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2012-2013 Accessibility Plan

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Introduction

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Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of its annual accessibility plans, as required under the [Ontarians with Disabilities Act, 2001](#) (ODA).

The [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) is Ontario's roadmap to become accessible by 2025. It includes accessibility standards in:

- Customer service
- Information and communications
- Employment
- Transportation
- Built environment

This year, the accessibility plans must also address the [Integrated Accessibility Standards Regulation](#) (IASR) under the AODA made June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. It published the [OPS MYAP](#) on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility on January 1, 2012:

- 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.

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the Ministry's 2011-2012 former accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Labour and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

This plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

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

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Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2011-12

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

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.

During the last ten years, the Ministry of Labour has been a leader in accessibility. Some of its memorable moments were:

- In 2008, the ministry implemented the Ontario Realty Corporation's Barrier-Free Guidelines during renovations at various office locations.
- In 2010, 95% of ministry employees were trained on the Accessible Customer Service Regulation. The ministry's employee orientation package includes mandatory training for accessibility awareness.
- In 2011, the ministry:
 - made significant progress towards making accessibility a part of its core business. The ministry Accessibility Advisory Leads Committee and managers provided advisory support throughout the implementation of the accessibility standards in core services delivered to the public and internal clients.
 - comprehensive strategic plan addressed accessibility commitments and priorities and included the following key performance indicator, "the Ministry of Labour communicates information openly, transparently and accessibly to all clients, stakeholders and the public"; ministry successes are described in this plan under section one, reporting on 2011-2012 AODA obligations.
- In 2011-12, the ministry developed a training plan that targeted key positions in management, communications, policy, administration and public-facing telephone and enforcement services, to provide staff with training appropriate to their roles and responsibilities, in addition to the mandatory training requirements. The training plan identifies various courses, articles, training and other forms of learning and awareness building.

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service regulation](#). As well, it had begun applying initiatives to meet compliance of some of the requirements of the [Integrated Accessibility Standards Regulation](#) in the areas of employment, information and communications, transportation and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following is a summary of the accessibility initiatives the Ministry of Labour implemented last year, as a result of the 2011-2012 annual accessibility plan that focused on six areas:

- Customer Service
- Information and Communications

- Employment
- Built Environment
- Procurement
- Other

To view last year's accessibility plan, visit the ministry's [accessibility webpage](#).

Reporting on 2011-2012 AODA obligations

Customer Service

- To support compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, the ministry follows the Ontario Public Service Accessible Customer Service Policy which addresses all requirements under the regulation.
- The ministry continued to improve its policies, practices and procedures on training, customer feedback, temporary service disruption requirements and other policies, practices and procedures as set out in the Customer Service Standard, and as described below under section 1.1 Training and Awareness.
- The ministry provided leadership on a number of initiatives, as described below, that have resulted in the enhanced implementation of, and compliance with, the Accessibility Standards for Customer Service regulation and the IASR under the AODA.
- The ministry filed 100% compliance with the Customer Service Standard as part of the annual Accessibility Compliance Report.

Training and Awareness

- The ministry developed an accessibility learning tool that identifies appropriate training content for staff by position.
- The ministry delivered various training and awareness activities to managers and staff, in-person and online. The training topics included:
 - the IASR and Accessibility Standards for Customer Service regulation (mandated learning as part of employee orientation program),
 - the Multiple Year Accessibility plan (10 sessions – delivered across the ministry),
 - the OPS Inclusion Lens (reinforced at all key events - ongoing),
 - the personal stories of OPS employees with disabilities and,
 - Accessibility@Source making Word, Excel and PowerPoint documents accessible (3 sessions – delivered through Adobe Connect across the ministry).
- The ministry required program area managers to complete, document and retain records for all mandatory accessibility related training. This information is available for audit.
- The Accessibility Advisory Leads Committee, with representation from across the ministry, continued to meet quarterly and communicate regularly. The Committee is a vehicle for disseminating information to program areas and to identify accessibility gaps.
- Ministry managers are accountable for raising awareness, receiving and disseminating information to employees, responding to requests from employees and identifying gaps and barriers to service delivery.

