



MINISTRY OF CONSUMER SERVICES

HOME | ABOUT THE MINISTRY | ADMINISTRATIVE AUTHORITIES | NEWSROOM | CONTACT US

Ministry of Consumer Services >

Here to Help >

Your Consumer Rights

Filing a Complaint

Writing a Complaint Letter

Cancelling a Contract

Search Consumer Beware List

Information Brochures

Video Tips

Popular Topics >

Athletics

Buying Merchandise

Cemeteries and Funerals

Collection Agencies

Condominiums

Film Classification

Gift Cards

Homes

Identity Theft

Memberships and Services

Motor Vehicles

Payday Lending

Personal Finance

Safety

Scams and Frauds

Travel

All Topics Index >

Business and Not-for-Profit >

Explore Government >

Tweet E-MAIL PRINT

2012-2013 Annual Accessibility Plan

- [Introduction](#)
- [Section One: Report on Measures to Identify, Remove and Prevent Barriers](#)
- [Section Two: Measures Planned for 2012-13 and Beyond](#)
- [Section Three: Review of Acts, Regulations and Policies](#)
- [Glossary of Terms/Acronyms](#)
- [For More Information](#)

Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of 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 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 Regulation \(IASR\)](#) under the AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. It published the [OPS MYAP](#) on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility:

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

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the Ministry's 2011-2012 former Accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Consumer Services and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

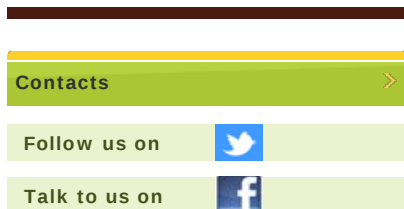
This plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

To view every ministry's Accessibility Plans, visit [Ontario.ca](#).

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

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

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.



The Ministry of Consumer Services (MCS) is committed to ensuring accessibility for persons with disabilities in its roles as an employer and provider of public services. Some of its memorable moments were:

- In 2007 the ministry conducted a review and confirmed that all ministry locations, where feasible, have met or exceed the Ontario Building Code and Ontario Realty Corporation (ORC) Standards for Barrier-free Design of Ontario Government Facilities (2006) and/or ORC Interim Design Standard. Since then the ministry continues to review facilities, policies and practices to identify and remove (or prevent the creation of new) architectural barriers for employees and customers.
- In 2007 the ministry created a corporate intranet web site to increase staff knowledge and awareness on accessibility, so that the staff can play an effective role in the course to prevent, identify and remove barriers for persons with disabilities. This web site provides staff with information, tools and resources on accessibility including a guide to choosing the right terminology when talking about disabilities, information on how to plan accessible meetings and a link for accessibility e-courses. The ministry continues to support this resource for staff with new and improved information.
- In 2010 MCS took a leadership role to comply with the requirements of the Accessibility Standards for Customer Service. As of January 1, 2010, MCS requires all staff complete accessibility training, not only front line customer service staff as required by the regulation.

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 the Ministry of Consumer Services implemented last year, as a result of the [2011-2012 annual accessibility plan](#).

Reporting on 2011-2012 AODA obligation

Customer Service

In 2011-12 ...

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 January 2012.

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 Administrative Authorities (AAs) of their obligations under the Accessibility for Ontarians with Disabilities Act, 2005.

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 2011-12. 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.

- Information on accessible procurement practices was posted to the intranet as it became available.

Information and Communications

1. Information on the *Ontarians with Disabilities Act (ODA)* - AODA and related accessibility programs and services was included in the OPS Orientation Intranet site, and the ODA: Maximizing the Contribution of Employees with Disabilities e-learning course (available through the OPS Centre for Leadership & Learning) was also promoted to managers.

- Continued to enhance and include additional information on our Ministry intranet site, as it became available, to ensure all new ministry employees have up-to-date information and knowledge on accessibility.
- Continued to play an active role in the development of the Information and Communication Standard under the new Integrated Accessibility Standards Regulation (IASR).
- On an ongoing basis, the Ministry participated on the Disability Advisory Council to work with other ministries and organizations regarding matters pertaining to persons with disabilities.

2. The Ministry actively promoted the importance of using the correct terminology when communicating with or discussing persons with disabilities.

- Promoted the use of correct terminology to assist staff when communicating and interacting, with or about people, with different types of disabilities.
- Ensured staff was aware of communicating information in alternate formats to meet the accessibility requirements. Further consultation was provided to staff on how to meet the standards and guidelines as required.
- Increased the use of plain language in new documents designed for use by the public and divisions and continued to inform staff so they are aware of the importance of using plain language.

