



**MINISTRY OF TOURISM AND CULTURE
AND ONTARIO SENIORS' SECRETARIAT**

2011-2012

ODA Accessibility Plan

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Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) was passed in 2005. The Act is Ontario's roadmap to make the province accessible for people with disabilities by 2025. It includes accessibility standards in customer service, information and communications, employment, transportation, and the built environment.

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the development of an annual accessibility plan, as required under the Ontarians with Disabilities Act, 2001 (ODA).

This year's accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the AODA. The regulation sets out requirements for these standards; information and communications, employment and transportation, as well as general requirements for development of policies and plans, training employees and volunteers and accessibility considerations when purchasing goods and services.

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

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Tourism and Culture (MTC) and Ontario Seniors' Secretariat (OSS) toward the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

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

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives the MTC and OSS implemented in 2010-11.

Customer Service

In 2010-11 the MTC and OSS:

- remained in compliance with the Customer Service Standard;
- provided new staff with training in accessible customer service through the e-learning modules *"May I Help You: Welcoming Customers with Disabilities"* and *"May I Help You: Supplementary"* [MIHY 1 and 2] within the first three months after joining the ministry;
- trained staff who were new to the ministry or who had not previously completed *MIHY 1* and *2* to include the e-learning modules in their learning plans and/or complete the modules within three months after joining the ministry;
- reviewed funding applications in the Investment and Development Office to ensure that funding program documents (application guide, form and final report) were available in accessible formats;
- re-arranged meeting spaces at OSS to increase ease of use;
- where possible, accommodated staff to work from home and enabled teleconference option at unit meetings; and
- trained all summer students and visitor service staff at Huronia Historical Parks (HHP) and Fort William Historical Park (FWHP) in accessibility for the 2010-11 season.

Information and Communications

The MTC and OSS are committed to expanding their ability to provide accessible services to customers and colleagues with a range of disabilities.

In 2010-11 MTC and OSS...

- held outreach workshops for staff on creating accessible *Word* documents including the video “A word about word”;
- trained ministry managers, supervisors and staff to apply the Inclusion Lens to identify and remove any potential communication barriers that may arise when the ministry creates, reviews or amends existing communications plans and products (three inclusion lens workshops were offered to all MTC and OSS staff in April 2011; Two inclusion lens workshops were offered to Ontario Tourism Marketing Partnership (OTMPC) staff in June 2011);
- developed interview materials and other relevant information in alternative formats to be available upon request;
- updated content in the Ministry website with enhanced accessibility capabilities;
- provided audio wands with raised buttons for the visually impaired and ‘sensory tours’ to visually and hearing impaired visitors at HHP;
- ensured all written material at HHP was in size 12 font, and museum information panels were in size 16 font; and
- replied to customer feedback in the format in which it was received to improve accessibility, including responding with larger sized fonts.

Employment

The ministry continued to ensure there were no potential barriers in employment policies, processes, practices or tools for people with disabilities.

In 2010-11 our ministry...

- reviewed job ads to identify and remove accessibility barriers. HROntario also provided managers with guidelines to assist in the barrier-free job advertisements. These guidelines were shared with managers and supervisors;

- made available, upon request, interview materials and other relevant information in alternative formats for people with visual or cognitive disabilities;
- continued to ensure hiring practices met or exceeded all standards and requirements related to accessibility;
- shared job ads with an employee network within the OPS which advocates for the interests of persons with disabilities;
- Human Resources continued to expand the scope of the Deputy Ministers' Diversity Mentorship Program which enhanced professional development opportunities for MTC staff with disabilities as one of the under-represented groups in the OPS; and
- built a new 12,000 sq ft barrier-free building at HHP, which included washrooms, meeting rooms and all workstations.

Transportation

In 2010-11 ...

- FWHP reviewed the new AODA requirements. FWHP initiated internal policy revisions (related to transportation); and
- HHP re-painted the public parking area, and increased the width of all parking spaces to increase accessibility.

Built Environment

In consultation with Corporate Resources (Facilities Branch) and the Ontario Realty Corporation (ORC), the ministry continued to review the accessibility of its work locations and advocate for the inclusion of accessibility improvements in the planning process for moves or significant renovations in 2010-11.

In 2010-11 the ministry...

- made accommodations for staff for personal work spaces, and accessibility assessments were conducted for employees, as requested;
- ensured the facilities at 777 Bay Street were compliant with the Ontario Building Code barrier-free standards;

- continued to identify and advocate for the removal of current barriers to accessibility in the work locations of the ministry;
- enhanced the 'Farm Square' at FWHP with improved access for persons with mobility and vision disabilities;
- designed a new cold storage building at FWHP to include accessible parking spaces, doorways, floor surfaces and washrooms as well as designed a new public parking lot to include accessible parking places;
- opened a new 12,000 sq ft barrier free building at HHP, which included washrooms, meeting rooms and workstations which resulted in the new building being fully compliant with AODA requirements;
- installed an accessible drinking fountain and an accessible deck and ramp at the Education Centre at St. Marie among the Hurons; and
- installed an accessible drinking fountain at Discovery Harbour.

Procurement

In 2010-11 the ministry...

