



**MINISTRY OF TOURISM, CULTURE
AND SPORT**

&

ONTARIO SENIORS' SECRETARIAT

2012-2013

Annual Accessibility Plan

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Introduction

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 enacted 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.

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 Tourism, Culture and Sport and Ontario Seniors' Secretariat 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 every ministry's Accessibility Plans, visit [Ontario.ca](#).

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

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

Since 2001, the OPS has been complying with the obligations of the Ontarians with Disabilities Act, 2001 (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 Tourism, Culture and Sport and Ontario Seniors' Secretariat have been leaders in accessibility. Below are the highlights:

Customer Service

- Considered accessibility by including accessibility considerations as part of decision making process when planning ministry-sponsored meetings and events.
- Adopted the Ontario Public Service Customer Service Policy for use at the Ministry of Tourism and its attractions.
- Made sign language interpreters available in ministry-sponsored meetings and events upon request.
- Modified the Travel Activities and Motivations Survey (TAMS) to profile visitors with accessibility needs.
- Ensured funding program documents were available in accessible formats.

Information and Communications

- Made TTY available to the public.
- Ensured refreshed ministry internet and intranet sites were accessible and complied with OPS IT standards.
- Trained management and staff on the use of the OPS Inclusion Lens to remove potential barriers.
- Attractions, Huronia Historical Parks and Fort William Historical Park, provided free admission to attendants of persons self-identified as having a disability.
- Included universally recognized symbols for signage at the building housing the Ontario Seniors' Secretariat.

Employment

- Expanded the new managers' and staff orientation to include Ontarians with Disabilities Act, 2001 (ODA) training.
- Through Human Resources, promoted a new Employment Accommodation, Return to Work Operating Policy, and clause which notified management in the offer of employment of any accessibility needs.
- Increased awareness of mental health issues, intellectual and learning disabilities through learning activities and information gathering sessions.

Built Environment

- Worked to remove barriers at existing and new premises in order to make premises barrier free.
- Completed an accessibility audit of all ministry facilities.

Procurement

- Included accessibility in operational, business, procurement and grant planning procedures.

Other

- Included accessibility in operational, procurement, grant and business planning procedures.
- Implemented an accessibility awareness education campaign.
- Developed a feedback mechanism for input on accessibility matters specifically for the Accessibility Planning Team.
- Successfully recruited new members to the Accessibility Planning Team including membership of those who self-identified as having a disability.

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 Tourism, Culture and Sport and Ontario Seniors' Secretariat implemented last year, as a result of the [2011-2012 Annual Accessibility plan](#).

Reporting on 2011-2012 AODA obligations

Customer Service

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat:

- Continued to remain in compliance with the Accessible Customer Service Standard, and remained in compliance with the 2011 and 2012 applicable requirements of the Integrated Accessibility Standards Regulation.
- Encouraged all staff and management to complete mandatory accessibility training including:
 - 'May I Help You? Welcoming Customers with Disabilities' and 'May I Help You'? Supplementary: Ten Things You Need to Know About Accessibility Customer Service.
 - 'The Ontarians with Disabilities Act – Maximizing the Contribution of Employees with Disabilities' (Management training).

Feedback

- Customer service feedback was received at the Ontario Seniors' Secretariat regarding accessible washrooms and the designated waiting area signage that was in English and French. Following this feedback, action was taken so that all signage was updated to use international symbols that are easily recognized.
- At Fort William Historical Park feedback is requested from all visitors. Surveys were provided and assistance was made available upon request.
- At Huronia Historical Parks a visitor comment card entitled 'Provision of Site Services to People with Disabilities' for guests was developed in order to solicit comments regarding the accessibility of both goods and services. Feedback was received throughout the year. All feedback was assessed and was positive, for example: "Great to have scooter available and scooter accessibility to all buildings and the museum. Excellent disabled washroom accessibility – Good work!" In light of the positive comments on the scooter, HHP added a second scooter in 2011-12. Feedback opportunities are available in both written and online opportunities.
- Discovery Harbour made available two electric scooters, as referenced above, free of charge for persons with disabilities.

Procuring or acquiring goods, services or facilities

- The Ministry is aware of and links to Supply Chain Management's procurement website which includes directives and resources on accessibility.

Emergency and public safety information

- The Emergency Management & Security Unit ensures its policies and procedures are in compliance with the Integrated Accessibility Standards Regulation.
- Emergency management information can be directly accessed by all staff, including those with disabilities.