3. Visibility of the ministry's accessibility plans continued to be raised through our intranet site.

- Posted the ministry's accessibility plans and revamped the ministry intranet site with additional resources and materials for all staff to access.

4. Continued to monitor and evaluate the impact of changes to information and communications standards, as identified in the OPS Multi Year Accessibility Plan (MYAP) (2008-2013), and communicated and/or trained appropriate ministry staff, as necessary.

- Disseminated communications to staff with links to updated intranet site with additional resources on the OPS Multi Year Accessibility Plan.

5. The Ministry of Consumer Services has continued to monitor the requirements on accessible websites and web content under the IASR and the ministry continues to be compliant.

- Since January 1, 2012 to date, the ministry has not implemented any new websites (internet or intranet) or made any significant changes to an existing website (Internet or Intranet).
- The ministry Web Coordinator has continued to attend monthly Web Coordinators Committee meetings led by eGov to demonstrate leadership in web accessibility.

6. 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. Recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs were incorporated 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 of the assistance required.

7. 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

In 2011 the Ministry of Consumer Services launched a multi-year Ministry Diversity and Inclusion Strategy which encompassed the commitments identified in the Ministry's 2011-12 ODA Plan.

The results achieved against the Ministry's Diversity & Inclusion Strategy have been reported separately, in accordance with established internal procedures.

- As required, individual workplace emergency response plans have been developed for ministry employees who have self-identified as having a disability.
- Reference materials on disability-related absence management are available to all hiring managers and employees through the OPS Wellness portal and through the Ministry's new Health, Safety & Wellness page on its intranet site.
- As part of an OPS-wide Inclusive Workplace Policy Review, related employment policies and procedures were reviewed and updated to ensure they met legislated requirements. All ministry hiring managers are required to comply with these workplace policies.
- In support of the OPS Barrier-Free Recruitment Strategy, recruitment, retention and career development programs and processes are being made barrier-free. Ministry hiring managers have been provided with access to new training materials including: a "Manager's Guide to Removing Barriers from the Recruitment Process"; a "Barrier-Free Interview and Selection Best Practices" checklist; and a "Best Practices in Recruitment Tip Sheet" to help ensure practices are fair, transparent and consistent.
- In accordance with the OPS Employment and Return to Work Operating Policy, accommodation for disabilities is offered and provided, as required. Ministry staff and hiring managers have been provided with access to a written Guide and access to a central Employment Accommodation Fund.

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.

Procurement

- The ministry continued to incorporate accessibility into procurement practices by requiring potential suppliers to demonstrate accessible options, where applicable, and by including accessibility in evaluation criteria where applicable.
- Accessibility requirements have been incorporated where appropriate into the ministry Request for Proposals process.
- The ministry continued to ensure that staff was aware of the requirements under the Ontarians with Disabilities Act, 2001 and accessible procurement. Communications was provided through the ministry's intranet site.
- Information and resource materials on accessible procurement were posted on the ministry intranet site for all staff to access.
- The ministry continued to include ODA compliance requirements as part of procurement

training. One-on-one informal training was delivered to business leads on a needs basis that encouraged the use of the guidelines, checklist and templates developed by the Ministry of Government Services (MGS) Supply Chain Management.

- Ministry business areas were encouraged to use the guidelines, checklist and templates developed by the MGS Supply Chain Management to meet accessibility obligations in procurement. The ministry intranet site has links to the Supply Chain Management website and includes these resource materials to give staff easy access.
- The Business Planning and Finance Branch of the ministry provides guidance to business areas on a needs basis to incorporate accessibility into the development of procurements needs.

Other

In addition to the activities outlined above in 2011-2012, the Ministry of Consumer Services undertook the following activities:

- The ministry Accessibility Lead continued to be actively involved in the OPS Accessibility Leadership Forum to discuss accessibility-related matters and work together to address issues of collective interest; to share information, experiences and best practices; and establish and enhance key partnerships and relationships among ministries, central agencies and with other enterprise partners.
- The Chief Administrative Officer and Assistant Deputy Ministry (ADM) of Corporate Services continued to provide senior management leadership on the OPS Accessibility Leadership Council
- The council is made up of ADM level representatives who provide guidance on embedding accessibility into organizational culture, and strategies related to communications and engagement, integration and sustainability, legislative compliance, and recognition.
- Represented the ministry's employees with disabilities through participation in the OPS Disability Advisory Council, which helps the OPS to prepare for the new integrated accessibility standards, under the Accessibility for Ontarians with Disabilities Act (AODA), by providing a consumer perspective as implementation plans are being put into place.

Section Two: Measures Planned for 2012-13 and Beyond

Our Statement of Commitment:

The OPS endeavours to demonstrate leadership for 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 Consumer Services accessibility plan focuses on five areas. In order to demonstrate leadership in accessibility, our ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service and Integrated Accessibility Standards under the AODA and other areas.

