



Ministry of Tourism, Culture and Sport

&

Pan/Parapan American Games Secretariat

2014 ODA Accessibility Plan

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Executive Summary

The Ministry of Tourism, Culture and Sport (MTCS) and Pan/Parapan American Games Secretariat (PPAGS) continue to be committed to developing accessible programs and services. Accessibility benefits all Ontarians by allowing them to navigate easily into and around buildings and offices, access services and information in an appropriate format, and work in an accommodating environment. By supporting and improving accessible services, the OPS can expand its reach to a broader range of employees and customers.

The *2014 ODA Accessibility Plan* is both evaluative and forward-looking. Based on a review of past successes and shortcomings, it outlines potential measures for identifying and removing barriers to accessibility over the next two years.

A key objective of our efforts to improve accessibility is to raise awareness amongst MTCS and PPAGS staff about potential barriers to accessibility, and how they affect Ontarians' use and experience of ministry programs and services.

With less than a year to go until the TORONTO 2015 Pan/Parapan American Games, there is an increasing emphasis on improving accessibility around the province to allow visitors and athletes to easily access and navigate the TORONTO 2015 Games' facilities and events. Going forward, these initiatives will not only benefit visitors to the TORONTO 2015 Pan/Parapan American Games, but will also assure the legacy nature of the TORONTO 2015 Games and lead the way for improving accessibility across the province by 2025.

Our goal is to continue to transform MTCS and PPAGS workplaces, and their associated tourism agencies and attractions, into accessible and welcoming environments for both employees and customers. We remain committed to achieving our accessibility goals in accordance with the Ontarians with Disabilities Act, 2001 and the OPS Multi-Year Accessibility Plan, to allow employees to function effectively, and customers to receive timely, high quality services.

Introduction

Over a decade ago the Ontario Public Service (OPS) set a course to prevent, identify and remove barriers for persons with disabilities. Ministries work towards this goal by committing each year to making continuous improvements to the ways in which we do business. Ministries report on these achievements through the preparation of their annual Accessibility Plan as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#). The Act also requires that these annual plans outline ongoing and future strategies for identifying and removing barriers to accessibility.

The ODA Accessibility Plan (the Plan) is an opportunity to showcase our ministry's accomplishments and to demonstrate how we are modeling compliance with our regulated accessibility requirements.

In 2010, the Ministry of Tourism, Culture and Sport began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) – namely, [Accessibility Standards for Customer Service](#). In 2011, [the Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced, establishing phased-in requirements in the following accessibility standards across the OPS:

- Information and Communications;
- Employment;
- Transportation; and,
- Design of Public Spaces

Each year, the OPS is required to confirm to the Accessibility Directorate of Ontario (ADO) its compliance with the requirements of these standards through an ODA Plan. The ODA Plan also allows ministries to demonstrate initiative in proposing measures for the coming year that will make our ministry more accessible.

In addition, the IASR establishes that obligated organizations will create and maintain a multi-year accessibility plan (MYAP) that outlines the organization's strategies to prevent

and remove barriers to accessibility. To meet the MYAP requirement, the OPS released [Leading the Way Forward](#) in 2012.

Organizations are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and in meeting the requirements of the IASR. In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made in 2012.

The *MTCS and PPAGS 2014 Accessibility Plan* incorporates both of these requirements and demonstrates the measures that have been taken, and the measures that are proposed for the coming years that will support our commitment towards a barrier-free Ontario.

To access the Ministry of Tourism, Culture and Sport and the Pan/Parapan American Games Secretariat's and other ministries' 2014 ODA Accessibility Plans, visit [Ontario.ca](#).

Section One A: Report on Measures Taken by the Ministry of Tourism, Culture and Sport in 2014

The Ministry of Tourism, Culture and Sport (MTCS) and the Pan/Parapan American Games Secretariat (PPAGS) are committed to accessibility. The following section outlines some of the achievements of MTCS and PPAGS in meeting the commitments identified in the 2013-14 Accessibility Plan. These achievements are summarized by accessibility standards that include: customer service, information and communications, employment, and built environment. Due to organizational changes some programs or services may have been discontinued. Where possible, commitments have been adopted by the broader organization.

Customer Service

OPS Multi-year Accessibility Plan Key Outcome:

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

Ministry Commitments for 2014

The ministry planned the following customer service initiatives for 2014:

- Embed accessibility criteria into decision-making and project management.
- Identify what accessible devices are available to people with disabilities and ensure that staff know how to use them.
- Continue to provide accessibility training for staff that is appropriate for their job duties. The ministry will also promote new training resources as they become available.

- Continue to review policies, decision-making processes and administrative procedures using the OPS Inclusion Lens. This lens is a practical tool that helps staff identify and address barriers in designing policies or delivering services.
- 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.
- Continue to ensure that new staff are trained and complete the "May I Help You?" course.
- Ensure notice of disruption policies are in place when services are unavailable.

The Tourism Policy and Development Division committed to requiring all staff to have taken OPS Inclusion Lens training by December 31, 2015. It also committed to applying the Inclusion Lens to all policies and practices.

The Regional Tourism Unit planned to seek opportunities to share accessibility information with Regional Tourism Organizations and other industry stakeholders.

Fort William Historical Park (FWHP) committed to updating signage to ensure the use of a minimum size 12 point font, as well as updating Customer Service Policy and Accessibility Guidelines in consideration of new OPS policies, directives and procedures.

Huron Historical Parks committed to:

- Altering the height of guest services counters of attractions to meet accessibility requirements for the Design of Public Spaces.
- Launching an online Visitor Comment Card entitled "Provision of Site Services to People with Disabilities" for guests to comment on access to goods and services. This will be added as part of website enhancements.
- Continuing to update Customer Service Policy and Accessibility Guidelines in consideration of new OPS policies, directives and procedures.
- Offering both online and hard copy surveys located at barrier-free desks.

