

MINISTRY OF CONSUMER SERVICES

[HOME](#) | [ABOUT THE MINISTRY](#) | [ADMINISTRATIVE AUTHORITIES](#) | [NEWSROOM](#) | [CONTACT US](#)

Ministry of Consumer Services >

About the Ministry

Consumer Protection Legislation

The Honorable Margaret Best, Minister of Consumer Services

Deputy Minister Giles Gherson

Parliamentary Assistant Amrit Mangat

Ontario Public Service Careers

Results-based Plan Briefing Book

Service Commitment

Ministry Accessibility Information

Contact Us

Administrative Authorities

Newsroom

Here to Help ✓

What are My Rights?

How Do I Make a Complaint?

Can I Cancel a Contract?

Video Tips

Search Consumer Beware List

Information Brochures

Useful Links

Popular Topics >

All Topics Index >

Business and Not-for-Profit >

Explore Government >

Contacts >



2011-2012 ODA Accessibility Plan

- [Introduction](#)
- [Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11](#)
- [Section Two: Measures Planned for 2011-12 and Beyond](#)
- [Section Three: Review of Acts, Regulations and Policies](#)
- [Glossary of Terms/Acronyms](#)
- [For More Information](#)

Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its 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 become barrier-free by 2025. It includes accessibility standards in:

- Customer service
- Information and Communications
- Employment
- Built Environment
- Transportation

This year the accessibility plans will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the AODA. The IASR requires the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual accessibility plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-12 accessibility plan will continue moving the Ministry of Consumer Services toward the goal of an accessible province for all Ontarians.

To view other ministries' Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

The Government of Ontario is working to achieve an accessible province by 2025.

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication, transportation, the built environment and procurement.

This document includes a summary of the initiatives The Ministry of Consumer Services implemented in 2010-11.

Customer Service

In 2010-11 ...

1. The Ministry continued to establish policies, practices and procedures on providing goods or services to people with disabilities. The policies:

- Allowed persons with disabilities to use their own and ministry assistive devices to access ministry goods and services;
- Allowed persons with disabilities to be accompanied by their guide dog or service animal at the locations the Ministry owns and operates; and
- Allowed support persons to accompany persons with disabilities when they access ministry goods and services.
- The Ministry continued to adopt the OPS Accessible Customer Service Policy. This policy addresses the use of assistive devices, service animals and support persons.
- In addition, the Ministry continued to develop program specific accessible customer service practices and procedures, where required, to address ministry-specific application of standards outlined in the corporate-wide policy. The policies, practices and procedures addressed the provision of public ministry materials in accessible formats, internal/external feedback mechanisms, access for service animals and access for support persons, service disruption notification processes, and framework for compliance monitoring and reporting, including performance measures and timelines and annual internal audit for ongoing improvements. This initiative is coordinated in connection with the rollout of the OPS Service Directive initiative, including communication and training.
- The Ministry continued to ensure customer service policies were consistent with the principles of dignity, independence, integration and equality of opportunity.
- The Ministry continued to review and update existing customer service policies in a manner that encourages interpretation consistent with the OPS Accessible Customer Service Policy.
- The Ministry continued to consider accessibility when drafting new customer service policies.
- The Ministry ensured that the Inclusion Lens developed by the OPS Diversity Office was utilized when reviewing and developing new policies, programs and regulations.

2. The Ministry continued to ensure that new staff understood and received information pertaining to the following:

- Communicating with persons with disabilities in a manner that takes into account his or her disability;
- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard;
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- What to do if a person with a disability is having difficulty in accessing The Ministry's goods and services; and
- OPS policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

3. The Ministry continued to raise awareness through our Lunch and Learn series, our staff intranet site, general awareness training sessions, Train-the-Trainer session and TTY training for staff.

- New staff were also advised of the ministry's training requirements and encouraged by managers to complete a review of the materials and the e-learning courses within the first 30 days of employment.
- Training sessions on assistive devices took place in May and July 2010.

