletypewriter equipment continues to be available at the Ministry's main reception desk. Training continues to be provided to reception staff as necessary.

Result:

- The Ministry successfully received one TTY call this year. The TTY unit continues to be operational and, in Spring 2011, the TTY equipment was tested for accurate answering practices.
- Training not required for new reception staff employed by the Ministry this year.

Information and Communications

Achievement: Accessible Emergency Procedures

- In partnership with building management and Legislative Assembly, developed and implemented the emergency evacuation assistance protocol for Whitney Block staff.
- The protocol which was provided to all Whitney Block managers in Summer 2011, ensures that all managers are aware of their roles and responsibilities in providing support to staff requiring evacuation assistance in the event of building evacuation.
- The Ministry's emergency evacuation procedures and continuity of operations plan remain available to staff in accessible format.

Result: Successful establishment of emergency procedures and plans available in accessible format as outlined in the IASR.

Achievement: Use plain language to expand reach and impact

- The Ministry met its commitment to use framework for self-audits and established benchmarks for measuring improvements.
- An OPS wide audit was conducted in March 2011 and results were provided to Ministries to allow for improvements.
- An updated course on plain language was offered to OPS staff through the learning.comm training site.

Result: Use of plain language framework to expand impact of information ensuring that it is accessible to the OPS and Ontarians.

Achievement: Accessible public and intranet websites

- Public and intranet websites maintained by the Ministry are fully accessible and have met the full requirements of the IASR.
- A new accessibility testing station and training manual was developed to build new accessible internet or intranet sites for all staff managing websites.

- The accessibility testing station consists of tools that help identify how people with disabilities will use websites.

Result: Intranet website content meets all best practice online accessibility standards ensuring that information is accessible to all Ministry employees.

Achievement: Publications in alternate formats

- Publications in alternate formats continue to be available upon request by staff and Ontarians.

Result: No requests for publications in alternate formats have been received to date.

Achievement: Raising awareness and educating Ontario Public Service staff

- The Secretary of the Cabinet continues to raise awareness about the need for accessibility and encourages all Ontario Public Service staff to learn more about breaking down barriers.

Result:

- The Secretary of the Cabinet regularly produces videos and posts blogs that promote inclusion and the tools available to help staff improve accessibility to all Ontarians both inside and outside the organization. A total of five videos were produced this year.
- The Secretary regularly encourages staff to break down physical and attitudinal barriers for customers and employees with disabilities to support a barrier free OPS by 2025.

Achievement: Employee communications and outreach

- As head of the Ontario Public Service, Secretary of the Cabinet Shelly Jamieson continues to ensure all information on her intranet site is accessible to more than 65,000 employees.

Result:

- Intranet site content meets all best practice online accessibility standards.
- Photos and graphics have alt tags to allow people using adaptive technology to access visual images.

- Videos are posted with a full transcript to allow people using adaptive technology to access content.
- All documents are posted in both HTML and accessible PDF formats.

Employment

Achievement: Recruitment process continues to be fair and barrier-free

- Recruitment process continues to be fair and barrier-free, with accommodation offered to job candidates upon notification of interview.

Result: One request was made and accommodated this year.

Achievement: Orientation information includes accessibility information

- Again this year, orientation information includes accessibility as part of the training for new employees and managers and outlines relevant mandatory training.

Result: All managers and new staff are provided with the Ministry orientation checklist which identifies accessibility training information and requirements to ensure 100% compliance with mandatory training. This ensures that all Ministry staff are aware of accessibility issues to assist in providing suitable customer service.

Built Environment

Achievement: Accessibility of bathrooms, boardrooms and heritage space

- The Ministry has explored accessible parking at the Ferguson Block and will continue to offer accessible parking at reduced rates. Requests for accessible subsidized parking arrangements will be reviewed by Ministry managers on a case-by-case basis.
- Ongoing maintenance of Automatic Door Openers in all Ministry program areas and Whitney Block.
- As result of the last year's heritage review, the Ministry will complete the planning to install Automatic Door Openers on the first floor of Whitney Block in the future.

Result: Maintaining and improving the accessibility of the Ministry built environment to ensure that the Ministry is available to all staff and Ontarians and support the journey towards a barrier free OPS by 2025.

Procurement

Achievement: Accessible procurement practices

- An accessibility checklist is part of the Ministry's procurement process and is used to determine if any new procurement has a requirement for accessible options.
- Accessible options were considered when procuring goods and services and accessibility was included in the evaluation process where applicable.