Emergency Evacuation Response

- The ministry reviewed its emergency evacuation plan and included new protocols and processes to ensure the safety of persons with disabilities and others who require may special assistance.

Notice of Service Disruption

- The ministry developed a service disruption protocol for all office locations to ensure staff and the public receive notification in the event of a service disruption.

Feedback

- The ministry continued to monitor customer and/or client feedback emails received through the ministry website daily. The ministry assigned any issues or complaints regarding accessibility to the appropriate program area director for consideration and/or resolution. The ministry's response mechanisms are in place to ensure feedback informs continuous improvement in the way the ministry conducts business.

The ministry responded to a number of requests for large print versions of MOL legislation and communicated with customers and/or clients to clarify their needs, as necessary.

Information and Communications

- The ministry continued to embed accessibility into its internet and intranet websites.
- On the internet, the ministry:
 - Continued to ensure that the website met the Government of Ontario Web Accessibility standards and that existing and future web resources were accessible.
 - Ensured that all content posted or any new websites were fully accessible to persons with disabilities.
 - Worked with staff who create documents for public use to create web-ready, accessible documents at source using HyperText Markup Language (HTML), Adobe 9 Pro and Microsoft Word Styles and Formats.
 - Audited website content regularly for accessibility and ensured new content was written in plain language and available in accessible formats.
 - Continued to comply with the objectives of the Government of Ontario Information Technology Standard #23 and Web Content Accessibility Guidelines (WCAG) 2.0 at level AA.
 - Conducted accessibility testing of new interactive calculators and tools, and other resources.
 - Reviewed accessibility requirements and techniques to improve accessibility and usability of the website regularly.
 - Worked with program areas to address any new website accessibility issues and conduct a thorough review of the existing intranet site for accessibility and usability.
 - Explored options to move the intranet to the OPSpedia platform to improve accessibility.
 - Provided program areas with information to assist them in creating web-ready, accessible documents at source using HTML, Adobe Acrobat, and Microsoft Word.

Alternate Formats

- The ministry ensured that staff responsible for content development and maintenance were aware of accessibility requirements and the impact on workflow.
- The ministry worked with ServiceOntario to offer new and existing ministry publications in alternate formats to people with disabilities, as requested.

Employment

- The ministry continued to communicate the importance of inclusive and accessible employment practices to directors and managers through leadership programs such as Directors Councils and Leadership Forums.
- The ministry continued to assess managers, directors and senior leaders in eight core competencies related to diversity through the Equitable Leader Assessment. This multi-source feedback instrument provides developmental feedback to leaders and enables them to identify areas in which they may need further development.
- The ministry continued to communicate the availability of accommodations to job applicants.
- The ministry continued to offer and provide accommodation to staff, as requested.

Built Environment

- The ministry continued to ensure that all current facilities or newly built and/or renovated spaces complied with the Infrastructure Ontario Barrier-Free Design Guidelines, 2006.
 - The ministry applied the guidelines in the following relocation/renovation projects:
 - 119 King Street, Hamilton, Contact Centre
 - 400 University Avenue, common MOL and Ministry of Citizenship and Immigration lunch room, strobe lights added to fire alarms for the hearing impaired and door handles changed to leavers
 - Dryden, 479 Government Road, ground floor
 - North Bay, 200 First Avenue, 2nd floor
- The ministry continued to work with managers to address accessibility issues for customers and/or clients and staff.
 - The ministry added large print, tactile lettering to floor signs to identify business units.
- The ministry continues to adhere to the Continuity of Operations Lead prepared guidelines that assist

managers with developing their own service disruption notification protocols in the event of a service disruption, depending on whether the building is government owned or leased.

- The ministry continued to notify property owners of leased buildings of the obligation to post a notice in the event of a service disruption. The ministry also provided them with sample signage.
 - Facilities service providers, such as IO and Coldwell Banker Richard Ellis, were reminded to post notices in the event of any disruption of services involving the ministry premises, for example, elevator upgrades and washroom closures.
- The ministry continues to incorporate service disruption notification protocols into the Ministry's Continuity of Operations Plans.