4. The Ministry developed strategies for providing information in an accessible format to ensure compliance under the Customer Service Standard.

- The Ministry continued to provide documents in alternative formats upon request.
- The Ministry reviewed how they would encourage staff on how to make documents accessible.
- The Ministry posted documents identified by the Customer Service Regulation in alternative formats on its internet site.
- The Ministry continued to update accessibility information, resources and tools to increase awareness and knowledge of how to accommodate visitors/clients/staff with disabilities to the intranet and internet.

- Each program area continued to review its programs and services on an ongoing basis to ensure they were accessible to clients and the public.

5. The Ministry continued to alert third-party service providers and Delegated Administrative Authorities (DAAs) of the new accessibility standards for customer service.

- The Ministry continued to work with third parties and DAAs to ensure that the targets and timetables meet compliance for the new customer service standard and the performance of third-party compliance will also be monitored.
- Letters were sent August 2011 to all DAAs alerting them of:
 - Their obligations under the Accessibility Standards for Customer Service regulation; and,
 - Their new obligations under the Integrated Accessibility Standards regulation.
- Letters will also outline compliance assistance tools and resources available.
- Accessibility compliance was incorporated into new agreements and later versions of existing agreements with third-party service providers and Delegated Administrative Authorities (DAA).

6. The Ministry continued to provide notice when facilities or services that people with disabilities relied upon when access or use of ministry goods and services were temporarily disrupted.

- Corporate-wide procedures were developed for providing service disruption notifications to persons with disabilities who rely on those services to access ministry goods and services. The Ministry adopted these corporate-wide procedures.

7. The Ministry gave people with disabilities the opportunity to provide feedback on the accessibility of its goods and services as well as make information about the feedback process readily available to the public.

- No feedback on accessibility was received by the Communications Branch via the online reply form, *infomcs* email or mailed correspondence in 2010-11. The availability of providing feedback via TTY, e-mail, on-line reply form and in-person was publicized on the websites.

8. Ministry events were accessible to people with disabilities.

- The Ministry continued to communicate the importance of planning accessible events to staff. They ensured staff were given the knowledge and tools for organizing accessible events.
- The Ministry continued to provide staff in attendance with a feedback card that included a question on accessibility.

9. The Ministry continued to incorporate accessibility into ministry procurement practices.

- Procurement training was not provided between 2010 – 2011 however, information on accessible procurement practices was posted to the intranet as it became available.

Information and Communications

1. The Ministry continued to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, Emergency Planning. Planning took the varied needs of people with disabilities into account at all levels of planning and response activities.

- Planning leads continued to encourage and embed accessibility into their planning process. The OPS Inclusion Lens (which considers accessibility) was shared with staff and incorporated into ministry planning processes. Incorporate recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs into updates of The Ministry's Continuity of Operations Plan.
- The Emergency Management and Security Unit held a half day business continuity training session for all branch leads. During this training session, The Ministry Emergency Management Coordinator discussed the importance of ensuring business continuity plans accounted for the varied needs of people with disabilities/special needs and resources such as the "Emergency Preparedness Guide for People with Disabilities/Special Needs" and the "Emergency Planning Checklist" were handed out as resources.

- The Ministry posted on its intranet site the emergency evacuation form for employees who require assistance during an emergency. This form allowed employees with a disability /special needs to self-disclose with the facilities management unit so in the event of a real emergency, the proper authorities would be notified and assistance would be provided to the employee.
2. The Ministry continued to embed accessibility into its internet and intranet websites.
- The Ministry's internet and intranet sites were maintained in compliance with the Government of Ontario's Web Accessibility Standards.
3. The Ministry continued to communicate accessibility planning to staff.
- The Accessibility Plan continued to remain on the ministry internet and intranet sites.
 - Communication was provided on the ministry internet and intranet sites regarding the Accessibility Plan and the Ministry's commitments within the plan. Communications included contacts on who can answer questions about the plan and its commitments.

