



Ministry of Tourism, Culture and Sport

&

Pan/Parapan American Games Secretariat

2013–14 Annual Accessibility Plan

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Introduction

For over ten years, every ministry in the Ontario Public Service (OPS) 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 \(ODA\)](#).

The [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in the areas of customer service, information and communications, employment, transportation and the built environment.

In 2010, all ministries were required to comply 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 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.”

The 2013–14 Accessibility Plan for the Ministry of Tourism, Culture and Sport (MTCS) and the Pan/Parapan American Games Secretariat (PPAGS) builds on this regulatory framework and outlines how we will contribute to a barrier-free Ontario by 2025.

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

Note: Due to organizational changes during 2012–13, the accessibility achievements and future commitments of the Ontario Seniors' Secretariat are now included in the Ministry of Citizenship and Immigration's (MCI) Accessibility Plan.

Section One: MTCS Report on Measures Taken in 2012–13

The Government of Ontario is working to be a fully accessible province by 2025.

Since 2001, the OPS has been complying with the obligations of the [Ontarians with Disabilities Act, 2001 \(ODA\)](#) and have prepared an annual accessibility plan, which is made available to the public through the Government of Ontario's public website.

The following section outlines some of the achievements of the Ministry of Tourism, Culture and Sport in meeting the commitments identified in the 2012–13 Accessibility Plan. These achievements are summarized by accessibility standards that include: customer service, information and communications, employment, transportation, built environment and procurement. In many cases, the achievement occurs on a ministry-wide basis. However, the ministry also operates two tourism attractions that offers a number of unique programs and services. In those cases, the achievement is specific to that area of the ministry.

Customer Services

Ministry Commitments for 2012 - 2013

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

- Continue to measure its performance against its client service standards, review any client feedback received, report results on its website or other appropriate websites, and identify opportunities for improvement.
- The Communications Branch will:
- Continue to take immediate action to rectify any barriers that may be brought to the branch's 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 and the Diversity Office's intranets.
- Will work to ensure that social media initiatives will take into account accessibility requirements.
- Huronia Historical Parks (HHP) will:

- o Utilize the OPS Inclusion Lens to help staff identify existing and potential barriers in policy, program and service development.
 - o Explore adding a 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 online.
 - o Explore options to increase the volume of visitor feedback received in order to review a greater sampling of feedback. This review would be an opportunity for guests to comment on the accessibility of goods and services and would apply to both the visitor comment card and the feedback form for the Provision of Site Services to People with Disabilities.
 - o Update the HHP Customer Service Policy and Accessibility Guidelines annually in consideration of new OPS policies, directives and procedures.
 - o Offer on-site surveys and evaluations located at both historic sites at barrier-free desks.
 - o Offer online surveys and invite email comments from the general public
 - o Offer surveys and evaluation forms to those attending Education Programs.
- The Investment and Development Office will introduce the new web-based Grants Ontario System in 2012 to its clients.
- 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.

Ministry-wide Achievements for 2012 - 2013

- The Ministry of Tourism, Culture and Sport remained committed to ensuring that people with disabilities receive accessible goods and services from us. This means they receive goods and services with the same high quality and timeliness as others.
- All Directors have provided an attestation that their work units and programs are in compliance with accessibility requirements.
- The ministry continued to provide specialized training for staff to achieve accessibility appropriate to their job duties. In addition, mandatory training on the IASR requirements and on Human Rights as it pertains to persons with disabilities was provided to ministry staff.
- The ministry promoted new training resources available to maximize the impact of learning in the ministry. All staff have been encouraged to attend:
- May I Help You? Welcoming customers with disabilities
- May I Help You? - Supplementary: Ten Things You Need to Know about Accessible Customer Service
- Working Together –introduction to the Ontario Human Rights Code and how it relates to persons with disabilities and the Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Accessibility Standards Regulation (IASR) – overview of the IASR and the action the OPS is taking to comply with the regulation.
- The ministry continued to measure its performance against its client service standards, review any client feedback received, report results on its website or other appropriate websites and identify opportunities for improvement.

- During 2012–13, the Corporate Initiatives team of the ministry regularly monitored the customer service standards ensuring a 90 per cent compliance rate – 10 per cent above the OPS standard.
- Stakeholders, the general public and staff were invited to provide feedback through email and the website.
- The ministry, through the Communications Branch, remained attentive to customer service needs and took immediate action to rectify any barriers that were brought to the branch's attention.
- The Investment and Development Office introduced the new web-based Grants Ontario System.
- The Sport, Recreation and Community Programs Division continued to utilize the System for delivery of its grant programs.
- The Sport, Recreation and Community Programs Division participated in an Ontario Paralympic Sport Summit to convey funding available to enhance sport opportunities for para-Olympic athletes and sat on an expert panel reviewing suggested initiatives to enhance para-Olympic sport opportunities.

