

Ministry of Labour >

Employment Standards

Health and Safety

Labour Relations

Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters v

▶ What's New

▶ Health & Safety At Work Today

▶ LiveSafe! WorkSmart!

Subscribe v

▶  E-mail Alerts

▶  RSS

Follow the Ministry v

▶  Twitter

▶  YouTube

▶  Facebook

 [Print This Page](#)

2013–2014 Accessibility Plan

ISBN: 1708-363X

Issued: December 03, 2013

Content last reviewed: December 2013

Table of Contents

- [Introduction](#)
- [Section One: Report on Measures Taken in 2012–13](#)
 - Customer Service
 - Information and Communications
 - Employment
 - Built Environment
 - Procurement
 - Other Committments
- [Section Two: Report on Measures Planned for 2013–14](#)
 - Customer Service
 - Information and Communications
 - Built Environment
 - Leadership
- [Section Three: Report on Legislative Review](#)
 - Acts, Regulations and Policies Reviewed in 2012–13
 - Acts, Regulations and Policies to Be Reviewed in 2013–14
- [Glossary of Terms and/or Acronyms](#)
- [How to Contact us](#)

[Next](#)

 Tweet

 0

 Like



- Ministry of Labour >
- Employment Standards
- Health and Safety
- Labour Relations
- Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters >

- ▶ What's New
- ▶ Health & Safety At Work Today
- ▶ LiveSafe! WorkSmart!

Subscribe >

- ▶  E-mail Alerts
- ▶  RSS

Follow the Ministry >

- ▶  Twitter
- ▶  YouTube
- ▶  Facebook

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

Introduction

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

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, 2005](#) (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 Ministry of Labour 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 builds on the OPS statement of commitment and the MYAP. It will outline the measures taken in 2012–13, our plan for 2013–14 and how the Ministry of Labour will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2013–14 Accessibility Plans, visit [Ontario.ca](#).

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

 Tweet 1

 Like

Ministry of Labour >

Employment Standards

Health and Safety

Labour Relations

Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters >

▶ What's New

▶ Health & Safety At Work Today

▶ LiveSafe! WorkSmart!

Subscribe >

▶ E-mail Alerts

▶ RSS

Follow the Ministry >

▶ Twitter

▶ YouTube

▶ Facebook

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

Section One: Report on Measures Taken in 2012–13

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

The following is a list of the commitments made in last year's Plan and the measures taken.

- [Customer Service](#)
- [Information and Communications](#)
- [Employment](#)
- [Built Environment](#)
- [Procurement](#)
- [Other Commitments](#)

Customer Service

The ministry will brief the senior management committee quarterly, on progress made toward fulfilling the 2012–13 accessibility plan.

- The ministry's senior management team received updates, through Senior Management Committee and Directors Council, on accessibility matters including the ministry's accessibility plan and the OPS MYAP. In April 2013, the ministry enhanced the governance and accountability of its Accessibility Council (formerly known as the 'Accessibility Advisory Leads') to further integrate accessibility into ministry practices. The Council developed new terms of reference and appointed a chair. In addition, the ministry's Assistant Deputy Minister of Corporate Services and Chief Administrative Officer is the Executive Lead for the Council. Council members meet to share ideas and learn about the latest developments in accessibility. Council members include managers and employees from across the ministry and agencies, and play an important role in disseminating resources and information to employees within their respective program areas.
- The Deputy Minister of Labour is the executive sponsor of the OPS Disability Advisory Council. The Council includes representatives from each ministry that have lived, or have experience with, a disability. The Council meets regularly to discuss opportunities to further accessibility in the OPS.

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.

- In June 2013, the ministry filed 100% compliance with its annual report on compliance with the AODA. The ministry's compliance reporting process included all program area managers, directors and assistant deputy ministers.

The ministry will develop an internal mid-year audit process as part of continuous improvement.

- In October 2013, the OPS Diversity Office announced plans to include a self-assessment pilot aligned with the 2014 report on compliance with the AODA. The self-assessment will include questions that go beyond legislative requirements to demonstrate the ministry's leadership in accessibility. The ministry is exploring the opportunity to participate and will confirm by February 2014.