Result: The Ministry met its commitment to maintain 100% compliance with the ODA Procurement Requirements Checklist, therefore accessibility was considered before proceeding with any procurement.

Other

Achievement: Accessible documents and business practices

- To promote accessibility, the Secretary of the Cabinet sent a communication to all Ministry staff regarding creating and providing documents in alternate formats and planning accessible meetings.
- The Ministry provided information to staff regarding National Access Awareness week and supported the Secretary's message regarding accessible communications.

Result: Continue to raise awareness and educate staff to help improve accessibility awareness within the organization.

Achievement: Accessible policy development process

- The Policy Innovation and Leadership (PIL) Secretariat of Cabinet Office revised and launched the new Policy and Delivery Roadmap in Fall 2011. The roadmap is used

as the OPS framework for policy development and incorporates the use of the Inclusion Lens.

Result: Acts, Regulations and Policies will continue to be developed barrier free to support a barrier free OPS by 2025.

Achievement: People with disabilities represented in government communications

- Working with the OPS Diversity Office, the Ministry updated accessible stock images and improved image standards in the Ontario Photo Library, a database of photos and images used in materials across the province.

Result: Accessible images were available for use in the OPS and ensure people with disabilities are represented in online content and printed publications.

Section Two: Measures Planned for 2011-2012 and Beyond

This year, the Ministry's Accessibility Plan focuses on enhancing accessibility in:

- information and communications
- employment
- built environment
- procurement.

These initiatives will support compliance with the existing Accessibility Standards for Customer Service.

Customer Service

The Government of Ontario is committed to ensuring that people with disabilities receive accessible goods and/or services from us. This means everyone will receive goods and/or services with the same high quality and timeliness.

Commitment: Accessibility Working Group

Implementation Timeframe: 2011-2012

- In Summer 2011, the Ministry met its commitment to develop an Accessibility Working Group with membership from each division.
- The Group will continue to promote awareness of accessibility issues through guest speakers, creation of learning events, increasing staff awareness of the OPS Inclusion Lens and encouraging Ministry employees to attend accessibility related programs and initiatives from across the OPS.

Metrics: Working Group to meet quarterly to enhance awareness of accessibility within the Ministry.

Commitment: Accessibility advisory committee representative**Implementation Timeframe: 2011-2012**

- Continued Ministry representative participation in the OPS Disability Advisory Council.
- The Disability Advisory Council will help the OPS prepare to meet compliance with AODA legislation and proposed accessibility standards by providing critical consumer perspective.

Metrics: To be determined by the Council going forward.

Commitment: Training on accessible customer service**Implementation Timeframe: Ongoing**

- As of January 1, 2010 the Ministry met the full requirements of the Customer Service Standard.
- All new employees and managers will continue to be trained within six weeks of their start date. Training is delivered through online e-courses and materials developed by the OPS Diversity Office.
- The Ministry will continue to encourage managers and staff to take additional accessibility training.

Metrics: 100% of staff complete mandatory online training.

Commitment: Feedback on accessibility**Implementation Timeframe: Ongoing**

- All feedback provided in person, in writing and by any other means will be reviewed and considered for ways to prevent and remove barriers for persons with disabilities.
- The Ministry has implemented all requirements of the Accessibility Standards for Customer Service and no feedback has been received to date.

Metrics:

- Number of inputs to feedback received.
- Weekly review of dedicated accessibility feedback email inbox; feedback to be considered quarterly, or as required, for continuous improvements to the way the Ministry delivers services to their clients.

Information and Communications

The Ministry is committed to making government information and communications accessible to people with disabilities. Information and methods of communication are key to delivering programs and services.

Commitment: Accessible Emergency Procedures**Implementation Timeframe: Ongoing**

- The Ministry's emergency evacuation procedures and continuity of operations plan remain available to staff in accessible format.
- Accessibility requirements will continue to be integrated in the Ministry's emergency procedures and plans.
- Ongoing improvements will be made to Ministry emergency procedures, evacuation protocols and other emergency preparedness materials to ensure the safety of all Ministry staff.

Metrics: 100% of the Ministry's emergency procedures will be available in accessible format.

Commitment: Accessible public and intranet websites**Implementation Timeframe: Ongoing**

- Public and intranet websites maintained by the Ministry will continue to be fully accessible and meet the requirements outlined in the Integrated Accessibility Standards Regulation. Accessibility of the websites is verified annually.
- The accessibility testing station will be used to incorporate accessibility of a website during the design and development process. Staff supporting or building intranet and internet websites will receive training on the testing station.