Division/Program Area Specific Achievements for 2012 - 2013

- The 2013 Celebrate Ontario program, designed to increase the economic impact of festivals and events, was launched in September 2012. Applications were accepted online through the Grants Ontario System while previously a paper-based application system was used. A total of 444 applications were received. Client feedback was provided and reviewed. Recommendations for improvements to the Grants Ontario System for better client service informed the 2.0 version launch in April 2013.
- The Provincial Sport Organization and Multi Sport Organization (PSO/MSO) Base Funding, Sport Priority Fund, Ontario Sport and Recreation Communities Fund and Ontario's After School Program fund were also administered through the Grants Ontario System.
- The Sport, Recreation and Community Programs Division worked with Sport Alliance Ontario and the Ontario Senior Games Association to investigate ways to increase the diversity and number of participants in the Ontario 55+ Games.
- The division worked with a number of diverse and under-represented not-for-profit organizations, such as the African Canadian Coalition of Community Organizations (ACCCO), to identify ways to increase their organizations' capacity to achieve a higher success rate when applying for government funding programs.
- Staff also participated 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 initiatives to enhance Paralympic sport opportunities.
- Working with the Diversity Office, the Tourism Agencies Branch promoted the use of the OPS Inclusion Lens to the ministry's tourism agencies and attractions.
- All student staff and volunteers at Fort William Historical Park (FWHP) received an orientation session which included accessible service training components.
- Day Camp and David Thompson Astronomical Observatory programs were enhanced to remove barriers for persons with disabilities.

- HHP ensured an increased number of staff were available for personal support for persons with disabilities.
- The importance of surveys was emphasized in summer student staff training at HHP. A marketing position was added to special events to solicit feedback, and Georgian College students from the tourism program were recruited to complete surveys at major events. As a result, a 12 per cent increase in completed surveys was achieved.
- HHP updated Customer Service Policy and Accessibility Guidelines in consideration of new OPS policies, directives and procedures prior to the 2013 operating season. It was made available at Admissions and on HHP websites.
- On-site surveys and evaluations at barrier-free desks were offered at both HHP's historic sites.

Information and Communications

Ministry Commitments in 2012 - 2013

- Continue to provide content in plain language and accessible formats.
- Continue to ensure electronic communication is available both in PDF and Word format.
- 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.
- 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.
- Continue to provide website and grant information in accessible formats when requested.
- Huronia Historical Parks (HHP) will:
 - o Refresh the remaining two multi-language site maps to size 12 point font.
 - o Continue to develop communications strategies that effectively present the goods and services to visitors with disabilities in a manner that takes into account their disability.
- FWHP will:
 - o Update visitor information to a minimum of size 12 point font.
 - o Include closed captioning in visitor orientation videos.
 - o Continue accessibility upgrades for the website to meet WCAG 2.0 Level AA with exceptions as noted in the IASR.
 - o Expand the quantity of alternative video tours 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, e-blasts, teleconferences, and by connecting with other industry partners such as Tourism Industry Association of Ontario).

- The Communications branch will:
 - o 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.
 - o Continue to update the intranet site with accessible materials to meet IASR obligations and OPS accessibility standards; and
 - o Continue to ensure that social media initiatives will take into account accessibility requirements.
- 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.

Ministry-wide Achievements for 2012 - 2013

- The Ministry of Tourism, Culture and Sport remained committed to making government information and communications accessible to people with disabilities. The information provided and how the ministry communicates it are key to delivering programs and services to the public.
- The Communications Branch, on behalf of the ministry, maintained all internet sites with accessible materials to meet IASR obligations and OPS accessibility standards. Social media initiatives also addressed accessibility requirements.
- Ministry staff were provided with information on the intranet site through links and features on the resources available from the I&IT Accessibility Centre of Excellence and the Diversity Office.

Division/Program Area Specific Achievements for 2012 - 2013

- The Regional Tourism Unit worked with the Regional Tourism Organizations and other industry stakeholders on accessibility (e.g., in-person meetings, e-blasts, teleconferences, and by connecting with other industry partners such as Tourism Industry Association of Ontario).
- The content for HHP's promotional materials and on-site programs was consistently available in a minimum size 12 point font. The volume of information was also reduced by focusing on plain language and driving visitors to the websites for more details available in regular and text formats.
- FWHP provided updated visitor information in a minimum of size 12 point font, included closed captioning in visitor orientation videos and expanded the quantity of alternative video tours accessible by personal smart phone, tablet and laptop.

