



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

2013 - 14 Accessibility Plan

- [Introduction](#)
- [Section One: Report on Measures Taken in 2012 - 13](#)
- [Section Two: Report on Measures Planned for 2013](#)
- [Section Three: Report on Legislative Review](#)
- [Glossary of Terms and/or Acronyms](#)

Introduction

For over ten years, every ministry has set a course to prevent, identify and remove barriers for persons with disabilities. Ministries achieve this through the preparation of their annual Accessibility Plan (Plan) as required under the [Ontarians with Disabilities Act, 2001 \(ODA\)](#).

Recently, the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) established Ontario's roadmap to become accessible by 2025. It includes standards in areas such as: customer service, information and communications, employment, transportation and the built environment. In 2010 the Ministry of Consumer Services complied with the requirements of the first standard on [customer service](#).

In 2011, ministries began to meet the requirements of the other four standards found in the [Integrated Accessibility Standards Regulation \(IASR\)](#).

On January 1, 2012, the Ontario Public Service (OPS) published a single [Multi-Year Accessibility Plan \(MYAP\)](#). The MYAP included the following 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 Plan will build on these laws and the MYAP. It will outline how the Ministry of Consumer Services (MCS) will contribute to a barrier-free Ontario by 2025.

To access this and other ministries' 2012 – 13 Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012 - 13

The following is a list of the commitments made in last year's Plan and the measures taken.

Reporting on 2012 - 13 Accessibility Plan

2012 – 13 Commitments for Customer Service	Measures Taken
1) The Ministry will continue to establish policies, practices and procedures on providing goods or services to people with disabilities. • 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	1) The Ministry continued to establish policies, practices and procedures on providing goods or services to people with disabilities and apply the OPS Accessible Customer Service Policy. • Ensured that persons with disabilities were able to use their own and ministry assistive devices to access ministry goods and services.

Contacts

Follow us on



Talk to us on



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.

- Ensured that persons with disabilities were able to be accompanied by their guide dog or service animal at the locations the ministry owns and operates.
- Ensured that support persons were able to accompany persons with disabilities when they access ministry goods and services.
- The Ministry continued to have program specific accessible customer service practices and procedures, where required, to address ministry-specific application of standards outlined in the corporate-wide policy.
- The Ministry continued to adopt the OPS Accessible Customer Service (ACS) Policy consistent with the principles of independence, dignity, integration and equality of opportunity. The policy was communicated to staff through intranet updates and trainings.
- 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 as applicable.
- The Ministry continued to consider accessibility when drafting new customer service policies

2) The Ministry continued 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 continued to raise awareness through our staff intranet site.

• 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 is 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.	New staff were 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 continued to develop strategies for providing information in an accessible format to ensure compliance under the new Customer Service Standard through the following initiatives: • Continued to provide documents in alternative formats upon request. • Ongoing review of how to encourage staff on how to make documents accessible. • Continued to post documents identified by the Customer Service Regulation in alternative formats on its internet site. • 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. • Program areas will continue to review their programs and services on an ongoing basis to ensure they are accessible to clients and the public. 5) The Ministry continued 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) The Ministry gave people with disabilities an 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. • The Ministry's Communications Branch continued 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 were accessible to people with disabilities. • The ministry continued to communicate the importance of planning accessible events to staff through intranet updates and trainings. Invitations for meeting and
---	---

	conferences advise people of availability of accommodation if requested. • Tools are available for running accessible events that includes seeking feedback on accessibility of venue. 8) The Ministry incorporated accessibility into ministry procurement practices by: • Providing information and resource materials on accessible procurement on the ministry intranet site for all staff to access. • Including ODA and AODA compliance requirements as part of formal and informal procurement training.
--	---

