

MINISTRY OF HEALTH PROMOTION AND SPORT

2010-2011
Ontarians with Disabilities Act (ODA)
Accessibility Plan



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Introduction

The *Accessibility for Ontarians with Disabilities Act* (AODA), 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, in 2010 the government of Ontario was the first public service organization to report compliance with the first standard — *Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07)*.

As we await for the additional standards under AODA, we are guided by the Ontario Human Rights Code and obligations set out in the *Ontarians with Disabilities Act, 2001* (ODA).

Each year, the government sets the course to prevent, identify and remove barriers through annual accessibility plans required under the ODA.

Building on last year's plan, the 2010-2011 accessibility plan will continue moving the Ministry of Health Promotion and Sport towards the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans please visit: Ontario.ca.

Report on Accessibility Achievements

2009-2010

The Ontario Public Service (OPS) is working to achieve an accessible and barrier-free province by 2025. This section highlights specific ministry accomplishments from 2009-10 that have helped to achieve an accessible and barrier-free province by 2025.

Focus Area: Customer Service

Achievements:

- The Ministry of Health Promotion and Sport developed/implemented the Ministry Customer Service Policy for serving persons with disabilities in December 2009. Outreach sessions were conducted at branch meetings in January and February 2010 and were delivered in accordance with the 'OPS Accessible Customer Service Policy and OPS Accessibility Guideline: A Train the Trainer Approach for Ministries' document.
- In 2009, MHPS made great strides towards increasing diversity awareness among staff. With the help of senior management and, the successful implementation of a comprehensive communications plan to support the launch of the *May I Help You?* accessibility awareness training program, we achieved a 100% training completion rate. This is up from 13% when the ministry started its accessibility program.
- The *May I Help You?* training program has become a mandatory training module for all new MHPS staff. 85% of MHPS staff have completed *May I Help You? Part 1* training and 80% of MHPS staff have completed *May I Help You? Supplementary* training.
- Accessibility was considered in the selection of venues for Ministry events, including the Ministry Town Hall and the all staff day.

Focus Area: Employment

Achievements:

- All candidates invited for an interview were asked to identify accommodation requirements to ensure their ability to fully participate in the selection process.

Focus Area: Built Environment

Achievements:

- In August 2010, the Ministry of Health Promotion and Sport started renovations for the consolidation of its office into one location. Renovations were completed on three floors, modifying the existing workstations and offices. Floor plans were developed in accordance with accessibility building standards. Other accessibility features include: automatic door openers to access all floors and an accessible kitchen on the 7th floor.
- The Sport Recreation and Community Programs Branch provided five ergonomic assessments for staff in 09-10. Ergonomic assessments for the rest of Ministry staff will be completed by Q4 2010-11 and any accommodations will be provided.

Focus Area: Information & Communications

Achievements:

- The Ministry websites adheres to the World Wide Web Consortium's web content accessibility guidelines in order to be more accessible to persons with disabilities. The website is also in accordance with the current Government of Ontario public web standard GOITS 23.1, which follows Web Content Accessibility Guidelines (WCAG) 1.0 Priorities 1 and 2.
- Ministry website consolidation was completed March 31, 2010, which created an integrated, user-centric and modern web presence, is compliant with OPS Standards, the Government's Online Design Program and Web Modernization initiatives. Six of seven website properties in addition to SafeOntario.org were consolidated onto the corporate website with applied Cabinet Office design templates.

Accessibility Focus Area: Other

Achievements:

- The 2010-11 RbP process included Accessibility planning.
- Operational plans reflect the ministry's commitment to continuously improving the accessibility of programs and services to people with disabilities .
- The Ministry of Health Promotion and Sport's After-School website was updated in October, to include information via a live link to an Ontario government resource, on [how to welcome people with disabilities](#).
- 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 2009-10.
- The Ministry Consulting Services Business Case template includes an accessibility section. To respond to the procurement requirements of accessibility legislation, the following three key questions are asked when preparing a business case to procure services:
 1. What is the nature and impact of the barriers that people with disabilities might face in trying to access the goods or utilize the services?
 2. Will the goods or services being acquired be used by employees with disabilities or members of the public with disabilities?
 3. If accessible goods and services are required, what are the accessibility requirements and how can they be incorporated into the procurement process?

Report on Accessible Customer Service Requirements

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

The OPS was the first public organization to file their compliance report with the Accessibility Directorate of Ontario in January 2010. In order to sustain compliance with the *Accessibility Standards for Customer Service Regulation*, it is vital that ministries continue to look for opportunities through their accessibility planning process, to continue to embed accessibility in all areas of planning, programs and policies.

Focus Area: Customer Service

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

Commitment: Ongoing

The Ministry of Health Promotion and Sport will ensure that ministry organized meetings and events at public venues are accessible for persons with disabilities. As well, any requests concerning accessibility for persons with disabilities will be addressed and accommodated in a timely and cost-effective manner.

Planned Action(s):

- Additional information and resources will be posted on the ministry Intranet site that explains how to plan accessible meetings/events.

Implementation Timeframe:

- October 2010 to September 2011

Focus Area: Customer Service

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

Commitment: Ongoing

Where possible, Ministry of Health Promotion and Sport staff will ask the person directly how to best communicate with them.