Employment

Ministry Commitments in 2012 - 2013

- Continue to communicate standards and methods of employment accommodation for employees with disabilities. This will be communicated through internal emails, management development, leadership events and programs.
- Continue to participate in the Diversity Mentoring Program that includes Senior Management at the Deputy Minister, Assistant Deputy Minister and Director levels.
- Continue to work with HROntario to develop barrier-free job descriptions and provide notice to potential job applicants that accommodations are available upon request throughout the hiring process.
- Work to ensure managers with employees with disabilities have documented accommodation plans in place, as required.
- Encourage all staff to have accessibility performance commitments.
- Continue to employ the use of plain language in communicating interview questions and assignments.
- Continue to provide specialized training for staff to achieve accessibility appropriate to their job duties. Training will also be provided in 2013 on the IASR requirements and on Human Rights as it relates to persons with disabilities. New training resources will be promoted to maximize the impact of learning in the ministry.
- FWHP will continue to ensure staff participation in accessibility related training.
- HHP will continue to recruit summer students by presenting a diverse and inclusive workplace with customer service training to reflect the broad range of visitors served.
- HHP new regular staff, ~~or~~ fixed term staff and summer students will receive mandatory accessibility training on how to interact and communicate with people in a manner that takes into account their accessibility needs.

Ministry-wide Achievements in 2012 - 2013

- The Ministry of Tourism, Culture and Sport remained committed to fair and accessible employment practices that attract and retain talented employees with disabilities. This helps ensure that people with disabilities who are OPS employees know they can participate fully and meaningfully in services and employment.
- The ministry continued to communicate standards and methods of employment accommodation for employees with disabilities through internal emails, management development, leadership events and programs.
- Senior Management at the Deputy Minister, Assistant Deputy Minister and Director levels participated in the Diversity Mentoring Program.
- The ministry continued to work with HROntario to develop barrier-free job descriptions and provide notice to potential job applicants that accommodations are available upon request throughout the hiring process.
- The ministry worked to ensure managers with employees with disabilities have documented accommodation plans in place, as required.

Division/Program Area Specific Achievements for 2012 - 2013

- Recruitment posters for HHP summer student staff reflected a diverse and inclusive workplace. Orientation training and summer student manuals reflected the importance of "Welcoming all Visitors" from diverse backgrounds and abilities.
- Recruitment tactics reflected a province-wide approach to colleges and universities. Individual contact was made with the Georgian Bay Native Friendship Centre, Metis Nation of Ontario, Georgian Bay Metis Council, Beausoleil First Nation and Le goût de vivre for recruitment of Aboriginal and Francophone staff.
- New summer student staff received mandatory training on how to interact and communicate with people in a manner that takes into account their accessibility needs.

Transportation

Ministry Commitments in 2012 - 2013

- 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.
- FWHP is committed to acquiring a second accessible tram trailer.

Ministry-wide Achievements for 2012 - 2013

- The Ministry of Tourism, Culture and Sport addressed the acquisition of a second accessible tram trailer in the 2013 - 2014 plan.
- Where applicable the ministry addressed transportation issues impacting the accessibility of our operations.

Built Environment

Ministry Commitments in 2012 - 2013

- The Ministry of Tourism, Culture and Sport is committed to greater accessibility in, out of and around the buildings they use.
- The ministry is committed to greater accessibility in buildings and outdoor spaces and will ensure that accessibility design features are incorporated into any new or renovated ministry space.
- The ministry will work to ensure common areas are kept free of obstacles, ergonomic furniture is procured and special tools/equipment are obtained to meet the needs of people with disabilities. These matters will be addressed as requests for accommodations are made.
- FWHP will work to ensure 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 observatory Visitor Centre that would remove barriers to accessibility.
- HHP will work to ensure ongoing requests for access to capital continue with the goal of revitalizing the attractions to remove barriers and enhance visitor experiences.
- At Sainte-Marie among the Hurons will work to ensure barrier-free power assisted doors will be installed in the Education Centre building.
- Phase II of the proposed revitalization plans in place at Sainte-Marie among the Hurons presents solutions and designs for reducing barriers in the museum and visitor centers.
- Revitalization of Discovery Harbour's North Visitor Centre in 2012–13 will increase accessibility.