2012 – 13 Commitments for Information and Communications	Measures Taken
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, and Emergency Planning. Planning will take 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 will continue 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	• The ministry continued to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, and 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 be encouraged to embed accessibility into their planning process. 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. • The ministry raised 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 bi-annually (January and August). • It upgraded its emergency management intranet site to include more information on emergency planning for employees with disabilities/special needs. • Ensured staff were aware of communicating and offering information in alternate formats to ensure all documents met the accessibility requirements. Further consultation was provided to staff on how to meet the standards and guidelines for making document accessible as required. • Information technology services continued to be monitored for

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. • 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 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 continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. • It continues 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 confirm 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.	possible accessibility issues and solutions were provided as soon as practicable. • The Ministry continued 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 continued to be monitored to ensure suitable performance – all new reception staff received TTY training, and refresher training for existing staff was provided as required. • The ministry continued to promote the use of accessible communication practices through training through the intranet site for staff. Our practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility. • 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 which is a WCAG 2.0. Level AA requirement. • The ministry 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 continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. - The ministry continues to identify areas for improvement in current communication and information products by monitoring feedback and taking appropriate action. - The Ministry 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 continued to attend Web Coordinators Committee meetings led by Cabinet Office Communications to demonstrate leadership in web accessibility.
--	---

2012 – 13 Commitments for Employment	Measures Taken
1) The ministry is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports as required. - The ministry received no requests for emergency procedures, plans or public safety information in an accessible format or with communication supports, but monitoring situation for ongoing compliance. - Documents include: - Emergency Handbook; 2012 Accessibility Guide; - Emergency Evacuation Plan; - Emergency	1) The ministry is prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports as required. The ministry received no requests for emergency procedures, plans or public safety information in an accessible format or with communication supports, but monitoring situation for ongoing compliance. 2) The ministry prepared and documented individualized workplace emergency response information for employees with disabilities following the standardized process in place.

Evacuation Form; and Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities.	Held semi-annual fire warden training sessions in January and August. During the training sessions, emergency and evacuation planning for employees with disabilities/special needs was discussed.
2) The ministry will prepare and document individualized workplace emergency response information for employees with disabilities. - The ministry has a standardized documentation 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 will 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, as requested.	3) The ministry continued to ensure ongoing compliance with the IASR: - In July 2012, the MCS Strategic HR Business Unit (SHRBU) launched a Health, Safety & Wellness web page on its staff intranet site, which includes easy access to practical information on accessibility, employment accommodation, mental health in the workplace, etc. - In January 2013, the MCS SHRBU hosted an HR Open House for all staff and through this event cross-promoted OPS policies, programs, tools and resources – including those that support of inclusion and barrier-free employment - and posted all open house materials on our staff intranet site, i.e. OPS Inclusion Lens, Executive Recruitment Lens, and Inclusion & Accessibility Performance Commitments, etc. - The MCS Corporate Services Division continued to maintain web pages on our staff intranet site dedicated to accessibility, diversity and inclusion. - The MCS Diversity Committee continued to publish a monthly e-newsletter dedicated to accessibility, diversity and inclusion.
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.	

2012 – 13 Commitments for Transportation	Measures Taken
Not applicable to MCS.	

2012 – 13 Commitments for Built Environment	Measures Taken
1) The Ministry will continue to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and OI Guidelines for Barrier-free Design of Ontario Government Facilities (2012) - Further review will be undertaken once the AODA Built Environment Standard comes into force. - The Ministry will continue to	1) On an ongoing basis, the ministry reviewed facilities, policies and practices in order to identify and remove (or prevent) architectural barriers to employees or members of the public using ministry facilities. All newly built or renovated spaces have met or exceed Ontario Building Code and Infrastructure Ontario (IO) Guidelines for Barrier-free Design of Ontario Government Facilities (2012). The ministry continued to ensure, where practicable, that all ministry locations were accessible to staff, clients and the public.