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 phased-in new mandatory training to existing employees successfully and tracked completion with the support of directors, managers and the Accessibility Council. New employees are informed of training requirements through the ministry's new employee orientation package.

The ministry will provide Accessibility@Source mandatory training for all staff prior to June 2013.

- In order to deliver training effectively to all staff of the ministry and to supplement training webinars delivered last year on creating accessible documents, a train-the-trainer approach was implemented in May 2013. The ministry prepared over 100 Accessibility@Source (A@S) informational packages for all managers with specific tools, tip sheets and resources on how to create accessible documents. The packages included a memo that reinforced the responsibility of program areas to ensure their documents are accessible at source. Managers shared the materials and information about requirements with their staff at local meetings. The ministry also shared packages with Accessibility Council members, who were encouraged to reinforce the importance of accessibility at source within their program areas and answer any questions from staff. A@S was also profiled and discussed at ministry and divisional events. For example, the OPS Diversity Office was invited as an exhibitor to the ministry's administrative professionals conferences in January and February 2013 and provided participants with tools and resources about creating accessible documents. Other examples of local activities include the sharing of A@S resources at the Internal Administrative Services Division's annual divisional day. The results included greater awareness and understanding across the ministry.

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 shared sample performance commitments developed by the OPS Diversity Office with managers to ensure that accessibility measures were included in 2013–14 performance plans.

The ministry will continue to inform new employees of training requirements under the ODA and AODA through the employee orientation package.

- The ministry continues to include information about mandatory accessibility training in the new employee orientation package. This information is available on the employee intranet section on accessibility. The ministry's accessibility lead also presented on accessibility matters at program level orientation sessions.

The ministry will highlight and promote success stories.

- The ministry included accessibility topics in the Diversity Council's days of significance communications plan that recognizes important days for various diverse groups, including people with disabilities. For example, during National Access Awareness Week, employees received a newsletter on accessibility topics and accessibility awareness videos were available on the employee intranet.

The ministry will ensure that all of the training delivered to staff will be accessible.

- The ministry ensured to consult with participants with disabilities prior to events, such as the administrative professionals conferences, Diversity Council meetings, Accessibility Council meetings, GEM awards ceremony, etc., to determine if they required any specific accommodations to participate fully.
- The ministry delivered training through various vehicles including online collaboration tools, teleconferencing, videoconferencing and classroom learning to accommodate different needs. Where engaged, vendors provide training videos with options for accessible formats such as captioning, sign language and described video. Any printed material is provided in accessible formats, such as Portable Document Format (PDF), HyperText Markup Language (HTML), word and/or plain text, as requested.

The ministry will continue to update the intranet with tools and resources for staff pertaining to the IASR and A@S.

- The ministry updated the employee intranet page on accessibility to include new information about the Accessibility Council. Regular updates to the page ensure that relevant and useful information is available on topics such as the IASR and A@S.

The ministry will provide ongoing awareness on the application of the OPS Inclusion Lens and the OPS Executive Recruitment Lens.

- The ministry invited the OPS Diversity Office to present on applying the Executive Recruitment Lens to the ministry's Directors Council. The Lens is a tool to help review for accessibility barriers in policies, programs or legislation. See "[Other 2012-13 Commitments](#)" for more information about the OPS Inclusion 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.

- The ministry developed a training log to assist program areas with tracking employee completion of new mandatory IASR and Human Rights Code training. All program areas submitted completed training logs for IASR and Human Rights Code training by established deadlines. Program areas will update and maintain the logs as new employees complete the training and as new training is released. New employees are informed of mandatory training requirements through the ministry's new employee orientation package. Mandatory training is also included in employee performance development and learning plans.

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.

- The ministry continues to ensure that information pertaining to emergency procedures, plans and safety information is made available in accessible formats, upon request.

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

- The ministry has protocols for posting service disruption notices in local building user plans and continuity of operation plans.
- The ministry and CB Richard Ellis (CBRE) have requested that building property owners post service disruption notices in a timely manner in all ministry locations. Building property owners also communicate usually 48 hours in advance of a scheduled disruption such as window cleaning, emergency work in washrooms, kitchens and staff areas and for washroom and elevator servicing.

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.