Employment

1. The Ministry continued to explore opportunities to hire employees with a diverse range of abilities.
2. The Ministry worked to accommodate employees with a diverse range of accessibility needs through the following initiatives.
- Promoted staff awareness of the Employment Accommodation and Return to Work operating policy and assess opportunities to remove/prevent barriers as they are identified.
 - Continued its best practices of providing workplace ergonomic assessments to all staff upon request. The Ministry took appropriate action based on all assessments made.
 - Continued to prevent, identify and remove barriers in the hiring process.
3. Worked with the Strategic Human Resources Business Unit (SHRBU) team, OPS Recruitment Centres and OPS Executive Services to ensure accessibility requirements were provided for the hiring process which included the following:
- Providing applicants the opportunity to identify accessibility needs during the recruitment process.
 - Accommodating people in all employment activities, including the recruitment process, based on the Ontario Human Rights Code (e.g. disability, religion, etc.).
 - Accommodating employees in a timely matter and management worked with employees to identify and remove any barriers that would keep an employee, or prospective employee, from participating equally in all aspects of employment.
 - During the recruitment process, people with disabilities continued to be provided with: alternate formats for written materials, physical adjustments (chairs, workstations, keyboards, etc.) and technical aids/assistive devices.
 - In recognition of the changes arising from the new human resource service delivery model, and in anticipation of the launch of the OPS Orientation program, the Ministry suspended its corporate orientation program.
 - Hiring Managers were expected to continue offering a divisional orientation though, and leverage the New Employee Orientation Checklist to ensure new employees were made aware of the training and information available to them on accessibility, diversity and service excellence.
4. The Ministry continued to embed the values of diversity/inclusion to all staff through the following Diversity initiatives:
- Ensured that senior leadership in the ministry embraced inclusion and accessibility as part of core business.
 - Ensured all Senior Management 3 (SMG3) level managers had diversity and inclusion performance commitments embedded in their performance management plans.
 - Executive sponsorship of an OPS Employee Network.
 - Added a new link to the Ministry's Diversity Micro Site profiling OPS Employee Networks.
 - Implemented and published a comprehensive diversity and accessibility plan responsive to ministry needs.
 - Regularly reviewed and updated the Ministry's Diversity Plan, in order to address evolving Ministry needs.

- Embedded diversity/inclusion in all aspects of ministry business, e.g. policies, programs, service delivery.
- Included information on planning accessible events and meetings on the Diversity Micro Site.
- Raised awareness about the application of the new Inclusion Lens by ensuring key ministry staff has completed in the e-learning.
- Ensured all internal and external communications were accessible and inclusive i.e. accessible formats.
- Translated the Smart Consumer Calendar into multiple languages and considered new, more diverse channels of distribution.
- Developed and launched a Diversity Tool Kit to help staff mainstream and integrate the values of diversity and inclusion.
- Developed and launched a diversity and inclusion “road show” to fully engage all staff in achieving the Ministry’s diversity and inclusion vision.
- Developed and launched a diversity and inclusion “road show” to fully engage all staff in achieving the Ministry’s diversity and inclusion vision.
- Included information on accessible information and communication on the Diversity Micro Site.
- Embedded diversity, inclusion and accessibility into ministry reward and recognition programs.
- Developed a new category for the ministry awards program that honours initiatives/staff who lead diversity/inclusion in the ministry.
- Advanced/Promoted education of diversity and inclusion among staff and publicly championed inclusion and accessibility by modelling inclusive, respectful behaviour.
- Regularly reviewed and refreshed the content on the Ministry’s Diversity Micro Site in order to continue engaging staff on issues of diversity and inclusion and effect the behavioural and cultural transformation necessary to support the Ministry’s vision
- Ensured the ongoing implementation of a ministry diversity reciprocal mentoring program.
- Launched the 2010/11 Multi-Ministry Diversity Mentoring Program in November 2010, including: provision of orientation training, mid-point check-in session, ongoing coaching, etc.
- Required all managers to incorporate “people practices” commitment in their plans (these addressed three critical strategic areas that worked toward achieving organizational excellence in employee engagement, talent management and diversity).
- Ensured OPS compliance with the AODA accessibility standards through accessibility compliance reports, i.e. customer service and proposed Integrated Accessibility Regulation.
- Continued to ensure the Ministry is meeting its legislative, regulatory and policy requirements and report on the same, as required, to MGS.
- Continued to ensure the Ministry’s website is compliant with AODA and / or OPS standards for accessibility.
- Assessed employee survey results for opportunities to focus initiatives.
- Partnered with HR to carefully assess the survey results to see where there may have been opportunities to refocus employee engagement initiatives that would help demonstrate the Ministry’s ongoing commitment to diversity and inclusion.
- Ensured key concepts of inclusion, diversity, accessibility were communicated, assessed and understood at all levels of the ministry

