



Accessibility Plan
2009-2010

MINISTRY OF CULTURE

ISSN #1708-4687

Introduction

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) sets out a regulatory approach to make Ontario accessible by 2025. Under the act, standards are being developed and implemented to help increase accessibility for people with disabilities in Ontario in the areas of:

- customer service
- information and communications
- employment
- transportation and
- the built environment.

The Government of Ontario (“government”) is leading the way towards an accessible province, beginning in January 2010 when the first standard — for customer service — is implemented.

Moving forward, the government will continue to set the course to prevent, identify and remove barriers through the annual accessibility planning process required under the *Ontarians with Disabilities Act, 2001* (ODA).

The Ministry of Culture’s (MCL) 2009-10 accessibility plan highlights the ministry’s 2008-09 achievements in breaking down barriers for people with disabilities. The plan also outlines MCL’s commitments in 2009-10 and beyond to make its programs, policies and services more accessible to Ontarians with disabilities.

Part A of the 2009-10 Accessibility Plan outlines MCL’s plan to achieve full compliance with the Customer Service Regulation by January 1, 2010.

Part B sets out additional plans to establish the foundation for MCL’s compliance with the next four AODA standards.

Part A: Report on Status of Customer Service Requirements

This section of the report outlines MCL's plan to achieve full compliance with the Customer Service standard by January 1, 2010.

The Accessibility Standard for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008.

All Ontario government ministries must comply with the Accessibility Standard for Customer Service by January 1, 2010.

MCL will meet this deadline.

Initiatives in this section correspond to the 11 specific compliance requirements set out in the Customer Service Regulation under the AODA as listed below:

1. Establish policies, practices and procedures on providing goods or services to people with disabilities.
2. Use reasonable efforts to ensure that your policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality and opportunity
3. Set a policy on allowing people to use their own personal assistive devices to access your goods use your services and any other measures your organization offers (assistive devices, services, or methods) to enable them to access your goods and use your services.
4. Communicate with a person with a disability in a manner that takes into account his or her disability.
5. Allow people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises you own or operate that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, use other measures to provide services to the person with a disability.
6. Permit people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties.
7. Where admission fees are charged, provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.
8. Provide notice when facilities or services that people with disabilities rely on to access or use your goods or services are temporarily disrupted.
9. Train staff, volunteers, contractors and any other people who interact with the public or other third parties on your behalf on a number of topics as outlined in the customer service standard.

10. Train staff, volunteers, contractors and any other people who are involved in developing your policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.
 11. Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.
-

Focus Area: Customer Service [Requirements 1- 11 above]

Commitment: Completed

- MCL is committed to ensuring that accessible customer service requirements are met in the workplace and will broaden its accessibility planning activities in the coming year to anticipate the additional standards that are being developed.

Implementation Timeline: June 2009 – October 2009

Results Achieved:

- MCL Accessible Customer Service Policy based on the OPS Policy was developed and approved in August 2009.

Planned Actions:

- MCL will review all new programs and initiatives using the Accessibility Lens and other tools provided by the Diversity Office to ensure that the needs of people with disabilities are taken into account and its policies and procedures comply with the Customer Service regulation.
 - This review of new initiatives will also assist in preparing MCL to implement the next four standards under the AODA.
-

Focus Area: Customer Service [Requirements 9-10]

Commitment: Completed

- MCL delivers a range of programs and services to the public.
- Staff training plans will be developed to meet specific program and service delivery objectives.
- MCL will continue to make accessibility awareness training available to staff and such training will become part of the orientation for all new staff.

Implementation Timeline: June 2009 – January 2010

Results Achieved:

- MCL's training plan calls for all new staff to be trained in accessible customer service as part of their orientation.
- All staff will complete customer service training as set out in "May I Help You?" and "May I Help You? Supplementary: 10 Things You Need to Know about Serving Clients with Disabilities" e-learning modules by October 2009.

Planned Actions:

- MCL will revise its orientation training for all staff to ensure that accessible customer service and the Accessibility Lens for program and policy development (as developed by the OPS Diversity Office form part of the material covered.

Focus Area: **Customer Service [Requirement 11]**

Commitment: Completed

- MCL will develop and implement a formal process for the public to provide feedback on the provision of goods and services to people with disabilities.
- An invitation to Ministry clients to provide their feedback about MCL's Accessible Customer Service will be made available through a variety of service delivery channels and will be provided in accessible formats.