- The ministry's Accessibility Council provides a forum for discussing and resolving local accessibility issues. The ministry records, tracks and responds to any issues in a timely manner in consultation with employees, managers and directors, and in accordance with the principles set out in the AODA.
- The ministry explored the opportunity to improve the effective and timely monitoring of emails received from the public.

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.

- The ministry provided regular communications, resources and guides to the Accessibility Council regarding the planning and coordination of accessible meetings, events and consultations to ensure participants that may have special needs can participate and contribute fully. In addition, the ministry's newly established Prevention Office considered opportunities to request feedback from stakeholder groups that are currently being consulted. A plan to seek consistent feedback will form part of the stakeholder strategy delivered by end of fiscal 2014.

[Return to top](#)

Information and Communications

The ministry will continue to comply with the requirements of the IASR – Information and Communications section.

- The ministry refreshed its employee intranet, launched in May 2013, which now conforms to WCAG 2.0 Level AA standards.

The ministry will ensure that new and planned web resources are developed accessibly.

- The ministry worked with vendors and document authors to ensure that PDF's were accessible. New videos posted on the ministry's website included transcripts and closed captions.

The ministry will review existing web resources for accessibility and remediate as needed.

- The ministry reviewed inspection videos produced in 2009–2010 and included closed captions.

The ministry will continue to produce plain language, clearly written accessible resources at source.

- The ministry's employee intranet content was posted with accessible formatting and an accessibility plan drafted for future posts.

The ministry will work with external vendors to ensure that interactive resources are to WCAG 2.0 at Level AA standards.

- Please see "[2012–13 Commitments for Procurement](#)" for more information.

The ministry will continue to review our website content regularly for usability and accessibility.

- As the ministry's website content is updated, it is reviewed for accessibility. The ministry's web editors continue to work on making accessibility improvements to the website.

The ministry will continue to work with document authors to ensure that accessibility is built into documents by authors early in the document creation process.

- The ministry continues to inform document authors and program areas about accessibility requirements for the internal and external websites. The ministry works with document authors when projects begin, to identify possible accessibility issues and make recommendations for solutions. The ministry encourages document authors to submit documents for plain language review.

The ministry 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.

- The ministry's employee intranet was migrated to the OPSpedia platform. All resources, navigation and content are accessible and meet WCAG standards.

The ministry will provide accessibility resources and information to staff.

- The ministry's employee intranet section on accessibility includes information on various accessibility topics such as information about accessibility legislative requirements, accessible employment, accessible procurement and creating accessible documents.

The ministry will promote the OPS A@S initiative and provide resources to ensure that accessibility is included in the planning and production of both internal and external communication resources.

- The ministry has drafted a training plan for the posting of content on the employee intranet that includes the importance of creating accessible documents at source.

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, through the A@S campaign, shared resources with employees regarding the importance of creating accessible documents at source. See "[2012–13 Commitments for Customer](#)

[Service](#)" for more information about the promotion of A@S.

The ministry will continue to work with ServiceOntario to provide new and existing publications in alternate formats for people with disabilities, as requested.

- The ministry continues to ensure that any new forms or publications are reviewed by Ontario Shared Services forms management prior to being sent to ServiceOntario to be available as requested to ensure compliance with the AODA.

[Return to top](#)

Employment

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.

- The ministry provided employees with resources about employment accommodations. For example, at the ministry's administrative professionals conference held in January and February 2013 employees received information about resources available through OPS Wellness and the Centre for Employee Health, Safety and Wellness. This information is also available on the ministry's employee intranet section on accessibility.
- The ministry continues to participate in the Diversity Mentoring Partnership Program. The program pairs senior executives with employees that self-identify as a member of a designated group; one of the designated groups targeted is persons with disabilities. The program will help senior executives and employees engage in meaningful conversations about diversity, inclusion and accessibility.
- In March 2013, the ministry appointed a dedicated accommodation lead to provide direct support to managers and employees and to provide training as required. During the summer 2013, the ministry conducted a survey of managers regarding awareness of employment accommodations.

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.

- Through training and communications, the ministry's managers are aware of the employment accommodation resources available through HR Ontario and OPS Wellness.