New internet and intranet websites

- The Ministry continued to ensure that new internet/intranet websites, existing websites undergoing a "significant refresh" and new web content conformed to WCAG 2.0 Level AA standards with some exceptions.
- The digital communications team helped increase awareness of accessibility compliance by proactively raising accessibility considerations and sharing resources with staff and management.
- The Ministry web committee was used as a forum to address issues of accessibility regarding new intranet/internet sites and new web content.
- The ministry links to the OPS Accessible Customer Service Policy posted on the Ontario.ca website.

Workplace emergency information

- This information is provided by managers to employees with disabilities, and this information is available to all ministry staff if required.

Information and Communications

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat:

- Website content was regularly updated with enhanced accessibility capabilities.
- Partnered with Ontario Shared Services to ensure that all ministry forms and publications were available to clients in alternate formats upon request.
- Promoted the availability of ministry publications in alternate formats. Wherever possible, publications included a statement regarding their availability in alternate formats upon request.
- Throughout 2012, encouraged staff to complete the OPS Learning and Development online training courses on making documents more accessible.
- All areas are prepared, when requested, to provide information in alternative formats.

- At Fort William Historical Park, an accessible website was maintained and alternative video tours were introduced, which connected pre-recorded videos to personal smart phones, tablets or laptops.
- At Huronia Historical Parks:
 - Ten of the twelve multi-lingual site maps were updated to include larger font for ease of reading (size 12 point font).
 - The following information and communications strategies to reduce barriers continued to be offered:
 - All information panels in the museum were set to size 16 point font for maximum view ability.
 - o Websites and layouts were designed to meet accessibility criteria.
 - All program department interpretative staff were trained on accessibility and accessible customer service protocols.
 - o Signs were posted at both historic sites and a notice was put on the website that promoted “Admission is free for support person with a paying visitor with a disability”.

Employment

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors’ Secretariat:

- Reviewed the protocol for providing notice of service disruptions and identified opportunities to further integrate and promote the protocol in emergency planning procedures. All ministry employees knew what to do in case of service disruptions.
- Provided assistive devices and support persons to staff as required (within reasonable measures).
- Provided notice to potential job applicants that accommodations were available on request and provided such accommodations to applicants throughout the hiring process.
- Supported individualized workplace accommodation plans for its employees.
- Collaborated with HROntario to develop accessible job descriptions that were barrier-free.
- Ensured job postings were written in plain language, postings were on an accessible website and available in accessible formats.
- At Fort William Historical Park:
 - All external postings for positions included an offer to accommodate.
 - Accessible service training was provided to summer students and volunteers.

- At Huronia Historical Parks:
 - Recruitment practices met or exceeded all standards and requirements related to accessibility.
 - Recruitment advertisements were developed for summer student staff, which reflected a diverse and inclusive workplace.

Transportation

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat made the following transportation improvements:

- At Fort William Historical Park:
 - The fleet of electric courtesy shuttles was expanded.
 - A new accessible tram was acquired.
 - The existing accessibility lifts were maintained on the bus and coach.
- At Huronia Historical Parks, regular maintenance and operations plans were made to ensure that signage for disabled parking and line painting remains fresh and easily discernable to visitors, and the number of disabled parking locations meets municipal and provincial criteria.

Built Environment

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat:

- Made necessary changes to boardrooms to ensure accessibility for internal and external stakeholders (removed door arms, and cleared clutter and installed conference phones).
- Made accessibility improvements at office spaces at 401, 777 and 900 Bay Street locations including:
 - Completed installation of automatic door opener from public elevator lobby to MTCS, 10th floor, 900 Bay, Hearst Block.
 - Improvements to workstation reconfigurations which incorporate accessibility standards.
 - Improved signage in accessible washrooms.
 - Where possible, considered accessibility best practices when considering workplace design and improvements to the built environment.
- At Fort William Historical Park:
 - The existing accessibility lifts in the Great Hall were maintained.
 - The existing accessible parking spaces and automatic door openers were maintained.
 - Access to the Learning Wigwam was improved.
 - Accessible pathways and entrance ramps were maintained.