Culture Division committed to:

- Ensuring that PastPort, the ministry's archaeology and heritage online portal, remains compliant with accessibility requirements and has the capacity to meet future accommodation needs (e.g., feedback mechanisms to identify and remove unanticipated barriers).
- Building accessibility accountability into funding programs (e.g. Grants Ontario).

Ministry-wide Achievements for 2014

The ministry achieved the following:

- Senior management and staff were encouraged during management meetings to stay up to date with the use of the latest accessible devices.
- Training resources were promoted to increase awareness of accessible customer service standards. All new staff were required to complete the "*May I Help You? Welcoming Customers with Disabilities*" e-learning course. Staff were required to also complete the "*May I Help You? - Supplementary: Ten Things You Need to Know about Accessible Customer Service*" e-learning course.
- Staff were encouraged by management to apply the OPS Inclusion Lens to key projects, policies and programs.

Division/Program Area Specific Achievements for 2014

Tourism Planning and Operations Division:

- The Tourism Planning and Operations Division continued to review administrative procedures using the OPS Inclusion Lens.
- The Ontario Place Revitalization Branch (OPRB) achieved the following:
 - The consultation approach for the park and trail project was proactively informed by accessibility criteria, and included public meetings and online consultation to enhance inclusion, outreach and participation. During the public consultation, accessible devices and support services were available on site, including sign language interpretation; large format printed materials; and closed captioning.

- New OPRB staff received training on how to interact and communicate with people in a manner that takes into account their disability.
- The Inclusion Lens was used to analyze the directions/policies in the design (built environment) of the park and trail project.
- Fort William Historical Park continued to ensure that all exhibit and directional signage within the attraction was presented with a minimum 12 point font, to allow visitors with vision impairments to easily navigate around the facility.
- Huronia Historical Parks (HHP) continued to consider accessibility throughout its business planning, including:
 - The admissions/visitor services area at Discovery Harbour was redeveloped to include a lower, accessible counter with appropriate signage. This work was completed for the season opening at Discovery Harbour.
 - A comment card, which allows for feedback on items such as accessibility, was added to the "Contact Us" section of web sites for Sainte-Marie among the Hurons and Discovery Harbour.
 - The Customer Service Policy and Accessibility Guidelines for HHP were updated.
 - Surveys and evaluations were made available at barrier-free desks as well as online.

Tourism Policy and Development Division:

- The Tourism Policy Unit incorporated accessibility requirements into Transfer Payment Agreements (TPAs) with stakeholders, requiring assurance that consultations hosted by tourism industry stakeholders accommodated those with identified accessibility needs.
- The Investment and Development Office (IDO) ensured that all funding programs included accessibility requirements, and met MTCS service standards. Open communication with applicants ensured that any accessibility related issues were dealt with in a timely and appropriate manner.
- The Regional Tourism Unit encouraged the Regional Tourism Organizations (RTOs) to partner with the Tourism Industry Association of Ontario (TIAO) and the Ministry of Economic Development, Employment and Infrastructure (MEDEI) to plan the delivery of four Accessible Tourism Workshops across the province in 2015. Ministry

staff promoted the workshops at meetings to increase stakeholder awareness and encourage attendance at the workshops.

- IDO partnered to deliver province-wide 2014 Celebrate Ontario webinar sessions to industry stakeholders in September and October 2014. These sessions stressed the importance of considering accessibility issues for tourism festivals, events or public celebrations.

Culture Division:

- All stakeholders were made aware that the Culture Division offers information (grant and otherwise) in accessible formats.
- The division recently made changes to ensure the use of the OPS Inclusion Lens in how information is shared with stakeholders.
- 'PastPort' met accessibility requirements, and incorporated features to accommodate future accessibility needs.
- The division developed grant documents to meet AODA requirements. TPAs with stakeholders require that recipients of funds are adhering to the Ontario's Human Rights Code.

Sport, Recreation and Community Programs Division:

- The Sport, Recreation and Community Programs Branch (SRCPB) worked with the Accessibility Directorate of Ontario (ADO) to consult on the Design of Public Spaces Standards as they relate to trails (Accessibility Standards for the Built Environment).
- The branch also revised the Ontario Sport and Recreation Communities Fund (OSRCF), After School Program and Sport Priority Fund guidelines using AODA standards. The OSRCF now uses an AODA-compliant survey tool to measure satisfaction and gather comments from funding applicants.

Information and Communications

OPS Multi-year Accessibility Plan Key Outcome:

“Information and communications are available in accessible formats with necessary supports to all OPS staff and customers.”

Ministry Commitments for 2014

The ministry planned the following information and communication initiatives for 2014:

- Continue to make all digital content (including PDF, Word, and live captioning and audio description in pre-recorded videos) accessible and compliant with Web Content Accessibility Guidelines (WCAG).
- 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.

The Tourism Agencies Branch committed to promoting accessibility to agencies on numerous topics including summer employment, procurement, and capital projects.

Fort William Historical Park (FWHP) planned to:

- Consider options to increase the number and quality of visitor surveys to ensure customer satisfaction,
- Review customer feedback regarding the accessibility of their services.

Huronian Historical Parks planned to:

- 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.
- Ensure that interior and exterior directional signage references barrier-free access to exhibits, theatre and washrooms.
- Provide training to new staff on how to interact and communicate with people in a manner that takes into account their disability.
- Continue to ensure that written material is printed in a minimum size 12 point font.

The Culture Division planned to ensure the use of the OPS Inclusion Lens in transferring content onto the OneSite format, a common web platform for all Ontario ministries.

The Digital Communication Team planned to proactively increase awareness of accessibility compliance by sharing insights and resources with staff and management.

The Communications Branch participated in regular GO-Web Coordinators Committee (government-wide web committee) forums to address issues of accessibility as they relate to the ministry's websites and web content.

Ministry-wide Achievements for 2014

The ministry and its agencies continued to provide emailed content in accessible formats and plain language.