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 shares regular communications with directors and managers on various human resources matters. For example, memorandums regarding new training requirements under the IASR and Human Rights Code were sent to all assistant deputy ministers, directors and managers.
- In the summer 2013, the ministry developed a Leadership Development Committee. The Committee includes members of senior management that meet regularly to discuss strategic human resources matters, including accessibility and diversity and inclusion.
- In the fall 2012, all ministry managers participated for a second time in the Equitable Leader Assessment. The assessment provided managers with an evaluation of their performance against diversity competencies and developmental feedback to enable them to identify opportunities for further improvement.

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 continues to work with managers with employees that require special accommodation and/or individualized workplace emergency response information. To assist employees in workplace emergencies, new hires with disabilities that join the ministry complete a personal evacuation form. For example, employees with mobility issues have individualized workplace emergency response information that is re-visited after each fire and/or evacuation drill.

The ministry will continue to offer accommodation to staff, as requested.

The ministry, through the facilities annual Accommodation Plan continues to reflect on, and plan for current and future changes in accommodations.

- The ministry's managers have been trained to accommodate various types of disabilities in the workplace and understand how disabilities may affect work performance. Managers have obtained an understanding and awareness of the obligations to provide employment accommodation and leadership in accessibility. Resources, tools and templates available through HR Ontario assist with accommodation requests, assessments, developing surveys and workplace emergency response plans for employees with temporary or prolonged disabilities.

[Return to top](#)

Built Environment

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 led the Facilities Directors' Council working group that developed a Space Planning Tool to assist ministries with feasibility for planning. The Tool will be shared with all ministries. The ministry is also developing a new Space Standards Policy that supports program needs in a fair and equitable manner, reflects the financial and managerial objectives of the ministry, and complies with the Ministry of Infrastructure's directive of 180 rentable square feet per employee. The Policy is intended to contain the ministry's overall space costs by bringing projects in on time and within the allocated budget while providing a productive and accessible work environment.

The ministry will continue to ensure that all current facilities or newly built and/or renovated spaces comply with the Infrastructure Ontario Barrier-Free Design Guidelines, 2006.

- The ministry continues to implement the Barrier Free Design Guidelines in its renovation and/or relocation projects. In 2012–13, the ministry implemented the Guidelines in the following locations: 17345 Leslie Street, Newmarket, 159 Cedar Street, Sudbury, 10 Dundas Street East, Toronto and 400 University Avenue, Toronto.
- An example of a recent project at 400 University Avenue is the update to all accessible washrooms with panic strips, handsfree equipment and new toilets. Other examples include the ministry's Central West Region, where designs for a new office space eliminated barriers to access by incorporating the Guidelines.

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 continues to work with all program areas to improve accessibility for employees and clients. For example, the ministry worked with the team at 17345 Leslie Street, Newmarket regarding the public waiting area and public decision-making rooms.

The ministry will continue to apply the OPS Inclusion Lens for all new accommodation projects.

- The ministry continues to consider and apply the elements of the OPS Inclusion Lens in the early stages of accommodation projects.

[Return to top](#)

Procurement

The ministry will incorporate accessibility into specific procurement initiatives. This includes, requiring vendors to build accessibility into the goods or services purchased.

- The ministry continues to emphasize the need to integrate accessibility into the procurement process through training delivered to staff and ongoing advisory services.

The ministry will audit procurement contracts for accessibility considerations.

- See "[2012–13 Commitments for Customer Service](#)".

The ministry will participate in the Diversity and Accessibility Working Group on Procurement.

- The ministry's accessibility lead participated in Diversity Office meetings and forums and shared information regarding procurement, as required.

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 includes representatives from the Labour and Transportation IT Cluster (LTC) in Accessibility Council meetings and communications. LTC ensured that documents created for their orientation program included information regarding the OPS customer service policies and guidelines. LTC provided all employees with information through email, website, etc. to ensure they were aware and up to date on the most recent activities and information in regards to the AODA and IASR. LTC developed a communications toolkit with templates and documents that have built-in accessibility features, as well as tips and guidelines for meeting accessibility standards.

The ministry will ensure program areas are aware of accessibility requirements and work with LTC on all internet applications that are procured and are accessible to people with disabilities.

