

MINISTRY OF HEALTH PROMOTION

*2009-2010
ODA Accessibility Plan*



ISSN # 1911-3617

Table of Contents

Introduction.....	1
Report on Status of Customer Service Requirements.....	2
Report on Other Accessibility Commitments.....	5
For More Information.....	12

Introduction

The Accessibility for Ontarians with Disabilities Act, 2005 sets out the roadmap to make Ontario accessible by 2025. Under this act, accessibility standards are being developed and implemented to break down barriers in key areas of everyday life.

These standards will increase accessibility for people with disabilities in the areas of customer service, information and communications, employment, transportation and the built environment.

The Government of Ontario is preparing to lead the way towards an accessible province, beginning in January 2010 when the first standard — for customer service — comes into force.

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the Ontarians with Disabilities Act, 2001 (ODA).

Building on last year's plan, the 2009 -10 accessibility plans will continue moving the Ministry of Health Promotion towards the goal of an accessible province for all Ontarians.

The Ministry of Health Promotion continues to place a priority on identifying, removing and preventing barriers for people through its policies, programs, practices and services. We continue to work across the ministry, government and with our stakeholders to better meet the needs of people with disabilities, whether they be members of the public, stakeholders or our employees.

An executive summary of all Government of Ontario Ministry Accessibility Plans is available at: www.mcsc.gov.on.ca/mcsc/xxxxxxxxx.

Report on Status of Customer Service Requirements

The Accessibility Standards for Customer Service (Ontario Regulation 429/07) came into force on January 1, 2008. **All OPS ministries must comply with the Regulation by January 1, 2010.**

To begin to transition OPS ministries to this regulation, this section has been added to the ODA Planning Template to highlight customer service initiatives.

To support ministries' transition, the OPS Diversity Office has developed the [OPS Accessible Customer Service Policy and OPS Accessibility Guideline](#). This corporate policy and guideline is to be adopted by each ministry as it addresses the requirements of the regulation. It is expected that this policy will be embedded into ministry-specific practices, policies and procedures to ensure that accessibility becomes part of regular business practices, including interactions with members of the public.

In order for the OPS to meet the requirements of the customer service regulation by January 1, 2010, ministries must submit their compliance report to the Diversity Office by December 10, 2009.

As part of the ODA planning process, ministries should continue to embed accessibility in all areas of planning, such as Result-based Planning, emergency planning, contingency planning, etc.

Customer Service Focus Area:

Establish policies, practices, and procedures on providing goods and services to people with disabilities

Commitment #1:

The Ministry of Health Promotion will establish a Customer Service Policy, in accordance with the requirements of the new AODA Customer Service Standards and associated practices and procedures.

Planned Action(s):

- The Ministry's Customer Service Policy will support accessibility for person's with disabilities; support standards and practices to communicate to a person with a disability, including providing alternate formats; support mechanisms for compliance, reporting and feedback; support all other requirements contained in the Customer Service Standard.

Implementation Timeframe:

- January 1, 2010

Results Achieved:

To be reported in the Ministry's final Customer Service Standard compliance report.

Customer Service Focus Area:

Communicate with a person with a disability in a manner that takes into account his/her disability

Commitment #2:

The Ministry of Health Promotion will ensure that ministry organized meetings and events at public venues provide accessibility for people with disabilities. As well, any requests concerning accessibility for people with disabilities at venues hosting public-health-related meetings and events will be dealt with in a timely and cost-effective manner.

Planned Action(s):

- Information and resources will be posted on the ministry intranet that explains how to plan accessible meetings/events.

Implementation Timeframe:

- Completed October 2009

Results Achieved:

- MHP posted information and resources on its intranet site, the Pulse, that explains how to plan accessible meetings. This information will be especially valuable for staff working on the 2015 bid for the Pan Am Games.

Customer Service Focus Area:

Communicate with a person with a disability in a manner that takes into account his/her disability.

Commitment #3: Ongoing

Where possible MHP staff will ask the person directly how to best communicate with them.

Planned Action(s):

- MHP has committed to having 100% of staff trained on May I Help You? Parts 1 & 2 by the January 1, 2010 compliance date.

Implementation Timeframe:

- Ongoing

Results Achieved:

- In three months MHP increased the percentage of staff that have taken the May I Help You? Parts 1 & 2 from 12.5% to 36%. The final percentage of staff trained will be reported in MHP's final Customer Service Standard compliance report.

Report on Other Accessibility Commitments

Accessibility improvement initiatives to identify, remove or prevent barriers in preparation for AODA standards currently under development.

In the near future, the OPS will be obligated to comply with four new standards in the areas of transportation, information and communication, employment and the built environment. This section focuses on readiness and preparation for these new standards currently under development. Therefore, initiatives described below identify, remove and prevent barriers identified by these four areas.

A “barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. Examples of methodologies to identify barriers include a policy or program review, surveys or customer feedback mechanisms, etc.

Status of Other Accessibility Commitments

2008/2009 Achievements & 2009/2010 Commitments

Commitment: Ongoing

The ministry will develop a process for receiving and responding to TTY inquiries.

Accessibility Focus Area:

- Information & Communication

Impact Implications:

- Service

Planned Action(s) in 08-09:

- The Ministry will provide training to appropriate staff on the use of the TTY and develop a mechanism to ensure all required staff are trained.

