



Table of Contents |  [Print This Page](#)

2010-2011 Accessibility Plan

- ISBN: 1708-363X
- Issued: December 2010
- Content last reviewed: December 2010

Table of Contents

1. [Introduction](#)
2. [Report on Accessibility Achievements for 2009-2010](#)
3. [Report on Accessible Customer Service Requirements](#)
4. [Information and Communication Commitments](#)
5. [Other Accessibility Commitments](#)
Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in the preparation for AODA standards currently under development
6. [Act\(s\), Regulation\(s\), Policy\(s\) being reviewd to prevent Barriers to Persons with Disabilities](#)
7. [Glossary of Terms/Acronyms](#)
8. [For More Information](#)

[Next](#)



[Table of Contents](#) | [Print This Page](#)

Introduction

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

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, in 2010 the government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).

As we await additional standards under AODA, we are guided by the Ontario Human Rights Code and obligations set out in the [Ontarians with Disabilities Act, 2001](#) (ODA).

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the ODA.

Building on last year's plan, the 2010-11 accessibility plans will continue moving the Ministry of Labour (MOL) towards the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans please visit: [Ontario.ca](#)

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Report on Accessibility Achievements for 2009-2010

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

1. Accessibility in Procurement of Goods and Services

Commitment:

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

Results Achieved:

- The Ministry of Labour (MOL) participated in the Diversity and Accessibility Working Group on Procurement
- MGS guidelines provided to procurement staff and new managers through the ministry's orientation package and Management Development program
- Existing and new procurement practices were reviewed to ensure they met MGS guideline requirements
- Information regarding the procurement of accessibility resources was incorporated into an accessibility resource toolkit for managers
- Economics and Transportation Cluster (ETC) worked with program areas to ensure all Internet applications meet procurement requirements and are accessible to people with disabilities

2. Ministry of Labour Internet Accessibility Improvements Commitment:

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

Results Achieved:

- Ministry website used accessible templates and met Cabinet Office's guidelines for online design
- All MOL website content was audited for both relevancy and accessibility
- The Communications and Marketing Branch (CMB) worked with program areas to address any new website accessibility related issues and provided guidance to program areas that request assistance in preparing publications in alternate formats

Programs and Services Planning

1. Results-based Planning

Commitment

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

Results Achieved:

- The Finance & Administration Branch (FAB) reviewed new initiatives related to identified accessibility issues
- Program areas were reminded about the need to consider ODA and AODA requirements in developing or implementing any new activities
- The Ministry Coordination Unit (MCU), which implements the ODA and AODA, established a group of accessibility leads to integrate the Ontario Public Service (OPS) accessibility policy into program policies, practices and procedures

2. Ministry Staff Awareness

Commitment:

Enhance ODA and AODA awareness among ministry managers and employees.

Results Achieved:

- Ministry staff completed *May I Help You? Welcoming Customers with Disabilities*—and *May I Help You?* Supplementary course
- Ministry orientation packages updated with ODA and AODA training obligations
- Tracking form developed for managers to regularly track staff accessibility training
- Information and education about the ODA and the AODA was provided to managers and staff through the accessibility leads group for each program, via direct email and a new intranet site for accessibility located at "My Workplace @ MOL"
- Accessibility Intranet site updated regularly to provide new accessibility resources

- Regular meetings with accessibility leads group to ensure accessibility commitments and strategies are an ongoing responsibility of managers and staff
- Managers trained to be single point of contact for all accessibility related matters
- Ministry continued to participate in OPS accessibility working groups and consult the Diversity Office (DO) and other ministries to develop best practices in the provision of accessible services such as: creating accessible documents at source

3. Responsiveness to the Public

Commitment:

Resolve disability issues by responding to public complaints concerning MOL programs and services.