- LTC updated project gate checklists to ensure project managers considered the needs of persons with disabilities when delivering a system/solution. Project managers are required to identify applicability and compliance with WCAG 2.0 Level AA standards. LTC provided an accessibility workshop to project managers at a project manager forum and an update on the accessibility pilot. Accessibility orientation material is included in project management office guides. In addition, IT accessibility requirements are incorporated into the project architecture requirement materials. LTC incorporated IT accessibility requirements into the project architecture development process. An IT accessibility adherence review is conducted during the IT project governance review process. LTC incorporated requirements under the AODA into its architecture gating process and consultant procurement requests. LTC developed accessibility language included in procurement approval documents and included AODA language in request for service and request for proposal documents.

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 is revising procurement related training materials available to support employees with procurement responsibilities to improve accessibility.

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's managers are aware of the OPS procurement policies to be considered when procuring goods and services. Through AODA training, managers have been provided with the necessary tools and resources in order to make procurement decisions such as the Checklist for Meeting Accessibility Obligations in Procurement, Employment Accommodation and Return to Work Operating Policy and Employment Accommodation Fund for Employees with Disabilities. Managers and administrative staff involved in procurement utilize the OPS procurement website tools and templates when applying the OPS Inclusion Lens as part of the procurement process.

The ministry will continue to apply the OPS Inclusion Lens to create the most inclusive procurement process for all.

- Ministry managers receive ongoing support and advisory services regarding accessible and inclusive procurement practices. The ministry's Operations Division managers and staff have been trained on the OPS Inclusion Lens. Procurement assessments are conducted utilizing the OPS Inclusion Lens to ensure the procurement of goods and services will deliver the desired benefits to all potential users (e.g. height adjustments on copiers, touch screen devices, text magnification features, etc.). The OPS Inclusion Lens is used to identify and eliminate barriers during various stages of the procurement process. See "Other 2012-13 Commitments" for more information regarding OPS Inclusion Lens training.

[Return to top](#)

Other Commitments

The ministry is committed to compliance with the ODA plan.

- Since 2001, the ministry has complied with the obligations of the ODA and prepared an annual accessibility plan that it has made available to the public through the Government of Ontario's website.

On an annual basis, the ministry will remind managers and staff of the accommodations necessary to make all services accessible.

- See "[2012-13 Commitments for Employment](#)" for more information about accommodations.

The ministry will continue to disseminate and facilitate corporate messaging to staff as required.

- The ministry sent communications to all employees, as well as targeted memorandums to senior management and the Accessibility Council to update managers and employees on corporate and ministry accessibility activities. For example, the ministry's rollout of new mandatory training pertaining to the IASR and Human Rights Code included a detailed memorandum explaining the training requirements and deadline, as well as frequently asked questions to address any questions or concerns.

The ministry will ensure ODA and AODA accessibility standards are considered in Results-based Planning activities.

- The ministry reviewed new activities and initiatives and any related accessibility issues, as required.

The ministry is committed to implementing current and future obligations under the IASR and the OPS MYAP.

- The ministry is adhering to the new accessibility-planning template developed by the OPS Diversity Office for the 2013-14 annual accessibility reporting cycle. This will ensure that ministry activities are in alignment with enterprise wide accessibility commitments under the OPS MYAP.

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.

- In April 2013, ministry employees responsible for the legislative review of high impact statutes received training on applying the OPS Inclusion Lens, provided by the Ministry of the Attorney General and OPS Diversity Office. See "[Section Three](#)" for detailed information on the legislative review. See "2012-13 Other Commitments" for more information about Results-based Planning.

The ministry will endeavour to have 100 % of staff complete the OPS Inclusion Lens course available through the Centre for Leadership and Learning, by December 31, 2013.

- The ministry has informed managers of the requirement to complete the OPS Inclusion Lens e-learning course. The deadline for existing ministry employees to complete the training is December 31, 2014. The course is also included in the ministry's mandatory training list of the new employee orientation package.

The ministry will continue to organize targeted training sessions on the OPS Inclusion Lens for program areas.

- The ministry, in collaboration with the Diversity Office scheduled training on the OPS Inclusion Lens for targeted 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 communicate the availability of new training, once made available by the Diversity Office.

The ministry will promote case studies of successful application of the OPS Inclusion Lens on the intranet.