Implementation Timeframe:

- Completed October 2009

Results Achieved:

- MHP developed a guide to effective TTY & relay service. The guide provides background information on TTY & relay service and why they are important; information on ensuring effective TTY delivery; and tips & best practices for operating the TTY. Required staff have reviewed the guide and have developed a facility with the TTY equipment. The guide will ensure that all staff that cover the reception area are able to respond to all TTY inquiries.

Commitment: Ongoing

Accessibility planning will be incorporated into the Ministry of Health Promotion's operational and results based plans (RbP).

Accessibility Focus Area:

- Other

Impact Implications:

- Program Delivery

Planned Action(s):

- The 2010/2011 RbP process will include Accessibility Planning

Results Achieved:

- The 2009/2010 RbP process included Accessibility planning.
- Operational plans continue to reflect the ministry's commitment to continuously improving the accessibility of programs and services to people with disabilities.

Commitment: Ongoing

The Ministry of Health Promotion will continue to ensure AODA compliance of all website properties.

Accessibility Focus Area:

- Information & Communications

Impact Implications:

- Service

Planned Action(s):

- Ensure website postings and new consolidated website are accessible in accordance with the World Wide Web Consortium's website accessibility standards.
- Large text (which is a level two requirement) will be implemented on current websites and on the new consolidated website

Implementation Time Frame:

- Large text on current sites will be completed by the end of November 2009; and on consolidated website by March 31, 2010.

Results Achieved:

- In 2009/2010, we are consolidating our ministry websites (Active 2010, EatRight Ontario, HealthyOntario, Stupid.ca, NotGonnaKillYou, Smoke-Free Ontario, Pause to Play and the corporate site) in alignment with the modernization of communications agenda. The new consolidated website will employ Cabinet Office's Ontario Design Program (ODP) look and feel, which will address all accessibility requirements.
- Completion of consolidated website planned for March 31, 2010.

Commitment: Ongoing

The Ministry of Health Promotion will continue to review policies and programs to ensure that they give due consideration to accessibility needs in the area of program access and customer service.

Accessibility Focus Area:

- Other

Impact Implications:

- Program Delivery

Planned Action(s):

MHP will continue to embed an ongoing culture of incorporating accessibility needs into program development.

Results Achieved:

- MHP provided feedback on the draft Diversity & Accessibility Lens developed by the Diversity Office by completing a mock review of the Ontario Injury Prevention Strategy
- MHP's Sport and Recreation Branch works with and funds ParaSport organizations and our Quest for Gold program includes athletes of all abilities
- On October 09, 2009, the ministry launched Ontario's After-School Initiative which takes an integrated approach to address multiple risk factors affecting the health and well-being of children and youth. The Ontario After-School Initiative is aligned with, complements and builds on other existing government initiatives and services, including considerations to the Accessibility for Ontarians with Disabilities Act.
- Each 2009/10 funded after-school delivery site will be required to meet specific minimum standards. For example, after-school programs should be open to any student in the community and therefore delivery organizations must ensure that facilities accommodate the accessibility requirements for registered participants with physical disabilities and/or special needs.
- The MHP After-School website will be updated to include information on standards and guidelines related to the delivery of an after-school program including accessibility.

Commitment: Ongoing

1. The Ministry of Health Promotion will continue to make continuous improvements to the accessibility of its offices by modifying workstations to ensure accessibility.
2. The Ministry of Health Promotion will continue to identify barriers to the built environment.

Accessibility Focus Area:

- Built Environment

Impact Implications:

- Service

Planned Action(s):

- New work stations and sitting arrangements will be constructed in accordance with accessibility standards.
- When constructing new office space accessibility barriers will be minimized wherever possible.

Implementation Timeframe:

- Ongoing

Results Achieved:

- In October 2008 when looking for a space to lease for the Pan Am Games Secretariat the mandatory accessibility standards were taken into consideration in all potential properties considered.
- In June 2009 the office spaces at 777 Bay were reconfigured to connect office spaces and remove unnecessary barriers (doors) between them.

Commitment: Ongoing

The Ministry of Health Promotion will consider accessibility and seek to prevent barriers when drafting new acts and regulations.

Accessibility Focus Area:

- Other

Impact Implications:

- Legislative Acts & Regulations

Planned Action(s):

- The Ministry of Health Promotion will seek advice from Legal counsel when drafting new acts and regulations.

Implementation Timeframe:

- Ongoing

Results Achieved:

- Legal counsel and ministry staff reviewed acts and regulations on a case-by-case basis, as they were developed or revised, to identify and address accessibility issues. No accessibility issues were identified in ministry legislation during 2008-09.

For More Information

Should you have any questions or comments about the ministry's accessibility plan, please contact:

MHP's General Inquiry Line

416-326-8475

TTY number: 416-212-5723

Toll - Free TTY number: 1-866-263-1410

www.mhp.gov.on.ca

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

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

ServiceOntario Publications

777 Bay Street, Suite M212, Market Level

Toronto ON M5G 2C8

Tel: (416) 326-5300 or toll-free: 1-800-668-9938

TTY Service: 1-800-268-7095

Fax: 613-545-4223

Website: <http://www.serviceontario.ca/publications>

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

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

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

ServiceOntario Publications

Phone: 1-800-668-9938

TTY: 1-800-268-7095

© Queen's Printer for Ontario

ISSN 1911-3617

Ce document est disponible en français.