



**MINISTRY OF
GOVERNMENT SERVICES**

**2012-13
Annual Accessibility Plan**

ISSN #1715-4782

Table of Contents

Introduction	1
OPS Diversity Office.....	2
Accessibility and ServiceOntario.....	3
Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2011-12	4
Ten Years of Accessibility Planning	4
Reporting on 2011-12 AODA Obligations	12
Customer Service	12
Information and Communications	15
Employment	18
Built Environment	19
Procurement	20
Education and Training	22
Other	23
Multi-Year Accessibility Plan	26
OPS Inclusion Lens	26
Section Two: Measures Planned for 2012-13 and Beyond	27
Customer Service	27
Information and Communications	30
Employment	32
Built Environment	34
Procurement	34
Accessibility Awareness, Education and Training	35
Other	37
Multi-Year Accessibility Plan	39
Section Three: Review of Acts, Regulations and Policies	40
Glossary of Terms/Acronyms	42

Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates by preparing annual accessibility plans, as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

The [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is Ontario's roadmap to becoming accessible by 2025. It includes accessibility standards in:

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

This year, the accessibility plans must also address the [Integrated Accessibility Standards Regulation](#) (IASR) under the AODA, enacted in June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities.

The OPS published its [MYAP](#) on January 1, 2012. It included a statement of the OPS' commitment to demonstrate leadership in accessibility. The goal of the OPS is to ensure accessible services, products and facilities for its employees and the public it serves.

Building on the OPS' statement of commitment, the OPS Multi-Year Accessibility Plan and the ministry's 2011-12 Accessibility Plan, the new 2012-13 Accessibility Plan will continue moving the Ministry of Government Services and the OPS to the goal of demonstrated leadership in making the province accessible for all Ontarians.

This plan outlines the specific steps the Government of Ontario is taking to improve opportunities for persons with disabilities.

To view all ministries' accessibility plans, please visit [Ontario.ca](#).

OPS Diversity Office

The OPS Diversity Office is co-ordinating the efforts of OPS-wide program leads, ministry accessibility leads and stakeholders to ensure the OPS meets its obligations under the AODA. The office also works to inspire leadership in inclusion and accessibility throughout the OPS by co-coordinating Accessibility within the public service.

The OPS is a large organization with over 60,000 ministry and agency staff. The OPS Diversity Office is part of the Ministry of Government Services and is guided by the Chief Officer, Diversity and Accessibility. It provides co-ordination, vision and leadership to achieve OPS-wide accessibility, diversity and inclusion.

The aim of the Diversity Office is to achieve a diverse and inclusive OPS that delivers excellent public service and supports all employees in realizing their full potential.

Accessibility for our customers and our employees requires co-ordination and leadership across all ministries. The Diversity Office is responsible for the OPS Multi-Year Accessibility Plan (MYAP) that takes into account the accessibility plans of all ministries and moves the OPS toward its accessibility goals. The OPS MYAP also identifies the actions required to comply with the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#).

The [OPS MYAP](#), *Leading the Way Forward*, was first published in January 2012 and annual progress reports will be provided.

Since 2008, the OPS Diversity Office has been leading the OPS on a journey to becoming a more diverse, accessible and inclusive organization. Learn more by visiting the [OPS Diversity Office website](#).

Accessibility and ServiceOntario

ServiceOntario is committed to accessibility by reducing barriers to accessibility wherever possible. ServiceOntario supports accessible and accommodating environments for both staff and customers. Listed are some examples of proactive accessibility steps that have been taken by ServiceOntario:

- Retail offices scheduled to undergo renovations have incorporated accessibility into their designs (e.g., ramps, lower counters, lifts and accessibility buttons).
- Brochure displays meet accessibility height requirements, and signage is displayed at a proper height.
- Automatic doors are being installed. In the north, two large automatic sliding doors were installed to replace six doors, making the building entrance more accessible.
- Guest wheelchairs are available for disabled clients at some of the centres.
- A signature guide that helps clients sign documents is available at all centres.
- Customer service representatives are trained to adjust the settings on the customer access computers for self-serve clients.

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

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

Since 2001, the OPS has been complying with the obligations of the *Ontarians with Disabilities Act, 2001* (ODA) and prepared an annual accessibility plan which is available to the public on the government's website.

Over the last 10 years, the Ministry of Government Services has been a leader in accessibility.

Ten Years of Accessibility Planning

Providing accommodations for people with disabilities has been a ministry priority for decades. With the introduction of the *Ontarians with Disabilities Act, 2001* and the *Accessibility for Ontarians with Disabilities Act, 2005*, a new era of accessibility has emerged in the ministry and the province. This new era is defined by a sustained commitment to building accessibility and ongoing momentum to identify, remove and prevent barriers to accessibility.

The ministry's approach to accessibility planning has evolved significantly over the last 10 years. During that time, accessibility principles, commitments, best practices and sustained awareness have spread across the ministry and ServiceOntario, and will continue to do so. Here is a brief review of a decade of accessibility planning in the Ministry of Government Services.

From One to All

Today, the Ministry of Government Service has:

- accessibility leadership as a priority in all executives' performance plans
- accessibility representatives from each division who form a standing accessibility working group
- volunteer employees who have stepped up as self-declared "accessibility ambassadors"
- employees with disabilities who are members of the OPS Disabilities Network

- employees who are also part of a Disability Advisory Council that is available to review and provide advice on the proposed accessibility initiatives and products that are constantly being developed in the ministry.

Through these and many other activities, it is fair to say that every MGS/ServiceOntario employee is involved in some way in accessibility through awareness, education, training, and is contributing to small, everyday things like moving boxes out of a hallway or asking people with disabilities, “May I help you?”

In 2001, accessibility was still viewed as accommodation by exception. Staff would respond to the needs of people with disabilities once a request was made or the person declared their needs. Today, accessibility is being included in the everyday mindset and culture of the ministry and its operations. This is achieved through an ongoing review and updating of ministry legislation, policies, practices, and goods and services in order to embed accessibility principles and techniques at the very source of their creation.

Today, accessibility leadership takes place through collaboration, consultation, co-ordination of efforts, employee engagement and orientation, forums, committees, working groups and networks. As well, accessibility is integrated with all other “extended” policy and workplace initiatives such as employee safety and emergency planning, Green Office initiatives, diversity and inclusion, workplace violence and harassment prevention, innovation, quality service, employee health, safety and wellness, and Employee Learning and Development.

From Demand to Desire

Employees throughout the ministry have made a shift over the last 10 years from “What do I have to do?” to “What can I do?” by integrating accessibility into their learning and development plans and providing their creative and innovative input to move us beyond barrier identification, removal and prevention, and on to accessibility leadership.

Guidelines

Through the introduction of accessibility legislation, the Ministry of Government Services, like all other OPS ministries, now has legislated guidelines in direct support of accessibility for people with disabilities. Those principles are aimed at ensuring that people with disabilities can participate fully in the life of the province.

Those legislated principles are summarized here as:

- Accessibility is implemented in order to respect individual dignity.
- It will provide people with disabilities the opportunity to participate independently in the life of the province;
- Accessibility is integrated such that persons with disabilities have access to the benefits.
- Accessibility supports people with disabilities in having equal opportunity.