Divisional/Program Area Specific Achievements for 2014

Tourism Planning and Operations Division:

- The Tourism Agencies Branch ensured that under the Summer Experience Program, applicants are required to comply with all federal, provincial and municipal rules and by-laws including accessibility.
- Fort William Historical Park continually updates its visitor surveys to ensure that the information being gathered includes accessibility issues.
- Huronia Historical Parks (HHP) has ensured that:
 - All exhibit and directional signage was completed with accessibility in mind for the H.M.S. Tecumseth Centre at Discovery Harbour opening.
 - Training for summer student staff was completed during student orientation. All HHP regular staff completed mandatory MTCS training on IASR Information & Communications Standards and recommended training on IASR Employment Standards by June 30, 2014.
 - A new Discovery Harbour site map featuring 200th anniversary celebration was completed in 12 point Arial font.
- The Ontario Place Revitalization Branch (OPRB) continued to:
 - Provide notices for public stakeholder consultations, indicating that accessibility accommodations and alternative formats are available upon

request. At consultations, large print documents and real-time captioning were made available.

- Review WCAG standards, and ensure that the urban park and waterfront trail consultation documents were compliant.

Tourism Policy and Development Division:

Tourism Policy staff worked with the Communications Branch and the Ministry Accessibility Lead to ensure that the preliminary Tourism Oriented Directional Signage (TODS) Program Review results shared on the MTCS website, met accessibility standards. For example, the survey results snapshot employs a function which allows people with disabilities to listen to a description of the content, and graphs are displayed in a black and white cross-hatch, as opposed to colour, for easy-viewing.

Culture Division:

Teams continued to work closely with AODA guidelines to ensure that the information transferred onto the OneSite format was in compliance.

Communications Branch:

- The ministry updated its Ontario Place Revitalization web pages to reflect the government's new vision, announced in July 2014. The pages are AODA compliant, like the rest of the ministry website, and include images, an aerial view of Ontario Place, key milestones, and links to other areas of the website for more information.
- In 2014, new media staff continued to regularly attend enterprise-wide meetings, such as the GO-Web Coordinators Committee, to discuss and learn about the latest AODA requirements. The GO-Web Coordinators Committee is made up of web coordinators and IT staff from across the OPS.

Sport, Recreation and Community Programs Branch (SRCPB):

The SRCPB retroactively revised Ontario Sport and Recreation Communities Fund (OSRCF) funding announcements to comply with AODA standards. After-School Program guidance on Grants Ontario processing for funded organizations now has audio captions. Contact information for additional formats is included in posted grant information for the OSRCF.

Employment

OPS Multi-year Accessibility Plan Key Outcome:

“OPS employees with disabilities participate fully and meaningfully in their employment.”

Ministry Commitments for 2014

The ministry planned the following employment initiatives for 2014:

- Increase staff awareness of employment accommodation directives, policies, and plans.
- 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.

Ministry-wide Achievements for 2014

The ministry achieved the following employment initiatives:

- Employment accommodation was discussed with staff at unit/branch meetings as appropriate. Staff were accommodated upon request through discussions with their manager.
- Senior management directly encouraged ministry staff to participate in the OPS Diversity Mentoring Program. A memo from the Deputy Minister, detailing and

promoting the program, was sent to all ministry staff. Members of senior management participated and continued to be engaged in the mentoring program.

- The ministry continued to work with HROntario to improve its communications in the hiring process. To this end, all jobs advertised this year were vetted by HROntario, to ensure that they complied with accessibility standards.
- Those members of staff responsible for coordinating the hiring process continue to seek out barriers and remove them. This includes employing plain language when communicating interview questions and assignments. Potential job applicants are notified that accommodations are available.
- Staff were encouraged to include accessibility as a performance commitment within their work plans.
- The ministry continued to take immediate action to rectify any barriers to accessible employment accommodation that were brought to the attention of staff or management.

Division/Program Area Specific Achievements for 2014

The Corporate Resources Division ensured that:

- The attention of ministry staff was drawn to available employment accommodations on the Ministry of Citizenship and Immigration's intranet home page; and that there were links to resources provided by the Ministry of Government Services HROntario.
- Employees could access communication supports and accessible formats on the intranet through links to the Employment Accommodation policy.
- Results of the Employee Engagement Survey were reviewed and analyzed for accessibility issues.

Built Environment

OPS Multi-year Accessibility Plan Key Outcome:

“There is greater accessibility into, out of and around OPS facilities and public spaces.”

Ministry Commitments for 2014

The ministry planned the following built environment initiatives for 2014:

- Increase awareness of OPS barrier-free requirements for government facilities and the need for strict adherence to those policies.
- Provide support to the Accessibility Directorate of Ontario (ADO) and Pan/Parapan American Games Secretariat (PPAGS) to develop an Accessible Tourism Strategy for the TORONTO 2015 Pan/Parapan American Games.
- Ensure that ministry spaces are built to meet or exceed the AODA requirements with a view to greater inclusivity and flexibility.
- Continue to address the requests of employees with disabilities and, if applicable, consider the purchase of ergonomic furniture and special tools/software.

Fort William Historical Park (FWHP) planned to:

- Identify capital projects that would remove barriers to accessibility within the Visitor Centre.
- Acquire a second accessible tram trailer and ensure that additional parking is available for visitors with disabilities during large special events.

Huronian Historical Parks (HHP) committed to:

- Purchasing an eight seater golf cart to increase capacity to transport visitors with mobility issues throughout Discovery Harbour.
- Ensuring that signage for accessible parking and line painting remains fresh and easily discernible to visitors.
- Ensuring that the number of accessible parking locations continues to meet municipal and provincial criteria.
- Planning for the resurfacing of 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.

- Exploring 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.
- Proposing to replace a 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.

