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2009-2010 Accessibility Plan

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Introduction

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The **Accessibility for Ontarians with Disabilities Act, 2005** (AODA) sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are developed and implemented to break down barriers in key areas of everyday life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The Government of Ontario is preparing to lead the way towards an accessible province, beginning in January 2010 when the first standard for customer service comes into force.

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the **Ontarians with Disabilities Act, 2001** (ODA).

Building on last year's plan, the 2009-10 accessibility plans will continue moving the Ministry of Labour (MOL) towards the goal of an accessible province for all Ontarians.

Links to the other ministry plans are available at:
http://www.mcsc.gov.on.ca/mcsc/english/pillars/accessibilityOntario/planning/ministries_accplans10.htm

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Report on Status of Customer Service Requirements

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The Accessibility Standards for Customer Service (Ontario Regulation 429/07) under the [Accessibility for Ontarians with Disabilities Act](#) (AODA) came into force on January 1, 2008. All OPS ministries must be in compliance with the Regulation by January 1, 2010.

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A. Infrastructure and Communications

I. Accessibility in Procurement of Goods and Services (S.5)

Commitment:

Program areas will take accessibility issues into account in the procurement of goods and services, in accordance with the Ministry of Government Services' (MGS) guidelines on procurement.

Planned Action(s):

The Ministry of Labour will:

1. Participate on the Diversity and Accessibility Working Group on Procurement.
2. Continue to provide new managers and staff who have procurement responsibilities with the MGS guidelines on procurement, in the ministry's orientation package.
3. Continue to review existing and new procurement practices to ensure that they meet requirements of the MGS guidelines.
4. Provide information regarding the procurement of accessibility resources in an accessibility resource toolkit for managers.
5. Continue to work with the Economics and Transportation Cluster (ETC), to ensure that all Internet applications that are procured are accessible to people with disabilities.

Timeframe:

Ongoing throughout 2009-2010.

Results Achieved:

MGS guidelines are provided to new managers through the ministry's orientation package and Management Development Program organized by the Ministry Coordination Unit (MCU).

The MOL staff that are involved in procurement were briefed on AODA and procurement initiatives.

II. Improvements in Accessibility of the Ministry's Internet Site (S.6)

Commitment:

Ensure that all new information posted to the existing and new external websites are fully accessible to people with disabilities.

Planned Action(s):

1. Continue to ensure that the MOL Internet website meets Cabinet Office's online design program and uses accessible templates.
2. All MOL Internet website content will continue to be audited annually for both currency and

accessibility. New content will be developed in accessible formats and plain language.

3. The Communications and Marketing Branch (CMB) will continue to work with program areas to address any new website accessibility issues and provide guidance to program areas that request assistance in preparing publications in alternate formats.

Timeframe:

Ongoing throughout 2009-2010.

Results Achieved:

The MOL internet website was redesigned and re-launched in order to improve accessibility.

B. Programs and Services Planning

I. Results Based Planning

Commitment:

Ensure that ODA accessibility planning and AODA standard setting requirements are incorporated into policies, practices and procedures and taken into account in Results-based Planning activities.

Planned Action(s):

1. The Finance & Administration Branch (FAB), in conjunction with the Ministry Coordination Unit (MCU), will review new initiatives/activities and any related accessibility issues.
2. Program areas will be reminded of the need to consider ODA and AODA requirements in developing or implementing any new activities and initiatives.
3. The MCU will work with program areas to incorporate the Ontario Public Service (OPS) accessibility policy into program policies, practices and procedures.

Results Achieved:

The MCU:

1. Designed, developed and delivered training to managers and the ministry's Advisory Leads Group on the customer service regulatory requirement.
2. Provided managers with an AODA Customer Service readiness assessment to determine if there were gaps in the services provided to customers with disabilities.
3. Developed a training strategy, education materials and an implementation checklist for managers to ensure AODA readiness.

II. Ministry Staff Awareness

Commitment:

Enhance ODA and AODA awareness for managers and employees.

Planned Action(s):

1. An accessibility intranet website has been developed under "My Workplace @ MOL", to provide ODA and AODA information and tips on improving accessibility for managers and employees. To support accessibility awareness, this intranet site will be updated with MOL-specific resources and OPS tools.
2. OPS and AODA obligations will continue to be incorporated into Ministry Orientation packages for new employees, and updated as any new regulations are passed.
3. Ensure the ministry's accessibility commitments and strategies are an ongoing responsibility for ministry managers and staff, through the ministry's Advisory Leads Group.

Timeframe:

Ongoing throughout 2009-2010.

Results Achieved:

Information and education about the ODA and AODA has been provided to managers and staff through a variety of means. Information on ODA and AODA is updated on ministry's intranet website for MOL employees, "My Workplace @ MOL", on an ongoing basis to highlight new and existing accessibility resources.

III. Responsiveness to the Public

Commitment:

Resolve disability issues by responding to and resolving public complaints concerning MOL programs and services and assisting the general public.

Planned Action(s):

- 1. The MOL will continue to participate on OPS accessibility working groups and consult the Accessibility Directorate Office (ADO) and other ministries to develop best practices in the provision of accessible services and make these available to ministry programs.
- 2. The MCU will continue to update ODA and AODA information and provide tips on improving accessibility to managers and employees via internal communications and on the "My Workplace @ MOL" intranet website to provide the latest available resources to assist with resolving accessibility complaints.
- 3. A Ministry feedback process is under development with the Ministry's CMB to receive complaints or issues specific to accessible customer service. Complaints regarding accessible services will be assigned for resolution and monitored by the Ministry's MCU.

Timeframe:

Ongoing throughout 2009-2010.