In 2011, the Integrated Accessibility Standards Regulation was introduced and its standard for website accessibilities was linked to the World Wide Web Content Accessibility Guidelines (WCAG). As such, the ministry and the entire OPS now have additional accessibility principles for websites:

- perceivable
- operable
- understandable
- robust.

In 2012, the ministry embraced additional accessibility principles to better build efficient and effective accessibility into the products and services that employees produce.

Those principles are:

- simplicity
- uniformity
- clarity
- universality design
- adaptability (evolutionary).

From Learners to Leaders

In 2001, there was a clear need to begin a strong campaign to raise awareness of disabilities, barriers to accessibility and the value of creating opportunities through an accessible society.

2005 – ServiceOntario

Through this government accessibility program, Ontario has established leadership in accessible customer service on many fronts, including, among others:

- accessibility training tailored to ServiceOntario's customer service standards
- accessibility features built into customer service outlets
- review of, and response to, customer feedback specifically on accessibility to services
- accessibility as a primary design requirement of the 2008 ServiceOntario Kiosk Renewal project.

Instead of navigating multiple government offices, customers were given one-stop government service outlets providing customers with many government services, such as those offered by the Ministry of Health, the Ministry of Transportation, the Registrar General and the Ministry of Natural Resources. Small, isolated call centres combined service delivery for all the above ministries and government services to become ServiceOntario. Now Ontario has 300 ServiceOntario locations, a single recognizable identity making it easier for customers to find a service outlet in any given location, along with service guarantees, unified and uniform service delivery standards, and principles.

2005 – Accessibility Awareness Experience

In 2005, the ministry developed an innovative approach to raising awareness of barriers to accessibility and promoting the value and principles of accessibility. That approach was the Accessibility Awareness Experience (AAE) initiative – an awareness and educational program that provides direct experiential learning about disabilities, barriers to accessibility and other education on how to integrate accessibility into employees' core business.

The AAE currently has 35 specific interactive and experiential workshop activities, countless multimedia presentations – many of which provide first-hand accounts from people with disabilities – and numerous seminar topics covering subjects including, among others: overview of accessibility legislation, accessible customer service, accessible meetings and events, and accessible writing and language.

The AAE went from a centrally co-ordinated training program run by the ministry accessibility co-ordinator to a workshop-in-a-box format whereby any program area could tap into many training products and provide training anywhere in the province.

2006 – May I Help You

In 2006, the ministry partnered in the development of a landmark accessibility education and training tool called *May I Help You*: an e-learning module that was loaded on the ministry's Centre for Leadership and Learning website, making it available to all OPS employees. Two years later, a supplementary module was created to ensure the learning of new requirements, such as the Accessibility Standards for Customer Service regulation, was included. To date, more than 117,000 individuals have taken *May I Help You* e-learning modules.

Now people throughout the ministry are creating accessibility solutions, seeking opportunities to be involved and demonstrating an increased desire to make accessibility a fundamental part of the way we work, do business and serve Ontarians. Through these dedicated efforts, the ministry is moving from accessibility learning to accessibility leading, and from being seekers of best practices to being a source of best practices.

2006 – OPS Accessibility Leadership Strategy

In 2006, the OPS established an Accessibility Leadership Strategy that laid the groundwork for the future of accessibility work across the government. Then, as now, the ministry and the OPS sought to position the Ontario government as a leader in accessibility by addressing accessibility issues proactively and by supporting existing ODA and AODA legislation and regulations. This strategy has been reflected in this and all other accessibility plans in the OPS over the last decade. Accessibility leadership will continue to be reflected in our planning.

2007 – ShowcaseOntario

ShowcaseOntario was an annual event that brought government programs and some private sector businesses together in partnership to showcase the latest innovations and best practices in business, government and customer services. In 2007, the Ministry of Government Services was invited to host a booth profiling accessibility. It simply profiled a few informative things about barrier identification, removal and prevention, as well as Ontario's accessibility legislation. Each year, the booth became increasingly informative and interesting, eventually providing visitors with an opportunity to dive more deeply into accessibility through activities that simulated various disabilities and used various assistive devices.

Then, the whole ShowcaseOntario organizing team got onboard. While Showcase provided basic accessibility in the early years, by 2006 it was demonstrating a commitment to accessibility by becoming a fully-accessible event providing accessibility features such as:

- accessibility guides: individuals who volunteered to provide onsite help to visitors with disabilities
- power stations for motorized assistive devices
- watering stations for service animals
- booths that provided information and profiles in alternate formats
- wider aisles
- large-print direction signs
- an education program that provided courses specifically profiling accessibility.

2008 – Chief Diversity Officer, OPS

In 2008, Ontario became the first province in Canada to create the position of Chief Diversity Officer for its public service – a position and program located in the Ministry of Government Services and serving the entire OPS. The position has evolved to become Chief Officer, Diversity and Accessibility, OPS.

2010 – Food Guide

Another example of accessibility leadership was the creation of a food guide to be used when food is offered at events. The guide helps ensure that accessibility needs are considered, along with food restrictions and preferences specific to different cultures and religions. Outlines of food allergies and numerous cultural and religious profiles are provided in the guide, which is available to all OPS employees.

2010 – *Mission Possible* Videos

The ministry co-ordinated the creation, production and promotion of a series of innovative and instructive videos called *Mission Possible*. These fun videos provide OPS employees with many practical how-to tips on being accessible in the areas of:

- document production
- providing assistance to people with disabilities
- accessible PDFs (e-mail attachments)
- preparing documents for Braille transcription
- using TTY (a telephone assistive device for the Deaf) and Bell Relay systems
- interacting with a person with a disability who has a support person with them.

2011 – Diversity Display Cabinet

In 2011, the Chief Administrative Officer launched a ministry diversity display cabinet that profiles a different aspect of accessibility and diversity every three months.

Employees take pride in producing innovative and inspirational displays that provide ongoing awareness of the value and richness of a diverse and accessible workplace – and world.

2011 – Accessibility Expo: Looking at the Future

At the 2011 OPS Accessibility Expo, two awareness and education sessions ended by inviting participants to describe what they saw as an accessible Ontario in 2025. Here are a few of the many inspired projections those participants offered:

- “Elderly people will be able to have all their government services co-ordinated in one location, without needing to go to several different government offices.”
- “A person who is blind will be able to find what they want in a store without having to ask for assistance.”
- “People with disabilities will be able to enjoy our natural richness (parks and forests, rivers and lakes) either in person or virtually through accessible multimedia productions that are provided in alternate formats.”
- “All Ontarians will be able to get to where they are going without the need to make ‘special’ arrangements.”
- “A person who uses a wheelchair will be able to go scuba diving, skydiving or bungee jumping.”
- “People with learning disabilities will be able to get educated, find jobs and lead independent lives.”

2011 – Accessibility@Source

Last year, in its corporate role of supporting the whole OPS, the Ministry of Government Services launched the Accessibility@Source initiative: a campaign that ushered in support for accessibility as something to be considered right from the start of every ministry action, initiative, service and product.

2011 – Inclusion Lens

The rollout of the OPS Inclusion Lens in January 2011 gained international attention and is now being used as a basis for the development of similar tools in other countries.

People from other Ontario jurisdictions come to participate in, or contribute to, the annual Accessibility Expo that the ministry hosts.