Ministry-wide Achievements for 2012 - 2013

- The ministry remained committed to greater accessibility in buildings and outdoor spaces and ensured that accessibility design features were incorporated into any new or renovated ministry space.
- The ministry worked to ensure common areas were kept free of obstacles, ergonomic furniture was procured and special tools/equipment were obtained to meet the needs of people with disabilities.

Division/Program Area Specific Achievements for 2012 - 2013

- Investment and Development Office staff continued to incorporate accessibility in the planning process through Celebrate Ontario presentations and meetings with festivals throughout the year. For example, Hillside Festival only uses venues that meet accessibility requirements. Two Celebrate Ontario workshops emphasized the importance of making festivals and events spectator-friendly/barrier-free.
- ~~RTOs~~ Regional Tourism Organizations were reminded to consider accessibility for all of their meetings, including board meeting and engagement sessions.
- All construction projects at FWHP addressed accessible requirements. Construction of the David Thompson Astronomical Observatory was completed including accessible doorways, pathways, washrooms and access to the telescope and dome area.
- HHP worked to remove barriers and enhance visitor experiences.
- Multiple projects were completed, including the new education program classroom at Sainte-Marie among the Hurons and a barrier-free accessible ramp was replaced and improved at Captain Roberts' Table Restaurant and Chiles Chandlery Gift Shop.
- On the historic site at Sainte-Marie among the Hurons, the waterway activity area was altered to ensure accessibility for viewing activities for visitors in wheelchairs and young children.
- Barrier-free power assisted doors were installed in the Education Centre building at Sainte-Marie among the Hurons.

Procurement

Ministry Commitments in 2012 - 2013

- Update the ministry's Procurement Policy 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 the Supply Chain Management Division of MGS's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.

Ministry-wide Achievements for 2012 - 2013

- The Ministry of Tourism, Culture and Sport remained committed to integrating accessibility considerations into procurement processes. The ministry asked potential suppliers to provide information about the accessible options they offer and included accessibility considerations in ministry evaluation criteria.
- The ministry's Procurement Policy was updated and embedded accessibility as part of the policy, which includes incorporating an accessibility requirement in all procurement documents (e.g., Request for Proposals, Request for Quotation).
- New training was developed and rolled out to all ministry staff responsible for procurements. The training included using Supply Chain Management's accessible procurement resources to identify accessibility considerations when undertaking procurement activities.
- A Request for Proposal process was reviewed to ensure that it does not create barriers for vendors with disabilities.

Section One: PPAGS Measures Taken for 2012–13

Ontario's Pan/Parapan American Games Secretariat (PPAGS) is committed to working with MTCS to help the OPS realize its goals of barrier-free diversity, equity and inclusion and contribute to the Ontario government's goal of an accessible Ontario.

PPAGS provides strategic directions, inter-ministerial coordination and oversight of the provincial government's participation in the Games and manages the Transfer Payment Agreement with the Toronto 2015 Organizing Committee (TO2015).

PPAGS will inspire all Ontarians, particularly Ontarians with Disabilities. The Games will showcase the value of sport and the health benefits of active living for all citizens regardless of age, fitness level or disability.

Customer Service

Secretariat Commitments in 2012 - 2013

- The Pan/Parapan American Games Secretariat is committed to delivering accessible goods and services to people with disabilities. This means they will receive goods and services with the same high quality and timeliness as others.
- PPAGS will continue to ensure that required staff be trained on any available assistive devices, and that other measures are in place to support ongoing compliance with the AODA Accessibility Standards for Customer Service and IASR.
- For public events that are organized by PPAGS, best efforts will be made to ensure the venues are accessible for persons with disabilities. As well, any requests concerning accessibility for persons with disabilities will be addressed and accommodated in a timely and cost-effective manner.

Secretariat Achievements for 2012 - 2013

- While no new assistive devices were required during 2012–13, staff will be trained as needed in the future.
- PPAGS coordinated a tour stop in May 2012 on the site of the future CIBC Pan Am and Parapan Am Athletes' Village. Staff provided an advance run-through of the event scenario with the para-athletes several hours prior to event kick-off to ensure that each athlete was familiar with the space and their respective roles. Wayfinding signing was large, clear and placed at an accessible height. Wheelchair accessible portable toilets were brought in and placed in a private area on the main level.

