

**OFFICE OF THE PREMIER AND
CABINET OFFICE**

2013 - 14

Accessibility Plan

2013 – 14 Accessibility Plan

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2013 - 14 Accessibility Plan

Introduction

For over ten years, every Ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010 the Office of the Premier and Cabinet Office (*hereafter referred to collectively as the Ministry*) complied with the requirements of the first standard on [customer service](#).

In 2011, Ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following commitment:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

This Plan will build on these laws and the MYAP. It will outline how the Ministry will contribute to a barrier-free Ontario by 2025.

To view every Ministry's Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012 - 13

The following is a list of the commitments made in [last year's 2012-2013 ODA Accessibility Plan](#) and the measures taken.

Reporting on 2012 - 13 Accessibility Plan

2012 - 13 Commitments for Customer Service	Measures Taken or Outcome Achieved
Continued Compliance with the Customer Service and Integrated Accessibility Standard	
The Ministry will meet all requirements of the Accessibility Standards for Customer Service.	• The Ministry remained in compliance with Accessibility Standards for Customer Service Regulation (Ontario regulation 429/07). • The Ministry has met and is in compliance with all 2012 and 2013 Integrated Accessibility Standards Regulation requirements (Ontario Regulation 191/11) including training, feedback processes and recruitment procedures. The Ministry continued to respond and adapt to the needs of Ontarians and our clients.
Accessibility Advisory Committee Representative	
Again this year, the Ministry is supporting the OPS Disability Advisory Council through Ministry representative participation.	• Ongoing support of the OPS Disability Advisory Council through active Ministry representative participation. • Supported the “On the Job! Tools of the Trade for Employees with a Disability” event which covered topics such as employment accommodation, mental health awareness, techniques to deal with pain at work and showcased assistive devices. Work continued to advance a barrier-free Ontario.

2012 - 13 Commitments for Customer Service continued	Measures Taken or Outcome Achieved
Accessibility Working Group	
The Working Group will continue to increase staff awareness of accessibility through learning events, guest speakers on key topics and by promoting employee attendance at accessibility initiatives across the OPS. The Group will also promote the OPS Diversity Office Accessibility at Source Campaign within the Ministry. Group to meet quarterly to plan initiatives that will enhance employee awareness of accessibility within the Ministry.	• The Accessibility Working Group, consisting of members from each Division in the Ministry continued to promote inclusion, accessibility related programs in the OPS and the removal of barriers for clients and employees. • The Working Group hosted a successful lunch and share event creating a positive and inclusive workplace. The lunch and learn event received a positive response from staff and increased awareness of dedicated positive space champions in the Ministry as a resource. • The working group discussed and promoted attendance at Access Awareness Week in May and the Accessibility@Source campaign. • Six staff attended JOIN conference in November. The Working Group met five times this year to plan initiatives to enhance Ministry awareness of accessibility and inclusion.
Feedback on Accessibility	
All feedback received by the Ministry in person, in writing or by any other means will be reviewed and considered for ways to prevent and remove barriers persons with disabilities.	• The Ministry's established feedback protocol ensures that feedback is collected by various methods for the convenience of our clients including phone, email, teletypewriter and feedback forms. The Ministry's dedicated feedback email inbox is reviewed weekly, and to date, no issues or concerns have been raised by clients. All feedback requirements of the Accessibility Standards for Customer Service and the Integrated Accessibility Standards were met.

2012 - 13 Commitments for Customer Service continued	Measures Taken or Outcome Achieved
Accessible Products and Services	
The Ministry is committed to ensuring that people with disabilities receive high quality and timely accessible products and services.	Teletypewriter (TTY) Equipment The Ministry's TTY phone number remains posted on the internal and external Info-go telephone directory to ensure its availability to clients and Ontarians. The number is also posted at all reception desks within the Ministry. Defective TTY equipment was replaced by the Ministry to ensure that clients received no disruption in service.
2012 - 13 Commitments for Information and Communications	Measures Taken or Outcome Achieved
Accessible Emergency Procedures	
Individual emergency response procedures will continue to be made available to employees as appropriate and as soon as practicable. Emergency evacuation procedures and the Continuity of Operations Plan are available to staff in alternative format upon request.	- The Ministry continues to ensure that the evacuation assistance protocol includes individualized emergency response information for employees as appropriate, as soon as practicable, and as required by the Integrated Accessibility Standard. - Ministry managers remain aware of their responsibilities in providing support to staff requiring evacuation assistance in the event of an emergency and participated in refresher training this year. - The Ministry's emergency evacuation procedures and Continuity of Operations Plan continue to be available to staff in accessible format upon request. The Ministry once again met all IASR emergency procedure requirements.