Today, with a ministry workforce that is well informed, educated and inspired about accessibility, we are refining the “how” of accessibility with a vast array of information for all employees, including detailed instruction, guidance, knowledge, tools, references and other support to further embed accessibility in the very core of our everyday work life and experience.

From Now into the Future

In many ways, today feels like a new beginning for accessibility. This is because momentum builds as more improvements and enhancements make our products, operations and services more accessible. This underscores that, while we have indeed done so much, there is still an opportunity to do a great deal more. We must continue to be learners, even as we lead. We must still look for, identify and remove barriers to accessibility existing areas as we embed accessibility future initiatives.

Reporting on 2011-12 AODA Obligations

Customer Service

In 2011-12, the government continued to comply with the [Accessibility Standards for Customer Service Regulation](#). As well, it had begun applying initiatives to meet compliance of some of the requirements of the [Integrated Accessibility Standards Regulation](#) in the areas of employment, information and communications, transportation, and procurement. The government continues to implement initiatives to enhance accessibility in other areas, such as the built environment.

The following is a summary of the accessibility initiatives that the Ministry of Government Services implemented last year as a result of the [2011-12 MGS Annual Accessibility Plan](#).

The government continues to follow the Accessibility Standards for Customer Service Regulation and to put in place initiatives that improve accessibility in areas like employment, information and communication, transportation, the built environment and procurement.

Accessibility Standards for Customer Service Regulation

The ministry continues to lead in accessibility by maintaining the compliance it reached in 2009 with this regulation and has sustained since then. Compliance is monitored through:

- conducting onsite spot checks; reporting compliance through annual accessibility planning; checking for customer service compliance when beginning other accessibility or integrated initiatives, like emergency preparedness; strengthening accessible customer service standards through other means under development, like ongoing accessibility training, orientation, integration with emergency preparedness and accessibility toolkits; ensuring the requirements for customer service are aligned with the recent and upcoming requirements of the Integrated Accessibility Standards Regulation.

In April 2012, all program areas reported that they were continuing the accessible customer service practices, procedures and policies that were set in 2009. They include:

- ensuring new employees have had, or receive, accessibility training;
- promoting the accessibility principles of independence, dignity, integration and equity;
- welcoming support persons always to be present;
- welcoming service animals on the premises, unless forbidden by law;
- posting notices informing customers about accessible services;
- posting notices if services are temporarily disrupted;
- identifying alternate service delivery options and anticipated time of return to operations;
- making available key documents in different formats according to the regulation;
- seeking and answering feedback on accessible customer service.

Customer feedback in response to service experience is essential and valuable to ServiceOntario in its ongoing efforts to emerge as a world leader in providing government services.

That is why we accept feedback from so many sources, including, among others:

- customer feedback cards
- in-person feedback at contact centres
- tweets
- blogs
- websites
- online forums

ServiceOntario, for example, looks at all customer feedback to identify gaps in the inclusiveness of products and services. Feedback identifies specific areas for improvement and fosters training initiatives that:

- raise awareness of the feedback
- create dialogue through case studies
- support and identify solutions.

ServiceOntario used the customer satisfaction survey method to consult its customers. For example, one of the survey's customer service questions was, "Were you treated with dignity and respect?"

- The ministry has maintained its strong commitment to accessible customer service through an ongoing strategic review of activities related to the Accessible Customer Service Regulation and the requirements of the new [Integrated Accessibility Standards Regulation \(IASR\)](#). These two regulations will mean increased opportunities to prevent and remove barriers to accessibility as we continue on the journey to becoming a fully accessible province by 2025.

The combined regulations mean that we have improved and we will be improving accessibility in the ministry's key operations, including:

- recruitment, training and advancement
- information in the form of Web content, documents and multimedia
- communication passed on through the Internet, brochures, presentations, events and meetings
- employee health and wellness, including return-to-work policies
- security and emergency preparedness for employees and visitors.

Seniors' Mail-In Health Card Renewal

Ontario seniors aged 80 and above may now renew their health cards without visiting a ServiceOntario centre. Eligible seniors receive the option to mail in their health card renewal notice, exempting them from the need for a photo and signature at a ServiceOntario centre. This service was developed with accessibility in mind, since many seniors find line-ups and even the travel required to get to service locations challenging.

Accessibility features were applied to the renewal notice as well. They feature plain language printed in a larger font and text boxes that clearly indicate the two available health card renewal options. This new service helps maintain seniors' independence by making it easier for them and their caregivers to renew the seniors' health cards.

- This commitment was created and completed during the past year. It will serve as another model for the review and establishment of accessible customer service best practices.

Information and Communications

The Integrated Accessibility Standards Regulation (IASR) sets out, in part, accessibility standards in information and communications. The ministry and the OPS have observed international standards for accessibility on their websites for many years. This commitment will continue to be in harmony with the standards set by the IASR.

Accessible Websites and Online Information

The ministry is committed to giving accessible, functional information on its website. This helps all employees through the use of universal design principles. It also supports our commitment to excellent customer service, including sustaining and, where possible, exceeding the accessibility standards set out in the IASR.

The World Wide Web Consortium (W3C) is the main international standards organization for the World Wide Web. It has created Web Content Accessibility Guidelines ([WCAG](#)) that make Web content and applications accessible, mostly for users with disabilities, but also for other users (universal design).

WCAG suggests accessible content for persons with a wide range of disabilities, including vision, hearing loss, learning disabilities, cognitive limitations, limited movement, speech disabilities, photosensitivity and combinations of these. These guidelines will also often make Web content more user-friendly generally.

WCAG offers the accessibility standards used in the IASR and the Ministry of Government Services leads the government-wide provision of information and information technology to the OPS. The ministry has had its own accessibility standards in place for many years – the [GO-ITS #23 Accessibility Standards](#) for website content and functionality – and these standards are continuously revised to include the latest available technologies that improve the accessibility of websites and Web information. Depending on the application, the GO-ITS #23 standards exceed the WCAG standards. Web developers in the ministry use whichever standard provides the optimum accessibility standard, given the particular circumstances.

- The ministry created a specific training module dedicated to accessible websites and online information development. This training material will be shared first with employees who work directly on websites and Web content. It will then be rolled out to the rest of the ministry, given that much of the instruction and guidance applies to communications in general, not just websites and online information;

- The ministry conducted a ministry-wide survey to establish which websites needed significant changes to their functionality. The ministry also improved its process for tracking website activity, whether a site is being created, changed or redesigned. This enhanced process helps the ministry make sure accessibility standards are being met and sustained. The WCAG standards and principles have been added to ministry training and accessibility compliance kit material.

Accessibility Standards for Customer Service Regulation

The ministry continues to lead in accessibility by maintaining the compliance it reached in 2009 and has sustained since then.

- By meeting the requirements of both regulations, the ministry's website has become more accessible in how it functions, the content it provides and its functional applications.

Accessibility Updates

The ministry is committed to ensuring management and staff are aware of accessibility principles, legal obligations and best practices as they evolve and are updated. The ministry does this through training, communication initiatives and online resources, for example, a set of accessibility guides on how to make information and communication accessible. These guides are updated each time new accessibility regulations are enacted or best practices are researched and shared.

- All accessibility training, awareness and educational material were updated to reflect the latest accessibility standards of the IASR. As well, the ministry's Accessibility Compliance Kits were updated and circulated throughout the ministry so that all employees knew what new accessibility standards had to be incorporated into our processes, practices and procedures.