- Employment
- Information & Communications
- Built Environment and
- Procurement.
- Accessibility Training

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 apply 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 support person(s).
- 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 provide notice when facilities or services that people with disabilities rely upon when access or use of ministry goods and services were temporarily disrupted.

6. 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.

7. 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.

8. 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 became 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 how we communicate it are key to delivering our programs and services to the public.

In 2012-13 and beyond, the ministry will ensure that:

- It 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. The ministry continued to 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.
- It 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.
- It will upgrade its emergency management intranet site to include more information on emergency planning for employees with disabilities/special needs.
- It provides and arranges for the provision of accessible formats and communications supports, upon request.
 - If an alternate format is requested, it will be provided at a cost that is no more than the regular cost charged to other persons.
- It notifies the public about the availability of accessible formats and communications supports.
- It continues to educate staff on creating accessible documents and information.
- Information technology services will continue to be monitored for possible accessibility issues and solutions will be provided as soon as practicable.
 - The Ministry will continue to work with the Government Services Cluster to look for future opportunities to leverage resources to ensure that the ministry is made aware of any new technologies, and that appropriate information technology solutions are provided as required. (on-going)
- The Teletypewriter (TTY) line at the ministry main reception desk will continue to be monitored to ensure suitable performance.
 - All new reception staff will receive TTY training, with refresher training for existing staff being provided as required. (on-going)
- TTY calls received will continue to have the same high level of service quality as all ministry telephone calls.
- It will continue to promote the use of accessible communication practices through training through the intranet site for staff. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility.
- It continues to monitor opportunities to increase the use of plain language in new documents designed for use by the public and divisions continue to inform staff so they are aware of the importance of using plain language. (on-going)
- It is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports.
 - Documents include:

- Emergency Handbook;
- 2012 Accessibility Guide;
- Emergency Evacuation Plan;
- Emergency Evacuation Form; and
- Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities.

- Any information about emergency procedures, plans or public safety that it prepared will be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable.
- It will continue to identify areas for improvement in current communication and information products by monitoring feedback and taking appropriate action.
- It continues to be compliant with the January 1, 2012 IASR requirements that all new Internet and Intranet websites and the content on those sites must conform with WCAG 2.0 Level AA excluding success criteria 1.2.4 Captions (live) and success criteria 1.2.5 Audio Descriptions (pre-recorded).
 - The government is not scheduled to launch a new Internet sites.
 - The ministry Web Coordinator will continue to attend monthly Web Coordinators Committee meetings led by eGov to demonstrate leadership in web accessibility.

2016

- By January 1, 2016, the ministry will ensure that all Internet websites and web content on those websites to conform with WCAG 2.0 level AA, excluding success criteria 1.2.4 Captions (live) and success criteria 1.2.5 Audio Descriptions (pre-recorded).

2020

- By January 1, 2020, the ministry will ensure that all Internet and intranet websites and web content to conform to WCAG 2.0 level AA, including live captioning and audio description. Content published prior to 2012 to be made available in an accessible format upon request

Employment

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

In 2012-13...

1. The ministry is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports.
 - The ministry received no requests for emergency procedures, plans or public safety information in an accessible format or with communication supports, but will continue to monitoring situation for ongoing compliance.
 - Documents include:
 - Emergency Handbook;
 - 2012 Accessibility Guide;
 - Emergency Evacuation Plan;
 - Emergency Evacuation Form; and
 - Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities.
2. The ministry will prepare and document individualized workplace emergency response information for employees with disabilities.
 - The ministry has a standardized process in place to comply with the requirements under the IASR.
 - Managers educate new employees on emergency evacuation procedures on their first day on the job. If the employee self-identifies as a person with a disability, then the manager and employee will work through the individualized workplace emergency response plan for employees with disabilities.
 - Once the individualized workplace emergency response plan for employees with disabilities

is complete, managers complete and submit a standard form to the local property manager for inclusion into the local building fire plan. This will ensure fire fighters are aware a person with a disability who requires assistance to evacuate is in the building.

- Managers will continue to provide employees with disabilities an Emergency Preparedness Guide as well as a Building Emergency Handbook. Both documents can be provided in accessible formats, if requested.

3. The ministry will continue to adopt and abide by the mandatory policies and practices developed by Human Resources (HR) Ontario that apply to all Ontario government ministries.

Built Environment

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

In 2012-13...

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.
- The Ministry Facilities Manager will continue to participate in the OPS Office Space Standard committee through the Facilities Directors' Council to provide leadership on developing innovative and progressive ways to accommodate individuals with different disabilities.
- The committee will work on finalizing developing guidelines on adjustable work spaces for all new builds in the OPS that align with the principles of universal design.