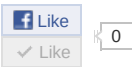
Procurement

- The ministry considered accessibility issues in the procurement of goods and services in accordance with the Ministry of Government Services' new Procurement Directive.
 - The ministry provided managers and staff, who have procurement responsibilities, with wording to be included in Request for Proposal and service level contracts to ensure any procurement of goods and services have built in accessible service requirements.
- The ministry worked with the Labour and Transportation IT Cluster to ensure the OPS Inclusion Lens was used in its applications, services and purchases of new applications. The Labour and Transportation IT Cluster ensured all internet applications met procurement requirements and are accessible to people with disabilities.

Other

- The ministry continued to consider compliance with the ODA and AODA and any related financial implications during the Results-based Planning process, initiatives and proposals.

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Section Two: Measures Planned for 2012-13 and Beyond

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Our Statement of 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 year, the Ministry of Labour accessibility plan focuses on seven areas:

- Customer Service
- Information & Communications
- Employment
- Built Environment
- Procurement
- Accessibility Training
- Other

In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas.

Customer Service

The Ministry of Labour is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

Planned Action

- The ministry will implement initiatives to promote training and awareness, emergency management response, notice of service disruption, and feedback as described below.
- The ministry will brief the senior management committee quarterly, on progress made toward fulfilling the 2012-13 accessibility plan.
- The ministry will continue to highlight its ongoing compliance with the Accessibility Standards for Customer Service regulation and the IASR in education and outreach activities filed through the annual accessibility compliance report.
- The ministry will develop an internal mid-year audit process as part of continuous improvement.

Timeframe:

2012-2013

Training and Awareness

- The ministry will phase in new training to managers and staff on the requirements under the IASR and the Human Rights Code as it relates to persons with disabilities, in accordance with the IASR. The training content will be available through the OPS Centre for Leadership and Learning and the Ontario Human Rights Commission.
- The ministry will provide Accessibility@Source mandatory training for all staff prior to June 2013.
- The ministry will continue to require senior management to incorporate diversity, inclusion and accessibility commitments into their individual performance plans. Performance commitments for 2013-14 will include the provision of accessible services and alternate formats specifically.
- The ministry will continue to inform new employees of training requirements under the ODA and AODA through the employee orientation package.
- The ministry will highlight and promote success stories.
- The ministry will ensure that all of the training delivered to staff will be accessible.
- The ministry will continue to update the intranet with tools and resources for staff pertaining to the IASR and Accessibility@Source.
- The ministry will provide ongoing awareness on the application of the OPS Inclusion Lens and the OPS Executive Recruitment Lens.
- The ministry will continue to require program area managers to complete, document and retain records for all mandatory accessibility related training. This information will be available for audit.

Emergency Management Response

- The ministry will ensure that any emergency procedure, plan and safety information that is available to the public is also available in accessible formats, upon request. Notice of Service Disruption

Notice of Service Disruption

- The ministry will continue to implement the protocol for posting service disruption notices in all leased buildings, as required.

Feedback

- The ministry will continue to monitor and assign any issues or complaints received regarding accessible services from customer and/or client feedback emails, in-person or through any other mode to the appropriate program area director for consideration and/or resolution. Program area directors will ensure that staff responsible for accessibility resolve matters to the satisfaction of the customer and/or client and according to the principles set out in the AODA.
- On an annual basis, the ministry will consult with external stakeholders with expertise in accessibility to review a select set of services offered to identify areas of improvements. The ministry will develop a process to support the consultation.

Information and Communications

The Ministry of Labour is committed to making government information and communications accessible to people with disabilities. The information we provide and how we communicate it are key to delivering our programs and services to the public.

Planned Action

- On the internet, the ministry:
 - Will continue to comply with the requirements of the IASR – Information and Communications section.
 - Will ensure that new and planned web resources are developed accessibly.
 - Will review existing web resources for accessibility and remediate as needed.
 - Will continue to produce plain language, clearly written accessible resources at source.
 - Will work with external vendors to ensure that interactive resources are to WCAG 2.0 at level AA standards.
 - Will continue to review our website content regularly for usability and accessibility.
 - Will continue to work with document authors to ensure that accessibility is built into documents by authors early in the document creation process.
 - Will continue to work on the redesign of the intranet site to the OPSpedia platform and ensure

that all resources, navigation and content are accessible.