Ministry-wide Achievements for 2014

The ministry achieved the following built environment initiatives:

- MTCS, PPAGS and the ADO identified opportunities to collaborate with external partners and align efforts to support accessible tourism initiatives.
 - Through the EnAbling Change Program, ADO is providing support to the Tourism Industry Association of Ontario (TIAO) to introduce an Accessible Tourism Awards Program and provide industry workshops on accessibility.
 - PPAGS and the TORONTO 2015 Pan/Parapan American Games Organizing Committee are working on several initiatives, including accessible Games infrastructure and providing over 20,000 volunteers accessibility training.
 - MTCS is working with the Ontario Restaurant Hotel and Motel Association (ORHMA) to deliver an industry-led 'Accessible Experience' initiative that includes an accommodations directory with accessibility information, resources and administrative support for participating businesses and customer service training for employees.
- Criteria for AODA compliance were written into all Transfer Payment Agreements for Pan/Parapan American Trails agreements as a contract deliverable. This was done prior to required compliance dates.
- Employment accommodation was discussed with staff and accommodations (e.g., with ergonomic furniture) were made available upon request.

- Emphasis was placed on MTCS and PPAGS intranet site to increase awareness of the OPS barrier free requirements for government facilities, including tools and resources.

Division/Program Area Specific Achievements for 2014

Tourism Planning and Operations Division:

- Fort William Historical Park (FWHP) ensured that all capital repairs took accessibility standards into account, including:
 - The number of accessible parking locations continues to meet municipal and provincial criteria.
 - Construction of the David Thompson Astronomical Observatory was completed, including accessible doorways, washrooms and pathways.
 - Counter replacement was completed, which included a wheelchair accessible area.
 - An existing vehicle was retrofitted to become more accessible.
 - Additional parking spaces are reserved at each event for visitors with disabilities.
- Huronia Historical Parks (HHP) accomplished the following:
 - A new golf cart was acquired to assist staff or customers with mobility issues at Discovery Harbour.
 - At Sainte-Marie among the Hurons, damaged or weathered accessible parking signs and posts were replaced.
 - A number of accessible parking spots were audited and found to exceed current municipal requirements.
 - Access to Officers' Quarters (OQ) from the north end of the historic site was improved to a level, hard packed walkway from the dirt and grass path. This improvement facilitated ease of access for over 1,600 visitors to OQ and the north end of the historic site for the Festival of Peace concert. The event was attended by mostly mature and senior visitors. No issues were identified by visitors who needed to walk to the concert location.
 - Barrier-free washroom facilities were added to the Sainte-Marie among the Hurons Education Centre. The new facilities were completed for the site opening and the start of the education season.

Culture Division:

The division consulted with facilities management and the commercial real estate services company, CBRE, to ensure that they were within the ODA guidelines. Every unit is encouraged to ensure that staff with accessible needs are comfortable with their physical workplace. Ergonomic assessments are completed for all new staff.

Corporate Resources Division:

- The division provided improved signage for employees regarding the visibility of First Aid Responders and Fire Wardens.
- Meetings were held throughout the year with the Accessibility Lead and Facilities Manager to discuss any accommodations issues within the existing Ministry infrastructure.
- The division consulted with Human Resources with regard to employee accommodations and addressed appropriately according to their needs.

Other Commitments

OPS Multi-year Accessibility Plan Key Outcome:

“OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organizations.”

Ministry Commitments for 2014

The ministry planned the following initiatives for 2014:

- Establish an internal advisory team that includes employees with disabilities through amalgamation of both the Diversity and Accessibility Committee and Service Excellence and Employee Engagement Committee.
- Establish regular meetings of the internal advisory team and senior management team to improve communication and coordination.

- 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.

The Culture Division committed to providing \$3.2 million to the Canadian National Institute for the Blind (CNIB) to support accessible public library services for the visually impaired.

The Sport, Recreation and Community Programs committed to:

- Engaging the ParaSport community to develop a plan to enhance the model for delivery of ParaSports in Ontario, with a view to making the province a leader in providing provincial ParaSport athletes with opportunities to participate in competitive and recreational sport.
- Introducing the Pan/Parapan American Kids (PPAKids) program to 4000 schools and 450 after school programs across the province. The program introduces children and youth in grades 1-12 to ParaSports (e.g. Sit Volleyball, Goalball) and to ways to increase their physical literacy skills.
- Providing financial support for the Canadian Sport Institute of Ontario (CSIO) 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.
- Continued support of Variety Village, a world-recognized authority providing integrated sports and life skills programs, and applied research and learning programs/services to children and persons with disabilities.

Ministry-wide Achievements for 2014

The ministry achieved the following leadership initiatives:

- The Corporate Initiatives Committee was established in 2014 to support the delivery of corporate initiatives across the ministry (i.e. accessibility, service excellence, employee engagement, inclusion and mental health).
- Corporate Initiatives Committee meets monthly. Committee members continue to update senior management on the committee's progress.

- The Corporate Initiatives Committee discussed potential strategies to assist the ministry in meeting its IASR obligations within the first meeting. The committee will continue to develop strategies in future meetings.
- The ministry continued to have representation on the OPS Disability Advisory Council (DAC). This council provided input and advice on accessibility issues from representatives across the organization.

Division/Program Area Specific Achievements for 2014

Culture Division:

The division successfully transferred \$3.2 million to Canadian National Institute for the Blind (CNIB) in fiscal year 2013-14. Another \$3.2 million will be transferred in the upcoming fiscal year. These funds will go towards the development of a new system to make information more accessible to people with visual impairments.

Sport, Recreation and Community Programs Division:

- Undertook preliminary work to engage the ParaSport community in planning to enhance the delivery of ParaSports in Ontario.
- Rolled out the Pan/Parapan American Kids (PPAKids) program. PPAKids provides resources and support to over 4,000 elementary schools, 450 after-school programs and PPAKids-sponsored summer camps across Ontario. Material on accessibility, parasport and cultural diversity are integrated in program resources, including details of sitting volleyball, goalball, boccia, and lacrosse.
- Supported the CSIO in their move to the new facilities at the Pan/Parapan American Games Aquatic Centre, in September 2014. The ministry continues to provide support to the CSIO to administer their programs, including accessible facilities for para-athletes and support for the Canadian Wheelchair Basketball Academy.
- The division has continued to provide funding support to Variety Village, for programs and services to persons with disabilities. Variety Village is a Children's Charity who works with young people with disabilities and those with developmental barriers to achieve their life potential.

