

MINISTRY OF GOVERNMENT SERVICES

*2007-2008
Accessibility Plan*



ISSN #1715-4782

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Introduction

In June 2005, the Ontario government took a strong stand on accessibility when it passed the Accessibility for Ontarians with Disabilities Act (AODA) into law. The AODA lays out a comprehensive road map to make Ontario accessible to all people through the development, implementation and enforcement of new, mandatory accessibility standards for some of the most important aspects of people's lives. Five key areas have been identified for the first accessibility standards: customer service, transportation, information and communications, the built environment, and employment.

The accessible customer service regulations were approved by the Lieutenant-Governor and will come into force on January 1, 2008. An initial proposed standard on accessible transportation has been developed by the Transportation Standards Development Committee. It was posted for public review on June 27, 2007 and will be available for public comment until September 28, 2007.

The Standards Development Committee that will draft the proposed information and communications standard was established and began meeting in April, 2007. The committees developing the accessible built environment and accessible employment standards have been selected and will begin meeting in the fall of 2007.

While the government is moving forward to implement the AODA, there will be a transition period where government and the broader public sector will continue to meet their obligations under the Ontarians with Disabilities Act, 2001 (ODA). These obligations will remain in effect until they are repealed and replaced by standards under the new act.

Under the ODA, Ontario government ministries, municipalities, hospitals, school boards, colleges, universities and public transportation organizations are required to develop annual accessibility plans to make policies, practices, programs, services and buildings more accessible to people with disabilities. These plans must be made available to the public. Accessibility planning efforts to date have developed a strong foundation for the development of accessibility standards that will mean real and effective change.

This document is the annual accessibility plan of the Ministry of Government Services. It highlights the achievements of the 2006-2007 plan and outlines the commitments for 2007-2008 so that no new barriers are created and, over time, existing ones are removed.

This ministry intends to build on its achievements by implementing initiatives that support the government's commitment to continue to make Ontario an inclusive and accessible province where people of all abilities have a chance to fully achieve their potential.

Message from the Minister

I am pleased to present the Ministry of Government Services' Accessibility Plan for 2007-2008.

This is the fifth year in which plans are being implemented by ministries across the province. It also marks the second anniversary of the landmark Accessibility for Ontarians with Disabilities Act (AODA), which will require the development, implementation and enforcement of accessibility standards in key areas of daily living.

Accessible customer service regulations under the act were approved by the Lieutenant-Governor on August 11, 2007 and will come into force on January 1, 2008. The Transportation Standards Development Committee began meeting in April 2007 and developed a proposed standard on accessible transportation that was posted for public review from June 27 until August 31, 2007. Committees to develop an accessible built environment and employment standards have been selected and will begin meeting this fall.

The Ministry of Government Services is building on the success of previous plans and continuing to look for ways to better meet the needs of people with disabilities who come into contact with this ministry, whether they are employees, members of the public or ministry stakeholders.

My ministry is committed to improving accessibility by preventing, identifying and removing barriers within government and for Ontarians who need our services.

We are continuing our work to better educate staff about accessibility. In the past year, we raised the profile of accessibility issues at Showcase Ontario, the largest public sector trade show of its kind in Canada. We also launched a new training program to improve awareness around a wide range of accessibility issues and we will continue to promote awareness in all divisions of the ministry. Details of these initiatives and others are provided in the following pages.

The Ministry of Government Services continues to work closely with the Accessibility Directorate of Ontario to provide enterprise-wide leadership for all

ministries in the areas of policy, communications, information technology, and customer service.

If you have any comments or concerns, please contact us. Our contact information is available at the end of this report.

Sincerely,

The Honourable Gerry Phillips, MPP
Minister of Government Services

Report on Achievements

2006 - 2007 Accessibility Improvement Initiatives

The Ministry of Government Services (MGS) was successful in achieving and, in some cases, surpassing the commitments outlined in its 2006-2007 accessibility plan. This section provides a status report on those commitments.

Customer Service

2006-2007 Commitment

The ministry will train its front-line staff using the customer services training package that supports welcoming customers with disabilities. The Archives of Ontario provides customer service to the public by ensuring Ontario's recorded history, including the government's art collection, historic documents and relics, is preserved and accessible. Over the years, the Archives of Ontario has maintained a very high standard of accessibility. The MGS' Corporate Services Division will partner with the Archives of Ontario to ensure the ministry's staff training strategy is adapted to meet the specialized requirements of employees who deliver services to the customers of the Archives of Ontario.