- Consideration will be given to the expansion of online design standards to include simplified instructions and quick tips for personalizing Ontario government websites.

Metrics: The 2 public websites, i.e. www.premier.gov.on.ca and www.news.ontario.ca, and the 4 intranet sites for the Secretary of the Cabinet, Cabinet Office, learning.com and Photo Library will continue to be fully accessible.

Commitment: Accessible practices for document formats

Implementation Timeframe: Ongoing

- The Ministry has established practices and will continue to promote the use of accessible communication practices. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility.
- Actively explore use of sign language interpreters for major government announcements.

Metrics: All staff to use and promote best practice guideline for alternate formats.

Commitment: Publications in alternate formats

Implementation Timeframe: Ongoing

- The Ministry will continue to provide publications in alternate formats upon request. To produce responses and documents in alternate formats, as required the Ministry will work with the appropriate organizations:
 - Braille – Canadian National Institute for the Blind, Accessible Text Service;
 - Sound files – Creative Services and New Media unit within the Ministry.

Metrics: Number of requests received by the Ministry for publications in alternate formats.

Commitment: Communication technologies

Implementation Timeframe: Ongoing

- New teletypewriter (TTY) technology and equipment will be evaluated along with other communication technologies that may improve accessibility of boardrooms.

Metrics:

- Number of technology devices acquired.

Commitment: Teletypewriter (TTY) equipment**Implementation Timeframe: Ongoing**

- The Teletypewriter (TTY) line at the Ministry main reception desk will continue to be monitored to ensure suitable performance. All new reception staff will receive TTY training, with refresher training for existing staff being provided as required.
- TTY calls will continue to have the same high level of service quality as all Ministry telephone calls.
- The Correspondences Services Unit will continue to work closely with ServiceOntario staff to respond to TTY calls.

Metrics: Number of reception staff training on TTY as part of their orientation.

Commitment: Accessible Information Technology services**Implementation Timeframe: Ongoing**

- Information technology services used by the Ministry will continue to be monitored for possible accessibility issues and solutions will be provided as soon as practicable. The Ministry will continue to work with Information Technology Systems and Services, Central Agencies Information and Information Technology Cluster, and look for future opportunities to leverage cluster resources to ensure that the Ministry is made aware of any new technologies, and that appropriate information technology solutions are provided as required.
- No accessibility issues have been identified to date.

Metrics: Monitor number of accessibility issues and resolve as soon as practicable.

Employment

The Ministry continues to be committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

Commitment: Barrier-free recruitment

Implementation Timeframe: Ongoing

Again this year and beyond:

- Managers will be provided with a checklist to prepare for job ads and interviews that incorporates accessibility.
- Job ads will continue to be reviewed by Human Resources to ensure there are no barriers.
- The recruitment process will continue to be fair and barrier-free, with accommodation offered to all job candidates.
- The Ministry will continue to identify and remove potential barriers in employment policies, processes, practices or tools for people with disabilities.

Metrics: Number of requests for accommodation received.

Built Environment

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

Commitment: Prepare for Built Environment Standard

Implementation Timeframe: To be determined upon approval of the Standard

- In collaboration with OPS Diversity Office, the Ministry will continue work to identify opportunities to improve the accessibility of its built environment to prepare for the upcoming accessibility standards under the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Working with Infrastructure Ontario, the Ministry will determine how to plan and complete accessibility requirements resulting from the Standard.

- The Ministry will actively participate in any related corporate initiatives and inter-ministerial meetings.

Metrics: To be determined following implementation of the Standard.

Commitment: Accessibility of bathrooms, boardrooms and heritage space

Implementation Timeframe: Ongoing

- Building upon the successes of last year, namely the installation a new accessible ramp at the Whitney Block west entrance, improved accessibility in 5 offices and 4 boardrooms, installation of 29 new signs using Accessibility Design Standards for Ontario Government facilities and installation of various lever-style door handles and automatic door openers, the Ministry will continue to improve accessibility in its built environment.
- Accessibility of the Whitney Block third floor washrooms will be improved as a pilot project in 2011-2012.
- Requests for accessible parking at reduced costs will be reviewed on a case-by-case basis. Managers will be notified of this commitment.

Metrics: To be determined following implementation of the Standard.