assess opportunities to remove physical barriers in areas that are not scheduled for renovation as they arise. • The Ministry's Facilities Manager will continue to participate in the OPS Office Space Standard committee through the Facility 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.	• The Service Management and Facilities Branch continued to review this issue on an ongoing basis. • Continued to monitor for changes to the IO Guidelines for Barrier-free Design of Ontario Government Buildings (2012) as well as the introduction of the AODA Design of Public Spaces Standard and updates to the barrier-free design requirements of the Ontario Building Code. • All workspaces were designed and equipped to accommodate employees with a wide range of disabilities and/or functional limitations – this was and is an ongoing practice and priority in the ministry. • The ministry Facilities Manager participated in the OPS Office Space Standard committee through the Facility Directors' Council and continues to provide leadership on developing innovative and progressive ways to accommodate individuals with different disabilities. • The committee has worked on developing guidelines on adjustable work spaces for new builds that align with the principles of universal design.
---	--

2012 – 13 Commitments for Procurement	Measures Taken
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 AODA 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. • update the intranet site with information and resource materials on accessible procurement as it becomes available. • provide procurement training that will include AODA compliance requirements. • to encourage business areas to use the guidelines, checklist and templates developed by the Supply Chain Management Division of MGS to meet accessibility obligations in procurement.	• Accessibility requirements have been incorporated into the ministry's Request for Proposals. • 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. • The ministry continued to ensure that staff were aware of the requirements under the Ontarians with Disabilities Act, 2001 and Accessibility for Ontarians with Disabilities Act, 2005 and accessible procurement. Communication was provided through the ministry's intranet site. • The ministry continued to include ODA and AODA compliance requirements as part of procurement training. Ministry conducted informal training on procurement processes, including accessibility requirements to program staff. The ministry's informal training includes one-on-one advice/guidance and online resources. • Information and resource materials on accessible procurement were posted on the ministry intranet site for all staff to access. • The ministry intranet site also has links to the Supply Chain Management Division website which includes guidelines, checklists and templates developed by Supply Chain Management Division to help staff meet accessibility obligations in procurement. • Business Planning & Finance Branch provides strategic advice to the ministry on procurement processes. This includes providing advice and training on accessibility requirements.

Other 2012 – 13 Commitments	Measures Taken

1) 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 accessibility 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 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. 2) 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 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	1) In 2012-13, the Ministry of Consumer Services continued to ensure individuals designated under O. Reg. 429/07 as "obligated" staff were trained on providing goods or services to people with disabilities, including: a) every person who deals with the public or other third parties on behalf of your organization; and b) every person who participated in developing their organization's policies, practices and procedures on providing goods or services. • Continued 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. • Continued to ensure new staff complete mandatory accessibility training as soon as practicable. • Continued to enhance managers' awareness of ODA/AODA to improve ability to accommodate public/staff with disabilities. Refresher training was delivered to all managers and directors as a ministry best practice in May 2013. • Continued to monitor, track and report on attendance at mandatory sessions that managers and staff were enrolled in. • Ensured training was and 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. • Encouraged staff took the IASR training developed by the Ministry of Government Services as soon as practicable and included commitments to complete the necessary training in the learning and development plans. • Ensured staff keep a record of training including the dates the training was provided. 2) In addition to the activities outlined above, in 2012-2013 and beyond the Ministry of Consumer Services undertook the following activities: • Supported any new corporate accessibility initiatives introduced during the year. • The ministry Accessibility Lead continued to be actively involved in the OPS Accessibility 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.
---	--

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 Two: Report on Measures Planned for 2013 - 14

Last year, the OPS published a [Multi-Year Accessibility Plan \(MYAP\)](#) that outlines how the government will identify, prevent and remove barriers for persons with disabilities. In this section, although we highlight the deliverables and timelines of the MYAP until 2016, the Ministry of Consumer Services is only reporting on measures it will take or initiate during the 2013 -14 reporting period.