Accessible Communications

TTY is an acronym for *teletypewriter*, an accessibility device used to assist the Deaf in communicating by telephone. It uses a keyboard and display to allow typed communications to be read over analogue telephone lines. The ministry will consult with the OPS telecom specialists to increase the availability of TTY in key branches and divisions where these devices would significantly increase accessibility.

MGS/ServiceOntario provided support and tools, both within the ministry and throughout the OPS, to help make communications accessible. This was done by creating internal documents, like guides and instruction sheets, to help employees create accessible documents, presentations and e-mail messages.

- ServiceOntario have partnered closely to develop and deliver accessibility signature guides to help the ministry remain a leader in accessible service delivery and operations.
- ServiceOntario has shown leadership by providing convenient multilingual telephone services through nine contact centres, making them more accessible to more clients. Approximately 5.7 million calls were processed in 2011.
- ServiceOntario is committed to accessibility both in its customer service delivery and within its own organization. Here are some examples of accessibility practices that have been boosted this year:
 - providing e-mail guidelines to establish accessible default format (e.g., font type, font size, colour contrast, language levels)
 - embedding e-mail attachments right in the body of the e-mail, a quick and efficient way to make the attachment accessible
 - making documents accessible also through the use of accessible font type, font size, colour contrast, language levels, pre-set headings and tables of contents
 - offering communication supports in meeting invitations and notices.
- Throughout MGS/ServiceOntario, accessibility standards are being applied and improved in accordance with the particular operational culture of the various divisions and branches. These standards are continually reviewed to ensure they remain current with, or ahead of, new legislated accessibility standards as they come into effect.
- Publications Ontario has helped all OPS ministries by providing alternative formats for Ontario government publications.

Ontario Photo Card

ServiceOntario now offers the Ontario photo card. It gives government-issued identification to eligible Ontarians who do not hold an Ontario driver's licence, such as seniors with vision or other types of disabilities. The card can be used to help get government, financial or business services.

- The Ontario Photo Card will be available at all ServiceOntario centres by the end of December 2012. ServiceOntario and the Ministry of Transportation worked with stakeholders, such as the Canadian National Institute for the Blind and the Canadian Association of Retired Persons, to determine which Ontario communities had immediate demand for the Ontario Photo Card.
- The initial 21 Ontario locations where the card was made available were chosen for their accessibility, proximity to public transit, their operational capacity to provide a new service and on the basis of conversations with stakeholders.
- Elections Ontario was contacted and advised of the card and its eligibility for voting purposes. Among other stakeholders that were notified to ensure the card was accepted as proof of identity were Canada Post, Brewers Retail and the LCBO.

Online Application Forms

ServiceOntario is committed to being a leader in making its websites and Web-based application forms accessible with the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#). An upgrade to its online application forms will bring ServiceOntario into line with the Integrated Accessibility Standards Regulation (IASR) under the AODA. The upgrade will give easier access to ServiceOntario's online electronic forms for birth, death and marriage certificates. Clients will receive better online service through an accessible application that meets the needs of Ontarians.

- The upgrade project continues to assess all current ServiceOntario applications to ensure they comply with current IASR obligations.

Employment

The IASR also sets out some accessibility standards in employment. The ministry has a long history of providing accessibility in employment practices. The IASR gives even more momentum to increased accessibility in all aspects of employment, including:

- job advertisements
- recruitment
- orientation
- training
- health and wellness.

Orientation

The ministry is committed to considering accessibility when developing and delivering ministry orientation programs.

- The ministry's accessibility co-ordinator provided condensed and specific guidance and advice to ministry branches and divisions as they refined their orientation programs following changes in legislation, policies and priorities.

Health and Wellness

Accessibility is important in all OPS programs and initiatives. The ministry is committed to considering accessibility when developing ministry programs and initiatives for change. For example, the ministry will continue to support accessibility in human resource programs, both to comply with the new IASR and to fulfil its commitment to leadership in accessibility.

- The ministry was involved in a project with several parts of the OPS and included consultations with people with disabilities. The project resulted in the creation of a multi-use room to improve employee health and wellness through awareness and education resources, onsite first aid and accessibility features that are profiled.
- The facility was specifically designed to support accessibility requirements in the recruitment, employee training and employee resource centre functions.
- The ministry did a site visit to another program area in the Ministry of Transportation to assess leading accessibility features that were incorporated into two rooms, again designed for multi-use. The examples of accessibility in design, functionality and furnishings are being included in all future accommodation projects in the Ministry of Government Services.

Built Environment

Integration with Physical Security

The ministry is committed to safety and security. It has developed a program to conduct threat risk assessments (TRAs) in all ministry-led buildings and operational locations. This program has been expanded to include accessibility considerations for buildings and locations.

- This is an ongoing accessibility development in the ministry. When the specialized employees who conduct TRAs are onsite, they also identify barriers to accessibility that should be removed. Through training and field experience, these employees are now including specific accessibility recommendations in their TRA recommendations, rather than having the accessibility co-ordinator review, analyse and provide recommendations. Integrating programs in this way is highly efficient and a valuable demonstration of the ongoing attention to cost effectiveness that all ministry programs seek.
- Last year, the ministry conducted 12 TRAs. From these assessments, a number of recommendations were made to improve accessibility at the locations assessed. These improvements ranged from operational practices, like ensuring accessible entrances were never blocked with office materials, to ensuring employees took accessibility training when doing physical security training.

Capital Projects

All new capital projects and construction at the Ministry of Government Services will continue to meet the design and construction requirements for barrier-free designs in Ontario government facilities.

- The ministry continues to ensure that all current accessibility standards for the built environment, such as the Ontario Building Code and the OPS accessibility standards for government facilities, are used when reviewing capital expenditure proposals.

Procurement

The ministry ensured that the procurement process is accessible by reviewing procurement policies and practices and making changes required by new accessibility standards regulations.

In addition, as a corporate OPS organization, the Ministry of Government Services provided all ministries with procurement tools, resources and best practice advice. These resources included guidance on how to ensure that accessibility is considered in the process of procurement planning and document development.

- The Management Board of Cabinet Procurement Directive outlines ministries' obligations to Ontarians with disabilities. The directive requires that they comply with the Ontarians with Disabilities Act, 2001 (ODA) and the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) and its regulations. The Directive requires ministries to incorporate accessibility considerations into procurement planning and accessibility criteria when developing procurement documents, where applicable. New tools and resources, including guidelines, a checklist and sample accessibility language for procurement documents, have been developed to help ministries meet their accessibility obligations in procurement.

Accessibility Training and Education

Leadership requires awareness, knowledge, inspiration and demonstration. Since 2001, the ministry has shown leadership in inspiring employees to be aware of, educated about, and able to demonstrate accessibility as part of the way we do business. Altogether, the ministry has implemented the following foundational learning constructs:

- e-learning modules and courses using the OPS Inclusion Lens, Mission Possible accessibility training videos, ODA: Maximizing the Contribution of Employees with Disabilities and the two modules for May I Help You
- accessibility awareness experiences, including displays, experiential workshops, multimedia presentations, learning programs and seminars
- accessibility compliance kits, including how-to guides, outlines and checklists
- expos, including speakers, displays, workshops, classroom learning and presentations
- other communication strategies, such as Accessibility@Source and memos from ministry leaders.