Status Ongoing

Action

Over the past year, MGS has expanded its accessibility-training program, the Accessibility Awareness Experience.

The ministry is now able to customize this training for employees and provide information about customer service for people with a range of disabilities including physical, hearing, speech, vision, intellectual, mental health and learning challenges. A pilot training session was held this year with 50 participants to test seven more of the approximately 30 experiential, 20 educational and 10 other products now included in the training program.

2006-2007 Commitment

The ministry will reinforce with all managers the value, importance and obligation to prevent, identify and remove barriers in the recruitment process.

Status Complete

Action

The ministry has developed a recruitment-training workshop for all MGS managers, which includes information on eliminating barriers for people with disabilities in the recruitment process. Training is being delivered to approximately 80 MGS managers beginning in August 2007.

2006-2007 Commitment

MGS will also make materials and activities available to raise awareness about accessibility.

Status Ongoing

Action

MGS participated in the 2007 Accessibility Expo in Toronto. This event provided information about accessibility to Ontario Public Service (OPS) employees and visitors from the general public. Following the EXPO, MGS developed tent cards to be placed on meeting room tables, which identify ways to help ensure meetings are accessible to people who have hearing loss.

2006-2007 Commitment

The ministry will review, update and add new material to its accessibility website, to reflect the many changes in the ministry since 2005. For instance, it will now include the integration of the Ontarian with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Status Ongoing

Action

All accessibility information on the ministry's intranet site was updated to provide current information about accessibility for staff.

2006-2007 Commitment

The government has significantly improved access to such services as birth certificates and marriage certificates, by offering them online. As ServiceOntario continues to bring more services online and provides one-stop access at ServiceOntario centres, over the counter, online and over the phone, the ministry will also ensure services are accessible.

Status Completed

Action

The newly established ServiceOntario Project Management Office (PMO) deals with new and improved online services, telephone services and ServiceOntario centres available to the Ontario public. The PMO ensures that service delivery is accessible to persons with disabilities and will continue to ensure accessibility best practices are anchored in their services.

2006-2007 Commitment

Accessibility issues will be considered during the development of the new Publications Ontario e-commerce website.

Status Completed

Action

The new Publications Ontario e-commerce website was successfully launched on March 26, 2007. The new website meets standards set out in the Ontarians with Disabilities Act and provides many improved services to both individual and business customers, including full bilingual service, easier site navigation, and the ability to perform more publications-related transactions online. The site is fully integrated with ServiceOntario's online services.

2006-2007 Commitment

The AccessNow system of the Companies and Personal Property Security Branch has received funding approval to make it web-enabled. This enhancement will include accessibility standards.

Status Completed

Action

AccessNow is an online service that allows users to register or search for a lien on personal property, such as a car that may have been used as collateral to obtain a loan or may have been repaired and stored. The website was updated in April 2007 and meets the standards of the World Wide Web Consortium, an organization that establishes international standards on web site accessibility for people with disabilities.

Employment

2006-2007 Commitment

MGS will continue providing information to ministries about access to the online training module system and look into the possibility of modifying it to allow ministries to independently track usage.

Status Completed

Action

The ministry assessed the technological requirements of modifying the online training module system so ministries could track their own training. MGS found that this is not technically feasible at this time.

2006-2007 Commitment

MGS will launch a program to ensure new employees understand their obligations and the ministry's commitment to prevent, identify and eliminate barriers to people with disabilities.

Status Completed

Action

The ministry has created an MGS orientation intranet website providing new employees with easy access to information about accessibility.

2006-2007 Commitment

The ministry will finalize and implement a new policy for employment accommodation and return to work.

Status Completed

Action

Following extensive consultation, the Ministry of Government Services launched a new employment accommodation and return to work operating policy for employees in the Ontario Public Service. Extensive background information and support material are also provided online. For example, the site provides tips and best practices, forms and letter templates, Qs and As, as well as links to access additional information and direction.

2006-2007 Commitment

The ministry will also review the OPS Performance Management Operating Policy for barriers to accessibility for people with disabilities.

Status Completed

Action

The ministry reviewed the OPS Performance Management Operating Policy in the spring 2007 to identify potential barriers to people with disabilities. The review concluded that the policy was barrier-free and that it emphasized the key principles of employment accommodation and support for people with disabilities.

2006-2007 Commitment

The ministry will use the review process established in 2005-2006 to analyze the criteria for receiving funding through the Employee Accommodation Fund (EAF).