Planned Action(s):

- MHPS will maintain 80% training rate for May I Help You? Parts 1 & 2. MHPS' Accessibility Lead will monitor reports annually to ensure the training rates are maintained.

Implementation Timeframe:

- October 2010 to September 2011

Focus Area: Customer Service

Establish a process for people to provide feedback on how you provide goods or services to people with disabilities and how you will respond to any feedback and take action on any complaints. Make the information about your feedback process readily available to the public.

Commitment: Ongoing

- Continue to review and ensure that feedback on accessibility related issues informs continuous improvement to the way the Ministry delivers goods and services to the public.

Planned Action(s):

- All feedback provided in person, in writing and by any other means will be analysed.
- Analyse feedback collected to identify trends.
- Review feedback process to identify areas of improvement and involve persons with disabilities to help identify any barriers that may exist in the process.

Implementation Timeframe:

- September 2010 – October 2011

Information and Communication

Commitments

Information and the methods of communication are key to delivering many government programs and services to the public. It is essential that we provide the same quality and service to everyone in the province.

In anticipation of the pending standards guiding Information and Communications, the government of Ontario is continuously looking for opportunities to prevent and remove barriers to person with disabilities when creating, procuring, conveying, receiving or distributing information and communications to the public.

Focus Area: Information and Communication

Commitment: Ongoing

Require staff to incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to everyone.

Planned Action(s):

- Promote and encourage staff to use the training videos prepared by the Diversity Office by adding a link to the AccessOPS website into the Ministry Employee Orientation Guide. The training will include creating accessible documents (i.e. Microsoft word and PDF) and how to create Braille ready documents.
- Provide information to all staff regarding best practices when sending documents and emails to ensure a greater level of accessibility.

Implementation Timeframe:

- October 2010 – May 2011

Focus Area: Information and Communication

Commitment: Ongoing

Ensure up to date and accurate resources are available to staff through the Ministry intranet site.

Planned Action(s):

- Refresh the accessibility section on the Ministry intranet.

Implementation Timeframe:

- October 2010 – March 2011

Focus Area: Information and Communication**Commitment: Ongoing**

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

Planned Action(s):

- Continue to ensure website content and new consolidated websites are accessible in accordance with the World Wide Web Consortium's web content accessibility guidelines.

Implementation Time Frame:

- Ongoing

Other Accessibility Commitments

Accessibility Improvement Initiatives to Identify, Remove or Prevent Barriers in preparation for AODA standards currently under development.

In anticipation of the upcoming standards the Government of Ontario has planned several corporate initiatives in the following areas: Transportation, Employment, Built Environment and others. The goal of these focus areas is to make it easier for people with disabilities to travel in Ontario, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. Many of the corporate initiatives identified for 2010-2011 aim to support ministries in their journey towards compliance with the upcoming standards.

To review a list of corporate initiatives please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Focus Area: Built Environment

Commitment: Ongoing

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

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:

- September 2010 – October 2011

Focus Area: Employment**Commitment: Ongoing**

The Ministry will continue to ensure there are no potential barriers in employment policies, processes, practices or tools for people with disabilities.

Planned Action(s):

- As a part of the hiring process the Ministry will alert the public that accommodations are available on request and provide accommodations to all applicants during the entire hiring process.
- Job ads will be reviewed to ensure there are no arbitrary barriers.
- Job ads will be shared with employment networks that assist persons with disabilities in their job search.
- Incorporate a link to the e-learning course “Maximizing the Contributions of Employees with Disabilities” available through CFLL, into the Ministry Manager Orientation Guide.

Implementation Timeframe: September 2010 – October 2011

Focus Area: Other**Commitment: Ongoing**

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

Planned Action(s):

- The 2011-12 RbP process will include Accessibility Planning

Implementation Timeframe:

- September 2010 – October 2011

Focus Area: Other**Commitment: Ongoing**

The Ministry of Health Promotion and Sport 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.

Planned Action(s):

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

Implementation Timeframe:

- September 2010 – October 2011

Focus Area: Other**Commitment: Ongoing**

Continue to leverage accessibility through ministry procurement processes to increase opportunities to embed accessibility.

Planned Action(s):

- Accessibility requirements will be embedded into ministry RFPs and all new contracts.
- Staff will be encouraged to use the Inclusion Lens when developing ministry RFPs.

Implementation Timeframe:

- June 2009 – March 2011

Act(s), Regulation(s), Policy(s) being reviewed to prevent Barriers to Persons with Disabilities

In support of the commitment to remove and prevent barriers for persons with disabilities, the Government of Ontario will continue to review all new legislation, and policies under development to identify and remove barriers.

Focus Area: Other**Commitment: Ongoing**

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

Planned Action(s):

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

Implementation Timeframe:

- September 2010 to October 2011

Focus Area: Other**Commitment: New & Ongoing**

The Ministry will ensure the [*Inclusion Lens*](#) developed by the OPS Diversity Office is utilized when reviewing and developing new policies, programs and regulations.

Planned Action(s):

- Encourage staff to take the e-learning course on the Inclusion Lens available through the Centre for Leadership and Learning (CFL).

Implementation Timeframe:

- September 2010 to October 2011

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

MHPS – Ministry of Health Promotion and Sport

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

For More Information

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

MHPS' 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.mcass.gov.on.ca/accessibility/index.html. The site promotes accessibility and provides information and resources on how to make Ontario a barrier-free province.

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

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

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

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