2012 - 13 Commitments for Information and Communications continued	Measures Taken or Outcome Achieved
Use of Plain Language to Expand Reach and Impact	
Plain language deliverables will be included in OPS communications directors' performance plans.	• The OPS wide clear writing action plan exercise led by the Ministry was successfully implemented and completed this year. • Achievements across ministries include; development of online modules and in-person training sessions to improve clear writing skills, development of plain-language guides for two new pieces of legislation, in-house plain language workshops for senior staff, creation of clear writing "tips and tricks" sheet, new descriptive graphics and poster boards to explain complex processes or initiatives and rewriting of Ministry websites. Information across the enterprise is easier to access and easier to understand for Ontarians, clients and staff.
Accessible Public and Intranet Websites	
The public and intranet websites maintained by the Ministry will continue to be accessible and meet the requirements outlined in the Integrated Accessibility Standards Regulation (IASR).	• Public and intranet websites maintained by the Ministry continue to meet the full requirements of the IASR. • The Ministry's websites are continually monitored to prevent accessibility barriers including the use of the accessibility testing station. The accessibility testing station is a tool used by Ministry staff responsible for managing websites that assists in identifying how people with disabilities may experience a website. Further identified and removed barriers to public and intranet website content ensuring that information is accessible. Public and intranet website content meets all best practices for online accessibility standards.
Publications in Alternative Formats	
Publications in alternative formats continue to be available upon request.	• Publications in alternative formats continued to be available upon request by Ministry clients, staff and Ontarians. The Ministry was prepared to respond to any requests for publications in alternative formats.

2012 - 13 Commitments for Information and Communications continued	Measures Taken or Outcome Achieved
Improvements to Ontario.ca website	
In collaboration with the Ministry of Government Services, the Ministry will be making accessibility improvements to Ontario.ca. Content will be easier to find and new features will be included to improve site usage with devices such as smart phones.	• Implemented a new, simpler look and feel to Ontario.ca in Fall 2012, reducing complex navigation and improving search capabilities. • Increased overall accessibility score of Ontario.ca from 80% to 99%. • Redesigned Ontario.ca to support small screens devices increasing accessibility for people using different devices. • Revised web content to grade 6-7 reading level, making it easier for people with cognitive disabilities and language barriers to understand government information and access services. • Required web content contributors to confirm accessibility of all content before publishing to Ontario.ca, conducting random spot checks to ensure standards are being met. • Implemented accessibility improvements continuously throughout the year. Improved accessibility of Ontario.ca since last year removing barriers to information for Ontarians.
2012 - 13 Commitments for Employment	Measures Taken or Outcome Achieved
Recruitment Process Continues to be Fair and Barrier-Free	
Offer employment opportunities through job ads that are barrier-free. All interviews will be provided in a barrier-free environment.	• The recruitment process continues to be fair and barrier-free, with accommodation offered to job candidates upon notification of interview as required by the IASR. The Ministry was prepared to respond to any requests for accommodation.