Measures Planned for 2013 - 14

MYAP Outcomes	MYAP Deliverables and Timelines	Ministry Proposed Measures for 2013 -14
Customer Service People with disabilities who are OPS customers receive quality goods and services in a timely manner	2013 - New staff trained on accessibility 2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training 2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace	In 2013-14, the Ministry of Consumer Services will: • Ensure new staff complete mandatory accessibility training as soon as practicable. • Provide training to designated staff and their back-ups on the use of ministry assistive devices and provide general information on assistive devices to all staff through intranet. • Ensure notice disruption policies are in place when services are unavailable • Develop a plan to review Ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens • Continue to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, and Emergency Planning. Planning will take the varied needs of people with disabilities into account at all levels of planning and response activities. • Staff will continue to be advised of the OPS Inclusion Lens which considers accessibility, and encouraged to incorporate OPS Inclusion Lens into planning processes. • Continue to collect feedback through the available channels (e.g. in person, by telephone, in writing, by email or otherwise) and analyze feedback received to identify concerns.
	2014 - 16 – Staff and customer feedback sought on accessibility innovations and improvements 2014 – 16 - Inclusion Lens applied to all policies and practices 2014 – 16 - Accessibility is part of all OPS business	• The Ministry will review the existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility related feedback; • The Ministry will consider accessibility-related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required; • Assure that the Diversity and Accessibility Leads take the OPS Inclusion Lens train-the-trainer sessions • Require 100% of Ministry staff to have taken

		OPS Inclusion Lens training by December 31, 2015 • Continue to monitor opportunities to increase the use of the Inclusion Lens to review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted • The ministry will review Emergency Evacuation Procedures and Branch Business Continuity Plans using the OPS Inclusion Lens.
Employment Accommodation People with disabilities who are OPS employees participate fully and meaningfully in services and employment	2013 - Conduct management review on accommodation for employees with disabilities 2013 - Increased awareness in OPS of accessibility best practices in customer service and the workplace 2013 - Senior managers have accessibility performance commitments	In 2013-14, the Ministry of Consumer Services will: • Continue to promote the use of accessible communication practices through the intranet site for staff. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility. • The ministry will raise awareness of people with disabilities on what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training offered bi-annually. • Continue to be prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports as required. • Continue to cross-promote iManage and its links to the employment accommodation directives, policies and plans through intranet and/or various corporate and ministry HR initiatives, as appropriate • Continue to coordinate the annual Multi-Ministry Diversity Mentoring Partnership Program on behalf of MCS. • Continue to post the Ministry Inclusion Strategy on StaffNet and cross-promote sample inclusion commitments developed by the OPS Diversity Office (ODO). • Post all ministry and division performance commitments on StaffNet
	2014 - 16 – Best practices on employment accommodation and return to work implemented 2014 - 16 – Better accommodation for employees with disabilities resulting from management review 2014 - 16 – Managers and staff have accessibility performance commitments	• Analyze ministry responses from the 2014 OPS Employee Survey results to assess potential barriers to employees with disabilities • Continue to recommend to all MCP and SMG employees the OPS DO developed inclusion commitments at the start of each new performance management cycle. • Require all senior executives to include a ministry-specific inclusion commitment in their annual plan.
Information and Communications Information and Communications are available in accessible formats to all OPS staff and customers	2013 - Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training 2013 – Accessibility Expo	In 2013-14, the Ministry of Consumer Services will: • continue to meet Web Content Accessibility Guidelines (WCAG) standards on its existing website. • The ministry Web Coordinator will continue to attend Web Coordinators Committee meetings led by MGS to remain current on web accessibility standards and guidelines. • Ensure that it provides and arranges for the provision of accessible formats and communications supports, upon request; and continue to notify the public about the availability of accessible formats and

