



MINISTRY OF CHILDREN AND YOUTH SERVICES

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2010-2011 ODA Accessibility Plan

MINISTRY OF CHILDREN AND YOUTH SERVICES

2010-2011 ODA Accessibility Plan

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Introduction

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

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

The Government of Ontario is preparing to lead the way towards an accessible province. In 2010 the government of Ontario was the first public service organization to report compliance with the first standard — Accessibility Standards for Customer Service Regulation (Ontario Regulation 429/07).

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

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

Building on last year's plan, the 2010-11 accessibility plan will continue moving the Ministry of Children and Youth Services towards the goal of an accessible province for all Ontarians.

This year's plan highlights achievements in 2009-10 to break down barriers for people with disabilities. It also outlines commitments in the coming year to make its programs and services accessible for all

Ontarians.

The ministry has continued its efforts to educate staff on how to provide good customer service with a focus on providing accessible service by taking such measures as:

- ▶ requiring all staff to complete two on-line modules on accessible customer service training and all new staff to do so within 90 days of starting;
- ▶ developing a new best practice guide on how to provide accessible information to clients; and
- ▶ promoting online training, "Maximizing the Contributions of Employees and Applicants with Disabilities," for managers and supervisors, which has resulted in 91 percent of managers and supervisors having taken the training as of October 2010.

The ministry has also continued to make ministry communications more accessible and by making information on accessibility more available by:

- ▶ enhancing the ministry's internet site to welcome feedback from clients and the public;
- ▶ creating HTML and accessible PDF versions of all 2010-11 ministry publications.
- ▶ posting a link to the OPS Accountability Policy on the ministry internet site.

The ministry has continued to achieve a more accessible built environment for clients, employees and the public. We have opened four new youth justice facilities that all meet the Ontario government's barrier-free design guidelines; In addition, new offices for ministry staff at 101 Bloor Street West, Toronto, have been made fully compliant with the *Accessibility for Ontarians with Disabilities Act, 2005*.

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

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Report on Accessibility Achievements for 2009-2010

The Ontario Public Service (OPS) is working to achieve an accessible and barrier-free province by 2025. This section highlights actions that the ministry has taken in the past year to help us achieve that goal.

Focus Area: Customer Service

- ▶ Between October 1, 2009 to March 31, 2010, 230 child care staff and 30 resource teachers received accessibility training to assist them in working more effectively with children with Autism Spectrum Disorders.
- ▶ Alternatives for enhancing teletypewriter (TTY) services to support an automated TTY service have been documented and shared with internal stakeholders to help plan TTY service delivery.
- ▶ A link to the Ontario Public Service (OPS) Accountability Policy has been posted on the ministry's "MCYS Learns" intranet page.
- ▶ All ministry staff have completed the accessibility e-learning training modules, May I Help You? Welcoming Customers with Disabilities" and "May I Help You? – Supplementary: Ten Things You Need to Know about Accessible Customer Services."
- ▶ The Renewal Strategies Office worked with the Centre for Leadership and Learning, Ministry of Government Services and the Human Resources Strategic Business Unit to renew training reports on a quarterly basis to ensure new staff complete the mandatory accessibility training.
- ▶ The Renewal Strategies Office developed a comprehensive information and resource package that was sent to all ministry transfer payment agencies in June 2010 to ensure they meet the requirements of the Accessibility Standards for Customer Service Regulation.
- ▶ Divisional Accessibility Leads have supported the ministry's compliance with the AODA by

ensuring that each division complied with the requirements of the Accessibility Standards for Customer Service by December 31, 2010.

- ▶ The ministry and its partners on renovations, including regional offices and local program managers, has continued to ensure notices are posted for any service disruptions.
- ▶ In providing its publications and online resources in accessible formats, the ministry has created HTML and accessible PDF versions of all 2010-11 ministry publications.
- ▶ In December 2009, the ministry's internet site was enhanced to welcome feedback from clients and the public.