Status Completed

Action

The EAF supports employees with disabilities, illness and injuries to fully participate in the workplace. In 2006-2007, MGS led a review of the fund with ministry EAF coordinators from across the Ontario Public Service. A new process

was implemented and has improved employees' understanding of the fund and the application process resulting in receipt of more effective submissions.

Communications and Information

2006-2007 Commitment

A portion of the accessibility lunch and learn event will be incorporated into the employee orientation session.

Status Ongoing

Action

MGS has added accessibility information to the orientation site on the ministry's intranet.

2006-2007 Commitment

The need to raise awareness, inspire, and train staff is key to moving the ministry's culture to one that includes accessibility as a daily mind-set. MGS is creating an information toolkit, called the Accessibility Awareness Experience, which takes a wide range of accessibility information and structures it for multiple applications. This will be used to help the ministry move towards that cultural mind-set. The Accessibility Awareness Experience will be modified and used in a number of ways in 2006-2007. It will be used at Showcase Ontario and the Public Service Quality Fair to promote awareness and inspire employees to think about accessibility in their jobs.

Status Ongoing

Action

The MGS Accessibility toolkit - the Accessibility Awareness Experience - was expanded with additional material including: a profile of a typical accessible work place, a barrier-free checklist and information about making meetings accessible. The toolkit now also includes a multi-media presentation available to all staff of the ministry. These and other items from the toolkit were used at the Accessible Workplace Booth at Showcase Ontario 2006. The booth provided demonstrations

of an ergonomic workstation, developments in accessible technology, and mini-workshops in which visitors participated in five activities about physical, hearing, visual and intellectual challenges.

2006-2007 Commitment

MGS will host a booth at Showcase Ontario 2006 to profile the ministry's accessibility initiatives. The booth will provide information to educate, inform and inspire visitors about the importance and value of identifying, removing and preventing barriers for people with disabilities.

Status Completed

Action

MGS' accessibility booth at Showcase Ontario 2006 was a partnership between the Ministry of Government Services, the Centre for Learning Technologies at Ryerson University, the Canadian National Institute for the Blind and IBM. The booth provided visitors with a variety of information and experiential learning opportunities, including tactile images designed to allow people who are blind to be able to "see" pictures, an electronic presentation about the accessibility features at the new ServiceOntario customer service counters and hands-on demonstrations of an adaptable workstation. This booth had the highest single-booth attendance at the Showcase Ontario event, with approximately 600 visitors over two days.

2006-2007 Commitment

MGS will apply to have a booth at the Public Service Quality Fair to raise awareness about accessibility.

Status Completed

Action

The Ministry of Government Services applied for a booth at the Public Service Quality Fair. The proposed program to be profiled was based on the Showcase Ontario booth. While this program was a very successful one-time project, it did not fit the criteria for a booth at the Public Service Quality Fair, which profiles projects that result in ongoing operational workplace quality improvements.

2006-2007 Commitment

The Ministry of Government Services will revise and update accessibility standards and guidance materials to incorporate new findings and refine existing techniques for developing and maintaining accessible websites. The Office of the Corporate Chief Information Officer (OCCIO) will incorporate accessibility guidance and standards into the broader OPS web framework.

Status Completed

Action

MGS developed an online web accessibility guide for Ontario Public Service employees who develop, maintain and manage Government of Ontario websites. The guide includes best practices, standards and tools to support employees in the preliminary development of program websites.

2006-2007 Commitment

The OCCIO will participate in the development of the Information and Communication Technologies Accessibility Standard.

Status Ongoing

Action

The Accessibility for Ontarians with Disabilities Act (AODA) requires that standards be developed for information and communication sectors in the OPS and the general public. The Ministry of Government Services has a key role in supporting the development of these standards and has formed partnerships with other ministries, the Accessibility Directorate of Ontario, and has also met with external and OPS stakeholders. With its partners, MGS has reviewed jurisdictional and constitutional issues and set terms of reference.

2006-2007 Commitment

The OCCIO will investigate new assistive technologies and innovative techniques for extending the accessibility for provincial government web products (e.g., screen reader software, podcasts and keyboard shortcuts).

Status Completed

Action

MGS investigated and subsequently introduced BrowseAloud as the screen reader software for the main Government of Ontario website and nine related sites, exceeding the original target for this commitment. This will assist people with visual or cognitive disabilities.

2006-2007 Commitment

The OCCIO will continue to ensure the accessibility of ministry websites by developing a detailed audit methodology for evaluating website accessibility according to current standards and guidelines.