- See "[2012-13 Commitments for Customer Service](#)" for more information.

[Return to top](#)



Ministry of Labour >

Employment Standards

Health and Safety

Labour Relations

Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters >

▶ What's New

▶ Health & Safety At Work Today

▶ LiveSafe! WorkSmart!

Subscribe >

▶  E-mail Alerts

▶  RSS

Follow the Ministry >

▶  Twitter

▶  YouTube

▶  Facebook

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

Section Two: Report on Measures Planned for 2013–14

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

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, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of Labour is only reporting on measures it will take or initiate during the 2013–14 reporting period.

Customer Service

MYAP Outcomes

- People with disabilities who are OPS customers receive quality goods and services in a timely manner

MYAP Deliverables and Timelines

- 2013 – New staff trained on accessibility
- 2013 – Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training
- 2013 – Increased awareness in OPS of accessibility best practices in customer service and the workplace
- 2014–16 – Staff and customer feedback sought on accessibility innovations and improvements
- 2014–16 – Inclusion Lens applied to all policies and practices
- 2014–16 – Accessibility is part of all OPS business

Ministry Proposed Measures for 2013–14

- Identify what accessible devices are available onsite to assist people with disabilities and ensure that staff know how to use them
- Analyze accessibility feedback received
- Ensure notice of disruption policies are in place when services are unavailable
- Review ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens
- Encourage employees to identify barriers and provide recommendations on accessible services
- Ensure that diversity and accessibility leads complete the OPS Inclusion Lens train-the-trainer sessions
- Require 100% of ministry staff to have taken OPS Inclusion Lens training by December 31, 2014
- Review internal policies, procedures and practices to ensure that accessibility is considered whenever OPS business is conducted

Employment Accommodation

http://www.labour.gov.on.ca/english/about/pubs/accessibility/2013/2013_2.php[2/19/2014 9:53:08 AM]

MYAP Outcomes

- People with disabilities who are OPS employees participate fully and meaningfully in services and employment

MYAP Deliverables and Timelines

- 2013 – Conduct management review on accommodation for employees with disabilities
- 2013 – Increased awareness in OPS of accessibility best practices in customer service and the workplace
- 2013 – Senior managers have accessibility performance commitments
- 2014–16 – Best practices on employment accommodation and return to work implemented
- 2014–16 – Better accommodation for employees with disabilities resulting from management review
- 2014–16 – Managers and staff have accessibility performance commitments

Ministry Proposed Measures for 2013–14

- Increase awareness of employment accommodation directives, policies and plans with managers
- Ensure the availability of accessible formats and communication supports for employees
- Support mentor/sponsor programs
- Share senior manager accessibility performance commitments with staff
- Analyze 2014 Employee Engagement Survey results to assess potential barriers to employees with disabilities
- Review 2013 management survey results and develop strategies to heighten knowledge and understanding of employment accommodations; this will include a training program for managers and an employee awareness campaign in 2014
- Revise performance plan template to include accessibility commitments for staff and managers

Information and Communications

MYAP Outcomes

- Information and Communications are available in accessible formats to all OPS staff and customers

MYAP Deliverables and Timelines

- 2013 – Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training
- 2013 – Accessibility Expo
- 2014–16 – Communications, websites, technology solutions and documents employ accessibility best practices
- 2014–16 – Accessibility Expo continues annually

Ministry Proposed Measures for 2013–14

- Continue to meet WCAG standards
- Communicate the availability of accessible formats and communication supports to the public by January 1, 2014
- Encourage ministry accessibility representatives to attend the Expo/JOIN conference in the Fall of 2013
- Update accessible format standards and templates based on best practices
- Train employees on the appropriate handling of requests for communication supports and alternate formats and the delivery of accessible events
- Using the OPS Inclusion Lens and I&IT Roadmap, LTC will establish new strategies for continuous adoption and integration of diversity/inclusion and accessibility

Built Environment

MYAP Outcomes

- There is greater accessibility into, out of and around OPS facilities and public spaces

MYAP Deliverables and Timelines

- 2013 – Continue to develop strategies for addressing infrastructure barriers
- 2014–16 – OPS ready to implement requirements of AODA built environment regulation

