



MINISTRY OF CHILDREN AND YOUTH SERVICES

2013 - 14

Accessibility Plan

2013 – 14 Accessibility Plan

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2013-14 Accessibility Plan

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 \(ODA\)](#).

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 Children and Youth 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.

Section One of the MCYS Accessibility Plan provides detailed information on the measures taken by the Ministry to meet the 2012-13 commitments. Section Two of the MCYS Accessibility Plan outlines a number of commitments for 2014 and beyond that will contribute to a barrier-free Ontario by 2025

To access this and other ministries' 2013-14 Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken in 2012-13

2012-13 Customer Service Commitments

- Continue to exceed the requirements of the Accessible Customer Service Standard by requiring all staff to complete the CFLL's two online training modules on providing accessible customer service, "May I Help You."
- Continue to be in compliance with the Integrated Accessibility Standards Regulation (IASR) in relation to the training, accessible feedback and employment sections.
- Continue to require all managers to complete the ODA Maximizing the Contributions of Employees with Disabilities online training.
- Promote and encourage staff to complete the range of diversity and inclusion training offerings provided through the Centre for Leadership and Learning.
- Implement the Ministry's multi-year diversity and inclusion plan which includes a number of initiatives related to enhancing accessibility.
- Develop a list of Ministry staff with American Sign Language (ASL) training and engage them to develop ASL training for other staff.

Measures Taken

- Staff completion of the "May I Help You?" (MIHY) parts 1 and 2 e-learning modules are monitored quarterly. As of July 2013, the MCYS staff completion rate for the MIHY 1: Welcoming Customers with Disabilities was 93% and MIHY 2: Ten Things You Need to Know about Accessible Customer Service was 94%.
- All MCYS staff are required to complete IASR and Ontario Human Rights Code (OHRC) training. The Ministry completion rate for IASR in the OPS is 65% and Working Together - OHRC and AODA video is 63%.
- The public website is developed to meet government and international standards for accessibility and is regularly tested to ensure that it is accessible for persons with disabilities.
- To ensure there are a number of channels to provide feedback, questions and comments can be provided in person, by letter, telephone (including TTY), social media, fax, e-mail or through website contacts.

- Ministry managers who have employees with disabilities must have documented accommodation plans in place.
- The Ministry advises employees and the public of accommodations during the recruitment process on the OPS Careers website and all internal and external job advertisements. The availability of accommodations is also actively offered to candidates when contacted for an interview and provided upon request.
- A list of recommended CFLL courses related to diversity, inclusion and accessibility was developed and promoted to Ministry staff through the MCYS Diversity and Inclusion intranet site.
- The Ministry's multi-year Diversity and Inclusion Action Plan commitments were successfully implemented and evaluated. Key accomplishments included the development and promotion of educational tools and resources, hosting various disability awareness sessions for staff and executives and surveying Ministry staff for ideas to inform programming.
- An ASL committee was formed in June 2013 and developed an awareness training session that was piloted in Toronto in October 2013. The first phase of this training will be evaluated to explore staff interest in more advanced training and to determine training needs for remote area offices.

2012-13 Information and Communication Commitments

- Feature accessibility during Emergency Preparedness week as it relates to people with disabilities and emergency management.
- Convert all new English and French PDFs to text-only versions for posting on the Ministry's public website.
- Continue to review all web sites to ensure that Web Content Accessibility Guidelines (WCAG) 2.0, Level AA are met.

Measures Taken

- Accessibility awareness was a component of Emergency Preparedness Week 2013. To highlight emergency preparedness, Ministry staff visited the York Seniors Centre and Yonge Street Mission Seniors Centre to hold sessions designed to prepare seniors for an emergency evacuation.
- As per new web guidelines, the ministry now posts accessible PDFs of new reports and brochures to meet government accessibility standards.

- Websites are scanned for accessibility to meet WCAG 2.0 AA. MCYS has a high compliance level - 84%, for its corporate website

2012-13 Employment Commitments

- Ensure employees with disabilities have documented accommodation plans in place, as required.
- Provide demo/experiential learning opportunities for staff to learn about assistive technologies and devices.
- Form a Manager's Community of Practice to provide managers with the opportunity to discuss issues or ask questions regarding employment accommodations (i.e. Return to Work, mental health in the workplace, flexible work arrangements, etc.).
- Provide information regarding employment accommodation and the Employee Assistance Program (EAP) to staff during orientation.
- Create a pool of assistive devices/resources for staff in the Ministry for redeployment.
- Increase staff awareness regarding employee accommodations and EAP through training sessions, posters, intranet site, etc.
- Develop disability awareness sessions for senior managers with a focus on experiential learning led by a group of facilitators with disabilities.
- Launch a WebEx training session on barrier-free recruitment practices.
- Continue to examine broader use of the Inclusion Lens to eliminate barriers in recruitment practices.

Measures Taken

- Ministry managers who have employees with disabilities have documented accommodation plans in place, as required.
- The Manager's Toolkit: Providing Accommodations to Ministry Employees with Disabilities is a resource that was developed to assist in the development and documentation of employee accommodation plans. Training on the Manager's Toolkit was developed, offered and evaluated in June 2013.
- The I&IT Cluster Accessibility Centre of Excellence published numerous resources about assistive technologies on their intranet site, including a screen reader demonstration video, assistive technology user guides, and descriptions of devices

used by people with disabilities. The Centre also invited clients to visit their lab to experience the assistive technologies.