- Will provide accessibility resources and information to staff.
- Will promote the OPS Accessibility@Source initiative and provide resources to ensure that accessibility is included in the planning and production of both internal and external communication resources.

Timeframe:

2012-2015

Alternate Formats

- The ministry will continue to ensure that staff responsible for content development and maintenance are aware of accessibility requirements and the impact on workflow.
- The ministry will continue to work with ServiceOntario to provide new and existing publications in alternate formats for people with disabilities, as requested.

Employment

The Ministry of Labour is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. People with disabilities who are OPS employees know they can participate fully and meaningfully in services and employment.

Planned Action

- On an annual basis, the ministry will continue to communicate the employment accommodation resources available for employees with disabilities through internal emails, employee bulletins, intranet news stories, update intranet with current tools, a specific series of learning events for employees and a mandatory training program for all managers on accommodation.
- For long-term and/or expensive, non-capital accommodation requirements, applications will be made to the Employment Accommodation Fund to meet the accessibility needs of the ministry.
- On an annual basis, the ministry will promote OPS Human Resources directives, policies and guidelines for inclusive and accessible employment practices among managers, including the use of the OPS Executive Recruitment Lens.
- The ministry will continue to ensure managers are aware of the need for accommodation and provide individualized workplace emergency response information to employees who have a disability.
- The ministry will continue to offer accommodation to staff, as requested.

Timeframe:

Ongoing

Built Environment

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

Planned Action

- The ministry will participate in the Facility Directors' Council and lead the development of a Government of Ontario Space Standards Guideline. During development of this guideline, in addition to general physical accessibility, the working group will build-in flexibility for future specific individual accommodations, should they be required.
- The ministry will continue to ensure that all current facilities or newly built and/or renovated spaces comply with the IO Barrier-Free Design Guidelines, 2006.
- The ministry will continue to work with managers and staff to identify opportunities and address areas that require accessibility improvements for customers and/or clients and staff.
- The ministry will continue to apply the OPS Inclusion Lens for all new accommodation projects.

Timeframe:

2012-2013

Procurement

The Ministry of Labour is committed to integrating accessibility considerations into our procurement

processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility considerations in our evaluation criteria.

Planned Action

- The ministry will incorporate accessibility into specific procurement initiatives. This includes, requiring vendors to build accessibility into the goods or services purchased.
- The ministry will audit procurement contracts for accessibility considerations.
- The ministry will participate in the Diversity and Accessibility Working Group on Procurement.
- The ministry will work with the Labour and Transportation IT Cluster on its use of the OPS Inclusion Lens in its applications, services and purchases of new applications.
- The ministry will ensure program areas are aware of accessibility requirements and work with the Labour and Transportation IT Cluster on all internet applications that are procured and are accessible to people with disabilities.
- The ministry will continue to provide managers and staff that have procurement responsibilities with training on wording to be included in Request for Proposal and service level contracts. Managers and staff will be reminded of the requirement to retain any AODA compliance information.
- The ministry will continue to comply with OPS procurement policies that consider the needs of persons with disabilities when procuring or acquiring goods, services, or facilities.
- The ministry will continue to apply the OPS Inclusion Lens to create the most inclusive procurement process for all.

Timeframe:

2012-2013

Accessibility Training

The Ministry will ensure that all employees are trained and educated on ongoing developments in accessibility in the workplace and throughout the province.

Planned Action

- The ministry is committed to supporting corporate accessibility training and awareness. The Ministry will continue to provide resources and targeted training for staff required to make electronic documents accessible at source.

Timeframe:

2012-2013 and ongoing

Other

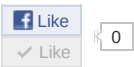
Planned Action

- The ministry is committed to compliance with the ODA plan.
- On an annual basis, the ministry will remind managers and staff of the accommodations necessary to make all services accessible.
- The ministry will continue to disseminate and facilitate corporate messaging to staff as required.
- The ministry will ensure ODA and AODA accessibility standards are considered in Results-based Planning activities.
- The ministry is committed to implementing current and future obligations under the IASR and the OPS MYAP.