Procurement

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 considerations in our evaluation criteria.

In 2012-13 and beyond, the Ministry of Consumer Services will continue to:

- be committed to integrating accessibility considerations into our procurement processes. We will continue to ask potential suppliers to tell us about the accessible options they offer. We continue to include accessibility considerations in our evaluation criteria.
- incorporate accessibility requirements into the ministry Request for Proposals process and all new contracts where appropriate.
- incorporate accessibility into procurement practices and continue to include ODA compliance requirements as part of procurement training.
- incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable.
- If the ministry determines that it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, the ministry shall provide upon request, an explanation.
- update the intranet site with information and resource materials on accessible procurement as it becomes available.
- provide procurement training that will include ODA compliance requirements.
- to encourage business areas to use the guidelines, checklist and templates developed by the Ministry of Government Services Supply Chain Management to meet accessibility obligations in procurement.

Accessibility Training

In 2012-13, the Ministry of Consumer Services will:

- Continue to promote, track and report on the e-learning courses: *May I Help You – Welcoming Customers with Disabilities* and *May I Help You – Supplementary: Ten Things You Need to Know About Accessible Customer Service*.
- Continue to ensure new staff complete mandatory training as soon as practicable.
- Continue to promote and provide refresher training for all staff members.

- Continue to enhance managers' awareness of ODA/AODA to improve ability to accommodate public/staff with disabilities.
- Continue to will monitor, track and report on attendance at mandatory sessions that managers and staff will be enrolled in.
- Disseminate communications to staff regarding the additional accessibility training on the IASR as it is made available by the Ministry of Government Services.
- Ensure training is taken by staff, volunteers, service providers, and others involved in developing OPS policies on:
 - The requirements in the Integrated Accessibility Standards Regulation (IASR); and
 - The Human Rights Code as it relates to people with disabilities.
- Encourage staff to take the IASR training developed by the Ministry of Government Services as soon as practicable and include commitments to complete the necessary training in the learning and development plans.
- Ensure staff keep a record of training including the dates the training was provided.

Other

In addition to the activities outlined above, in 2012-2013 and beyond the Ministry of Consumer Services will undertake the following activities:

- Support any new corporate initiatives introduced during the year.
- The ministry Accessibility Lead will continue to actively be involved in the OPS Accessibility Leadership Forum to discuss accessibility-related matters and work together to address issues of collective interest; to share information, experiences and best practices; and establish and enhance key partnerships and relationships among ministries, central agencies and with other enterprise partners.
- The Chief Administrative Officer / Assistant Deputy Minister of Corporate Services will continue to provide senior management leadership on the OPS Accessibility Leadership Council
- The council is made up of ADM level representatives who provide guidance on embedding accessibility into organizational culture, and strategies related to communications and engagement, integration and sustainability, legislative compliance, and recognition.

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 2011-12

The Ministry of Consumer Services is committed to ensuring that our Acts and regulations are reviewed for potential accessibility barriers.

The OPS Diversity Office and the Ministry of the Attorney General worked together to support a coordinated approach to legislative review across government.

Acts, Regulations and Policies to Be Reviewed in 2012-13

The OPS Diversity Office and the Ministry of the Attorney General have developed a coordinated approach to continue with the review of government legislation for accessibility barriers. In this next phase, high impact statutes that meet the following criteria will be reviewed:

- 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; or
- Statutes that affect a democratic or civic right or duty; and

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the Ontario Public Service (OPS) launched the OPS Inclusion Lens. The OPS Inclusion Lens is

an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

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.

In 2013 and beyond, managers will encourage staff to include in their annual learning plans the OPS Inclusion Lens e-course available through the Centre for Leadership and Learning.

The ministry will continue to encourage staff to take the OPS Inclusion Lens training.

The ministry will continue to promote the OPS Inclusion Lens through communications to all staff.

In 2012 and beyond, senior managers will encourage all staff to include elements of the OPS Inclusion Lens in their Performance Development and Learning Plans.

Commit our diversity and accessibility leads to taking OPS Inclusion Lens train-the-trainer sessions so that they are equipped with the knowledge and tools to successfully present the Intro to the Inclusion Lens and Using the Inclusion Lens within the ministry.

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

AA – Administrative Authorities

IASR – Integrated Accessibility Standards Regulation

MYAP – Multi-Year Accessibility Plan

MCS – Ministry of Consumer Services

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

WCAG - Web Content Accessibility Guidelines

For More Information

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

General inquiry number: 416-327-8300

General inquiry TTY number: 416-229-6086

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

TTY 1-800 number: 1-877-666-6545

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:

ServiceOntario Publications

Phone: 1-800-668-9938

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