- A 50-year heritage building conservation plan that includes the removal of barriers was completed.
- A new public parking lot which included paved surfaces and designated accessible parking spaces was completed.
- At Huronia Historical Parks at Sainte-Marie among the Hurons:
 - Restaurant Sainte-Marie barrier free power assisted door was added to the public washroom serving the restaurant.
 - All drinking fountains were made wheelchair accessible.
 - Ongoing capital improvements were made at both attractions to reduce barriers for current and future staff as well as general public visitors.
- At Discovery Harbour:
 - 11 barrier free power assisted doors were added to four buildings at Discovery Harbour.
 - Capital upgrades were made to the washrooms at Kings Wharf Theatre at Discovery Harbour to make them barrier free and accessible.
 - New, accessible decking and ramp was refreshed from the Chart House (admissions area) exit to the historic site.

Procurement

In 2011-12, the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat continued to integrate accessibility considerations into its procurement processes/practices. This included:

- Providing ministry staff with advice, recommendations, and training on accessibility requirements and best practices related to procurement.
- Making procurement documents available in alternate (accessible) formats.

Other

In 2011-12 the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat's:

- Diversity and Accessibility Committee regularly promoted and hosted forums, seminars and distributed informational materials.
- Grants Ontario staff worked closely with the Accessibility team to ensure compliance with accessibility requirements during the design and implementation of the Grants Ontario system.
- Celebrate Ontario 2012 funding was allocated to support the improvement of programs and services at festivals and events across the province. Improving accessibility services is defined as an eligible expense (except those that constitute permanent capital expenses (e.g., an elevator). Improved accessibility services are also listed in the application guide as eligible expenses.

- The Sport, Recreation and Community Programs Division provided specific funding for enhanced opportunities for training and competition for Ontario's paralympic athletes.

Section Two: Measures Planned for 2012-13 and Beyond

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 Tourism, Culture and Sport and Ontario Seniors' Secretariat accessibility plan focuses on six areas. In order to demonstrate leadership in accessibility, the 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
- Information & Communications
- Employment
- Transportation
- Built Environment and
- Procurement

Customer Service

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat 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.

The Ministry has planned the following customer service initiatives for 2012 and beyond:

- To continue to measure its performance against its client service standards, review any client feedback received, report results on its website or other appropriate website, and identify opportunities for improvement.
- The Communications branch will:
 - Continue to take immediate action to rectify any barriers that may be brought to our attention.
 - Continue to invite feedback from stakeholders, the general public, and staff through email and/or through the website.
 - Continue to maintain online accessibility information on the Ministry's intranet.
 - Continue to link to and feature the resources available to all staff through the I&IT Accessibility Centre of Excellence's and the Diversity Office's intranets.

- Will work to ensure that social media initiatives will take into account accessibility requirements.
- Ontario Seniors' Secretariat will:
 - Continue customer service training for all new employees and provide current employees with refresher information.
 - Continue to consult with people with disabilities to seek their advice on which barriers, and which remedial actions should have priority for the coming years.
- Huronia Historical Parks (HHP) will:
 - Utilize the OPS Inclusion Lens to help staff identify existing and potential barriers they might not otherwise have considered or identified in policy, program and service development.
 - Explore adding the Visitor Comment Card entitled "Provision of Site Services to People with Disabilities" to the website for guests to comment on the accessibility of the goods and services in an on-line format.
 - Explore the means to increase the volume of visitor feedback received in order to review a greater sampling of visitor feedback. This review would apply to both the regular visitor comment card and feedback form for the Provision of Site Services to People with Disabilities for guests to comment on the accessibility of our goods and services.
 - Update annually the HHP Customer Service Policy and Accessibility Guidelines in consideration of new OPS policies, directives, and procedures.
 - Offer on-site surveys and evaluations located at both historic sites at barrier-free desks.
 - Offer on-line surveys to and invite email comments from the general public.
 - Offer surveys and evaluation forms to all those attending Education Programs.

Information and Communications

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat 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.

- The Ministry has planned the following information and communications initiatives for 2012 and beyond:
 - To continue to provide content in plain language and accessible formats.
 - To continue to ensure electronic communication is available both in PDF and Word format.
 - Will continue to work with Cabinet Office and the Ministry of Government Services to ensure that MTCS is aware of any new technologies, and will liaise with the cluster to ensure that appropriate information technology solutions are provided.
 - Will continue to make website components increasingly accessible; adding new components and technologies with accessibility in mind as available; making documents more widely user-friendly and accessible by adjusting fonts and displays of electronic materials; continuing to offer information in accessible formats; providing live captioning and audio description for all videos.
 - Will continue to provide website and grant information in accessible formats when requested.
- At Huronia Historical Parks:
 - The remaining two multi-language site maps will be refreshed to size 12 point font.
 - Communication strategies will continue to be developed that effectively present the goods and services to visitors with disabilities in a manner that takes into account their disability.
- At Fort William Historical Park:
 - Visitor information will be updated to be a minimum of size 12 point font.
 - Closed captioning will be included within visitor orientation videos.
 - Accessibility upgrades will continue for the website to conform with WCAG 2.0 Level AA with exceptions as noted in the IASR.
 - The quantity of alternative video tours will be expanded to be accessible by personal smart phone, tablet and laptop.
- The Regional Tourism Unit will continue to find opportunities to share information with Regional Tourism Organizations and other industry stakeholders on accessibility (e.g., in-person meetings, eblasts, teleconferences, connecting with other industry partners such as Tourism Industry Association of Ontario).
- The Investment and Development Office will introduce the new web-based Grants Ontario System in 2012 to its clients and the Sport, Recreation and Community