Section One B: Report on Measures Taken by the Pan/Parapan American Games Secretariat in 2014

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 TORONTO 2015 Games and manages the Transfer Payment Agreement with the TORONTO 2015 Pan/Parapan American Games Organizing Committee (TORONTO 2015).

PPAGS will inspire all Ontarians, particularly Ontarians with Disabilities. The TORONTO 2015 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

OPS Multi-Year Accessibility Plan Key Outcome:

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

Secretariat Commitments for 2014

In 2014, the secretariat committed to making its best efforts to ensure that for receptions, meetings or public events hosted by the province, the program is accessible to persons with disabilities (e.g., ASL interpreter).

Secretariat Achievements for 2014

The secretariat has achieved the following initiatives for 2014:

- Accessible formats and considerations (such as teleconference, materials being provided in advance etc.) were provided for receptions, meetings or public events hosted by Ontario.
- Accessibility was taken into consideration when the province planned the hosting of the Pan American Sports Organization (PASO) general assembly functions. The PASO governs the Pan American Games, and is affiliated with the International Olympic Committee (IOC).
- The secretariat continues to hold the TORONTO 2015 Pan/Parapan American Games Organizing Committee (TORONTO 2015) accountable to their commitment and obligation to implement a Diversity Plan that includes participation of people with disabilities in Games planning, delivery, and infrastructure.
 - TORONTO 2015 is a not-for-profit organization. Its mandate is to plan, organize, finance, promote and stage the TORONTO 2015 Games. Its mission is to ignite the spirit through a celebration of sport and culture.
 - TORONTO 2015 supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and has established policies, practices and procedures which are consistent with accessibility standards established under the AODA.
 - The ultimate goal of TORONTO 2015's policy is to meet and, where possible, exceed service delivery expectations while serving customers with disabilities.

Information and Communications

OPS Multi-Year Accessibility Plan Key Outcome:

"Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers."

Secretariat Commitments for 2014

In 2014, the secretariat committed to ensuring that staff are trained on applicable accessibility issues, such as communication via email.

Secretariat Achievements for 2014

The secretariat achieved the following initiative for 2014:

- Staff completed required courses per corporate timelines (i.e. “May I Help You?,” and the IASR Information and Communications Standards and IASR Employment Standards courses have been completed by the required staff).
- The secretariat worked closely with TORONTO 2015 in planning for an accessible TORONTO 2015 Games, for example, with regard to an accessible volunteer application technology and training.

Built Environment

OPS Multi-Year Accessibility Plan Key Outcome:

“There is greater accessibility into, out of and around OPS facilities and public spaces.”

Secretariat Commitments for 2014

The secretariat planned the following commitment for 2014:

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

Secretariat Achievements for 2014

The secretariat achieved the following built environment initiatives for 2014:

- When meeting with stakeholders, staff are encouraged to always utilize accessible facilities.
- The ‘One Year OPS Countdown to the Games’ event was held at an accessible location and it celebrated diversity by featuring interactive parasport demonstrations.

Other Commitments

OPS Multi-Year Accessibility Plan Key Outcome:

“OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.”

Secretariat Commitments for 2014:

The secretariat planned the following commitments:

- Continuing to have representation on the OPS Disability Advisory Council (DAC). The council provided input and advice on accessibility issues from representatives across the organization.
- Continuing to incorporate accessibility needs into business processes (e.g., Results-based Planning and Operational Plans).

Secretariat Achievements for 2014:

The secretariat achieved the following commitments:

- The secretariat ensured that accessibility considerations were addressed in the Results-based Plan (RbP) business cases.
- The secretariat continues to build awareness and verify that ministries involved with the TORONTO 2015 Pan/Parapan American Games are respecting the procurement obligations to assure that no government monies are spent on facilities that include barriers to persons with disabilities.

Section Two: Report on Measures Proposed by MTCS and PPAGS for 2015 & 2016

Customer Service

OPS Multi-Year Accessibility Plan Key Outcome:

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

Measures Proposed by MTCS and PPAGS for 2015 and 2016

The ministry commits to the following customer service initiatives for 2015 and 2016:

- Ensure notice disruption policies are in place when services are unavailable.
- Ministry staff and management will review ministry policies, decision-making processes, and administrative procedures using the OPS Inclusion Lens, and commit to developing a plan to address any barriers identified.
- Ministry staff will be encouraged to take the OPS Inclusion Lens e-training course “Diversity - using the Inclusion Lens”.
- Survey all staff to identify barriers and recommendations on accessible services.
- Ensure all staff are trained on mandatory accessibility courses and are encouraged to complete all accessibility and diversity online courses. New staff orientation booklets include ‘May I Help You’ training information as well as other tools and resources.
- Ministry staff will ensure that accessibility criteria is built into decision-making and project management.
- Management will identify what accessibility devices are available on site to people with disabilities and ensure that staff know how to use them.
- Analyze customer feedback received relating to accessibility and identify areas for improvement if possible.

- All education and outreach sessions will include a prior notification to potential participants for accommodation needs/barrier removal and a follow-up will be completed for any accommodation needs that may have arisen during a session.

Tourism Planning and Operations Division:

- The Ontario Place Revitalization Branch will ensure that opportunities are available to collect feedback from stakeholders and the general public on the revitalization of Ontario Place and reducing accessibility barriers around the facility.
- Fort William Historical Park (FWHP) will continue to conduct training for education programmers focused on addressing clients with special needs.
- Huronia Historical Parks (HHP) will continue to analyze feedback from Visitor Surveys and comment cards for Provision of Site Services for People with Disabilities.
- FWHP and HHP will continue to update their Customer Service Policy and Accessibility Guidelines in consideration of any new OPS policies, directives, and procedures.