Results Achieved:

- A customer service Internet-based feedback process was developed to receive complaints
- Complaints regarding accessible services are monitored daily by ministry staff and assigned to the appropriate branch for resolution
- New Teletypewriter (TTY) machine was added to the main ministry reception and general inquiry line
- Any complaints received were directed to appropriate division/branch for prompt resolution

Ministry Structures to Support Planning

1. Internal planning groups

Commitment:

The Ministry Coordination Unit (MCU) is responsible for the implementation of the ODA and AODA. It will continue to plan, coordinate and monitor the development and implementation of the ministry's accessibility plan and obligations.

Results Achieved:

- Accessibility leads group established to incorporate the Ontario Public Service (OPS) accessibility policy into program policies, practices and procedures
- Accessibility leads group acts as program representatives and advisors on the roll-out of accessibility information and materials to managers and employees
- All managers are point persons with accessibility complaints within their program area
- Accessibility leads group and MCU continue to work on the development and implementation of strategies to enhance the ministry's capacity to improve accessibility for employees and customers with disabilities
- The ministry's Finance and Administration Branch continue to work with all program areas of the ministry to identify and address the financial implications of accessibility issues
- A joint review of the head office emergency evacuation protocols was undertaken to ensure staff and customers with disabilities are adequately protected in case of emergency
- The MCU reports regularly to various senior level committees including the Strategic Human Resource Planning Council (SHRPCo) and the Senior Management Committee (SMC) on progress made toward meeting the ministry's plan

Employment

1. Employment Accommodation

Commitment:

Consider accessibility in ministry's recruitment activities and accommodate the accessibility needs of existing and new employees with disabilities.

Results Achieved:

- Managers were informed about accessibility-related recruitment activities through information available from the Regional Recruitment Centres (e.g. barrier free recruitment)
- Standards and methods of employment accommodation for employees with disabilities continue to be communicated through internal e-mails and Management Development Programs
- Programs have been developed for managers to ensure they understand their role in creating a workplace that is respectful, inclusive and free from discrimination and harassment; for example an "Equitable Leader" assessment was completed for all managers
- Workplace discrimination, harassment and violence prevention training provided to all staff and managers
- Ergonomic assessments provided to staff as necessary

2. Internal training

Commitment:

Raise awareness on accessibility issues through training.

Results Achieved:

- The Ministry's orientation program identifies *May I Help You? Welcoming Customers with Disabilities*—and *May I Help You? Supplementary*

mandatory training for all new staff (95% of all staff have taken training)

- New managers/supervisors completed the Ontarians with Disabilities Act—Maximizing the Contributions of Employees with Disabilities online training within 90 days of commencing managerial duties
- Accessibility leads group and point persons were trained on how to create accessible documents at source
- Ministry reception staff trained on new TTY machine

Communications and Information

1. Publications in Alternate Formats

Commitment:

Provide publications in alternate formats for people with disabilities.

Results Achieved:

- Work completed with ServiceOntario Publications to provide new and existing publications in alternate formats for people with disabilities
- AODA resource toolkit provided to program area managers to assist with responding to requests for publications in alternate formats or accessibility related issues
- Accessibility leads group and point persons were trained on how to create accessible documents at source
- Accessibility leads group provided with Adobe Acrobat 9 to enable accessible PDF documents
- Continued participation in OPS-wide accessibility discussions and committees to share information and best practices

Built Environment

1. Accessibility to Government Buildings, Structures and Premises

Commitment:

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

Results Achieved:

- The Ontario Realty Corporation's (ORC) Barrier-Free Design Guidelines were applied in the following relocation/renovation projects:
 - 400 University Avenue: Employment Standard (ES) Project Team
 - 400 University Avenue: Head Office Realignment
 - 5001 Yonge Street: Central East Office
 - 6711 Mississauga Road: Central West Office
 - 119 King Street, Hamilton: ES project Team
- The Business Support Unit (BSU) continued to work with managers to identify opportunities and address areas that require accessibility improvement (for both employees and customers) For example, Braille was added to floor signs to identify business
- Landlords notified of AODA client service regulation requiring posting of a notice in the event of a disruption of service within a building (e.g. during G8/G20 notices were posted in the lobby of the building advising that services were accessible only by phone). Signage samples were provided and notices are currently being posted in the event of a service disruption