		communications supports. • Be 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 continues to be made available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. • Send Ministry delegates to Expo/JOIN conference in the Fall of 2013
	2014 - 16 – Communications, websites, technology solutions and documents employ accessibility best practices 2014 - 16 – Accessibility Expo continues annually	• Emergency management intranet site to continue to be upgraded to include more information on emergency planning for employees with disabilities/special needs • Commit to sending Ministry delegates, including employees with disabilities, to future Expo/JOIN conferences • Continue to ensure that staff has updated information about protocols, hiring process, budgets and account codes for dealing with alternate formats and communication-support-requests and to create accessible events through intranet update and all staff communications. 2016 • By January 1, 2016 and in collaboration with Cabinet Office, the ministry Internet websites and web content on that website will 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, and in collaboration with Cabinet Office, the ministry Internet and intranet websites and web content will 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.
Built Environment There is greater accessibility into, out of and around OPS facilities and public spaces	2013 - Continue to develop strategies for addressing infrastructure barriers	Government Facilities • The ministry will work with property management to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and IO Guidelines for Barrier-free Design of Ontario Government Facilities. • Schedule regular meetings between Accessibility Lead and facilities manager to discuss accommodation issues within the

		existing Ministry infrastructure.
	2014 - 16 – OPS ready to implement requirements of AODA Design of Public Spaces Standards and updates to the barrier-free design requirements of the Ontario Building Cod	
Transportation There is greater accessibility into, out of and around OPS facilities and public spaces	2013 - Continue to develop strategies for addressing infrastructure barriers	Not applicable for MCS
Leadership The OPS endeavours to demonstrate leadership for accessibility in Ontario	2013 - Ongoing consultations with persons with disabilities 2013 - Ministries continue to publish annual accessibility plans	Awareness of ministry accessibility plans will be raised through our intranet site. The ministry will continue to post the accessibility plans and will continue to update the ministry intranet site with additional resources and materials for all staff to access as it becomes available.
	2014 - 16 – Accessibility continues as strong organizational commitment	Develop a plan to assist the Ministry in meeting its IASR obligations.

Section Three: Report on Legislative Review

In support of our commitment to improve accessibility for persons with disabilities, the Ministry of Consumer Services will continue to review government legislation and policies to identify, remove and prevent barriers to accessibility.

Acts, Regulations and Policies Reviewed in 2012 - 13

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that will prioritize the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 52 targeted high-impact statutes that meet the following criteria:
 - a. Statutes that affect persons with disabilities directly;
 - b. Statutes that provide for the delivery of widely applicable services or programs;
 - c. Statutes that provide benefits or protections; or
 - d. Statutes that affect a democratic or civic right or duty; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

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.

As part of this process, the Ministry of Consumer Services is reviewing the Consumer Protection Act, 2002.

Acts, Regulations and Policies to Be Reviewed in 2013 - 14

In support of the government's commitment to improve accessibility for persons with disabilities, the Ministry of Consumer Services will continue to review legislation and policies to identify and remove barriers to accessibility.

We will continue to report on the progress of the review in our annual accessibility plan.

Glossary of Terms and/or Acronyms

- AODA – Accessibility for Ontarians with Disabilities Act, 2005
- ASCS - Accessibility Standards for Customer Service Regulation
- IASR – Integrated Accessibility Standards Regulation
- iManage – resources for managers in internal website
- MYAP – Multi-Year Accessibility Plan
- MCP – Management Compensation Plan
- OPS – Ontario Public Service
- ODA – Ontarians with Disabilities Act, 2001
- SMG – Senior Management Group
- TTY – Telephone Typewriter or Telecommunication Device for the Deaf
- WCAG - Web Content Accessibility Guidelines
- MCS – Ministry of Consumer Services

How to Contact us

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

Please phone:

General inquiry number: 416-326-8800

General inquiry TTY number: 416-229-6086

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

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

E-mail: Infomcs@ontario.ca

MCS website address: www.ontario.ca/consumer

Visit the [Ministry of Economic Development, Trade and Employment Accessibility Directorate of 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

TTY: 1-800-268-7095

©2013 Queen's Printer for Ontario

ISSN # 1920 – 8324

Ce document est disponible en français.