Status Ongoing

Action

The web accessibility guide for OPS employees working on websites provided the foundation for an audit methodology, which will be used to quickly and efficiently review websites and determine whether the sites are accessible and meet current standards and guidelines.

2006-2007 Commitment

The Metro Toronto Convention Centre has been selected as the location for Showcase Ontario 2006 because it meets and exceeds accessibility guidelines. The 2006 Showcase Ontario team provides sign language interpreters for educational sessions and customized government exhibits that are wheelchair accessible. An accessibility exhibit will be presented that will consist of four activities to increase accessibility awareness. As part of the event's education program, three sessions will be held. The first will present an e-learning module on customer service for people with disabilities. The second will demonstrate the new AODA website. The third will be a session relating to AODA Standard Setting Process for Information and Communications Technologies. Lastly, accessibility staff will continue to provide Showcase Ontario organizers with advice to ensure barriers are effectively managed.

Status Completed

Action

Showcase Ontario is the largest public sector information technology education event in Canada. The two-day trade floor portion of the event had 5,000 visitors. To ensure people with disabilities could participate, 10 sign language interpreters were available at all times and eight ministry volunteers were trained as guides for people with disabilities. Ten wheelchair accessible exhibit stations and two battery recharge stations to accommodate motorized scooters were also provided.

2006-2007 Commitment

MGS will review the Public Service Quality Fair accessibility measures and will work with partners to make this event more accessible to people with disabilities.

Status Completed

Action

MGS provided review and advice on the accessibility features of this event.

2006-2007 Commitment

The ministry will develop enterprise-wide guidelines for creating and distributing accessible internal documents.

Status Completed

Action

All ministries received guidelines to help them write and distribute electronically accessible internal documents.

Built Environment**2006-2007 Commitment**

Infrastructure requests and accommodation design programs are reviewed to ensure that they meet and, where possible, exceed current standards for accessibility.

Status Ongoing

Action

Requests for capital projects and annual reports about previously approved capital projects are checked to ensure opportunities for accessibility are included and that potential barriers to accessibility are identified and addressed. MGS has three infrastructure initiatives currently underway: the ServiceOntario centres, the Archives of Ontario Customer Service Facility, and a new government data centre. Accessibility is included as a key design and construction priority in each of these.

2006-2007 Commitment

All new ServiceOntario Centres will conform to the standards for barrier-free design of Ontario government facilities.

Status Ongoing

Action

New ServiceOntario counter projects have been designed and built to exemplify accessibility. ServiceOntario will have opened 18 new centres by the end of September 2007 – and accessibility has been a priority in the design program. For example, floors have been enhanced with smaller tiles that assist people with visual disabilities who use mobility canes.

2006-2007 Commitment

Recently completed centres will be audited for compliance with the standards and with accessibility best practices. MGS is considering eight sites for new ServiceOntario counters. Accessibility will be a key component in the planning and design of the new centres.

Status Ongoing

Action

A tool has been created to support accessibility audits, and it will be used to review completed projects and to help in the design and construction of future centres and service outlets. Audits of the centres will begin in 2007-2008.

Acts and Regulations

2006-2007 Commitment

MGS is committed to ensuring that accessibility is a key part of any new legislation.

Status Ongoing

Action

MGS continues to consider accessibility when new legislation is being drafted to ensure that there are no barriers to accessibility.

2006-2007 Commitment

The MGS Legal Services Branch will review the following statutes to identify any barriers to persons with disabilities:

- 1) The Capital Investment Plan Act, 1993 and these associated regulations:
 - a. General O.Reg. 146/97
 - b. Public Bodies O.Reg. 632/94
 - c. Toll Devices – Period of Valuation O.Reg. 114/97
 - d. Toll Highway Designations – O.Reg. 608/94
- 2) The Lobbyists Registration Act, 1998

Status Completed

Action

Both acts and associated regulations have been reviewed and no barriers to accessibility were found.

2006-2007 Commitment

The ministry's Legal Services Branch will also ensure that an ongoing review of the Public Service Act includes an assessment for barriers to accessibility in any amendments arising out of this review.

Status Completed

Action

The act has been reviewed and no barriers to accessibility were found.

2006-2007 Commitment

In keeping with the achievement from last year of preventing barriers in legislation as it is being developed, MGS will consider accessibility issues during the development of the MGS Modernization Act.