These foundational learning constructs have resulted in ministry employees undertaking 203,000 learning activities. In other words, on approximately 203,000 occasions, individuals in the ministry have undertaken one of the forms of accessibility awareness and learning opportunities mentioned above.

ServiceOntario is working in collaboration with the federal and municipal governments to make the delivery of government services even more efficient. Future goals include, among others, accessibility through personalized services, first-contact resolution to unique problems and more online and mobile services for enhanced accessibility.

IASR Training

Together with all OPS ministries, the Ministry of Government Services will meet and sustain the obligation of the Integrated Accessibility Standards Regulation, which requires that all staff be trained and supported in meeting the IASR's compliance requirements.

Education and Training

Accessibility training is another ongoing accessibility commitment in MGS/ServiceOntario. New employees receive the mandatory legislated accessibility training within 60 days of their arrival. All staff have received updated accessibility training whenever new legislative requirements or best practices have been introduced.

Accessibility training is provided to inspire and inform individuals on what they can or must do to ensure accessibility is a part of the products, services and operations of their work. As well, updated accessibility training will continue to be offered whenever there are changes to legislation, accessibility policies, training materials or programs.

- To make sure accessibility training is a priority for, employees, they are adding it as part of their performance, learning and development plans, which gives them valuable accreditation for their own career development. Ongoing inclusive training means that all employees continue to learn about, and be aware of, accessibility and diversity issues, practices, principles and developments in the workplace.

Accessibility@Source

The OPS Diversity Office launched an Accessibility@Source campaign to ensure accessibility is considered first in all core businesses. Accessibility@Source is an OPS program that is designed to help all OPS employees embed accessibility in all the products and services they deliver.

- In May 2012, the OPS Diversity Office launched Accessibility@Source, an information and awareness initiative aimed at giving OPS staff everything they need to ensure accessibility is considered first in all OPS business. The first topic – Accessibility In Procurement – was promoted through various channels from May to August. The second topic – Accessible Documents – was launched in September and will run until December, 2012.

Accessibility Training

- Accessibility training is an integral part of our ministry operations. We will continue to offer updated accessibility training whenever there are changes to accessibility legislation, policies, training materials or programs.

Other

Accessibility Leadership

The Ministry of Government Services is committed to more than compliance with accessibility legislation. It is committed to leadership in accessibility as per our Statement of Commitment. This is demonstrated through activities that employees initiate, or volunteer for, related to barrier identification, removal and prevention. As well, many employees participate in initiatives and programs designed to sustain a high level of accessibility awareness and knowledge in the ministry.

- The Human Rights Code of Ontario, the Ontarians with Disabilities Act, 2001 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) promote accessibility and the following principles:
 - dignity
 - independence
 - integration
 - equity.
- Through ongoing research, the ministry has recognized that there are other valuable principles that support leadership in accessibility. The ministry researched principles found in other organizations, such as the Canadian National Institute for the Blind, Canadian Hearing Society and the World Wide Web Consortium.
- MGS now embraces, in all accessibility work being done the additional principles of:
 - clarity
 - simplicity
 - uniformity
 - universal design.

- All accessibility training material now reflects these improved principles upon which all programs, policies, practices and procedures are built. These principles, in harmony with the OPS Inclusion Lens, ensure that a deep commitment to diversity and accessibility is at the ministry's very core.
- Two of the ministry's larger divisions now have volunteer "accessibility ambassadors": staff who recognize the value of accessibility and volunteer their time and effort to give accessibility continued momentum in the ministry. They participated in project teams, were involved in awareness campaigns like Accessibility@Source and helped with training workshops and events.

Retail Counter Public Accessibility Initiative

In its ongoing commitment to leadership in accessible customer services, ServiceOntario has put in place a spot-checking program known as the Retail Counter Public Accessibility Project (whereby ServiceOntario centres are randomly reviewed for accessible customer service).

- ServiceOntario carried out spot checks with staff at public counters to make sure the documents and resources that needed to comply with the AODA customer service standard were available. Overall, documentation was available onsite and customer service representatives knew how to respond to inquiries on accessibility. At the end of the project, a refreshed compliance toolkit and resources were posted to an internal website for ease of access and communicated to all public centres.

Program and Project Development

As the retail arm of the OPS, ServiceOntario is committed to accessibility when developing and delivering services. To reach the highest possible accessibility standards, ServiceOntario has applied the OPS Inclusion Lens in developing all programs and projects. The inclusion lens has a strong accessibility component that prevents barriers to accessibility and it was applied to the Accessible Parking Permit project, the Contact Centre Modernization project and the Seniors' Health Card Mail-In Renewal project.

Legislation Review

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

- In April 2011, the ministry participated in training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers.

Accessible Information

Access for All is an initiative that could allow information and information technology users in the OPS to access online information in ways that correspond with their accessibility needs and preferences. This initiative was developed by the Ontario College of Art and Design University (OCADU).

- OCADU's work with the OPS Diversity Office on Access for All took one of the top international prizes this year, winning a platinum award of the IMS Impact Award Program.
- The IMS Global Learning Consortium's Learning Impact Awards are designed to recognize the most impact use of technology worldwide in support of learning. OCADU and OPS won a platinum award in the Research and Development category.
- In the summer of 2012, OCADU, with the support of the OPS Diversity Office and other OPS ministries, hosted "Designing Enabling Economies and Policies", an international conference that addressed the persistent and urgent challenges that people with disabilities face in the digital economy.

Accessibility Expo

Each year, the ministry organizes the OPS Accessibility Expo. This is an opportunity to learn about best practices in accessibility, the latest technology to help persons with disabilities, and new ways to build an accessible organization for OPS employees and other Ontarians.

- The fifth Accessibility Expo took place on December 1, 2011, at the Metro Toronto Convention Centre. Its theme was "Including an Accessibility Perspective," and the event encouraged participants to ensure accessibility is a value we embed into everything we do in government. The 2011 Accessibility Expo saw the largest number of in-person participants, with nearly 450 staff registered to attend. More than 60 additional participants in locations across the province were able to watch the forum by web cast. There was an agenda of workshops, speakers, performers and short documentaries. The event was a great opportunity for staff to increase their knowledge of best practices and learn about innovative approaches to accessibility.

Multi-Year Accessibility Plan

The ministry is committed to accessibility in developing programs and delivering services. As such, it will maintain a Multi-Year Accessibility Plan to inspire and support ministries with their accessibility developments. The Regulation creates an OPS requirement to have a public-facing multi-year accessibility plan to 2025 that outlines the OPS' vision and its intent to prevent and remove barriers to accessibility. The OPS Diversity Office produced the first [OPS Multi-Year Accessibility Plan](#) on January 1, 2012.

OPS Inclusion Lens

The OPS Inclusion Lens (the lens) is a tool developed to assist in analysis to ensure that accessibility barriers are identified, removed and prevented. The OPS Diversity Office has worked with the Ministry of Finance to embed the OPS Inclusion Lens into the annual 2013-14 budget planning process. The lens is included in the instruction section, "Other Areas to Consider when Planning" and is also embedded in the Risk Analysis and Mitigation Strategy section of the business case.