Programs Division will continue to utilize the System for delivery of its grant programs which may increase the accessibility of information and communications for stakeholders applying for funding programs.

- The Ontario Seniors' Secretariat:
 - Will continue to ensure that the website meets all IASR requirements and remains compliant.
 - Will continue to review all posted signage to meet the needs of customers with visual impairment.
 - Will continue to ensure all printed material as it is produced, meets the needs of customers with visual impairment.
 - Will continue to offer information in accessible formats and strive to meet accommodations requests at events.
 - Purchase a new, more updated TTY.
 - Continue to make materials available in accessible format for interview candidates.
- The Communications branch will:
 - Maintain online accessibility information on the ministry intranet and continue to link to and feature the resources available to all staff through the I&IT Accessibility Centre of Excellence's and the Diversity Office's intranets.
 - Continue to update the intranet site with accessible materials to meet IASR obligations and OPS accessibility standards; and
 - Continue to ensure that social media initiatives will take into account accessibility requirements.
- In 2013 and beyond, the Tourism Planning and Operations Division will encourage participating organizations in the Summer Experience Program to develop recruitment advertisements for summer students that are written in plain language and available in accessible formats.
- The Tourism Agencies Branch will commit to finding opportunities to share information on accessibility with the participating organizations in the Summer Experience Program.
- The Sport, Recreation and Community programs Division will:
 - Participate in an Ontario Paralympic Sport Summit to convey funding available to enhance sport opportunities for paralympic athletes as well as to sit on an expert panel reviewing suggested initiatives to enhance paralympic sport opportunities.

Employment

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat 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.

- The Ministry will continue to communicate standards and methods of employment accommodation for employees with disabilities. This will be communicated through internal e-mails, management development, leadership events and programs (2012-13).
- The Ministry will continue the Diversity Mentoring Program that includes Senior Management at the Deputy Minister, Assistant Deputy Minister, and at the Director level (2012-13).
- The Ministry will continue to work with HROntario to develop barrier free job descriptions and provide notice to potential job applicants that accommodations are available on request and are provided such accommodations to applicants throughout the hiring process (2012-13).
- The Ministry will work to ensure managers with employees with disabilities have documented accommodation plans in place, as required.
- The Ministry will encourage all staff have accessibility performance commitments (2014-2016).
- The Ministry will continue to review interview questions and assignments for use of plain language and include an offer to accommodate during the hiring process.
- The Ministry will continue to provide specialized training for staff to achieve accessibility appropriate to their job duties, and in addition, will be providing training in 2013 on the IASR requirements and on Human Rights as it pertains to persons with disabilities. The ministry will promote new training resources available to maximize the impact of learning in the ministry.
- Fort William Historical Park will continue to ensure staff participation in accessibility related training.
- Huronia Historical Parks:
 - Will continue to recruit summer students by presenting a diverse and inclusive workplace with customer service training to reflect the broad range of visitors we serve.
 - New regular staff or fixed term staff and summer students will receive mandatory Ministry accessibility training on how to interact and communicate with people in a manner that takes into account their accessibility needs.

Transportation

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat will continue to work to help make transportation and related services more accessible to people with disabilities.

- Fort William Historical Park is committed to acquire a second accessible tram trailer.

Built Environment

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat is committed to greater accessibility in, out of and around the buildings we use.