Information and Communications

Secretariat Commitments in 2012 - 2013

- The Pan/Parapan American Games Secretariat is committed to making government information and communications accessible to people with disabilities. The information provided and how PPAGS communicates it are key to delivering programs and services to the public.
- Remind staff about best practices when sending documents and emails to ensure communication products are accessible to everyone.
- Ensure PPAGS' intranet site (to be launched) is kept up-to-date with current information and resources on accessibility and compliance with WCGA 2.0 AA.
- Information technology services used by the Secretariat will be monitored for possible accessibility issues and solutions provided as soon as practicable. The Secretariat will work with the Community Services I&IT Cluster to look for future opportunities to leverage cluster resources to ensure that the Secretariat is aware of any new technologies and that appropriate information technology solutions are provided as required.

Secretariat Achievements for 2012 - 2013

- A new section was added to the Orientation materials for new staff to ensure communication products are accessible to everyone.
- The intranet site was continually refreshed on a regular basis. PPAGS continued to ensure that the website met all IASR requirements and OPS accessibility standards.
- Wherever possible, PPAGS communications used principles of CNIB's (formerly the Canadian National Institute for the Blind Clear Print Accessibility Guidelines).
- Staff attended the quarterly Designated Site Authority meetings and were a valuable channel for relaying I&IT related information.

Employment

Secretariat Commitments in 2012 - 2013

- The Pan/Parapan American Games 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.
- Encourage refresher “May I Help You? Welcoming Customers with Disabilities” and “May I Help You? Supplementary: Ten Things You Need to Know About Accessible Customer Service” training.
- PPAGS will continue to remind new staff to have 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 Accessible Customer Service.
- Management will be required to complete the ODA: Maximizing the Contribution of Employees with Disabilities.
- Participate in the Diversity Mentoring Program that includes Senior Management at the Deputy Minister, Assistant Deputy Minister, and Director levels.
- Continue to work with HROntario to develop barrier-free job descriptions and provide notice to potential job applicants that accommodations are available upon request throughout the hiring process.
- Remind managers and make sure they are aware of the available tools and processes to provide Employment Accommodations. Ensure managers with employees with disabilities have documented accommodation plans in place as appropriate.
- Continue to have representation on the Disability Advisory Council (DAC).

Secretariat Achievements for 2012 – 2013

- PPAGS staff were encouraged in December 2012 to take the training courses. The Accessibility Lead monitored annually to ensure training rates were maintained, as appropriate to support ongoing compliance with the IASR.
- Senior Management participated in the Diversity Mentoring Program.
- Staff attended the quarterly meeting held in 2012–13 on the Disability Advisory Council and took an active role in the June 5th Event “On the Job: Tools of the Trade for Employees with Disabilities.”

Built Environment

Secretariat Commitments in 2012 - 2013

- The Pan/Parapan American Games Secretariat is committed to greater accessibility in, out of and around the buildings they use.

- Ensure common areas are kept free of obstacles, ergonomic furniture is procured and special tools/equipment are obtained to meet the needs of persons with disabilities. These matters will be addressed as requests for accommodations are made.
- For Ontario receptions, meetings or public events where the province is participating with regard to the 2015 Pan/Parapan American Games, the Secretariat will make best efforts to ensure that future venues are physically accessible to persons with disabilities.

Secretariat Achievements for 2012 – 2013

- Accommodated two staff with ergonomic chairs to meet their needs.
- Coordinated an event in May 2012 at the future CIBC Pan Am and Parapan Am Athletes' Village. Prior to event kick-off, a staff member provided a detailed event scenario walk-through and answered questions. A large, semi-private open-concept seating area on the main level was provided for all participating athletes, and staff supported para-athletes throughout the event.

Procurement

Secretariat Commitments in 2012 - 2013

- The Pan/Parapan American Games Secretariat is committed to integrating accessibility considerations into our procurement processes.
- PPAGS and MCI Accounting & Controllershship Services will work collaboratively to develop training and roll it out to all staff who are responsible for procurements. The new training package will incorporate the new Procurement Policy requirements and Supply Chain Management accessibility guidelines and checklist.

Secretariat Achievements for 2012 – 2013

- PPAGS worked with MCI/MTCS Accounting and Controllershship Services to ensure accessibility requirements were incorporated into all procurement documents.

Other

Secretariat Commitments in 2012 - 2013

- Continue to incorporate accessibility needs into business processes (e.g. Results-based Planning and Operational Plans).

Secretariat Achievements for 2012 - 2013

- The Secretariat Procurement Policy was updated and embedded accessibility as part of the policy, which includes incorporating an accessibility requirement in all procurement documents (e.g., Request for Proposals, Request for Quotation).