For the 2013-14 process, Deputy Minister Costante has committed to embedding and evaluating the use and effectiveness of the OPS Inclusion Lens in the annual budget decision-making process. For example, the following questions will be posed and the answers documented:

- In what way does the recommended decision have a disproportionate impact on any group?
- What mitigating strategies will be implemented, either immediately or in the future?
- How will you measure to monitor ongoing impacts, for up to four years?

In this way, new initiatives will be checked to make sure that barriers to accessibility will not inadvertently be created.

Section Two: Measures Planned for 2012-13 and Beyond

The OPS endeavours to demonstrate leadership in the area of accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public we serve in our services, products and facilities.

This year, the Ministry of Government Services Accessibility Plan focuses on the various areas that need to comply with the 2012-13 Multi-Year Accessibility Plan. To demonstrate leadership in accessibility, the ministry is planning to undertake the activities described herein. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) and other areas.

Our annual Accessibility Plan outlines the specific steps that the ministry will take to improve opportunities for persons with disabilities and will continue moving the ministry towards the goal of an accessible province for all.

Customer Service

The ministry is committed to ensuring that clients with disabilities receive accessible goods and services. This means they will receive goods and services with the same high quality and within the same timeframes as others.

- The ministry maintains its strong commitment to accessible customer service through an ongoing strategic review of the [Accessibility Standards for Customer Service Regulation](#) in relation to the requirements of the new [Integrated Accessibility Standards Regulation](#) (IASR). These two regulations will mean increased opportunities to prevent and remove barriers to accessibility as we continue on the journey to becoming a fully accessible province by 2025.
- The combined regulations mean we will be improving accessibility in the ministry's key operations, including:
 - recruitment
 - information in the form of Web content, documents and multimedia
 - communication, including websites, brochures, presentations, events and meetings
 - employee health and wellness
 - physical security and emergency preparedness for employees and visitors.

- Our websites will continue to be more accessible in the way they function, the content they provide and their applications by meeting the requirements of both regulations. Specifically, information will be readily available in alternate formats and be written in simpler language. Documents and sites will have more refined navigation techniques.

Integrated Accessibility Standards Regulation

The [Accessibility for Ontarians with Disabilities Act, 2005](#) now has two regulations in place: the [Accessibility Standards for Customer Service Regulation](#) and the [Integrated Accessibility Standards Regulation \(IASR\)](#), which establishes accessibility standards in the key areas of information/communication, employment and transportation. The Ministry of Government Services remains committed to maintaining compliance with these regulations and to seeking opportunities to demonstrate accessibility leadership.

- The ministry maintains its strong commitment to accessible customer service through an ongoing strategic review of the [Accessibility Standards for Customer Service Regulation](#) in relation to the requirements of the new IASR. These two regulations will mean increased opportunities to prevent and remove barriers to accessibility as we continue on the journey to becoming a fully accessible province by 2025.
- The combined regulations mean we will be improving accessibility in the ministry's key operations, including:
 - customer service
 - policy development
 - legislation development
 - recruitment
 - websites
 - information in the form of Web content, documents and multimedia
 - communication passed on through the Internet and brochures
 - presentations and events
 - employee health and wellness
 - physical security and emergency preparedness for employees and visitors.

Seniors' Mail-In Health Card Renewal

Ontario seniors aged 80 and above may now renew their health cards without visiting a ServiceOntario centre. Eligible seniors receive the option to mail in their health card renewal notice, exempting them from the need for a photo and signature at a ServiceOntario centre. This service was developed with accessibility in mind, since many seniors find line-ups and even the travel required to get to service locations challenging.

Accessibility features were applied to the renewal notice as well. They feature plain language printed in a larger font and text boxes that clearly indicate the two available health card renewal options. This new service helps maintain seniors' independence by making it easier for them and their caregivers to renew the seniors' health cards.

- This commitment was created during the past year and will continue into the future. It will serve as another model for the review and establishment of accessible customer service best practices.

Retail Counter Public Accessibility Initiative

In its ongoing commitment to leadership in accessible customer services, ServiceOntario has put in place a spot-checking program known as the Retail Counter Public Accessibility Project whereby ServiceOntario centres are randomly chosen for accessible customer service spot checks.

- This project is done every year, targeting 15 per cent of the public centres in each region. Planning for spot checks for the Service Providers Network, to be conducted on an ongoing basis, is underway.

Program and Project Development

As the retail arm of the OPS, ServiceOntario is committed to accessibility when developing or delivering services. To reach the highest possible accessibility standards, ServiceOntario has applied the OPS Inclusion Lens in developing all programs and projects. The inclusion lens has a strong accessibility component that prevents barriers to accessibility.

- The OPS Inclusion Lens will be used in any changes to ServiceOntario programs and policies. ServiceOntario has modified its project management process to ensure considerations for inclusion, diversity, equity and accessibility are embedded into project charter development. A series of questions taken from the OPS Inclusion Lens is included that enables project managers and advisers from all program areas to know what to consider when designing and implementing products and services. These questions ensure that projects that impact the organization are inclusive in nature and do not create unintended barriers for staff or other Ontarians. Some sample questions are:
 - Does your initiative promote the principles of inclusion, diversity, equity and accessibility?
 - Has the project team foreseen or identified any barriers that may diminish the ability of some groups or individuals to participate in, learn about, or benefit from the initiative?
- The application of the OPS Inclusion Lens to ServiceOntario will be assessed and the process refined to make it more efficient, effective and adaptable to an ever-increasing range of ServiceOntario activities, such as its recruitment process.

Information and Communications

The Ministry of Government Services is committed to making government information and communications accessible to people with disabilities. The information we provide and how we communicate it are key to delivering programs and services to the public.

Accessible Websites and Online Information

The ministry is committed to providing accessible information and functionality on its websites to ensure compliance with the *Accessibility for Ontarians with Disabilities Act, 2005*. The ministry recognizes that when websites and Web content are accessible, staff, clients and partners all benefit. This clearly demonstrates and supports our commitment to excellent customer service.

The ministry will continue to ensure that all new website information and applications are accessible, in accordance with the accessibility standards of the IASR through World Wide Web Content Accessibility Guidelines ([WCAG 2.0](#)) and the [GO-ITS #23 Accessibility Standards](#).

- The ministry's accessibility co-ordinator will continue to work with partners to ensure Web accessibility awareness is part of the ministry's ongoing accessibility training initiatives. This will include continuous checks to ensure that the ministry's website database is up-to-date and that compliance-related activities continue.
- The ministry will use tool sets, including the enterprise HiSoftware Compliance Sheriff, to further confirm compliance and demonstrate our commitment to leadership in accessibility.
- The ministry will also create a specific training module dedicated to developing accessible websites and online information. This training material will be shared first with employees who work directly on websites and Web content. It will then be rolled out to the rest of the ministry, given that much of the instruction and guidance applies to communications in general, not just websites and online information.
- As more and more Web accessibility standards come into effect with the [Integrated Accessibility Standards Regulation](#) (IASR), the ministry will continue to strengthen the systemic linkages between Web-based corporate committees, like the Web Co-ordinators' Committee, website owners, people with disabilities who provide valuable advice and insight, the corporate I&IT Accessibility Centre of Excellence and, of course, the ministry's accessibility lead.

Accessible Communications

The IASR has a series of requirements that will come into effect each year over the next few years. The ministry will modify its Accessibility Compliance Kit to keep it current for each set of requirements as they come into effect.