Built Environment

1. The Ministry continued to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and Ontario Realty Corporation (ORC) standards for Barrier-free Design of Ontario Government Facilities” (2006).

- The Ministry continued to ensure that all new and renovated spaces will meet these standards. ORC updated the current barrier-free design standards. These standards were expected to meet or exceed the new Built Environment Standard. Further review will be undertaken once the new Built Environment Standard comes into force.
- The Ministry continued to assess opportunities to remove physical barriers in areas that were not scheduled for renovation as they arise.

Transportation

Not applicable to our Ministry.

Other

- The Ministry continued to incorporate accessibility into our procurement practices.
- Information on accessible procurement continued to be posted to the intranet as it became available.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Consumer Service's accessibility plan focuses on key areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- Customer service
- Information and Communications
- Employment
- Built Environment
- Transportation

Customer Service

The Ministry of Consumer Services is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

1. The Ministry will continue to establish policies, practices and procedures on providing goods or services to people with disabilities.

- Allow persons with disabilities to use their own and ministry assistive devices to access ministry goods and services.
- Allow persons with disabilities to be accompanied by their guide dog or service animal at the locations the ministry owns and operates.
- Allow support persons to accompany persons with disabilities when they access ministry goods and services.
- The Ministry will continue to adopt the OPS Accessible Customer Service Policy. This policy addresses the use of assistive devices, service animals and support persons.
- The Ministry will continue to develop program specific accessible customer service practices and procedures, where required, to address ministry-specific application of standards outlined in the corporate-wide policy. The policies, practices and procedures addressed the provision of public ministry materials in accessible formats, internal/external feedback mechanisms, access for service animals and access for support persons, and service disruption notification processes.
- The Ministry will continue to ensure customer service policies are consistent with the principles of dignity, independence, integration and equality of opportunity.
- The Ministry will continue to review and update existing customer service policies in a manner that encourages interpretation consistent with the OPS Accessible Customer Service Policy.
- The Ministry will continue to consider accessibility when drafting new customer service policies.
- The Ministry will ensure that the Inclusion Lens developed by the OPS Diversity Office will be utilized when reviewing and developing new policies, programs and regulations.

2. The Ministry will continue to ensure that new staff understand and receive information pertaining to the following:

- Communicating with persons with disabilities in a manner that takes into account his or her disability.
- The purposes of the *Accessibility for Ontarians with Disabilities Act, 2005* and the requirements of the Customer Service Standard.
- How to interact and communicate with persons with various types of disabilities.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- What to do if a person with a disability is having difficulty in accessing the Ministry's goods and services.
- OPS policies, practices and procedures relating to the provision of goods or services to persons with disabilities.

3. The Ministry will continue to raise awareness through our information sessions, Lunch and

Learn series, and our staff intranet site.

- New staff will continue to be advised of the Ministry's training requirements and encouraged by managers to complete a review of the materials and the e-learning courses within the first 30 days of employment.