Status Completed

Action

The Modernization Act included amendments to the Freedom of Information and Protection of Privacy Act at s. 60 providing the ability to make regulations requiring institutions to assist persons with disabilities in making access requests. No other barriers were identified in the review of the Modernization Act.

2006-2007 Commitment

Provide leadership to support the Accessibility for Ontarians with Disabilities Act 2005 (AODA)

Status Ongoing

Action

MGS is taking a leadership role to help develop accessibility standards for information, communication and customer service as set out in the AODO. MGS chairs two internal government committees supporting these initiatives. The customer service standard was made available to the public for comment through the ministry's website and stakeholder meetings. On July 25th, the standard was approved by Cabinet and it will come into effect on January 1, 2008.

MGS is providing leadership to support the AODA by developing an Ontario Public Service (OPS) Accessibility Leadership Strategy and multi-year enterprise plan on behalf of the government. The OPS Accessibility Leadership Strategy will support the OPS goal of being a model employer with a diverse workforce where all employees can fully contribute and achieve their potential. The strategy is being developed with input from OPS leaders and employees. It will position the OPS as an organization that continues to demonstrate leadership in accessibility according to the Ontarians with Disabilities Act, 2001 (ODA) and prepare ministries for implementation of mandatory standards to be established in accordance with the Accessibility for Ontarians with Disabilities Act, 2005.

Commitments — Measures to Prevent New Barriers

In the coming year, the Ministry of Government Services commits to assess its acts, policies, programs, practices and services to determine their impact on accessibility for persons with disabilities. This section summarizes these commitments.

Customer Service

- Promote new accessibility standards for customer service, established by regulation under the Accessibility for Ontarians with Disabilities Act, 2005, throughout the Ontario Public Service and the private sector.
- Increase accessibility at Showcase Ontario, a high profile technology event for the Ontario Public Service. Add wheelchair accessible workstations to the registration areas at Showcase Ontario, and the Public Service Quality Fair 2007.

Employment

- Establish a Centre for Employee Health, Safety and Wellness by spring 2008, which will support effective employment accommodation throughout the Ontario Public Service. Business process reviews on current employment accommodation practices will be completed by the end of September 2007.
- Continue development of the OPS Careers Internet and intranet sites, by applying the accessibility standards of the World Wide Web Consortium (W3C) to provide the public and Ontario Public Service employees with fully accessible information on how to apply for positions in the OPS and about career development.

Communications and Information

- Continue to support the development of information and communication accessibility standards, regulated through the Accessibility for Ontarians with Disabilities Act, 2005.
- Continue to promote accessibility awareness in the OPS by facilitating a speech and information technology presentation at Showcase Ontario 2007. The theme of the presentation is “Accessibility: now and into the future,” and will include an employee’s first-hand account of accessibility issues and multimedia information.
- Design a new ServiceOntario Customer contact centre, which will include the standard accessibility design features outlined in the Standards for Barrier Free Design of Ontario Government Facilities. It will also feature teletypewriter (TTY) equipment to assist people with hearing loss, speech recognition equipment, software and other features.
- All new accessibility products, including guides, assessment aids and up-to-date information will be added to the MGS accessibility website.
- Continue to develop the OPS Organizational Health and Wellness website to provide OPS employees with up-to-date information about issues that affect employee health and wellness.

Built Environment

- All new construction for MGS will meet the design and construction requirements in the government’s Standards for Barrier Free Design of Ontario Government Facilities.

Acts and Regulations

- Any new MGS legislation will continue to include consideration of accessibility as it is being drafted.

Commitments — Barriers to be Addressed

The Ministry of Government Services commits to identify, remove and prevent barriers to persons with disabilities in the coming year. This section summarizes these commitments.

Customer Service

Barrier

There may be barriers to accessing government services.

Commitment

The newly revised Accessibility Awareness Experience training program will be provided to ministry employees who deliver front-line services to the public. Improving staff awareness of accessibility issues will increase access to these services for persons with disabilities.

Responsibility

Corporate Services Division

Timeline

Training will begin winter of 2007-2008.

Barrier

Visitors to the Ministry of Government Services, including customers from other ministries and the public, may not be fully aware of the accessibility features of a program or service area.

Commitment

An orientation document for the MPMO premises will be developed to provide visitors with information about the accessibility features of the building and meeting rooms. This may be adopted as a best practice template, which can be used by other MGS offices.

The document will include a map indicating, for example, accessible entrances, accessible public transit that is nearby and other information. It will also provide information about meeting options to address accessibility and an outline of the emergency evacuation plan for people with disabilities.