- To make these updates more efficient for the employees and managers of the ministry, the various compliance kits are being merged into one single kit. This provides a single source for employees and managers to refer to when putting in place or maintaining compliance initiatives.

Ontario Photo Card

ServiceOntario now offers the Ontario photo card, which is government-issued identification for eligible Ontarians who do not hold an Ontario driver's licence. The card can be used to help get government, financial or business services.

- ServiceOntario will continue to work with stakeholders like Elections Ontario and other organizations to ensure the card is accepted as proof of identity. The Ontario photo card will be available at all 300 ServiceOntario centres by the end of 2012. As of November 2012, over 70,000 Ontario photo cards had been issued.
- The Ontario photo card has a clipped corner to help Ontarians with visual disabilities identify their government ID and distinguish it from other cards in their wallets. To learn more about the card, please visit [Obtaining an Ontario Photo Card](#).

Online Application Forms

ServiceOntario is committed to being a leader in making its websites and Web-based application forms comply with the AODA. An upgrade to its online application forms will bring ServiceOntario into line with the IASR issued under the AODA. The upgrade will give easier access to ServiceOntario's online electronic forms for birth, death and marriage certificates. Clients will receive better online service through an accessible application that meets the needs of Ontarians.

- The Accessible Parking Permit application and the Online Donor Registration are being updated this year to make them fully compliant with the AODA. ServiceOntario developed a how-to guide to help small businesses make online forms accessible. The guide has been provided to the Accessibility Directorate of Ontario.
- New or significantly refreshed internet and intranet websites and web content on those sites conforms to World Wide Web Content Accessibility Guidelines ([WCAG](#)) 2.0 Level AA, with the exception of live captions and pre-recorded audio descriptions.

Employment

The Ministry of Government Services is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. OPS employees with disabilities know they can participate fully and meaningfully in services and employment.

The IASR also sets out some accessibility standards in employment. The ministry has a long history of including accessibility in employment practices. The IASR gives even more momentum to providing accessibility in all aspects of employment, including:

- job advertising
- recruitment
- orientation
- training
- health and wellness.

Orientation

The ministry is committed to considering accessibility when developing and delivering ministry orientation programs.

- The ministry's accessibility co-ordinator will continue to help develop orientation programs at the ministry and local branch levels. This will include giving advice that is particular to the program delivery of branches and making sure all orientation programs include the latest information on legal obligations related to accessibility.

Health and Wellness

Accessibility is important in all OPS programs and initiatives. The ministry is committed to considering accessibility when developing ministry programs and change initiatives. For example, the ministry will continue to support accessibility in human resources programs to comply with the new IASR and to fulfil its commitment to leadership in accessibility.

- The ministry will use accessible rooms and future accessible accommodations as they are created to serve as inspirational showcases which may benefit other ministries.
- As the specifics of the [Integrated Accessibility Standards Regulation \(IASR\)](#) are determined, the ministry's accessibility co-ordinator will work closely with program areas and accessibility groups to review and revise any human resources policies and procedures that are affected.
- The accessibility co-ordinator will also provide accessibility advice to areas of the ministry that are involved in employee accommodation, ergonomics, health, wellness and safety.

Built Environment

The Ministry of Government Services is committed to greater accessibility in and around the buildings we use.

Integration with Physical Security

The ministry is committed to people's safety and security. It has developed a program to conduct threat risk assessments (TRAs) in all ministry-led buildings and operational locations. This program has been expanded to include accessibility considerations for buildings and locations.

- MGS will ensure that those involved in conducting TRAs have knowledge of the latest accessibility standards as set down in the Integrated Accessibility Standards Regulation.
- As well, the ministry's accessibility co-ordinator will continue to work closely with those who conduct TRAs and those who implement the recommendations resulting from these assessments. They advise on the implementation of practical security improvements, both to ensure they do not inadvertently create barriers to accessibility, and to capitalize on any accessibility opportunities that may be involved while changes are being made.
- The ministry created an Emergency Evacuation Committee. It will ensure that all legislated requirements for accessibility standards in employee evacuation are communicated and supported.

Capital Projects

All new ministry capital projects and construction will meet the design and construction requirements for barrier-free designs in Ontario government facilities.

- The ministry will continue to use the OPS Inclusion Lens as a tool to improve the accessibility assessments of capital proposals. The lens has a prominent component specifically designed to assess accessibility when programs are developed and reviewed.

Procurement

The Ministry will ensure that the procurement process is accessible by reviewing procurement policies and practices and making changes required by new accessibility standards regulations.

In addition, as a corporate agency within the OPS, the Ministry of Government Services will continue to provide all ministries with procurement tools, resources and best-practice advice. These resources will include guidance on how to ensure that accessibility is considered in procurement planning and developing documents.

- The ministry will continue to ensure that accessibility is integrated into current procurement policies and procedures. Accessibility tools and resources are reviewed regularly and updated, as required. These tools and resources have been shared beyond the OPS to a number of broader public sector organizations.

Accessibility Awareness, Education and Training

IASR Training

MGS, along with all ministries of the OPS, will meet and sustain the obligation of the [Integrated Accessibility Standards Regulation](#) (IASR) which requires that all staff be trained and supported in meeting the IASR's compliance requirements.

- The OPS Diversity Office has worked with adult education experts within the ministry to create an e-learning course that will train OPS staff on IASR requirements as they relate to their duties.
- As well, where appropriate, the OPS Diversity Office will provide guidance, information and other support to ministries to develop staff training on IASR requirements that are specific to their ministries, in conjunction with the rollout of the first module of the new e-course.

Accessibility Education and Training

Accessibility Training is provided to inspire and inform individuals on what they can or must do to ensure accessibility is a part of the products, services and operations of their work. New employees receive mandatory legislated accessibility training within 60 days of arriving. As well, we will continue to offer updated accessibility training whenever there are changes to accessibility legislation, policies, training materials or programs.

To prepare for the new accessible employment standards under the IASR, which come into force in 2013, ServiceOntario has incorporated barrier-free hiring practices as key components of best practices in recruitment. ServiceOntario recognizes that this improvement of recruitment practices not only promotes accessibility for people with disabilities, but it also highlights a commitment to an inclusive organizational culture.

- An Inclusion Leadership Training series has been made available for ServiceOntario managers and new managers will be required to take this training. It focuses on the following key accessibility and inclusion themes:
 - addressing issues of incivility and difficult attitudes in the workplace
 - applying the OPS Inclusion Lens in daily work to manage micro-inequities in the workplace
 - managing mental health.

Accessibility@Source

The OPS Diversity Office will continue its Accessibility@Source campaign to ensure accessibility is considered first in all core businesses. Accessibility@Source is an OPS program that is designed to help all OPS employees embed accessibility in all the products and services they deliver.

- Over the next several months, new articles will be released highlighting subjects such as accessible employment, accessible customer service and communication supports. Following the campaign, it will be evaluated for its effectiveness and potential for continued use next year, along with new accessibility subjects.

Accessibility Training

Accessibility training continues to be an integral part of our ministry operations. Updated accessibility training will continue to be offered whenever there are changes to accessibility legislation, policies, training materials or programs.