Focus Area: Information and Communications:

- ▶ In Fall 2009, the ministry enhanced the accessibility of the Licensed Child Care internet site as part of the redesign of the ministry's internet site.
- ▶ A best practice guide for staff on how to provide accessible information to clients has been developed by the Renewal Strategies Office, in partnership with the Children and Youth Social Services I&IT Cluster(CYSSC), the Accessibility Directorate of Ontario (ADO) and the Ontario Diversity office.
- ▶ The Renewal Strategies Office in partnership with Children and Youth Social Services I&IT , the Accessibility Directorate of Ontario and the OPS Diversity office has developed a best practice guide for staff to use on how to provide accessible information to clients.
- ▶ CMB re-launched the [ministry's corporate website](#) and [Youthconnect](#) and made both sites more accessible. The following were implemented 100%:
 - ▶ Clear and consistent navigation mechanisms, page layout and recognizable graphics
 - ▶ Using the Accessibility link which provides options on how to adjust screen/browser settings instead of us using javascript to accomplish it.
 - ▶ Transcripts of video and audio files posted as text files, which are simpler than Word documents.
 - ▶ Text designed with the foreground and background color combinations providing sufficient contrast when viewed by someone having color deficits or when viewed on a black and white screen
 - ▶ Page templates designed without horizontal scrolling
 - ▶ Cascading style sheets to simplify HTML code for screen readers and to control style and layout
 - ▶ TTY (Telephone Teletypewriter) numbers posted with other telephone and fax numbers on contact page
 - ▶ Instructions on how to access the Adobe Acrobat and Microsoft WORD reader plug-ins where applicable

In addition:

Over 80% of all PDFs posted on the website have been converted to accessible html, and all new reports have been posted as html web pages with PDFs as a secondary source.

Focus Area: Employment

- ▶ Options for tracking accessibility-related expenditures for goods or services in the Integrated Financial Information System (IFIS) have been defined.
- ▶ The ministry promoted the online training "Maximizing the Contributions of Employees and Applicants with Disabilities" for managers and supervisors. As of October 2010, 91 percent of

ministry managers and supervisors have taken the training.

- ▶ The I&IT Accessibility Centre of Excellence has supported a Staff Assistive Technology User Group, where over 30 employees from across government have the opportunity to exchange information, receive updates and request assistance from peers to resolve issues regarding assistive technology.
- ▶ Accommodation processes for ergonomic assessments are in place throughout the Youth Justice Services Division to meet employee accommodation requirements as they are identified.
- ▶ The Child Welfare Secretariat distributed its regular newsletter which now uses Adobe Acrobat Professional and can be read by screen readers. Formatting is kept simple so the document can be easily understood using screen reader.
- ▶ The pilot of the tool to read website contents aloud has been evaluated and the findings were reported to Information and Information Technology senior management in early 2010.
- ▶ The Emergency Management Unit included, as part of the Continuity of Operations Program (COOP), a checklist and protocols to ensure all ministry business service locations had appropriate COOP practices and protocols in place to meet accessibility standards during emergency-related disrupted services (e.g. ADO approved signage & COOP templates). The 2009 ministry Emergency Management Plan was posted on the MCYS intranet and internet sites in accessible formats

Focus Area: Built Environment

- ▶ Projects were completed to improve accessibility and remove barriers. As part of the corporate relocation of ministry staff to new offices at 101 Bloor Street West, Toronto, there was a commitment made to ensure that construction on five floors plus the lower level was fully accessible, including:
 - ▶ installing an accessible washroom on each floor,
 - ▶ providing accessibility access from the front door of the building and
 - ▶ providing accessibility access from the secure corridors into the office space on each floor.
- ▶ Additional Toronto projects included:
 - ▶ set-up of new Commission on Sustainable Child Welfare at 401 Bay St. 21st floor in March 2010;
 - ▶ securing a new leased site at 153 Dundas Street West for the relocation of the Youth Justice Services (YJS) probation office from 40 Wellesley Street East, which is due for completion by mid-October 2010.
- ▶ Announced in 2009, four new youth justice facilities have opened and all of them meet the Ontario government's required barrier-free design guidelines. Areas open to the public, secure washrooms, bedrooms and common areas are designed to be accessible in these facilities:
 - ▶ William E Hay Youth Centre, Ottawa,
 - ▶ Justice Ronald Lester Youth Centre, Thunder Bay,
 - ▶ Ge-Da-Gi-Binez Youth Centre, Fort Frances and
 - ▶ Roy McMurtry Youth Centre, Brampton
- ▶ Renovation of the Youth Justice Services Division's Northern Regional Office in North Bay was completed by January 2009 and meets accessibility requirements of the Ontario Realty Corporation Standards for Barrier-Free Design of Ontario Government Facilities.