Section Two: MTCS & PPAGS Report on Measures Planned for 2013–14

During 2013 - 2014, the Ministry of Tourism, Culture and Sport and the Pan/Parapan American Games Secretariat will build on the progress and achievements to date in making their programs and services fully accessible.

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 Tourism Culture and Sport and the Pan/Parapan American Games Secretariat are only reporting on measures they will take or initiate during the 2013–14 reporting period.

Customer Services

2013 - 2014 MYAP Deliverables and Timelines:

- New staff trained on accessibility.
- Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I&IT and training.
- Increased awareness in the OPS of accessibility best practices in customer service and the workplace.

Ministry-wide

Commitments:

- Ensure that new staff are trained on accessibility and complete the “May I Help You?” course.
- Embed accessibility criteria into decision-making and project management.
- Ensure notice disruption policies are in place when services are unavailable.
- Identify what accessible devices are available to people with disabilities and ensure that staff know how to use them.
- Continue to provide specialized training for staff to achieve accessibility appropriate to their job duties. The ministry will promote new training resources as they become available to maximize the impact of learning.
- Review policies, decision-making processes and administrative procedures using the OPS Inclusion Lens.

- Continue to measure performance against its client service standards, review any client feedback received, report on its website or other appropriate websites and identify opportunities for improvement.
- Review internal policies, procedures and practices to ensure that accessibility is considered whenever OPS business is conducted.

Tourism Planning and Operations Division:

- FWHP will continue to update signage to ensure the use of a minimum size 12 point font.
- HHP will alter the height of guest services counters of both attractions to meet accessibility requirements for the design of public spaces.
- HHP will launch a Visitor Comment Card entitled “Provision of Site Services to People with Disabilities” on the website for guests to comment on access to goods and services in an online format. This will be added as part of the website enhancements.
- HHP will continue to update Customer Service Policy and Accessibility Guidelines in consideration of new OPS policies, directives and procedures.
- HHP will offer hard copy surveys located at barrier-free desks as well as online surveys available on the websites.

Tourism Policy and Development Division:

- Require all staff to have taken OPS Inclusion Lens training by December 31, 2015, as the Inclusion Lens will be applied to all policies and practices.
- Capital Grants Unit will provide self-serve training courses focused on accessibility in Funding Agreements and Contribution Agreements.
- Regional Tourism Unit will continue to find opportunities to share information with Regional Tourism Organizations and other industry stakeholders on accessibility.

Culture Division:

- Ensure that PastPort is built compliant with accessibility requirements and adds capacity to meet future accommodation needs (e.g., feedback mechanisms to identify and remove unanticipated barriers).
- Build accessibility accountability into funding programs.

Pan/Parapan American Games Secretariat:

- For Ontario receptions, meetings or public events where the province is participating with regard to the 2015 Pan/Parapan American Games, the Secretariat will make best efforts to ensure the program is accessible to persons with disabilities (e.g., ASL interpreter).

2014 - 2016 MYAP Deliverables and Timelines:

- Staff and customer feedback sought on accessibility innovations and improvements.
- Inclusion Lens applied to all policies and practices.
- Accessibility is part of all OPS business.

Employment Accommodation

2013 - 2014 MYAP Deliverables and Timelines

- Conduct management review on accommodation for employees with disabilities.
- Increased awareness of OPS accessibility best practices in customer service and the workplace.
- Senior managers have accessibility performance commitments.

Ministry-wide Commitments:

- Increase staff awareness of employment accommodation directives, policies and plans.
- Support and analyze Employee Survey results to assess potential barriers to employees with disabilities.
- Continue to communicate standards and methods of employment accommodation for employees with disabilities.
- Continue the Diversity Mentoring Program that includes Senior Management at the Deputy Minister, Assistant Deputy Minister and Director levels.
- Continue to work with HROntario to develop barrier-free job descriptions and provide notice to potential job applicants that accommodations are available upon request throughout the hiring process.
- Continue to employ the use of plain language in communicating interview questions and assignments.
- Continue to encourage all staff to have accessibility performance commitments.

2014 - 2016 MYAP Deliverables and Timelines:

- Implemented best practices on employment accommodation and return to work.
- Better accommodation for employees with disabilities resulted from management review.
- Managers and staff have accessibility performance commitments.

Information and Communications

2013 - 2014 MYAP Deliverables and Timelines:

- Accessibility built into decision-making, project management, procurement, technology, infrastructure, I&IT and training.
- Accessibility Expo.

Ministry-wide Commitments:

- Continue to make digital content increasingly accessible and compliant with Web Content Accessibility Guidelines (WCAG).
- This includes adjusting fonts and displays to make digital documents more accessible and continuing to offer videos with live captioning and audio description.
- Continue to provide content in plain language and accessible formats (including both PDF and Word for digital communication). Additional formats will be available upon request.