Tourism Policy and Development Division:

- The Tourism Policy Unit will consider accessibility as part of the review of the Tourism-Oriented Directional Signage (TODS) program, which provides directional signage on provincial highways. Staff will identify opportunities to remove barriers to accessibility within the program, such as offering customer service training to the service provider.
- The Regional Tourism Unit will continue to find opportunities to share information on accessibility with Regional Tourism Organizations and other industry stakeholders. The unit will also continue to encourage Regional Tourism Organizations (RTOs) to partner with the Tourism Industry Association of Ontario (TIAO) and the Ministry of Economic Development, Employment and Infrastructure (MEDEI) in preparation for the Accessible Tourism Workshops to be delivered in 2015. The RTOs will continue to promote the workshops at meetings with stakeholders to increase awareness and encourage attendance.

- Tourism Policy staff will undertake a review of the Accessible Tourism Workshops once completed, to determine the effectiveness of the sessions, and staff will share results when available.

Culture Division:

- The division will ensure that customer service standards are not only inclusive, but sufficiently flexible to remove barriers and accommodate customers' needs.
- Grants Ontario Customer Support will continue to provide one-on-one support and "fillable forms" for applicants with disabilities who may not be able to complete applications for the web-based grant application system.
- PastPort is now compliant with AODA standards, but the Culture Division will continue to add capacity to the online portal to meet potential future accommodation needs i.e. a robust feedback capacity to identify and remove unanticipated barriers.
- The division will assist the organizations it funds, such as businesses, attractions or agencies, to be accountable for achieving AODA compliance.
- The division committed \$3.2M (2013-14) and \$1.6M (2014-15) to the Canadian National Institute for the Blind to support accessible public library services for the visually impaired.

Communications Branch:

- The branch will continue to ensure that correspondence is prepared and delivered in compliance with ODA requirements and guidelines.
- The branch will continue to ensure that guests invited to ministry events are asked if they have any accommodation requirements.

Pan/Parapan American Games Secretariat:

- The Pan/Parapan American Games Secretariat (PPAGS) will continue to seek the advice and recommendations of the Accessibility Directorate of Ontario (ADO) regarding accessibility.
- The secretariat will remain committed to demonstrating leadership for accessibility in Ontario.
- The secretariat will continue to embed accessibility criteria into all its meetings, policy plans, procedures, procurements and communications plans.

- The TORONTO 2015 Pan/Parapan American Games Organizing Committee (TORONTO 2015), a not-for-profit organization mandated to plan, organize, finance, promote, and stage the TORONTO 2015 Games, is expected to develop and implement a Diversity Plan that includes participation of people with disabilities in Games planning, delivery, and infrastructure. This will ensure that Ontario's involvement and monies spent on the TORONTO 2015 Games will be spent accordingly to ensure a legacy exists for people with disabilities.
 - TORONTO 2015 supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and has established policies, practices and procedures which are consistent with accessibility standards established under the AODA. The ultimate goal of TORONTO 2015's policy is to meet and, where possible, exceed service delivery expectations while serving customers with disabilities.
 - In addition, all Games venues will meet or exceed provincial accessibility standards, including the existing Building Code, the IASR requirements, and the OPS's Guidelines for the Barrier-free Design of Ontario Government Facilities. Once the Athletes' Village is converted in to affordable housing units after the TORONTO 2015 Games, 10% of the units will be accessible.
- PPAGS will ensure that email messages and meeting requests include instructions on accommodation needs or materials. They will also identify which accessible devices are available on-site and ensure that staff know how to use them.
- PPAGS will ensure that all branch events and meetings are accessible to persons with disabilities and all invitees are informed of accessible features within PPAGS.

Information and Communications

OPS Multi-Year Accessibility Plan Key Outcome:

"Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers."

Measures Proposed by MTCS and PPAGS for 2015 and 2016

The ministry will:

- Promote across the organization the latest accessibility training and tools available to help reduce barriers.
- Work with the CSC I&IT Cluster to complete necessary upgrades for the Tourism Research Tools; used to measure economic impact, track performance, report on results, and guide policy/program decisions.
- Continue to communicate the availability of accessible formats and communication supports to the public.
- Ensure that all internal and external communications adhere to the ODA guidelines for accessible documents.

Tourism Planning and Operations Division:

- The Ontario Place Revitalization Branch will:
 - Ensure that staff responsible for web content are familiar with Web Content Accessibility Guidelines (WCAG) standards, and preparing web-ready documents.
 - Ensure that web content will continue to meet Web Content Accessibility Guidelines.
- Fort William Historical Park will:
 - Ensure that notification of service disruptions will be expanded, by including them on the branch website.
 - Review its Customer Service Policies to ensure compliance with any new OPS policies, directives, and procedures.
- Huronia Historical Parks will:
 - Train appropriate staff on how to respond to requests for information and services in alternate formats.
 - Continue to develop marketing, information and communication vehicles that use plain language and drive visitors to the web sites where more information is available in regular and text formats.
 - Continue to develop communication strategies and vehicles that effectively present our goods and services to visitors with disabilities in a manner that takes into account their disability.
 - New regular or fixed term staff and summer students will receive mandatory MTCS training on how to interact and communicate with people in a manner that takes into account their disability.

- All written material for the general public and staff is in 12 point font or higher.
- All program department interpretative staff will receive service excellence accessibility training and follow AODA and HHP's AODA customer service protocols.
- HHP will continue to have signs posted at both historic sites and on their website stating "Admission is free for support person with a paying visitor with a disability" and that service animals are permitted on-site, in the museum and in restaurants.

Tourism Policy and Development Division:

- The division will ensure that they are using an Inclusion Lens in the design or development of new policies or programs.
- The division will update document templates based on best practices for accessible formats.
- The division will require all staff to take training on "Creating Accessible Documents" by December 31, 2016.