Focus Area: Other

- ▶ The Information and Information Technology (I&IT) Accessibility Centre of Excellence continues to publish information on their intranet site about new technologies that support people with disabilities, such as screen readers, voice recognition solutions, magnification software, etc.
- ▶ The I&IT Accessibility Centre of Excellence continues to provide advice and guidance related to improving the accessibility of websites, web content, business application, documents etc., across the Ontario Public Service (OPS). The Centre has also made resources available to OPS staff that include guides, videos, quick tips, tools etc. to raise awareness about I&IT accessibility requirements.

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Report on Accessible Customer Service Requirements

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

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

The ministry will be promoting its online customer feedback mechanism introduced in December 2009 as a way of generating feedback leading to program improvements.

Focus Area: Customer Service

Commitment: On-going

The Specialized Services and Supports Branch of the Policy Development and Program Design Division will support training for resource teachers and home visitors working with children with autism spectrum disorders in a child care setting.

Planned Actions:

The ministry continues to contract with the Geneva Centre for Autism to provide training to resource teachers and home visitors.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-Going

The ministry will provide its publications and online resources in accessible formats and in plain language with the goal of promoting a more accessible customer service experience.

Planned Action:

All public documents will be in plain language and made available in accessible formats.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The Information and Information Technology Accessibility Centre of Excellence will explore alternatives for enhancing teletypewriter (TTY) services in keeping with the Ontario Public Service (OPS) Quality Service Standards.

Planned Action:

The Information and Information Technology Accessibility Centre of Excellence will continue to explore ways to enhance TTY services offered by the Ontario government including using its intranet site to publish best practices, policies and other TTY resources to promote the OPS Quality Service Standards.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The ministry's Capacity Development Office will support the delivery of a training session on accessibility awareness for ministry staff.

Planned Actions:

The Capacity Development Office will continue promoted the in-class training and continues to promote the online training on providing accessible customer service on the MCYS Learns intranet page.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The Renewal Strategies Office will promote and monitor the use of the Centre for Leadership and Learning's online training on providing accessible customer service.

Planned Actions:

The Renewal Strategies Office continues to work with the Centre for Leadership and Learning (CFL), Ministry of Government Services and the Human Resources Strategic Business Unit to review training reports on a quarterly basis to ensure new staff complete this training. All new staff are expected to complete both training modules within 90 days of starting with the ministry.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

Consistent with the Accessibility Standards for Customer Service, the ministry will post detailed information about renovations to its offices when they will cause a disruption to service.

Planned Action:

The ministry's Capital and Accommodation Services Branch will work with the province's new project management service providers under the Ontario Realty Corporation along with regional offices and local program managers to ensure appropriate notices are posted for any service disruptions at ministry sites. Standards for notice signage are to be developed.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Customer Service

Commitment: On-going

The ministry will encourage staff to take training designed to improve customer service and accessibility.

Planned Action:

The ministry will continue to require staff to take training that will help their understanding of how to provide accessible customer service, including: "May I Help You? Welcoming Customers with Disabilities" and "May I Help You? Supplementary: Ten Things You Need to Know about Accessible Customer Service."

Implementation Timeframe: October 2010 – October 2011

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Information and Communication Commitments

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

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

Focus Area: Information and Communications

Commitment: On-going

The Early Childhood and Development Branch of the Strategic Policy and Planning Division will improve access to information on the Licensed Child Care Resource website and the Ontario Early Years Centres' website.

Planned Action: The Licensed Child Care Resource website and the Ontario Early Years Centres' website are available to the public through the ministry's website which is accessible and the Division continues to enhance the accessibility of the sites.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Information and Communications

Commitment: On-going

The Communications and Marketing Branch (CMB) will continue to make the ministry website accessible by providing materials in alternative formats.

Planned Actions:

Work continues on the conversion of the existing website PDFs to accessible html pages.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Information and Communication

Commitment: New

The ministry will promote and encourage staff to use the best practice guide for accessibility documents developed by the ministry and the Diversity Office, MGS.

Planned Action:

The ministry will post the best practice guide on its intranet site for staff and will promote the Centre for Leadership and Learning e-learning module on accessible pdf and word documents.

Implementation Timeframe: October 2010 – October 2011

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Other Accessibility Commitments

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

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

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

Focus Area: Employment

Commitment: On-going

The Financial Planning and Business Management Branch of the Business Planning and Corporate Services Division will explore methods of tracking accessibility expenditures. Such information could assist in future evaluation of efficient methods of providing accessible services.

Planned Actions:

Discussions with Human Resources Strategic Business Unit will continue to clarify what items/goods/services constitute an accessibility-related expenditure. Business requirements need to be provided by the program staff to document what needs to be isolated, tracked and reported on.