- The Ministry is committed to greater accessibility in buildings and outdoor spaces and will ensure that accessibility design features are incorporated into the design of any new or renovated ministry space (2012 – ongoing).
- The Ministry will work to ensure common areas are kept free of obstacles, ergonomic furniture procured and special tools/equipment obtained to meet the needs of people with disabilities. These matters will be addressed as requests for accommodations are made (2012-13).
- At Fort William Historical Park:
 - Any office construction will comply with accessibility standards.
 - Construction of the David Thompson Astronomical Observatory will be completed including accessible doorways, washrooms and pathways.
 - Capital projects will be identified within the Visitor Centre that would remove barriers to accessibility.
- At Huronia Historical Parks:
 - Ongoing requests for access to capital will continue with the goal of revitalizing the attractions to remove barriers and enhance visitor experiences.
 - At Sainte-Marie Among the Hurons:
 - o Barrier free power assisted doors are being installed in the Education Centre building.
 - o Phase II of the proposed revitalization plans currently in place at Sainte-Marie presents solutions and designs for reducing barriers in the museum and visitor centers.
 - At Discovery Harbour, revitalization of the North Visitor Centre in 2012-13 will increase accessibility.

Procurement

The Ministry will:

- Update its Procurement Directive and embed accessibility as part of the policy, which includes incorporating an accessibility requirement in all procurement documents (e.g., Request for Proposals, Request for Quotation).
- Continue to provide training to all ministry staff who are responsible for procurements. The training will include using Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.

Other

Timeframe: 2012-15

- Communications unit plans to continue with staff training and awareness initiatives, and discussions of opportunities to continue to improve our accessibility as new training becomes available.
- Ontario Seniors' Secretariat will have an Accessibility Ambassador that keeps employees informed of accessibility issues and news. This ambassador will be available to assist if questions regarding accessibility arise.
- Sport, Recreation and Community Programs Division programs will be reviewed for ways to improve accessibility to under-represented groups.
- Fort William Historical Park:
 - Will work to ensure that all required staff take all mandatory training courses related to AODA and accessibility.
 - Provide accessible service training to summer students and volunteers.
 - Will enhance Day Camp and David Thompson Astronomical Observatory programs to remove barriers for persons with disabilities.
 - Huronia Historical Parks will work to ensure that all required staff take all mandatory training courses related to AODA and 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, Culture and Sport 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 2011-12

Acts and Regulations

The Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

In 2011-12, the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat worked in consultation with the Ministry's Legal Services branch, to review acts for potential accessibility barriers using the OPS Inclusion Lens.

Policies

- The Ministry reviewed the following policies from November 1, 2011 – October 31, 2012.
- At Huronia Historical Parks:
 - Management Staff reviewed ODA policies and plans in October 2012.
 - Utilized the OPS Inclusion Lens to help our staff identify existing and potential barriers that might not otherwise have been considered or identified in policy, program and service development.
- At Fort William Historical Park:
 - Employment Standards and Accessibility Policy
 - Website Accessibility Standards Policy
 - Accessible Communication Standards Policy
 - Accessible Transportation Standards Policy

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

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.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In the future, the Ministry will:

- Continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- In 2013 and beyond, senior managers and direct reports will encourage staff to include in their yearly learning plans the OPS Inclusion Lens e-course available through the Centre for Leadership and Learning.
- The Ministry aims to have the majority of staff to have taken OPS Inclusion Lens training by December 31, 2013.
- In 2012 and beyond, senior managers will encourage all staff to include use of the OPS Inclusion Lens in their Performance Development and Learning Plans.
- Commit our diversity and accessibility committee to taking OPS Inclusion Lens train-the-trainer sessions so that they are equipped with the knowledge and tools to successfully present the “Intro to the Inclusion Lens” and “Using the Inclusion Lens within the Ministry.”
- In 2013 and beyond, the Tourism Agencies Branch will support the tourism agencies and attractions to use the OPS Inclusion Lens in their operational plans and business planning processes to further incorporate diversity and accessibility considerations.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

HHP – Huronia Historical Parks (HHP)

MYAP – Multi-Year Accessibility Plan

MTCS – Ministry of Tourism, Culture and Sport

ODA – Ontarians with Disabilities Act, 2001

OPS – Ontario Public Service

OSS – Ontario Seniors' Secretariat

TAMS – Travel Activities and Motivations Survey

VPN – Virtual Private Network

WCAG – Web Content Accessibility Guidelines

For More Information

Questions or comments about the Ministry of Tourism, Culture and Sport and Ontario Seniors' Secretariat accessibility plan are always welcome.

Please note that the ODA Plan for the Toronto 2015 Pan American and Parapan American Games can be found in the Ministry of Citizenship and Immigration ODA plan.

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

Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal.

The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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

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