Responsibility

Modernization Program Management Office

Timeline

This initiative will be completed by October 31, 2007

Barrier

There may be barriers for the public when making requests for access to information.

Commitment

The Ministry of Government Services will review Ontario's freedom of information legislation and access request process to make sure there are no barriers for persons with disabilities.

Responsibility

Office of the Corporate Chief Information Officer

Timeline

2007-2008

Barrier

Those with hearing loss may experience barriers accessing consumer protection services.

Commitment

MGS will provide a dedicated teletypewriter (TTY) phone line so that people who are deaf, deafened or who have hearing loss can better access consumer protection services.

Responsibility

Policy and Consumer Protection Services Division

Timeline

MGS will provide the service and train employees by the end of March 2008.

Employment**Barrier**

There may be barriers in the Ontario Public Service's recruitment process.

Commitment

The Ministry of Government Services will ensure barrier-free recruitment through its new regional recruitment centres. Employees at the recruitment centres will be trained about accessibility and providing recruitment services to people with disabilities.

Responsibility

Human Resource Service Delivery Division

Timeline

Initial implementation will begin in the winter 2007 and continue through the fiscal year.

Barrier

Potential barriers to accessibility in the Ontario government's corporate human resources policies.

Commitment

The Ministry of Government Services will review and revise its Injury, Illness and Employment Accommodation training for OPS managers to ensure it is both barrier-free and aligned with the new employment accommodation and return-to-work operating policy.

Responsibility

Human Resource Management and Corporate Policy Division

Timeline

November 2007

Barrier

There may be barriers to staff training opportunities.

Commitment

OPS Learning and Development will ensure plans are in place to make learning and development programs more accessible to all OPS employees. For example, the registration system allows for employees to self identify when employee accommodation is needed to fully participate in the course, course material is available in alternate formats, the physical layout of the classroom is appropriate and facilitators are aware of any accessibility issues that may impact the learning experience of the participants.

Responsibility

Centre for Leadership and Learning

Timeline

2007 to the end of March 2008

Communications and Information**Barrier**

Potential barriers in electronic communication shared via PDF format.

Commitment

The Ministry of Government Services will develop additional training materials and delivery options to ensure the Ontario Public Service develops and uses documents in PDF formats so they are accessible to all staff.

Responsibility

Government Services Delivery Cluster

Timeline

To be completed by September 2008

Built Environment**Barrier**

Newly built ServiceOntario counters are fully accessible, but previously existing counters may have physical barriers that affect accessibility for members of the public and staff providing services.

Commitment

The Ministry of Government Services will use the newly developed accessibility audit tool to evaluate the accessibility of all 66 centres across Ontario.

Responsibility

ServiceOntario Counters Project

Timeline

The accessibility audits and any resulting improvement activity will begin in 2007-2008

Acts and Regulations**Barrier**

There may be potential barriers in the Ontario Public Service Employee's Union Pension Act or the Public Service Pension Act.

Commitment

The MGS Legal Services Branch will conduct an accessibility review of these two acts.

Responsibility

Legal Services Branch

Timeline

2007-2008

Barrier

Potential barriers to accessibility in customer service, information and communications, employment and human resources, the built environment, and transportation.

Commitment

In order to improve overall government-wide accessibility for persons with disabilities, MGS will continue to support the ODA and AODA as well as develop the OPS accessibility leadership strategy in consultation with other ministries and input from employees. The goal of the OPS Accessibility Leadership Strategy is to provide a framework for implementing consistent corporate accessibility practices across the OPS and help ministries identify, remove and prevent workplace barriers in the key areas of Customer Service, Information and Communications, Employment and Human Resources, the Built Environment, and Transportation. This will support access for persons with disabilities to common government-wide initiatives such as recruitment, customer services and employee training.

Responsibility

Modernization Program Management Office

Timeline

The government-wide plan will be developed throughout the 2007-08 fiscal year for implementation in 2008-2009.

For More Information

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

Please phone:

General inquiry number: (416) 326-8555

TTY number: (416) 325-3408

1-800 number: 1-800-889-9768

E-mail: infoMGS@mgs.gov.on.ca

Ministry website address: www.mgs.gov.on.ca

Visit the Ministry of Community and Social Services Accessibility Ontario web portal at: www.mcass.gov.on.ca/accessibility/index.html. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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Queen's Printer for Ontario

ISSN 1715-4782 Accessibility Plan (Ontario Ministry of Government Services)

Ce document est disponible en français.