Implementation Timeframe: October 2010 – April 2011

Focus Area: Employment

Commitment: On-going

The ministry will promote the on-line Ontarians with Disabilities Act (ODA) Maximizing the Contributions of Employees and Applicants with Disabilities training for managers and supervisors.

Planned Action:

The ministry will inform new managers and supervisors of their obligation to take the training and will monitor their compliance.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will provide information to staff on new technology, including exploring the option of using a read aloud function on computers.

Planned Action:

The Information and Information Technology Accessibility Centre of Excellence will continue to work with

staff to provide information on new technology that can be used to enhance their ability to perform their jobs. The pilot of the tool to read website contents aloud will be evaluated and the findings were reported to Information and Information Technology senior management in early 2010.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will establish a Staff Assistive Technology User group so that employees who use the same or similar assistive devices can communicate with other employees using the same assistive technology products.

Planned Action:

A cross-ministry staff Assistive Technology User Group was established in January 2009. The Information and Information Technology Centre of Excellence continues to encourage employees to participate, while providing administrative support and acting as a moderator for the group.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The Renewal Strategies Office will promote and monitor the use of the Centre for Leadership and Learning's online accessibility training on accommodating employees and applicants with disabilities.

Planned Action:

Renewal Strategies Office (RSO) continues to work with Centre For Leadership and Learning (CFL) and Human Resources Strategic Business Unit to review training reports on a quarterly basis. The ministry will continue to promote and monitor the completion of the online May I Help You and ODA training with new ministry staff.

New learning/training opportunities will be explored, as will possible formal/informal learning opportunities for staff via lunch and learn sessions, guest speakers etc.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Employment

Commitment: On-going

The ministry will establish local accessibility groups to champion accessibility across the organization and to champion D-Net, a staff network group that promotes accessibility.

Planned Actions:

The ministry will support the development of local accessibility networks to act as champions throughout the province. The ministry will also support D-Net in the development of their network group at a local level. The ministry's Chief Administrative Officer will continue to be an Executive Sponsor of D-Net.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will negotiate new leases and lease renewals in keeping with the Ontario Building Code (OBC) and the barrier-free guidelines to prevent the creation of barriers to staff, clients or members of the public with disabilities.

Planned Action:

For any new office lease, the Capital and Accommodation Services Branch will monitor that accessibility is addressed to a minimum OBC standard through the Ontario Realty Corporation lease agreement.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry, in partnership with the Ontario Realty Corporation (ORC), the Ministry of Government Services and the Ministry of Energy and Infrastructure will continue to upgrade the elevators and washrooms in the 900 Bay Street, Toronto complex in keeping with the findings of the Ontario March of Dimes accessibility audits conducted in 2006-2007.

Planned Action:

Accessibility improvements to the elevators in the 900 Bay Street, Toronto complex are underway. Further accessibility improvements will be based on the results of accessibility audits of 50 buildings across Ontario. These audits are being conducted by the ORC.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The Capital and Accommodation Services Branch (CASB) will develop a strategic approach for the accessibility assessment of ministry sites pending the development of the ministry's barrier-free guidelines.

Planned Action:

CASB will work to assess all ministry sites, in conjunction with other corporate priorities to assess all ministry sites to identify where accessibility improvements are required to meet the standards set out in the regulation.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to implement improvements to the built environment and technology with a view to improving accessibility for staff and clients.

Planned Action:

The Capital and Accommodation Services Branch (CASB) will continue to improve access to ministry sites for staff and clients. Based on the findings of the assessment process or other key program planning (i.e. ODSP Desk Side Standards update, etc.), CASB will work with ADO to identify any required enhancements to the Built Environment and AODA design guidelines.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to address accessibility in all its owned and leased spaces.

Planned Action:

Through its on-going operations, CASB will ensure accessibility is addressed in the planning for all projects or lease activities for its government-owned or third party leased sites, prior to lease agreements being approved or project designs finalized.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The ministry will continue to assess and make plans to improve the accessibility of its offices and facilities for staff and clients with disabilities.

Planned Action:

As changes to an existing or new site are required, the Capital and Accommodation Service Branch will work to assess all ministry sites to identify where accessibility improvements could enhance the accessibility of our offices. Any issued new AODA design guidelines will be included in all site reviews and project planning, including lease renewals, new leases and alteration/expansion projects, to enhance accessibility for ministry staff and clients.