Implementation Timeline: January 1st, 2010

Planned Actions:

- The customer service feedback process will offer opportunities for the public to provide feedback in a number of formats including in person, by telephone, in writing, electronically by diskette or email, or otherwise.
- MCL staff and managers will receive training about their roles and responsibilities in the client feedback process.
- Consistent with the accessibility policy principle of integration, feedback about the accessibility of ministry services will be gathered through the same process used to gather all customer service feedback.

Results Achieved:

- An enterprise-wide compliance reporting tool has been implemented under the leadership of the OPS Diversity Office and implemented at MCL.
- A formal client service feedback process has been developed and will be implemented before January 1, 2010.
- Client feedback regarding accessible customer service will be tracked and responded to in accordance with the protocol over multiple service channels and in compliance with OPS Common Service Standards

Focus Area: Customer Service [Requirements 2 and 4]

Commitment: Completed

- MCL will seek to make clients, stakeholders and the public aware that MCL publications are available in alternate formats.
- MCL will receive and respond to requests for accessible documents in a timely and efficient manner.

Implementation Timeline: Ongoing throughout the year

Results Achieved:

- MCL's internet and intranet sites are regularly assessed to identify areas of improvement and to remove any barriers to accessibility.
- MCL's website has been reconfigured to conform to the current government web standard for accessibility. Any documents posted on the public facing website can be converted to HTML format upon request.
- This ongoing commitment supports the availability of ministry-generated publications in alternate formats and ensures that MCL staff are able to effectively communicate their availability to clients, stakeholders and the public.
- The TTY service, 1-800 service and list of ASL interpreters is kept up to date.

Planned Actions:

- In compliance with the Customer Service Standard, MCL will continue to ensure that documentation required under this standard is provided in alternate formats.
 - Steps will be taken to ensure that MCL staff understand how to create accessible formats of documents, and are prepared to promote the availability of government publications in alternate formats through Ontario Shared Services.
-

Focus Area: Customer Service [Requirements 1-2]

Commitment: Completed

- MCL will ensure accessibility requirements are part of the planning process for meetings and public events.
- All MCL staff will consider accessibility factors when planning meetings and events.

Planned Action:

- Training on the delivery of accessible meetings and events will be provided to all MCL staff in fall 2009.

Implementation Timeline: Nov – Dec 2009

Results Achieved:

- Mandatory staff training has equipped all MCL staff with the ability to respond appropriately to the needs of all clients, including those with disabilities.
 - Supplementary staff training offered in planning for accessible meetings and events (October/November 2009).
-

Focus Area: Customer Service [Requirement 8]

Commitment: Completed

Planned Action:

- As part of its compliance with the Customer Service Standard, MCL in consultation with ORC, will develop a protocol for notifying clients with disabilities about temporary disruptions in services upon which they rely to access MCL programs and services.

Implementation Timeline: Sept 2008 – Jan 2010

Results Achieved:

- MCL has developed a service disruption protocol to complement the enterprise-wide protocol for government leased premises. The protocol also addresses other types of temporary service disruption affecting persons with disabilities such as a disruption in the availability of an assistive device or other accommodation required for a MCL client to participate in an event to which he or she was invited.

Part B: Report on Other Accessibility Improvement Activities

This section of the report sets out additional plans to establish the foundation for MCL's compliance with the next four AODA standards.

MCL is committed to identifying, removing and preventing barriers to accessibility.

In the near future, the Ontario government will be obligated to comply with four new AODA standards in the areas of transportation, information and communication, employment and the built environment. As the new standards are developed and implemented, MCL will build upon its foundation of past accessibility planning in order to meet these new requirements.

The OPS Diversity Office launched an [OPS Multi-Year Accessibility Plan 2008-2013 \(MYAP\)](#) which provides an overview of key accessibility-related initiatives currently planned or underway across the OPS. The MYAP also establishes a foundation for the OPS to comply with the AODA Customer Service regulation as well as other standards under development.

MCL's Accessibility Planning Team has reviewed the MYAP and made some commitments in support of that strategy as set out in the section below.

Focus Area: Information and Communications [Regulation being developed]

Commitment: Ongoing

- MCL will continue to identify awareness-raising opportunities in 2009-10 including a planned event which will profile the communication and information needs of people with intellectual, mental health and learning disabilities.

Implementation Timeframe: December 2009- March 2010

Planned Action:

- Two staff learning and information sessions including representatives from intellectual, mental health and learning disability organizations are planned for the end of 2009.