Culture Division:

The division will ensure the Inclusion Lens is used in designing and offering content as the ministry continues to move its internet offerings to the OneSite format.

Communications Branch:

- The ministry continues to ensure that new internet/intranet websites, existing websites undergoing a "significant refresh" and new web content conforms to WCAG 2.0 Level AA standards as much as possible.
- The Digital Communications Team continues to increase awareness of accessibility by proactively raising accessibility considerations and sharing resources with staff and management.
- The ministry participates in a government-wide committee (GO-web) to address and learn about any issues of accessibility regarding new intranet/internet sites and new web content.

Pan/Parapan American Games Secretariat:

- Ensure all communications follow Integrated Accessibility Standards Regulation (IASR) accessibility guidelines.

- The Accessibility Directorate of Ontario (ADO) will be invited to give a lunch and learn session on an aspect of accessibility to PPAGS staff.
- The secretariat will commit to sending one delegate to future OPS Expo/JOIN (accessibility) conferences.

Employment

OPS Multi-Year Accessibility Plan Key Outcome:

“OPS employees with disabilities participate fully and meaningfully in their employment.”

Measures Proposed by MTCS and PPAGS for 2015 and 2016

- All ministry staff will be encouraged to participate in ministry mentor/sponsor programs.
- All potential applicants (both internal and external) will be notified about the availability of accommodations for persons with disabilities during the recruitment process through both advertising and interviews.
- The ministry will continue to work with recruitment consultants to ensure that barrier-free job descriptions are provided for all job postings, and that recruiting practices meet or exceed all standards and requirements related to accessibility.
- The ministry will continue to employ the use of plain language in communicating interview questions and assignments to applicants.
- The ministry will increase staff and management awareness of accessibility (e.g. mental health, learning and physical disabilities) and employment accommodations directives, policies, and plans to respond to barriers. Staff will be encouraged to complete course work and attend unit and branch information sessions to build awareness.
- Accessible formats and communication supports will be made available to ministry employees upon request.

Tourism Planning and Operations Division:

- Fort William Historical Park:

- Accommodates employees with disabilities to the fullest extent possible. For example, when made aware of employees with disabilities that require assistance in emergency situations, managers will provide them with individualized workplace emergency response information.
- Huronia Historical Parks (HHP):
 - Will continue to use recruitment posters and websites for summer student staff that will reflect a diverse and inclusive workplace at HHP for youth.
 - Ongoing capital improvements at both attractions will aim to reduce barriers for current and future staff as well as the general public.

Tourism Policy and Development Division:

The division will require annual accessibility/inclusion commitments in staff/manager performance and learning plans.

Pan/Parapan American Games Secretariat:

- The Games Operational Support Branch will share senior managers' accessibility performance commitments with staff.
- Each staff member of the Partner Engagement and Legacy Division will include at least one performance commitment in their performance plan.

Built Environment

OPS Multi-Year Accessibility Plan Key Outcome:

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

Measures Proposed by MTCS and PPAGS for 2015 and 2016

- The ministry will increase awareness of the OPS barrier-free requirements for government facilities among staff and management.
- Requests for employees with disabilities will be addressed as required, and management will explore the purchase of ergonomic furniture and special tools/software, if needed.
- The ministry will prepare for the Built Environment Standards under the AODA effective January 1, 2015.

Tourism Planning and Operations Division:

- Ontario Place Revitalization Branch will ensure that plans for any new built structures and public realm at Ontario Place comply with the Built Environment Standards under the AODA.
- Fort William Historical Park will ensure:
 - Procurement planning will include accessibility considerations.
 - Upgrades to the historic site and visitor entry areas will include plans to remove barriers to accessibility.
 - Grading and ramp repairs will be completed to remove barriers to accessibility where possible.
 - Flood mitigation and emergency access project design specifications will be completed to ensure compliance with AODA regulations.
 - The number of accessible parking spaces continue to meet or exceed provincial standards.
- Huronia Historical Parks (HHP) will:
 - Continue with work at Discovery Harbour, replacing a boardwalk to facilitate ease of travel to access the admissions area for wheelchairs, scooters and other assistive devices.
 - Investigate altering the height of the guest services counter at Sainte-Marie Among the Hurons admission area to meet accessibility requirements for the design of public spaces and address other visitor services/admission items to improve customer service.
 - Work with Infrastructure Ontario on Phase I of proposed improvements to Discovery Harbour parking lot to re-surface gravel with pavement to facilitate ease of access and travel between parking lots and the historic site for wheelchairs, scooters and other assistive devices. This will be a phased approach.

Tourism Policy and Development Division:

For meetings or stakeholder/public consultation sessions organized by the Tourism Policy and Development Division, staff will make best efforts to ensure that venues are physically accessible to persons with disabilities and products are presented in an accessible format.

Culture Division:

As the physical environment evolves, the Culture Division will remain vigilant that their offices continue to meet AODA requirements.

Pan/Parapan American Games Secretariat:

- The secretariat will increase staff awareness of built environment IASR obligations, the Building Code Act and OPS's Guidelines for the Barrier-free Design of Ontario Government Facilities, by hosting a learning session for staff.
- The secretariat will continue to ensure the use of the OPS's Guidelines for the Barrier-free Design of Ontario Government Facilities.
- The secretariat will ensure that the TORONTO 2015 Pan/Parapan American Games Organizing Committee is compliant with the OPS Barrier-free Guidelines regarding all capital infrastructure for the TORONTO 2015 Games.

Other Outcomes Deliverables

OPS Multi-Year Accessibility Plan Key Outcome:

"OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization."

Measures Proposed by MTCS and PPAGS for 2015 and 2016

- The Corporate Initiatives Committee (CIC), an internal advisory team that provides support for the delivery of corporate initiatives within the ministry (i.e. accessibility, service excellence, employee engagement, inclusion and mental health), will regularly meet to discuss accessibility issues and opportunities.
- The CIC will develop and implement strategies to assist the ministry in fostering an environment of support for accessibility while also striving to meet or better accessibility obligations.