C. Ministry Structures to Support Planning- (S.10)

I. Internal Planning groups

Commitment:

The Ministry's Advisory Leads Group, consisting of representatives from all Ministry programs, will coordinate and monitor the development and implementation of the Ministry's accessibility plan and obligations.

Planned Action(s):

- 1. The MCU will continue to lead the Ministry's Advisory Leads Group to provide managers and employees with the required training and information necessary to meet accessibility obligations.
- 2. Branches within the Internal Administrative Services Division (FAB, Business Support Unit and the MCU) will continue to work with program areas to identify and address accessibility issues.
- 3. Continued monthly reporting to MOL's Senior Management Committee (SMC) on progress made toward meeting the Ministry's plan.
- 4. The Ministry's Advisory Leads Group and MCU will continue to work towards the development and implementation of strategies to enhance the Ministry's effort to improve accessibility for employees and customers with disabilities.
- 5. A joint review of the head office emergency evacuation protocols will be undertaken to ensure that staff and customers on our premises with disabilities are adequately protected in case of emergency evacuation situations.

Timeframe:

Ongoing throughout 2009-2010.

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Report on Other Accessibility Commitments

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Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for **Accessibility for Ontarians with Disabilities Act** (AODA) standards currently under development.

A. Employment

I. Employment Accommodation (S.8)

Commitment:

MOL will consider accessibility in our ministry's recruitment activities and accommodate the accessibility needs of existing and new employees with disabilities. Planned Action(s):

1. Inform managers about accessibility-related recruitment activities through information available from the Regional Recruitment Centres.
2. Employment accommodation for employees with disabilities will continue to be communicated through internal e-mails and Ministry Management Development Programs.
3. The ADO's guide on how to make the workplace accessible will be shared across the Ministry through posting online resources.
4. Develop a feedback mechanism in conjunction with the CMB that will be monitored and tracked corporately by MOL to receive information from employee on their accommodation needs.

• Applications will be made to the Employment Accommodation Fund to meet accessibility needs of the Ministry, as necessary.

Timeframe:

Ongoing throughout 2009-2010.

II. Internal Training

Commitment:

The Ministry will provide training to raise awareness of accessibility issues.

Planned Action(s):

1. Continue to encourage the completion of **Ontarians with Disabilities Act** (ODA) and AODA on-line training as part of the Ministry's Orientation program.
2. All new managers/supervisors must complete ODA on-line training within 90 days of starting with the MOL.

Results Achieved:

Managers were provided a three-part training strategy and a tracking mechanism for accessibility training was provided to employees.

AODA "May I Help You?" 1 and 2 training is complete for required staff and, as a best practice, non-required staff have completed the training.

Timeframe:

Ongoing throughout 2009-2010

B. Communications and Information

I. Publication in Alternate Format (S.7)

Commitment:

Provide publications in alternate formats for people with disabilities.

Planned Action(s):

- 1. Work with ServiceOntario Publications to provide the ministry's new and existing publications in alternate formats to people with disabilities, as requested.
- 2. Provide a resource toolkit to managers of program areas to assist with responding to requests for publications in alternate formats.
- 3. Continue to participate in OPS wide accessibility discussions and committees to provide current information and best practices to ministry programs on available alternate formats.

Timeframe:

Ongoing throughout 2009-2010.

C. Built Environment

I. Accessibility to Government Buildings, Structures and Premises (S.4)

Commitment:

Ensure that current and future Ministry facilities are accessible to people with disabilities.

Planned Action(s):

- 1. The Ontario Realty Corporation's (ORC) Barrier-Free Design Guidelines will be applied in all relocation/ renovation projects.
- 2. The Business Support Unit (BSU) will continue to work with managers to identify opportunities and address areas that require accessibility improvement (for both employees and customers).

Timeframe:

Ongoing throughout 2009-2010.

Results Achieved:

ORC Barrier-Free Guidelines have been applied during renovations to the following locations:

- 1. Scarborough District Office
- 2. Mississauga District Office
- 3. Relocation of the Central Region Director's Office to Mississauga
- 4. Scarborough OWA relocation
- 5. Pay Equity relocation

D. Policies

I. Internal Policies

Commitment:

Ensure the ministry has policies, practices and procedures in place that support the requirements under the AODA and inform required staff.

Planned Action(s):

- 1. The MCU will assign, track, monitor and report on complaints regarding accessibility of services.
- 2. A resource toolkit will be provided to managers and other "accessibility point persons" to ensure effective implementation of policies and procedures.
- 3. As new regulations to support accessibility are passed, new Ministry-level implementation plans will be developed.

Timeframe:

Ongoing throughout 2009-2010.

Results Achieved:

The MOL has adopted the OPS Accessibility Policy.

Training and tools on MOL's accessibility policies, practices and procedures have been provided to managers in order that they are able to train required staff.

II. Acts and Regulations

Commitment:

Continue to review acts and regulations to identify barriers to access.

Planned Action(s):

- 1. The Legal Service Branch (LSB) and the Policy, Program Development & Dispute Resolution Services Division (PPDDRSD) will determine key acts and regulations to be reviewed in order to identify barriers to accessibility in accordance with MOL accessibility priorities.
- 2. The LSB continues to review the Employment Standards Act, 2000 to identify any barriers of the legislation for persons with disabilities.

Timeframe:

Ongoing, pending amendments to existing acts /regulations or enactment of new acts /regulations.

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

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- General inquiry number: 416-326-6267 Toll-Free 1-866-932-7229
- TTY number: 416-314-5811

E-mail: ODAinquiries@ontario.ca

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

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 a barrier-free province.

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

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