Results Achieved:

- Two lunch and learn awareness sessions on mental health and learning disabilities were facilitated in 2008-09.
-

Focus Area: Information and Communications

Commitment: Ongoing

- MCL will continue to update its agencies on new or changed regulations/standards relating to agencies' obligations under the AODA.

- MCL will also continue to encourage agencies to include accessibility in their programs and practices with regard to good business practices, especially those agencies serving the public.

Implementation Timeframe: September 2008 – March 2011

Planned Action:

- MCL staff will provide information to agencies designated in Schedule 1 of the Regulation governing Accessible Customer Service about their obligations under the AODA.
- New information concerning the impact of accessibility initiatives will be communicated to agencies.
- When regulations/standards apply to MCL agencies, MCL will ensure that they receive timely notification and appropriate training from the regulator, the Accessibility Directorate of Ontario.

Results Achieved:

- MCL's agencies were briefed about the Customer Service regulation in January 2009 and trained about its requirements by the Accessibility Directorate of Ontario at the end of March, 2009.
-

Focus Area: Employment

Commitment: Ongoing

- MCL will continue to strengthen the role of representatives of the Accessibility Planning Team and to ensure it is representative of areas within the Ministry where appropriate expertise resides.

Implementation Timeframe: Ongoing

Planned Actions:

- MCL will continue to strengthen the capacity of its Accessibility Planning team by recruiting new members and providing them with appropriate orientation about the responsibilities of the team

Results Achieved:

- Implementation of this commitment continued in 2009-10.
 - New members were recruited to strengthen the team and to better integrate an accessibility planning perspective in all ministry operations.
-

Focus Area: Information and Communications

Commitment: Ongoing

- MCL will ensure that all public office telephone lists will be presented in a font and manner that is accessible to all staff and customers with visual disabilities.

Implementation Timeline: Fall 2009

Planned Action:

- CNIB Clear Print Guidelines will be forwarded to all staff responsible for posting public notices so that they can be used to create various types of postings of print material e.g. public phone lists posted at the ministry's secured entranceways.
-

Focus Area: Built Environment

Commitment: Ongoing

- MCL will work with its property managers and the Ontario Realty Corporation to make every reasonable effort to ensure that its premises are accessible.

Implementation Timeline: Nov – Dec 2009

Results Achieved:

- In compliance with OPS policy, MCL's Emergency Planning processes and evacuation planning considers the needs of people with disabilities and includes them in the planning process.

Planned Actions:

- MCL will continue to identify and remove any physical barriers to accessibility in its offices and will periodically assess the accessibility of its premises.
-

Focus Area: Employment

Commitment: Ongoing

- MCL will continue to review human resources-related activities to identify areas for improvement and to remove any barriers (i.e., job descriptions, staff orientation, and accessible accommodation).

Implementation Timeframe: August 2009- November 2009

Planned Actions:

- New MCL managers will be provided with information on the new Employment and Accommodation and Return to Work Operating Policy. The emphasis will be on raising awareness of the accessible employment standard that is currently being finalized as a regulation.

Results Achieved:

- The Human Resources Branch continues to promote the new Employment Accommodation and Return to Work Operating Policy by providing advice to managers and encouraging them to review the policy and support materials.
- All MCL managers completed training on how to maximize the contributions of staff with disabilities.

Focus Area: Acts and Regulations

Commitment: Completed/Ongoing

- MCL's legal staff will continue to review existing or proposed statutes and/or regulations to identify any barriers or potential impact with respect to accessibility.

Implementation Timeline: Ongoing

Planned Actions:

- MCL legislation, regulations and policies will be reviewed, while they are in development, to identify barriers to accessibility.

Results Achieved:

All existing legislation had been reviewed in previous years. No new statutes were introduced in 2009-10.

For More Information

Questions or comments about the ministry's accessibility plan are always welcome.

Contacts:

MCL's Accessibility Planning Committee Chair is James Hamilton, Supervisor, Culture Services Unit at 416-212-7505

General inquiry number: 416-212-0644

TTY number: 416-325-5170

1-800 number: 1-866-454-0049

E-mail: info.mcl@ontario.ca

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

Visit the [Ministry of Community and Social Services Accessibility Ontario](#) web portal. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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

ServiceOntario Publications

Phone: 1-800-668-9938

TTY: 1-800-268-7095

© Queen's Printer for Ontario

ISSN # **1708-4687**

Ce document est disponible en français.