4. The Ministry will continue to develop strategies for providing information in an accessible format to ensure compliance under the new Customer Service Standard through the following initiatives:

- Provide documents in alternative formats upon request.
- Ongoing review of how to encourage staff on how to make documents accessible.
- Continue to post documents identified by the Customer Service Regulation in alternative formats on its internet site.
- Continue to update accessibility information, resources and tools to increase awareness and knowledge of how to accommodate visitors/clients/staff with disabilities to the intranet and internet.
- Each program area will continue to review its programs and services on an ongoing basis to ensure they are accessible to clients and the public.

5. The Ministry will continue to alert third-party service providers and Delegated Administrative Authorities (DAAs) of the new accessibility standards for customer service through the following:

- Continue to alert Delegated Administrative Authorities (DAAs) of their accessibility obligations and share compliance assistance tools and resources.
- Encourage Delegated Administrative Authorities (DAAs) to work with the Accessibility Directorate of Ontario on understanding and meeting their compliance requirements.

6. The Ministry will continue to provide notice when facilities or services that people with disabilities rely upon when access or use of ministry goods and services were temporarily disrupted.

7. People with disabilities will continue to be given an opportunity to provide the ministry with feedback on the accessibility of its goods and services as well as make information about the feedback process readily available to the public.

- The Ministry's Communications Branch will continue to ensure that feedback on accessibility provided through the online reply form, *infomcs* email or mailed correspondence is monitored and the availability of providing feedback via TTY, e-mail, on-line reply form and in-person is publicized on its websites.

8. Ministry events will continue to be accessible to people with disabilities by:

- Communicating the importance of planning accessible events to staff. They will ensure staff are given the knowledge and tools for organizing accessible events.
- Providing staff in attendance with a checklist for analyzing the accessibility of a venue.

9. The Ministry will continue to incorporate accessibility into ministry procurement practices.

- Information on accessible procurement practices will continue to be posted to the intranet as it becomes available.
- The Ministry will ensure that ODA compliance requirements are a part of the Procurement Training to be provided in 2011-12.

Information and Communications

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

1. The Ministry will continue to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, Emergency Planning. Planning took the varied needs of people with disabilities into account at all levels of planning and response activities.

- Planning leads will continue to be encouraged to embed accessibility into their planning process. The OPS Inclusion Lens (which considers accessibility) will be shared with staff and incorporated into ministry planning processes. Incorporate recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs into updates of The Ministry's Continuity of Operations Plan.
- The Ministry will raise awareness of people with disabilities of what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training offered annually.
- The Ministry will upgrade its emergency management intranet site to include more information on emergency planning for employees with disabilities/special needs.

2. The Ministry will continue to embed accessibility into its internet and intranet websites.

- The Ministry internet and intranet sites will continue to be compliant with the Government of Ontario's Web Accessibility Standards.

3. The Ministry will continue to communicate accessibility planning to staff.

- The Accessibility Plan will continue to remain on the ministry internet and intranet site.
- Communication will continue to be provided on the ministry internet and intranet sites regarding the Accessibility Plan and the ministry's commitments within the plan. Communications will continue to include contacts on who can answer questions about the plan and its commitments.

Employment

The Ministry of Consumer Services is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

1. The Ministry will continue to look for opportunities to promote and embed the values of diversity and inclusion in its employment practices.

- Continue to ensure that senior leadership in the ministry embraces inclusion and accessibility as part of core business.
- Profile the Ministry's community outreach efforts i.e. through the Smart Consumer Calendar, Ministry Spotlight news stories, Topical, partner stakeholder initiatives.
- Continue to promote executive sponsorship of an OPS Employee Network.

2. The Ministry will continue to implement and publish a comprehensive diversity and accessibility plan responsive to ministry needs.

- Regularly review and update the Ministry's Diversity Plan, in order to address evolving Ministry needs.
- Embed diversity/inclusion in all aspects of ministry business, e.g. policies, programs, service delivery.