Currently, planning is underway for a new design which provides for accessibility at corporate sites in downtown Toronto on the 24th Floor, 2 Bloor Street West.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The Youth Justice Services Division will work with the Capital and Accommodation Services Branch (CASB) to review the accessibility requirements of the division's guidelines for its offices.

Planned Action:

The Youth Justice Services Division will continue to work with the Capital and Accommodation Services Branch (CASB) to review the accessibility requirements of the division's guidelines for its offices.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

The Capital and Accommodation Services Branch (CASB) will develop a strategic approach for the accessibility assessment of ministry sites pending the development of the ministry's barrier-free guidelines.

Planned Action:

When the proposed new Accessibility for Ontarians with Disabilities Act 2005 (AODA) built environment standards are passed into regulation, CASB will work to assess all ministry sites, in conjunction with other corporate priorities to assess all ministry sites to identify where accessibility improvements are required to meet the standards set out in the regulation.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Built Environment

Commitment: On-going

Through the coordination of the Capital and Accommodation Services Branch, the ministry will identify barriers in its buildings and offices and will make plans to improve accessibility as offices move or are renovated.

Planned Action:

In 2010-2011, the Ontario Realty Corporation (ORC) will continue accessibility audits of Ontario Public Service locations. Based on the findings of these audits work will be done to address accessibility. As any new ODA or AODA design guidelines are issued, these will be included in any ministry site review to identify accessibility barriers which must be eliminated.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Other

Commitment: On-going

The Information & Information Technology Accessibility Centre of Excellence will be modeled as a source of accessibility information as it relates to Information & Information Technology (I&IT) across the Ontario Public Service (OPS) enterprise. The Centre will develop expertise of existing and emerging technologies to support people with disabilities (e.g., Assistive Technology Devices).

Planned Action:

The Information & Information Technology Accessibility Centre of Excellence continues to provide advice and support to the OPS I&IT community on issues related to improving the accessibility of I&IT solutions.

Implementation Timeframe: October 2010 – October 2011

Focus Area: Other

Commitment: New

In 2010/11, the ministry will utilize Emergency Preparedness Week as an opportunity to develop tools and feature accessibility awareness as it relates to emergency planning.

Planned Action: Business Planning and Corporate Services Division will develop an e-learning module which meets all Accessibility Directorate of Ontario standards and a specific module focused on Accessibility (January 2011).

Emergency Preparedness Week activities will promote emergency preparedness planning for people with disabilities/special needs (date determined nationally).

A ministry brochure on emergency planning for people with disabilities/special needs will be developed and posted on the ministry's emergency management intranet site.

Implementation Timeframe: October 2010 – January 2011

Focus Area: Other

Commitment: New

All ministry intranet content will be updated to incorporate accessibility considerations.

Planned Action: In 2010/11 the MCSS/MCYS Emergency Management Program intranet site will be redesigned, and the Emergency Management Unit will work with the Children, Youth and Social Services Cluster to ensure it complies with accessibility requirements in the proposed regulation made under the Accessibility for Ontarians with Disabilities Act 2005 (AODA).

Implementation Timeframe: October 2010 – October 2011

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

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

Focus: Other

Commitment: New

The ministry will promote the inclusion lens developed by the Diversity Office, MGS.

Planned Action:

The ministry will encourage policy development staff to use the inclusion lens and to promote the Centre for Leadership and Learning e-learning module on the inclusion lens.

Implementation Timeframe: October 2010 – October 2011

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Glossary of Terms / Acronyms

Additional Information:

Your ministries Accessibility Plans should contain plain language. However if there is a need to use acronyms or government terminology you should be providing definitions and or descriptions in this section of the plan.

ADO – Accessibility Directorate of Ontario

AODA – Accessibility for Ontarians with Disabilities Act

CASB - Capital and Accommodation Services Branch

CFLL - Centre for Leadership and Learning

CMB - Communications and Marketing Branch

COOP - Continuity of Operations Program

CYSSC - Children and Youth Social Services I&IT Cluster

DNA – Day Nurseries Act

IFIS - Integrated Financial Information System

I&IT - Information and Information Technology

MGS - Ministry of Government Services

MCYS – Ministry of Children and Youth Services

OBC - Ontario Building Code

ODA – Ontarians with Disabilities Act

OPS – Ontario Public Service

ORC - Ontario Realty Corporation

TTY - Teletypewriter

YJS - Youth Justice Services

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For More Information

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

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TTY number: 1-800-387-5559

E-mail: mcysinfo@ontario.ca

Ministry website address:
www.children.gov.on.ca/

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 accessible province for everyone.

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

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