- We will continue to offer accessibility training in many forms, depending on the content of the training and the intended audience. Here are some examples of how the ministry delivers training:

- communication plans that inform staff of changes in the accessibility mandate
- working groups that inform program areas about accessibility activities by giving updates and asking for reports and status updates on accessibility initiatives
- workshops and events: from the local branch level, such as training sessions, to the whole OPS, such as ShowcaseOntario, which is the largest annual public/private sector technology tradeshow in Canada
- the annual Accessibility Expo, which gives OPS employees many learning opportunities
- articles in Topical, the OPS online newsletter
- training seminars and workshops given by the ministry's accessibility co-ordinator in partnership with program areas;
- online accessibility training modules that are revised whenever there are changes to Ontario's accessibility mandate
- the recent awareness program Accessibility@Source, which is shared across the OPS
- updated Accessibility Compliance Kits, which offer instruction and support for ongoing compliance with accessibility legislation and provide reminders of the principles of accessibility and the accessibility goals of the ministry and the OPS.

Other

Accessibility Leadership

The Ministry of Government Services is committed to more than compliance with accessibility legislation; it is committed to leadership. This is demonstrated through activities that employees start or volunteer for that are related to the identification, removal and prevention of barriers. As well, many employees participate in initiatives and programs designed to sustain a high level of accessibility awareness and knowledge in the ministry.

Promote Accessibility

The ministry will continue to promote accessibility improvements, both within the ministry and throughout the OPS.

- The ministry will continue to develop communications initiatives to inform and direct actions related to the [Integrated Accessibility Standards Regulation](#). The ministry will include updated information about this regulation in its Accessibility Awareness Experience program. This program uses a multidisciplinary approach to keep employees and managers aware of the latest accessibility developments. It inspires them to apply established initiatives to ensure MGS meets accessibility legislation.
- Examples of promotional activities include:
 - speeches at branch and divisional meetings
 - interactive workshops
 - multimedia presentations
 - memos to employees
 - website resource centres for information, tools and guides
 - working groups
 - accessibility integration in other initiatives, such as the Green Office, physical security and emergency preparedness.
- The ministry will also follow the OPS Diversity Office in using Accessibility@Source to strengthen accessibility as a core cultural aspect of the work we do and the services we provide.

Accessible Information

Access for All is an initiative that could allow information and information technology users in the OPS to access online information in ways that correspond with their accessibility needs and preferences. This initiative was developed by the Ontario College of Art and Design University (OCADU)

- The OPS Diversity Office will continue to follow up with OCADU to identify opportunities for further collaboration on this initiative.

Accessibility Expo

Each year, the ministry organizes the OPS Accessibility Expo. The Expo is an opportunity to learn about best practices in accessibility, the latest technology to help persons with disabilities, and new ways to build an accessible OPS for employees and other Ontarians.

- As with all ministries, our ministry will continue to embed the OPS commitment to accessibility in all aspects of its activity. The OPS Diversity Office will provide more tools and resources in 2013 to help deliver local accessibility awareness-raising events sponsored by ministries.
- In the future, the OPS Accessibility Expo format will be adapted to the growing opportunities provided by technology. It will be more condensed and portable, relying on video presentations, slide shows, audio interviews and recorded panel discussions.
- All of this will be packaged in a way that will make it simple and cost-effective enough to circulate to all OPS. As well, it will make the alternate format adaptations more consistent and uniform.

Multi-Year Accessibility Plan

The ministry is committed to accessibility in developing programs and delivering services. As such, it will maintain a Multi-Year Accessibility Plan to inspire and support ministries with their accessibility developments.

- A progress report on the Plan will be published in 2013.

Section Three: Review of Acts, Regulations and Policies

To support its commitment to improving accessibility for persons with disabilities, the Ministry of Government Services will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2011-12

The ministry is committed to fulfilling legislative requirement to address the identification, removal and prevention of barriers to persons with disabilities. In April 2011, the ministry participated in training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers.

Acts, Regulations and Policies Reviewed in 2012-13

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

- The ministry will continue to review all legislation that is introduced, drafted or relevant to the ministry for accessibility and inclusion. It will use the OPS Inclusion Lens and will ensure these reviews are updated to include Integrated Accessibility Standards Regulation requirements. A schedule of legislative and regulation reviews will be completed in 2013.
- Further, the OPS Diversity Office and the Ministry of the Attorney General have developed a co-ordinated approach for further review of government legislation for accessibility barriers. In this next phase, high-impact statutes that meet the following criteria will be reviewed by 2014:
 - statutes that affect persons with disabilities directly
 - statutes that provide for the delivery of widely applicable services or programs
 - statutes that provide benefits or protections
 - statutes that affect a democratic or civic right or duty.

The government has decided to review these statutes because of anticipated changes in these areas that will have the highest impact on Ontarians with

accessibility needs. The ministry will continue to report on this review in its annual accessibility plan.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the OPS launched the OPS Inclusion Lens, an analytical tool that helps staff incorporate elements of inclusion into their work by better understanding diversity and accessibility. The lens can be used when starting a project or reviewing legislation, policies, programs, guidelines and procedures. It can help identify, remove and prevent barriers to accessibility and other dimensions of diversity.

In the future:

- The ministry will continue to use, and encourage all staff to use, the OPS Inclusion Lens to review all acts, regulations, policies, programs, practices and services.
- In 2013 and beyond, senior managers and direct reports will encourage all staff to include the OPS Inclusion Lens e-course in their yearly learning plans, available through the Centre for Leadership and Learning. The ministry aims to have 100 per cent take the OPS Inclusion Lens training by December 31, 2013.
- In 2013 and beyond, senior managers will encourage all staff to use the OPS Inclusion Lens in their performance development and learning plans.
- The ministry will commit our diversity and accessibility committee to taking OPS Inclusion Lens train-the-trainer sessions so that they are equipped with the knowledge and tools needed to successfully present Intro to the Inclusion Lens and Using the OPS Inclusion Lens within the ministry.

Glossary of Terms/Acronyms

AAE – Accessibility and Awareness Experience

AODA – *Accessibility for Ontarians with Disabilities Act, 2005*

DEEP – Designing Enabling Economies and Policies

GO-ITS #23 – Government of Ontario – Information Technology Standards # 23

IASR – Integrated Accessibility Standards Regulation

IMS – Instant Messaging System

LCBO – Liquor Control Board of Ontario

MYAP – Multi-Year Accessibility Plan

MGS - Ministry of Government Services

OCADU – Ontario College of Art and Design University

OPS – Ontario Public Service

OPSDA – Ontario Public Service Diversity Office

ODA – Ontarians with Disabilities Act, 2001

OSS – Ontario Shared Services

TRA – Thread Risk Assessment

TTY –Teletypewriter (communication device for the Deaf)

WCAG - Web Content Accessibility Guidelines

For More Information

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

General inquiry number: 416-326-8555

TTY number: 416-325-3408

Toll-free number: 1-800-889-9768

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

Ministry website address: [Government Services](#)

Visit the Ministry of Community and Social Services Accessibility Ontario Web portal at: [AccessOn](#). This site promotes accessibility and provides information and resources on how to make Ontario barrier-free.

Other formats of this document are available free from:

ServiceOntario Publications
777 Bay Street, Suite M212, Market Level
Toronto ON M5G 2C8
Tel.: 416-326-5330 or (toll-free) 1-800-668-9938
TTY Service: 1-800-268-7095
Website: [ServiceOntario Publications](#)

Queen's Printer for Ontario

ISSN# 1715-4790

Ce document est disponible en français.