Tourism Planning and Operations Division:

The Tourism Agencies Branch will continue to promote accessibility to agencies on topics such as summer employment, procurement and capital projects.

Tourism Policy and Development Division:

- Working with the tourism industry, the Tourism Policy and Development Division will support visitors finding accessible accommodations in advance of the TORONTO 2015 Pan/Parapan American Games; by continuing to support the Ontario Restaurant, Hotel, and Motel Association (ORHMA) in their development of an industry-led 'Accessible Experience' initiative that includes an accommodations directory with accessibility information. ORHMA will continue to update MTCS staff on the progress of the project, which is expected to be completed by March 31, 2015, in time for the TORONTO 2015 Games.
- The Tourism Policy and Research Branch will assess current software applications to determine if changes can be made to improve the ease in which documents can be made accessible.
- The Investment and Development Office (IDO) will continue to include accessibility considerations in the design/redesign of new funding/grant programs, by applying the OPS Inclusion Lens. IDO, in partnership with the Ministry of Francophone Affairs, is administering a grants program to support 400 years of Francophone presence and contributions in Ontario during 2015. Funding priority will be given to projects that consider accessibility.

Sport, Recreation and Community Programs Division:

The Sport, Recreation and Community Programs Division will continue to:

- Implement the Pan/Parapan American Kids (PPAKids) program. In 2015-16 additional resources are being developed to support the use of PPAKids for children and youth with a physical or intellectual disability.
- Develop a plan to enhance the delivery of Para-sport in Ontario with a goal to make the province a leader in providing provincial para-athletes with opportunities to participate in competitive and recreational sport.
- Continue to provide assistance to Variety Village to ensure appropriate support for persons with disabilities, who are engaging in their programs for sports, fitness and wellness.
- Continue to support the Canadian Sport Institute Ontario in their operations at the new Pan/Parapan American Games Aquatic Centre, including accessible facilities for para-athletes and support for the Canadian Wheelchair Academy.

Corporate Resources Division:

The division is committed to integrating accessibility considerations into all procurement processes. This includes:

- The Request for Proposal (RFP) selection process needs to comply with the OPS Procurement Directive, and apply the ODA Procurement guidelines and requirements checklist.
- Potential suppliers need to provide accessible options when applicable.
- Accessibility will be included in the RFP evaluation criteria to ensure that there are no barriers for vendors with disabilities.
- When applicable, procurement documents include language related to accessibility.
- Accessibility obligations were integrated into the Financial Delegation of Authority (FDOA) for the ministry. Ministry of Citizenship and Immigration controllership will continue to provide ministry staff with on-going procurement advice, recommendations and training on incorporating accessibility in accordance with the Procurement Directive.

Pan/Parapan American Games Secretariat:

- One staff member in the Financial Management and Corporate Coordination Branch will be appointed to liaise with the PPAGS diversity lead to provide an update on a quarterly basis on diversity activities.
- One staff member will be appointed to participate in an internal advisory team and update staff in the Finance, Risk and Games Support Division on a quarterly basis regarding the activities of the advisory team.
- The Games Operational Support Branch will develop strategies that will assist the Ministry meet its IASR obligations in areas such as web accessibility, procurement and public spaces.
- One staff member will be appointed to participate in an internal advisory team and update staff in the Partner Engagement and Legacy Division on a quarterly basis regarding the activities of the advisory team.

Section Three: Addressing the identification of barriers

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Tourism, Culture and Sport (MTCS) and the Pan/Parapan American Games Secretariat (PPAGS) will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers to accessibility.

The ministry will ensure that any of its activities related to drafting, reviewing or amending legislation, take accessibility measures into consideration. When conducting a review of government initiatives, the OPS Inclusion Lens will be used, and the review processes will be updated to include Integrated Accessibility Standards Regulation (IASR) requirements.

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the OPS Diversity Office and the Ministry of the Attorney General (MAG) have developed a co-ordinated approach that prioritizes the review of high impact legislation. In consultation with the Accessibility Directorate of Ontario (ADO), the government has developed a standardized process and tools for identifying and addressing accessibility barriers.

By the end of 2014, a review of 51 targeted high-impact statutes will have been completed. Statutes were reviewed if they met the following criteria:

- Affect persons with disabilities directly.
- Provide for the delivery of widely applicable services or programs.
- Provide benefits or protections.
- Affect a democratic or civic right or duty.

The government is reviewing these statutes that will have the highest impact on Ontarians with accessibility needs. The ministry and PPAGS did not have legislation identified as appropriate for review by the OPS Diversity Office (high impact statutes); however we will

continue to work with the OPS Diversity Office and MAG where possible to facilitate the legislative review process.

Acts, Regulations and Policies to be Reviewed in 2015 & 16

The Ministry of Tourism, Culture and Sport and the Pan/Parapan American Games Secretariat currently have 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.

Links

Public Links

[OPS Multi-Year Accessibility Plan - Leading the Way Forward](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

[Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)

[Web Content Accessibility Guidelines](#)

Contact Us

Questions or comments about the Ministry of Tourism, Culture and Sport's accessibility plan are welcome.

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Visit the [Ministry of Economic, Development, Trade and Employment](#) 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 upon request from: [ServiceOntario Publications](#)

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Attachment – Multi-Year Accessibility Plan Deliverables

2014-2016
Inclusion Lens applied to all policies and practices, Accessibility is part of all OPS business.
Communications, websites, technology solutions and documents employ accessibility best practices. Best practices on employment accommodation and return to work implemented. Better accommodation for employees with disabilities resulting from management review. Accessibility Expo continues annually.
Accessibility continues as strong organizational commitment. Managers and staff have accessibility performance commitments. Staff and customer feedback sought on accessibility innovations and improvements.
OPS ready to implement requirements of AODA built environment regulation.