2012 - 13 Commitments for Employment continued	Measures Taken or Outcome Achieved
Orientation Information Continues to Include Accessibility Information	
	• Orientation information for all new employees and managers was updated this year to identify new relevant and mandatory accessibility training. All managers and new staff are provided with the Ministry orientation checklist which identifies accessibility training information and requirements to ensure 100% AODA and IASR compliance. This ensures that all Ministry staff are aware of accessibility requirements to assist in providing appropriate customer service.
2012 - 13 Commitments for Built Environment	Measures Taken or Outcome Achieved
Accessibility of Bathrooms and Heritage Space	
The Ministry will continue to give consideration and improve accessibility in its built environment, while taking into account the heritage designation of the building.	• The Ministry continues to break down barriers in its built environment, while maintaining the heritage designation of the building. • The accommodation project to improve the accessibility of the Whitney Block third floor washrooms was completed. • Routine maintenance is ongoing of Automatic Door Openers in the Ministry to further support the removal of physical barriers in the workplace. Continued identification and removal of any barriers in the built environment.

2012 - 13 Commitments for Procurement	Measures Taken or Outcome Achieved
Accessible Procurement Practices	
Accessibility requirements are incorporated into the Ministry's procurement processes.	• Accessible options were considered when procuring goods and services and accessibility was included in the evaluation process where applicable. • An accessibility checklist is part of the Ministry's procurement process and is used to determine how AODA accessibility requirements can be addressed in new procurement activities and products. The Ministry remains 100% in compliance with ODA and AODA Procurement Requirements under the IASR.
Other 2012 - 13 Commitments	Measures Taken or Outcome Achieved
Accessible Policy Development Process	
	• As part of the Our Best Advice Strategy implemented by the Ministry last year, the OPS Inclusion Lens has been integrated into the courses taken by OPS policy professionals and supported by the Policy Innovation and Leadership Secretariat of Cabinet Office. • Our Best Advice Strategy is a policy modernization initiative and includes three focus areas; Policy Development, Quality Policy, and Annual Research Cycle. Each area provides resources, guides and tools to help policy professionals in their daily work. Ensured that training for OPS policy professionals incorporates the principles of accessibility, diversity and inclusion to assist in the identification, and removal of barriers in the policy development process.

Section Two: Report on Measures Planned for 2013 - 14

Last year, the OPS published a [Multi-Year Accessibility Plan \(MYAP\)](#) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, MYAP deliverables are highlighted for 2014-16. In addition to 2013-14 commitments, the Ministry will also briefly report on any planned 2014-16 deliverables in coordination with the MYAP.