3. New policies/programs are being developed using Diversity Lens to ensure inclusion.

- All new staff will be encouraged to continue to complete training on the inclusion lens.
- Ensure all internal and external communications are accessible and inclusive i.e. accessible formats.
- Translate the Smart Consumer Calendar into multiple languages and consider new, more diverse channels of distribution.
- Continue to include information on accessible information and communication on the Diversity Micro Site.
- Embed diversity, inclusion and accessibility into ministry reward and recognition programs.

- Continue to develop a new category for the ministry awards program that honours initiatives/staff who lead diversity/inclusion in the ministry.
- Advance/promote education of diversity and inclusion among staff and publicly championed inclusion and accessibility by modelling inclusive, respectful behaviour.
- Regularly review and refresh the content on the Ministry's Diversity Micro Site, in order to continue engaging staff on issues of diversity and inclusion and effect the behavioural and cultural transformation necessary to support the Ministry's vision.
- Develop and launch a monthly staff communiqué to promote diversity and inclusion initiatives and invite staff input and participation.
- Ensure the ongoing implementation of a ministry diversity reciprocal mentoring program.
- Plan to launch the 2011/12 Multi-Ministry Diversity Mentoring Program in April 2012.
- Require all managers to incorporate "people practices" commitment in their plans (these addressed three critical strategic areas that worked toward achieving organizational excellence in employee engagement, talent management and diversity).
- Ensure OPS compliance with the AODA accessibility standards through accessibility compliance reports.
- Continue to ensure the Ministry is meeting its legislative, regulatory and policy requirements and report on the same, as required, to MGS.
- Continue to ensure the Ministry's website is compliant with AODA and / or OPS standards for accessibility.
- Continue to assess employee survey results for opportunities to focus initiatives.
- Ensure key concepts of inclusion, diversity, accessibility are communicated, assessed and understood at all levels of the ministry.
- Ensure staff members continue to have the opportunity to provide feedback and share ideas through the Ministry Diversity Micro Site.
- Review and refresh the Ministry's Diversity and Inclusion Strategy on an annual basis and share results with senior management and staff.

4. The Ministry will continue to work to accommodate employees with a diverse range of accessibility needs.

Built Environment

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

1. The Ministry will continue to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and ORC Standards for Barrier-free Design of Ontario Government Facilities (2006).

- Further review will be undertaken once the new Built Environment Standard comes into force.
- The Ministry will continue to assess opportunities to remove physical barriers in areas that were not scheduled for renovation as they arise.

Transportation

Not applicable to this Ministry

Other

- The Ministry of Consumer Services is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility in our evaluation criteria.
- The Ministry will ensure that ODA compliance requirements are a part of the Procurement Training to be provided in 2011-12.

Section Three: Review of Acts, Regulations and Policies

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Consumer Services will continue to review government initiatives, including legislation and

policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

Acts and Regulations

In April 2011, the Ministry of Consumer Services participated in a training for multidisciplinary teams from all ministries on how to use the OPS Inclusion Lens to review laws for accessibility barriers. Going forward, the OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The Lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

The Ministry continued to ensure that the Inclusion Lens developed by the OPS Diversity Office was utilized when reviewing and developing new policies, programs and regulations.

In the future, our ministry will continue to ensure that the Inclusion Lens developed by the OPS Diversity Office is utilized when reviewing and developing new policies, programs and regulations.

Glossary of Terms/Acronyms

Provide definitions and/or descriptions of any acronyms or government terminology you used in your plan.

AODA – Accessibility for Ontarians with Disabilities Act

DAA – Delegated Administrative Authorities

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

IASR – Integrated Accessibility Standards Regulation

SHRBU – Strategic Human Resources Business Unit

For More Information

Questions or comments about the Ministry of Consumer Service's accessibility plan are always welcome.

General inquiry number: 416-327-8300

1-800 number: 1-877-665-0662

TTY number: 1-877-666-6545 or 416-229-6086

E-mail: infomcs@ontario.ca

Ministry website address: www.ontario.ca/mcs

Visit the **[Ministry of Community and Social Services Accessibility Ontario](#)** web portal. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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

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