Policies

1. Internal Policies

Commitment:

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

Results Achieved:

- The MOL adopted the OPS policy on accessibility and has implemented appropriate practices at the branch level
- Managers assigned as point persons were provided enhanced training to implement the policy
- Resource toolkit provided to managers and point persons to ensure effective implementation of policies, procedures and training of required staff
- Customer feedback email site monitored daily by the Ministry Coordination Unit with complaints regarding accessibility of services assigned to the appropriate branch for consideration and resolution

Acts and Regulations

Commitment:

Review acts and regulations to identify barriers to access.

Results Achieved:

- The Legal Service Branch (LSB) completed a preliminary review of the Employment Standards Act, 2000 and identified potential barriers to persons with disabilities

- The LSB, the Policy, Program Development & Dispute Resolution Services Division (PPDDRSD) and MCU met to review work completed to date and to plan next steps as a result of any gaps identified in the review

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Report on Accessible Customer Service Requirements

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. All OPS ministries were required to comply with the Regulation by January 1, 2010.

The OPS was the first public organization to file its compliance report with the Accessibility Directorate of Ontario in January 2010. In order to sustain compliance with the Accessibility Standards for Customer Service Regulation, it is vital that ministries continue to look for opportunities through their accessibility planning process, to continue to embed accessibility in all areas of planning, programs and policies.

1. Accessibility in Procurement of Goods and Services

Commitment:

Ongoing

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 continue to:

- Participate in the Diversity and Accessibility Working Group on Procurement.
- Provide new managers and staff who have procurement responsibilities with the MGS guidelines on procurement and language to be included in service level contracts
- Promote AccessOPS to employees for accessibility language on procurement agreements
- Work with the Economics and Transportation Cluster (ETC) to use the OPS "Inclusion lens" in its applications, services and purchases of new applications
- Work with program areas through the ETC to ensure all Internet applications that are procured are accessible to people with disabilities

Timeframe:

2010-2011

2. Results-based Planning

Commitment:

Ongoing

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):

- The Finance & Administration Branch (FAB) will continue to review new initiatives/activities and discuss any related accessibility issues with the client
- Regular meetings and information to the accessibility leads group will be held to ensure ODA and AODA requirements are considered in developing or implementing any new activities and initiatives
- Programs will be provided with the Inclusion Lens developed by the Diversity Office for consideration in implementing new programs initiatives and legislation
- Ministry managers and staff will be encouraged to take e-learning courses to effectively use the Inclusion Lens which will be available through the Center for Learning and Leadership (CFL)

Timeframe:

2010-2011

3. Ministry Staff Awareness

Commitment:

Ongoing

Enhance ODA and AODA awareness among managers and employees.

Planned Action(s):

- To support accessibility awareness and best practices, an accessibility Intranet under "My Workplace @ MOL" will be updated with new tools and resources
- ODA and AODA obligations will continue to be incorporated into the ministry's orientation packages and e-learning modules for new employees as new regulations are passed
- The MCU will continue to ensure accessibility commitments and strategies are an ongoing responsibility of managers and staff through the accessibility leads group
- Diversity, inclusion and accessibility learning created by the Center for Leadership and Learning will be promoted and supported.

Timeframe:

2010-2011

4. Responsiveness to the Public**Commitment:**

Ongoing

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

Planned Action(s):

- The MOL will continue to participate on the OPS accessibility working groups and consult with the Diversity Office (DO) and other ministries to develop best practices in the provision of accessible services
- The MCU will continue to update ODA and AODA information and provide tips on improving accessibility among managers and employees
- Internal communications and Intranet will provide the latest available resources to assist managers with resolving accessibility complaints
- The MCU will continue to monitor and assign complaints received via the Internet feedback site and the accessibility leads group regarding accessible services. Complaints will be assigned for resolution with follow- ups to ensure they have been resolved
- In the event of a service disruption, a notice will be posted in all MOL buildings

Timeframe:

2010-2011

5. Internal planning groups**Commitment:**

Ongoing

The MCU will continue to coordinate and monitor the development and implementation of the ministry's accessibility plan and obligations.