Measures Planned for 2013

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Customer Service People with disabilities who are OPS customers receive quality goods and services in a timely manner.	New staff trained on accessibility	Training on Accessible Customer Service and Integrated Accessibility Standards - All new Ministry employees and managers will continue to receive accessibility training within six weeks of their start date to meet the full requirements of the Customer Service and Integrated Accessibility Standards. Training on OPS Inclusion Lens - Ministry staff will continue to be encouraged to take the OPS Inclusion Lens training and promote its use to provide the best possible customer service. - The OPS Inclusion Lens is an analytical tool that assists staff in identifying, removing and preventing barriers to accessibility. Promotion of OPS Inclusion Lens will results in wider usage of the tool.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Customer Service continued	Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training	Accessible Procurement Practices • The Ministry is committed to integrating accessibility considerations into our procurement processes including the completion of an AODA Procurement Requirements Checklist in advance of any procurement activities. • Advice on accessibility impacts relating to purchasing activities in accordance with the IASR, corporate directives and processes will continue to be provided to Ministry staff and implemented in a timely matter. 100% compliance with IASR procurement requirements. Accessible Emergency Procedures • The Ministry will continue to ensure individual emergency response procedures are made available to employees, as appropriate, as soon as practicable. • Emergency evacuation procedures and the Continuity of Operations Plan will continue to be available to staff in alternative format upon request. • Ongoing consideration will be given to improve the accessibility of Ministry emergency procedures and emergency preparedness materials in collaboration with the Ministry of Community Safety and Correctional Services for the continued safety of all staff. 100% of the Ministry's emergency procedures will be available in alternative format.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Customer Service continued	Increased awareness in OPS of accessibility best practices in customer service and the workplace	Feedback on Accessibility • All feedback received by the Ministry will continue to be reviewed and considered for implementation as necessary to prevent and remove barriers in the workplace. Weekly review of accessibility feedback mechanisms (email, mail, TTY, phone). All feedback will be responded to in compliance with the OPS Common Service Standards. Accessibility Advisory Committee Representative • Once again, the Ministry is supporting the OPS Disability Advisory Council through Ministry representative participation. • The objective of the Council is to help prepare the OPS meet compliance with legislation and proposed accessibility standards through consumer perspective. Accessibility Working Group • This year, the Ministry's Accessibility Working Group and Diversity Team will be working to demonstrate the different aspects of diversity through a series of information sessions led by content experts and guest speakers. This will build upon last year's goal of working towards creating diversity awareness. Group to meet quarterly to plan initiatives that will increase staff knowledge of diversity and accessibility within the Ministry.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Customer Service continued	Increased awareness in OPS of accessibility best practices in customer service and the workplace continued	Accessible Practices for Document Formats • The Ministry continues to promote the use of accessible communications practices. • Established practices and guides including the OPS Diversity Office Accessibility@Source resources remain available to staff on the Ministry intranet website. • Accessibility@Source is an information awareness initiative designed to provide staff with clear and focused information on incorporating accessibility into daily work practices. Staff will be informed about the best practice guidelines for alternative formats. Teletypewriter Equipment • Ministry Teletypewriter (TTY) calls will continue to receive the same high level service standards as all Ministry telephone calls. • The Ministry will continue to partner with ServiceOntario staff to respond to calls. • New Ministry reception staff will receive TTY training, with refresher training for existing staff provided as appropriate. The Ministry will respond to 100% of TTY calls. All new Ministry reception staff will receive training on TTY as part of their orientation.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Information and Communications Information and Communications are available in accessible formats to all OPS staff and customers.	Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training	Improvements to Ontario.ca website • In collaboration with the Ministry of Government Services, the Ministry will continue to make accessibility improvements to the Ontario.ca website. A new responsive design will be implemented to support tablets and medium-sized mobile devices to increase user accessibility. • The Ontario.ca site will be continually tested to ensure it is barrier-free. A more accessible Ontario.ca to further remove barriers to information for Ontarians. Accessible Ministry Public and Intranet Websites • All websites maintained by the Ministry will continue to be accessible and meet the current requirements of the IASR. • The Ministry is on track to ensure all internet websites and content will conform to the Web Content Accessibility Guidelines (WCAG) 2.0 level AA excluding live captioning and audio description by January 1, 2016 as required by the IASR. • The accessibility of all websites will be tested on an ongoing basis by the Ministry using online standards and the Ministry's accessibility testing station. The accessibility testing station is a tool used by staff responsible for managing websites that assists in identifying how people with disabilities may experience a website. The two public websites (www.premier.gov.on.ca and www.news.ontario.ca) and the four internal websites for the Secretary of the Cabinet, Cabinet Office, learning.comm and Photo Library will continue to meet or exceed the requirements and implementation schedule of the IASR.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Information and Communications continued	Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training continued	Publications in Alternative Formats The Ministry will continue to provide publications in alternative formats upon request. As required the Ministry will work with the appropriate organizations such as the Canadian National Institute for the Blind for Braille formats and the Strategic New Media unit within the Ministry for accessible text and audio. 100% of requests received and returned by the Ministry for publications in alternative formats.
Employment Accommodation People with disabilities who are OPS employees participate fully and meaningfully in services and employment.	Increased awareness in OPS of accessibility best practices in customer service and the workplace	Barrier-Free Recruitment - Ministry job advertisements and offers of employment continue to be barrier-free. Managers are provided a checklist to ensure job ads are accessible. - All interviews will be provided in a barrier-free environment and all job candidates continue to be offered accommodation upon notification of interview. In cases where accommodations are required, the needs of the candidate are met.
	Senior managers have accessibility performance commitments	Senior Manager Performance Commitments All senior managers in the Ministry have made inclusion performance plan commitments to support accessible leadership in the OPS. Performance Plan commitments will be reviewed to enhance inclusion based knowledge and skills across the OPS.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Built Environment There is greater accessibility into, out of and around OPS facilities and public spaces.	Continue to develop strategies for addressing infrastructure barriers	Built Environment Standard - Public parking spaces and other accommodations in the Ministry will remain accessible as outlined in the barrier-free design requirements under the Ontario Building Code and internal OPS Guidelines for Barrier-free Design of Ontario Government Facilities. - The Ministry will review accessibility requirements identified in the IASR's Design of Public Spaces Standards, effective January 1, 2015 and increase awareness among staff of these barrier-free requirements. Employee and client feedback will be considered to ensure the Ministry's built environment is compliant with the IASR's Design of Public Spaces Standards. Accessibility of Bathrooms, Boardrooms and Heritage Space - Ongoing consideration will be given to improve the accessibility of the Ministry's built environment while taking into account the heritage designation of the building. - In collaboration with the Ministry's Building Management, work will continue on the next phase of the project to improve the accessibility of Ministry Whitney Block washrooms incorporating lessons learned from the 3rd floor improvements. Continued removal of physical barriers in Ministry washrooms.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Leadership The OPS endeavours to demonstrate leadership for accessibility in Ontario.	Ongoing consultations with persons with disabilities.	Accessible Policy Development Process - As part of the Policy Innovation and Leadership Our Best Advice Strategy, courses for OPS policy professionals will be developed to include the new OPS Inclusion Plan in collaboration with the Centre for Leadership and Learning. Accessibility content will also be included in a series of new policy courses being offered through various universities in Ontario. OPS policy professionals are aware of accessibility and inclusion training and are better able to identify and remove barriers in the policy development process. Accessibility is included in consultations with stakeholders. People of all Abilities Represented in Government Communications - The Ontario Photo Library will be continually updated to reflect the diverse people of Ontario. The Library is a database of photos and images used in Ontario government and Agencies online material and printed publications. Images available for use by the OPS to ensure people of all abilities are represented in government publications. Use Plain Language to Expand Reach and Impact - Plain language deliverables will be included in OPS communications directors' performance plans. - Ongoing use of clear writing principles and standards integrated into Ministry communications process. Continued review and monitoring of OPS language use to ensure information has maximum reach and impact.