Ministry Proposed Measures for 2013–14

- Increase awareness of the OPS barrier-free requirements for government facilities
- Prepare for January 1, 2015 IASR requirement on public spaces
- Increase manager awareness of built environment obligations in the IASR, [Building Code Act](#) and OPS barrier-free requirements for government facilities

Leadership

MYAP Outcomes

- The OPS endeavours to demonstrate leadership for accessibility in Ontario

MYAP Deliverables and Timelines

- 2013 – Ongoing consultations with persons with disabilities
- 2013 – Ministries continue to publish annual accessibility plans
- 2014–16 – Accessibility continues as strong organizational commitment

Ministry Proposed Measures for 2013–14

- Represent the needs of persons with disabilities at the Accessibility Council
- Establish regular meetings of the ministry's Accessibility Council and senior management to provide ongoing input and advice
- Develop strategies that will assist the ministry meet its IASR obligations in areas such as web accessibility, procurement and public spaces

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



Ministry of Labour >

Employment Standards

Health and Safety

Labour Relations

Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters v

▶ What's New

▶ Health & Safety At Work Today

▶ LiveSafe! WorkSmart!

Subscribe v

▶  E-mail Alerts

▶  RSS

Follow the Ministry v

▶  Twitter

▶  YouTube

▶  Facebook

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

Section Three: Report on Legislative Review

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

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

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:
 - 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; 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.

As part of this process, the ministry is reviewing the following:

- [Employment Standards Act, 2000](#)
- [Occupational Health and Safety Act](#)
- [Workplace Safety and Insurance Act, 1997](#)

The ministry will continue to report on the progress of the review though the annual accessibility plan.

Acts, Regulations and Policies to be Reviewed in 2013–14

In 2013–2014, the ministry will continue to address accessibility barriers that have been identified in the three identified high-impact statutes that fall under the purview of the ministry, namely the Employment Standards Act, 2000, the Occupational Health and Safety Act and the Workplace Safety and Insurance Act, 1997. Based on this work, the ministry will seek to address accessibility barriers through such means as developing and proposing ministry-specific amending legislation.



Ministry of Labour >

Employment Standards

Health and Safety

Labour Relations

Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

Newsletters >

What's New

Health & Safety At Work Today

LiveSafe! WorkSmart!

Subscribe >

E-mail Alerts

RSS

Follow the Ministry >

Twitter

YouTube

Facebook

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

Glossary of Terms and/or Acronyms

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

AODA
Accessibility for Ontarians with Disabilities Act, 2005

A@S
Accessibility at Source

CBRE
CB Richard Ellis

HTML
Hypertext Markup Language

IASR
Integrated Accessibility Standards Regulation

IO
Infrastructure Ontario

LTC
Labour and Transportation IT Cluster

MYAP
Multi-Year Accessibility Plan

OPS
Ontario Public Service

ODA
Ontarians with Disabilities Act, 2001

PDF
Portable Document Markup

TTY
Telephone Typewriter or Telecommunication Device for the Deaf

WCAG
Web Content Accessibility Guidelines

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

 Tweet 0

 Like 0

http://www.labour.gov.on.ca/english/about/pubs/accessibility/2013/2013_4.php[2/19/2014 9:53:58 AM]

- Ministry of Labour >
- Employment Standards
- Health and Safety
- Labour Relations
- Jobs Protection Office

Agencies, Boards and Commissions >

Explore Government >

Contacts >

- Newsletters ▾
- ▶ What's New
- ▶ Health & Safety At Work Today
- ▶ LiveSafe! WorkSmart!

- Subscribe ▾
- ▶  E-mail Alerts
- ▶  RSS

- Follow the Ministry ▾
- ▶  Twitter
- ▶  YouTube
- ▶  Facebook

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

How to Contact us

ISSN: 1708-363X
Issued: December 3, 2013
Content last reviewed: December 2013

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

General inquiry number:

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

E-mail: ODAinquiries@ontario.ca

Visit the AccessOn web portal found on the [Ministry of Economic Development and Trade's](#) website. AccessOn promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone."

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

[ServiceOntario Publications](#)
Phone: 1-800-668-9938
TTY: 1-800-268-7095

[Previous](#)