- continued to leverage accessibility through ministry procurement processes to increase opportunities to embed accessibility features in ministry procurements;
- assessed the procurement of goods and services impacting persons with disabilities to ensure that accessibility issues have been addressed and that procurements were compliant with the requirements of the ODA; and
- required all private sector counsel retained by the Ministry of the Attorney General to provide legal services for the MTC to receive accessible customer service training.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the MTC's and OSS' accessibility plan focuses on four areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- employment
- information & communications
- the built environment
- procurement

Customer Service

The MTC and OSS are committed to ensuring that people with disabilities receive accessible products and services from us. This means they will receive products and services with the same high quality and timeliness as others.

In 2011-12 and beyond the MTC and OSS are planning to...

- continue to make website components increasingly accessible; adding new components and technologies with accessibility in mind as available;
- take immediate action to rectify any barriers that may be brought to our attention;
- continue to host refresher workshops outside of the Centre for Leadership and Learning; and
- continue to invite feedback from stakeholders, the general public, and staff who attend events through a number of methods, including through letters, email/our website, and person-to-person.

Information and Communications

The MTC and OSS are committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

In 2011-12 and beyond MTC and OSS are planning to...

- increase awareness of and applications for the Inclusion Lens;
- make documents more widely user-friendly and accessible by adjusting fonts and displays of electronic materials;
- continue to offer information in accessible formats and provide accommodations at events, upon request;
- continue to update the intranet site with accessible materials to meet OPS accessibility standards; and
- the OSS is committed to keeping current and future materials fully accessible.

Employment

The MTC and OSS are committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

In 2011-12 and beyond the ministry is planning to...

- continue to ensure there are no potential barriers in employment policies, processes, practices or tools for people with disabilities; and
- alert the public that accommodation is available on request and provide accommodations to all applicants during the hiring process.

Built Environment

The MTC and OSS are committed to greater accessibility in, out of and around the buildings we use.

In 2011-12 and beyond the MTC and OSS are planning to...

- include Braille and the use of symbols and graphics in signage at OSS to be appropriate and accessible for persons with visual, learning and cognitive disabilities; and
- construct a new public parking lot to reduce barriers for persons with physical and visual disabilities at FWHP. The parking lot will feature designated parking spaces for persons with disabilities.

Procurement

The MTC and OSS are 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 in our evaluation criteria.

In 2011-12 and beyond the ministry is planning to...

- provide on-going procurement advice, recommendations and training to ministry staff in accordance with the Procurement Directive requirements at Accounting & Controllership Services;
- continue its current practice of ensuring that private sector counsel retained by the Ministry of the Attorney General to provide legal services for the MTC receive accessible customer service training; and
- ensure our procurement practices meet or exceed all standards and requirements related to accessibility.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Tourism and Culture and Ontario Seniors' Secretariat will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

Acts and Regulations

The MTC and OSS are committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

In 2011, the MTC and OSS participated in training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers. Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Policies

Policies MTC reviewed from November 1, 2010 – October 31, 2011:

- OSS builds into its policy analyses or policy program initiatives awareness of accessibility issues, and alerts other ministries in our analyses of their Cabinet submissions for example, of necessary accommodations that they need to make regarding accessibility requirements.
- FWHP conducted a review of the new Transportation, Communication and Employment AODA standards, identified gaps and has taken action including the development of new internal policies.
- HHP reviewed ODA policies during the creation of its new building. Accessibility gaps, such as barriers to the student lunch room and staff changing rooms were identified and addressed.

Acts, Regulations and Policies to Be Reviewed in 2011-12

Acts and Regulations

Legal Services commits to continue to apply the OPS Inclusion Lens to all new legislation and regulations.

Policies

Both HHP and FWHP have committed to reviewing policies and plans in 2011-12.

- HHP Management Staff will be reviewing ODA Policies and Plans in 2011.
- FWHP will be reviewing the following in 2011-12:
 - Employment Standards and Accessibility Policy
 - Website Accessibility Standards Policy
 - Accessible Communication Standards Policy
 - Accessible Transportation Standards Policy

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

In 2010-11, our ministry...

- required a multidisciplinary team to attend training on using the Inclusion Lens to review legislation for barriers to persons with disabilities;
- trained ministry managers, supervisors and staff to apply the Inclusion Lens to identify and remove any potential communication barriers that may arise when the ministry creates, reviews or amends existing communications plans and products; and
- offered three inclusion lens workshops to all MTC and OSS staff.

In the future, our ministry will:

- continue to use the Inclusion Lens to review acts, regulations, policies, programs, practices and services;

- encourage staff to include in their yearly learning plans the Inclusion Lens e-course available through the Centre for Leadership and Learning; and
- encourage staff to use the Inclusion Lens when developing or reviewing policies, programs or service.

Glossary of Terms/Acronyms

- AODA – Accessibility for Ontarians with Disabilities Act
- IASR – Integrated Accessibility Standards Regulation
- MTC – Ministry of Tourism and Culture
- ODA – Ontarians with Disabilities Act
- OPS – Ontario Public Service
- OSS – Ontario Seniors’ Secretariat
- VPN – Virtual Private Network

For More Information

Questions or comments about the MTC and OSS accessibility plan are always welcome.

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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.

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

[ServiceOntario Publications](#)

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