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2013.
Leadership Continued	Ongoing consultations with persons with disabilities continued	Use Plain Language to Improve Website Accessibility - Continue work with various Ministries in the OPS to rewrite complex online content using clear language as part of the Ontario.ca accessibility improvements. - The new Ontario.ca style guide is designed with accessibility in mind, and requires most content to be written at a grade 6-7 level so that it is easier to understand, especially for visitors with cognitive disabilities and language barriers. - The Ministry will regularly review Ontario.ca content to ensure compliance with style standards and to make improvements based on visitor feedback. Improved accessibility to Ontario.ca website content allowing information to be accessed easier by Ontarians. Use OPS Inclusion Lens to review Cabinet Submissions - Cabinet submissions will continue to be reviewed using the OPS Inclusion Lens to ensure any barriers are removed and to support the government's goal of the most accessible Ontario by 2025. 100% of all new Ministry Acts, Regulations and Policies will be reviewed using the OPS Inclusion Lens. Inclusion Lens Awareness - The Ministry will continue to encourage all staff to use the OPS Inclusion Lens tool. The Lens, a course available through the Centre for Leadership and Learning remains on the Ministry's new staff orientation checklist. Promotion of OPS Inclusion Lens will result in increased use of the tool.

Measures Planned for 2014 - 16

MYAP Outcomes	MYAP Deliverables	Ministry Proposed Commitments and Measures of Achievements for 2014 - 16.
Customer Service	Inclusion Lens applied to all policies and practices Accessibility is part of all OPS business	Training on OPS Inclusion Lens The Ministry will encourage staff to take the OPS Inclusion Lens training by December 31, 2015 to reinforce accessibility considerations and support the OPS Multi-Year Accessibility Plan.
Information and Communications	Accessibility Expo continues annually	Accessibility Expo Support The Ministry will attend the Accessibility Office / JOIN Employee Resource Group Symposium through a Ministry representative.
Employment Accommodation	Staff have accessibility performance commitments	Staff Performance Commitments Working with senior managers, promote the incorporation of accessible and inclusion commitments into staff performance plans. Performance Plan commitments will be reviewed by Managers to enhance inclusion based knowledge and skills across the OPS.
Built Environment	OPS ready to implement requirements of AODA built environment regulation. Ongoing consultations with persons with disabilities.	Support Built Environment Regulation Implementation The Ministry will actively participate in any related corporate initiatives to support Infrastructure Ontario and the OPS Diversity Office in implementing the AODA Design of Public Spaces Standards and any changes that are made to the barrier-free requirements of the Ontario Building Code.
Leadership	Accessibility continues as strong organizational commitment	Accessibility and Inclusion a Ministry Priority The Ministry will develop a three year Ministry Inclusion Plan to ensure accessibility continues to be a core priority as outlined in the OPS 2013 - 2016 Inclusion Now! Strategic Inclusion Plan.

Section Three: Report on Legislative Review

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

Acts, Regulations and Policies Reviewed in 2012 - 13

- Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:
 1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
 2. By the end of 2014, review of 52 targeted high-impact statutes that meet the following criteria:
 - a. Statutes that affect persons with disabilities directly;
 - b. Statutes that provide for the delivery of widely applicable services or programs;
 - c. Statutes that provide benefits or protections; or
 - d. Statutes that affect a democratic or civic right or duty; and
 3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.
- This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs.
- One high impact statute was identified for the Ministry in this phase of the review. The Ministry will be conducting a review of the Election Act for accessibility barriers, in keeping with the government's commitment. This is scheduled for completion by 2014.
- Those involved in the review received training on how to identify and address accessibility barriers in legislation.

Acts, Regulations and Policies to Be Reviewed in 2013 - 14

- The Ministry is on track to complete the accessibility review of its high impact statute by 2014 as required by the OPS Diversity Office and the Ministry of the Attorney General.
- Going forward, the Ministry's remaining Acts will be reviewed using the Inclusion Lens to ensure a barrier-free Ontario by 2025. (A review of the Elections Finances Act was completed in 2011 as part of the first stage of this process.)

Commitment: Enhancing Election Accessibility in Ontario

- Accessibility is identified as a key priority in Elections Ontario's *Strategic Plan 2013-2017*.

Measure of Achievement:

- Implementation of Bill 231 accessibility measures.

BACKGROUND INFORMATION

- Bill 231 received Royal Assent on May 18, 2010. The bill made a number of changes to the *Election Act* and the *Election Finances Act*, including initiatives to improve the voting process and increase access for persons with disabilities .Accessibility measures introduced by Bill 231 included:
 - o Requiring that all polling locations must be accessible;
 - o Providing voters with the opportunity in advance of scheduled elections to comment on the accessibility of proposed polling locations before they are selected. (Across the province in late 2010 and early 2011, returning officers and their teams inspected more than 11,000 potential locations. This effort resulted in voting being held in many non-traditional locations across the province during the 2011 provincial election, such as grocery stores and shopping centres);
 - o Allowing voters to request to vote by special ballot;
 - o Allowing voters with a disability who need assistance with special ballots to request a home or hospital visit from an Elections Ontario official to help (voters can also request the use of assistive technology); and
 - o Requiring returning officers to ensure that all electoral officers receive training to better assist voters with disabilities.
- Elections Ontario worked to implement these accessibility measures in preparation for and during the 2011 election. A 15-member accessibility advisory committee was assembled to advise the CEO on specific initiatives to remove barriers in the electoral process and increase opportunities for persons with disabilities.
- In advance of the 2011 election, Elections Ontario drafted Site Accessibility Standards to use in evaluating the accessibility of prospective voting locations. Elections Ontario posted the proposed voting locations on its website for public consultation. Based on feedback from over 100 individuals, Elections Ontario and its Returning Officers took steps to overcome identified obstacles to voting at the proposed locations.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

IASR – Integrated Accessibility Standards Regulation

MYAP – Multi-Year Accessibility Plan

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act, 2001

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

How to Contact us

Questions or comments about the Ministry's Accessibility Plan are always welcome.

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