Planned Action(s):

- The MCU will continue to lead the accessibility leads group, consisting of representatives from all ministry programs, to provide managers and other point persons with the required training and information necessary to meet accessibility obligations
- The ministry's Finance and Administration Branch will continue to work with all program areas of the ministry to identify and address the financial implications of accessibility issues
- The MCU will continue reporting to the MOL's Senior Management Committee (SMC) on progress made toward meeting the ministry's accessibility plan
- The MCU along with the accessibility leads group will continue to meet to work toward the development and implementation of strategies to enhance the ministry's efforts to improve accessibility for employees and customers with disabilities
- As part of the annual review of ministry emergency evacuation protocols, processes to ensure the safety of persons with disabilities, or persons who require assistance, have been developed and are part of the overall evacuation plan. Annual briefing sessions for the ministry's emergency staff (emergency response leads, floor wardens and searchers) will be held.

Timeframe:

2010-2011

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Information and Communication Commitments

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

Information and the methods of communication are key to delivering many government programs and services to the public. It is essential that we provide the same quality and service to everyone in the province.

In anticipation of the pending standards guiding Information and Communications, the government of Ontario is continuously looking for opportunities to prevent and remove barriers to person with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

1. Publications in Alternate Format

Commitment:

Ongoing

Provide publications in alternate formats for persons with disabilities.

Planned Action(s):

- Work will be undertaken with ServiceOntario Publications to provide the ministry's new and existing publications in alternate formats to people with disabilities, as requested
- Participation in OPS-wide accessibility committees will be continued in order to provide current information and best practices to ministry programs on available alternate formats
- E-learning (being developed by the Diversity Office) will be encouraged and promoted to train staff on creating accessible Word, email and Braille ready documents at source
- Training on Adobe Acrobat 9 Professional will be provided to required staff to create accessible PDF documents at source
- Information will be made available for all staff on how to make meetings more accessible
- The accessibility leads group and point persons will receive additional training and information to help them respond to requests for alternate formats. Specifically, the accessibility leads group will be given training on new regulations that are passed

Timeframe:

2010-2011.

2. Improvements in Accessibility of the Ministry's Internet Site

Commitment:

Ongoing

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

Planned Action(s):

- The ministry will continue to ensure the MOL website meets the Cabinet Office's online design program requirements and uses accessible templates
- All MOL website content will continue to be audited annually for accessibility and new relevant accessibility information. Any new content developed will continue to be in accessible formats and plain language
- The Communications and Marketing Branch (CMB) will continue to work with program areas to address any new website accessibility issues
- The ministry will continue to comply with the Government of Ontario Information Technology Standard (GO-ITS) 23.1, the OPS web standard, and accessibility requirements

Timeframe:

2010 – 2011

1. Training on Accessible Information and Communications

Commitment:

Ongoing

Require staff to incorporate accessibility considerations in the preparation of communication materials to ensure that final products are accessible to everyone.

Planned Action(s):

- A training strategy to encourage managers and other point persons to enhance accessibility awareness and best practices in implementation procedures will be developed
- Training videos prepared by the Diversity Office will be promoted to enhance accessibility awareness and implementation practices
- Training will be provided in creating accessible documents at source, (i.e. Microsoft Word, e-mail, PowerPoint and PDF). This will also include creating Braille ready documents
- Tip sheets will be developed for all staff to ensure a greater level of accessibility in documents created at source in respect to PDF documents, emails, Word and Power Point

Timeframe:

2010 –2011

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Other Accessibility Commitments

Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

In anticipation of the upcoming standards, the Government of Ontario has planned several corporate initiatives in the following areas, Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the standards.