Procurement

The Ministry is committed to integrating accessibility considerations into our procurement processes by asking potential suppliers to provide accessible options offered. Accessibility is included in evaluation criteria.

Commitment: Accessible procurement practices

Implementation Timeframe: Ongoing

- Finance staff of the Ministry will continue to provide advice on accessibility impacts relating to purchasing activities in accordance with corporate directives, guidelines and processes. Any new developments regarding accessibility in the procurement process are shared among the Finance staff and Ministry staff in a timely manner. Financial transactions arising from employee accommodation and/or barrier-removal are processed expeditiously. For example, ergonomic equipment such as large screen monitors, keyboards and chairs are acquired in consultation with the program

area and the results of the employee's ergonomic assessment is used to determine the equipment required.

- Accessibility requirements are incorporated into the Ministry's Request for Proposal (RFP) process and all new contracts as is necessary. An ODA Procurement Requirements Checklist will be completed in advance of any procurement activities.

Metrics: 100% compliance with ODA Procurement Checklist.

Other

Commitment: People with disabilities represented in government communications

Implementation Timeframe: Ongoing

- The Ontario Photo Library, a database of photos and images used in materials across the province, will continue to be enhanced with photos that depict Ontarians of all abilities. This allows people across the Ontario government and in Ontario agencies to ensure people with disabilities are represented in online content and printed publications.

Metrics: Images and materials available for use in the Ontario Public Service.

Commitment: Use plain language to expand reach and impact

Implementation Timeframe: Ongoing

- Plain language deliverables continue to be included in communications directors' performance plans.
- Ministries were asked to conduct plain language action plans to address accessibility in all of their communication products such as new releases and websites. Plans must be in place by October 2011.
- Continued use of framework for self-audits and established benchmarks for measuring improvements.

Metrics: Ongoing monitoring of OPS plain language use to ensure information has maximum reach and impact.

Section Three: Review of Acts, Regulations and Policies

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

Inclusion Lens

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

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

The OPS is committed to review all Acts for accessibility barriers by 2015 and all Regulations by 2020.

Commitment: Inclusion Lens Awareness

Implementation Timeframe: 2011-2012

- The Accessibility Working Group will promote the use of the OPS Inclusion Lens.
- The Policy Innovation and Leadership (PIL) Secretariat of Cabinet Office is working with the Centre for Leadership and Learning to revise the training guide for new policy professionals to include the newly developed Policy and Delivery Roadmap and Inclusion Lens.

Metrics: Promotion of the OPS Inclusion Lens training.

Acts, Regulations and Policies Reviewed in 2010-2011

- The Ministry reviewed one Act for accessibility barriers in June 2011 using the Inclusion Lens to enable the government to provide excellent public service to all Ontarians.

Acts, Regulations and Policies to Be Reviewed in 2011-2012

- Going forward, the Ministry's remaining Acts will be reviewed using the Inclusion Lens to ensure a barrier-free Ontario by 2025.
- Again this year, the analysis of Cabinet submissions will continue to consider, where appropriate, the potential impacts to persons with disabilities. Considerations to include how the proposed initiative may create or remove barriers and how the proposed initiative would further the government's goal of a fully accessible Ontario by 2025.

Metrics: 100% of all new Ministry Acts, Regulation and Policies will be reviewed using the Inclusion Lens.

Other

Commitment: Accessible Elections in Ontario

Implementation Timeframe: 2011-2012

- Bill 231, the Election Statute Law Amendment Act, 2010, received Royal Assent on May 18, 2010. The bill makes a number of important changes to the Election Act and Election Finances Act, including enhancing election accessibility for Ontarians with disabilities.
- Among other changes: all polling locations must be accessible; voters have the opportunity in advance of scheduled elections to comment on the accessibility of proposed polling locations before they are selected; accessible voting equipment is provided at returning office advance polls to allow voters with disabilities to vote without assistance; voters may request to vote by special ballot; and voters with a disability who need assistance with special ballots can request a home visit from an Elections Ontario official to help.

- The Chief Electoral Officer also has the authority to direct the use of additional alternative voting methods, including electronic voting, if these methods have been successfully tested at a by-election and meet security and integrity standards.

Metrics: The effectiveness of accessibility measures in Bill 231, the Election Statute Law Amendment Act, 2010, will be assessed by the Chief Electoral Officer in post-election reports following the October 2011 election and in subsequent elections.

For More Information

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

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For more information 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 Ontario an accessible province for everyone.

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

[ServiceOntario Publications](#)

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