Tourism Policy and Development Division:

- Northern Policy and Planning Unit will update accessibility format standards and templates based on best practices (e.g. business card templates will feature a braille email address and TTY listing).
- Capital Grants Unit will standardize documentation on accessibility criteria, in compliance with OPS directives and policies that are made available to staff and clients.

Tourism Planning and Operations Division:

- FWHP will consider options to increase the number and quality of visitor surveys to ensure customer satisfaction and the review of comments regarding the ability of persons with disabilities to utilize services.
- HHP will ensure that all exhibit and directional signage in the new H.M.S. Tecumseth Centre at Discovery Harbour is AODA compliant and printed in a minimum size 18 point font.
- HHP will ensure that interior and exterior directional signage references barrier-free access to exhibits, theatre and washrooms.
- HHP will provide training to new staff on how to interact and communicate with people in a manner that takes into account their disability.
- HHP will continue to ensure that written material is printed in a minimum size 12 point font.
- Tourism Agencies Branch continues to promote accessibility to agencies on numerous topics including summer employment, procurement and capital projects.

Culture Division:

- Culture Division will ensure the use of the Inclusion Lens in transferring content onto the OneSite format.

Communications Branch:

- The Digital Communication Team will increase awareness of accessibility compliance by proactively raising accessibility awareness considerations and sharing resources with staff and management.
- The Ministry Web Committee will be used as a forum to address issues of accessibility regarding new intranet/internet sites and web content.

Pan/Parapan American Games Secretariat:

- The Pan/Parapan American Games Secretariat will ensure that required staff are trained and/or receive refresher training on internal systems used to support ongoing compliance on sending out communication via email.

2014 - 2016 MYAP Deliverables and Timelines:

- Communications, websites, technology solutions and documents employ accessibility best practices.
- Accessibility Expo continues annually.

Built Environment

2013 - 2014 MYAP Deliverables and Timelines – Government Facilities

- Continue to develop strategies for addressing infrastructure barriers.

Ministry-wide

Commitments:

- Increase awareness of OPS barrier-free requirements for government facilities and strict adherence to those policies.
- MTCS staff will provide support to the Accessibility Directorate of Ontario (ADO) and Pan/Parapan American Games Secretariat to develop an Accessible Tourism Strategy for the Pan/Parapan American Games in 2015.
- Ministry spaces are built to meet or exceed the AODA requirements. The ministry will remain vigilant that they continue to meet those standards and that customer service standards are not only inclusive but are sufficiently flexible to remove barriers and accommodate needs.

- Address the requests for employees with disabilities and, if applicable, explore the purchase of ergonomic furniture and special tools/software.

Tourism Planning and Operations Division:

- FWHP will identify capital projects that will remove barriers to accessibility within the Visitor Centre.
- FWHP is committed to acquiring a second accessible tram trailer and ensuring additional parking is available for visitors with disabilities during large special events.
- HHP will purchase an eight seat golf cart to increase capacity to transport visitors with accessibility challenges throughout Discovery Harbour.
- HHP will ensure that signage for disabled parking and line painting remains fresh and easily discernible to visitors.
- HHP will also ensure that the number of disabled parking locations continues to meet municipal and provincial criteria.
- HHP will propose to resurface the Discovery Harbour parking lot to facilitate ease of access and travel between parking lots and the historic site for wheelchairs, scooters and other assistive devices. Implementation will be phased, as the plan is not fully funded by capital allocation and will require ongoing development and progress through capital commitments and allocation in out-years.
- HHP will explore the option to improve the dirt walkway from the north end of Discovery Harbour to the Officers' Quarters to facilitate ease of access and travel between parking lots and the historic site for wheelchairs, scooters and other assistive devices.
- HHP will propose a replacement of the wood boardwalk with concrete to facilitate ease of travel along the main route to access the admission area for wheelchairs, scooters and other assistive devices.

Pan/Parapan American Games Secretariat:

- For Ontario receptions, meetings or public events where the province is participating with regard to the 2015 Pan/Parapan American Games, the Secretariat will make best efforts to ensure that future venues are physically accessible to persons with disabilities.

2014 - 2016 MYAP Deliverables and Timelines – Public Spaces

- The OPS is ready to implement requirements of IASR standards on Public Spaces.

Leadership

2013 - 2014 MYAP Deliverables and Timelines:

- Ongoing consultations with persons with disabilities.
- Ministries continue to publish annual accessibility plans.