To review a list of corporate initiatives please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Employment

1. Employment Accommodation

Commitment:

The MOL will consider accessibility in the ministry's recruitment activities and accommodate the accessibility needs of existing and new employees with disabilities.

Planned Action(s):

- Managers will be informed about accessibility-related recruitment activities through information available from the Regional Recruitment Centres
- Employment accommodation for employees with disabilities will continue to be communicated through internal e-mails and the ministry's Management Development Programs
- The OPS guide on how to make the workplace accessible will be shared across the ministry and posted to the ministry's accessibility site
- Managers and employees will discuss workplace accommodation needs
- Applications will be made to the Employment Accommodation Fund to meet accessibility needs of the ministry, as necessary

Timeframe:

Ongoing 2010-2011

2. Internal training

Commitment:

Ongoing

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

Planned Action(s):

- Continue to mandate the completion of the module *May I Help You? Welcoming Customers with Disabilities*—and *May I Help You?* Supplementary online training as part of the ministry's orientation program
- All new managers/supervisors must complete [Ontarians with Disabilities Act—Maximizing the Contributions of Employees with Disabilities](#) online training within 90 days of commencing employment with the MOL
- Training provided to staff relating to accessibility will continue to be tracked by all managers

Timeframe:

2010-2011

Built Environment

1. Accessibility to Government Buildings, Structures and Premises

Commitment:

Ongoing

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

Planned Action(s):

- The Ontario Realty Corporation's (ORC) Barrier-Free Design Guidelines will be applied in all relocation/renovation projects
- 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)
- Building committee for physical security will continue to implement the protocol for posting service disruption notices in all MOL lead buildings
- All new accommodation projects will be considered using an Inclusion Lens

Timeframe:

2010-2011

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Act(s), Regulation(s), Policy(s) being reviewed to prevent Barriers to Persons with Disabilities

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

In support of the commitment to remove and prevent barriers for persons with disabilities, the Government of Ontario will continue to review all new legislation, and policies under development to identify and remove barriers.

Policies

1. Internal Policies

Commitment:

Ongoing

Ensure the ministry has policies, practices and procedures in place that support AODA and inform necessary staff of these requirements.

Planned Action(s):

- The MCU will continue to assign, track, monitor and report on complaints regarding accessibility of services
- A resource toolkit will continue to be updated with new information provided to managers and other point persons to ensure effective implementation of policies, practices and procedures at the branch and unit level
- As new accessibility regulations are passed, new ministry-level training and implementation plans will be developed

Timeframe:

2010-2011

2. Acts and Regulations

Commitment:

New

Ensure accessibility issues are considered and addressed in any new legislation.

Planned Action(s):

- The ministry will continue to review existing acts and regulations to identify opportunities to enhance accessibility using the inclusion lens developed by the Diversity Office

Timeframe:

2010-2011

[Previous](#) | [Next](#)



[Table of Contents](#) | [Print This Page](#)

Glossary of Terms/Acronyms

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

AODA

Accessibility for Ontarians with Disabilities Act

OPS

Ontario Public Service

ODA

Ontarians with Disabilities Act

TTY

Teletypewriter

MOL

Ministry of Labour

ALG

Accessibility Leads Group

FAB

Finance and Administration Branch

CMB

Communication and Marketing Branch

MCU

Ministry Coordination Unit

CFL

Center for Learning and Leadership

[Previous](#) | [Next](#)



[Table of Contents](#) |  [Print This Page](#)

For More Information

- ISSN: 1708-363X
- Issued: December 15, 2010
- Content last reviewed: December 2010

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

Please phone:

- 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:

[ServiceOntario Publications](#)

777 Bay Street, Suite M212, Market Level

Toronto ON M5G 2C8

Tel: (416) 326-5300 or toll-free: 1-800-668-9938

TTY Service: 1-800-268-7095

Fax: 613-545-4223

Website: <http://www.serviceontario.ca/publications>

[Previous](#)