Timeframe:

2012-2013 and ongoing

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Section Three: Review of Acts, Regulations and Policies

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In support of our commitment to improve accessibility for people with disabilities, the Ministry of Labour will continue to review government initiatives, including legislation and policies, to identify and remove barriers. This section focuses on three areas:

- Acts, Regulations and Policies Reviewed in 2011-12
- Acts, Regulations and Policies to be Reviewed in 2012-13
- Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

Acts, Regulations and Policies Reviewed in 2011-12

Acts and Regulations

- The Ministry of Labour is committed to ensuring that our acts and regulations are reviewed for potential accessibility barriers.

Policies

- The ministry ensured policies, practices and procedures were in place that support the AODA and its standards and informed necessary staff of these requirements.
- The ministry ensured a system was in place to receive and direct any complaints to the appropriate program areas for consideration and/or resolution.
- The ministry provided a toolkit to all new managers and new assigned accessibility point persons for the implementation of policies, practices and procedures at the branch and unit level

Acts, Regulations and Policies to Be Reviewed in 2012-13

Acts and Regulations

The OPS Diversity Office and the Ministry of the Attorney General have developed a coordinated approach to continue with the review of government legislation for accessibility barriers. In this next phase, high impact statutes that meet the following criteria will be reviewed:

- Statutes that affect persons with disabilities directly;
- Statutes that provide for the delivery of widely applicable services or programs;
- Statutes that provide benefits or protections; or
- Statutes that affect a democratic or civic right or duty.

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. We will continue to report on the review in our annual accessibility plan.

Planned Action

- The ministry will ensure accessibility issues are considered and addressed in any new or amended acts or regulations using the OPS Inclusion Lens.
- The ministry will continue to use the OPS Inclusion Lens and other tools developed to review existing acts and regulations for which the ministry is responsible, prioritizing those that have a high impact on people with disabilities.
- The ministry will identify the OPS Inclusion Lens course - Making Acts and Regulations Barrier Free as necessary training for all policy and legal managers and staff to ensure accessibility issues are considered and addressed in any new legislation and regulations.

Timeframe:

2012-2013

Policies

Planned Action

- The ministry will ensure it has policies, practices and procedures in place that support AODA and inform necessary staff of the associated requirements.
- The ministry will continue to assign, track, monitor and report on complaints regarding the accessibility of services and make the necessary adjustments to the ministry's policies.
- The ministry will continue to update managers and accessibility point persons to ensure effective implementation at the branch and unit level.

Timeframe:

2012-2013

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the OPS Inclusion Lens was launched. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

- In 2011-12:
 - The ministry continued to organize targeted training sessions on using the OPS Inclusion Lens for program areas.
 - The ministry continued to use the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
 - The ministry continued to encourage staff to include the OPS Inclusion Lens course in their yearly learning plans.

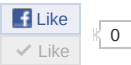
Planned Action

- The ministry will continue to use, and encourage all staff to use, the OPS Inclusion Lens when developing and reviewing all acts, regulations, policies, programs, practices and services, for preparation of all Cabinet submissions and the ministry Results-based Plan.
- The ministry will endeavour to have 100% of staff complete the OPS Inclusion Lens course available through the Center for Leadership and Learning, by December 31, 2013.
- The ministry will continue to organize targeted training sessions for program areas.
- The ministry will promote new training developed by the Diversity Office on the use of the OPS Inclusion Lens as it relates to procurement, Result-based Planning, Information Technology and Human Resources.
- The ministry will promote case studies of successful application of the OPS Inclusion Lens on the intranet.

Timeframe:

2012-2013

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Acronyms

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AODA

Accessibility for Ontarians with Disabilities Act, 2005

HTML

Hypertext Markup Language

IASR

Integrated Accessibility Standards Regulation

MYAP

Multi-Year Accessibility Plan

ODA

Ontarians with Disabilities Act, 2001

OPS

Ontario Public Service

WCAG

Web Content Accessibility Guidelines

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

General inquiry number:

- 416-326-7606
- 416-314-5811 (TTY)

E-mail: ODAinquiries@ontario.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 an accessible province for everyone.

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