Ministry-wide Commitments:

- Establish an internal advisory team that includes employees with disabilities through the amalgamation of both the Diversity and Accessibility Committee and the Service Excellence and Employee Engagement Committee.
- Establish regular meetings of the internal advisory team and senior management team to provide ongoing input and advice.
- Employ this committee to develop strategies that will assist the ministry in meeting its IASR obligations in areas such as web accessibility, procurement and public spaces.

Pan/Parapan American Games Secretariat

- Continue to have representation on the Disability Advisory Council (DAC).

2014 - 2016 MYAP Deliverables and Timelines:

- Accessibility continues to be strong organizational commitment.

Other

2013 - 2014 MYAP Deliverables and Timelines:

- Ongoing consultations with persons with disabilities.
- Ministries continue to publish annual accessibility plans.

Ministry-wide

Commitments

- Increase staff awareness of employment accommodation directives, policies and plans.
- Support and analyze Employee Survey results to assess potential barriers to employees with disabilities.
- Continue to communicate standards and methods of employment accommodation for employees with disabilities.
- Continue to provide specialized training for staff to achieve accessibility appropriate to their job duties. The ministry will promote new training resources as they become available to maximize the impact of learning.
- Continue to encourage all staff to have accessibility performance commitments.

Culture Division:

- Provide \$3.2 million to CNIB to support accessible public library services for the visually impaired.

Sport, Recreation and Community Programs Division:

- Engage the ParaSport community in discussion and develop a plan to enhance the model for delivery of ParaSports in Ontario with a goal to make the province a leader in providing provincial ParaSport athletes with opportunities to participate in competitive and recreational sport.
- Introduce the Pan/Parapan Am Kids (PPAKids) program to 4000 schools and 450 After School programs across the province. It will introduce children and youth in grades 1-12 to ParaSports (e.g., Sit Volleyball, Goalball) and increase their physical literacy skills.
- Provide financial support for the Canadian Sport Institute Ontario to move into the new Pan/Parapan American Games Aquatic Centre and expand their operations, including accessible facilities for the ParaSport community, and support for the Canadian Wheelchair Basketball Academy.
- Continue to support Variety Village to ensure appropriate support for persons with disabilities who are engaging in their programs for sports, fitness and wellness, as well as education, training and skills development.

Pan/Parapan American Games Secretariat:

- Continue to incorporate accessibility needs into business processes (e.g., Results-based Planning and Operational Plans).

2014 - 2016 MYAP Deliverables and Timelines:

- Accessibility continues to be strong organizational commitment.

Section Three: Report on Legislative Review

In support of their commitment to improve access for people with disabilities, the Ministry of Tourism Culture and Sport and the Pan/Parapan American Games Secretariat will continue to review government legislation and policies to identify, remove and prevent barriers to accessibility.

Acts, Regulations and Policies Reviewed in 2012–13

The ministry is committed to continuing to review legislation to find and remove barriers to accessibility. As well, the ministry will ensure that any of its activities related to drafting, reviewing or amending legislation take into consideration accessibility.

The ministry will continue to review all legislation that is introduced, drafted or relevant to the ministry for accessibility and inclusion. It will use the OPS Inclusion Lens and will ensure these reviews are updated to include Integrated Accessibility Standards Regulation requirements.

Further, the OPS Diversity Office and the Ministry of the Attorney General have developed a co-ordinated approach for further review of government legislation for accessibility barriers. In this next phase, high-impact statutes that meet the following criteria will be reviewed by 2014.

- 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;
- Statutes that affect a democratic or civic right or duty.

The government has decided to review these statutes because of anticipated changes in these areas that will have the highest impact on Ontarians with accessibility needs. The ministry will continue to report on this review in its annual accessibility plan.

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

- The Ministry of Tourism, Culture and Sport and the Pan/Parapan American Games Secretariat currently has no acts, regulations or policies to be reviewed. However, any new legislation and regulations drafted by the ministry and PPAGS will undergo a thorough review for accessibility considerations as part of the consultation and approval process.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

IASR – Integrated Accessibility Standards Regulation

I&IT – Information and Information Technology

MYAP – Multi-Year Accessibility Plan

ODA – Ontarians with Disabilities Act, 2001

OPS – Ontario Public Service

PPAGS – Pan/Parapan American Games Secretariat

HHP – Huronia Historical Parks

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

For Additional Information:

Questions or comments about the Ministry of Tourism, Culture and Sport Accessibility Plan are welcome:

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

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