- A Managers Community of Practice was formed in February 2013. Teleconferences were held on a quarterly basis featuring topics such as Return to Work/Employment Accommodation Policies, Accommodating Employees Facing Mental Health Challenges, and Environmental Sensitivities. An average of 80 managers participated in each teleconference.
- Information on the EAP (i.e. posters, pamphlets business cards, etc.) and the link to the MCYS Diversity and Inclusion intranet site (which includes employment accommodation resources) was provided during orientation sessions for approximately 100 staff.
- In March 2013, Ministry senior managers and staff took part in a hands-on disability awareness session facilitated by Variety Village, a non-profit organization. Staff from Variety Village facilitated a variety of experiential activities to educate participants on the barriers faced by people with disabilities.
- A training session on barrier-free recruitment practices was made available on the MCYS Diversity and Inclusion intranet site.
- The Ministry has consulted with human resources centres of expertise within the Ministry of Government Services to explore the use of the OPS Inclusion lens in current recruitment practices.

2012-13 Built Environment Commitments

- Renegotiate new leases and lease renewals that reflect the requirements of the Ontario Building Code (OBC) and the barrier-free guidelines to prevent barriers to staff, clients or members of the public with disabilities.
- Continue to assess and make plans to improve the accessibility of Ministry offices, facilities and technology with a view to improving accessibility for staff and clients.
- Refresh and promote the “Planning Accessible Meeting Guidelines” to include new policies and information on external meetings.
- Explore the availability/accessibility for wellness rooms in Ministry offices.

Measures Taken

- Accessibility continues to be a key requirement when searching for new leases and renegotiating leases. All designs were prepared in accordance with the

Infrastructure Ontario (IO) Guidelines for Barrier-free Design of Ontario Government Facilities. In 2012-13, MCYS negotiated one new lease and renewed 11 ensuring that all new accessibility requirements were met.

- The Planning Accessible Meeting Guidelines has been deferred until the AODA Design of Public Spaces Standards and updated barrier-free design requirements of the Ontario Building Code are available.
- There are five Ministry offices that have access to wellness rooms:
 - o Queen's Park
 - o 56 Wellesley
 - o 101 Bloor Street
 - o 5775 Yonge Street
 - o 5255 Yonge Street
 - o 477 Mount Pleasant

2012-13 Procurement Commitments

- Add a subsection on accessibility to the ministry's Electronic Manual of Ministry Administration (EMMA) in the Procurement Section. The subsection will link to Supply Chain Management Division resources on Accessibility.
- Prepare and post an information package in the accessibility subsection of the electronic manual of administration to support managers who need to make acquisitions of supportive technologies to accommodate staff with disabilities.
- Highlight accessibility information under the procurement section of the Ministry intranet site.
- Include in procurement vehicles such as RFP's and RFS's, the requirement for knowledge, skills and experience in designing, building and deploying Accessibility-compliant I&IT systems - compliant to the Web Content Accessibility Guidelines (WCAG) 2.0 requirements.

Measures Taken

- A subsection on Accessibility has been added to the Procurement section of EMMA. It links to seven documents that provide detailed direction, including language that can be used in Requests for Proposals and other procurement documents. It also

links to the I&IT Cluster Accessibility Centre of Excellence which has trained staff to provide advice on accessibility issues and technology.

- The I&IT Cluster Accessibility Centre of Excellence provides advice and guidance to staff and managers on the types of assistive technologies available to accommodate staff with disabilities as well as the vendors from which the resources can be procured. Information on various assistive technologies can also be found on the Cluster's intranet site.
- Requests for proposals or similar procurement documents include standard language on accessibility requirements which is provided by the Supply Chain Management Division.

2012-13 Other Commitments

- Encourage all staff to use the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- Senior managers will encourage all staff to include use of the OPS Inclusion Lens in their Performance Development and Learning Plans.

Measures Taken

- All divisions reported on using the Inclusion Lens in at least one of their programs, policies, practices or services.
- The inclusion based performance commitment to encourage the widespread use of the OPS Inclusion Lens was communicated and promoted to senior managers. Recommended actions to achieve this commitment require that senior managers discuss and encourage staff to participate in the OPS Inclusion Lens course and identify opportunities to use the OPS Inclusion Lens in the office/unit programs, policies and services.

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. This section contains highlights of the Multi-Year Accessibility Plan deliverables and Ministry proposed measures until 2016.

Customer Service

People with disabilities who are OPS customers receive quality goods and services in a timely manner

2013-14 Deliverables

- New staff trained on accessibility.
- Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training.
- Increased awareness in OPS of accessibility best practices in **customer service** and the workplace.

2013-14 Ministry Proposed Measures

- Ensure that all branch level emergency management plans include an updated “accessibility impact statement” that outlines the Ministry’s commitment to deliver services to people with disabilities as they relate to:
 - o non-emergency events whereby people with disabilities may be affected by a disruption to normal business processes; and
 - o emergency events whereby an alternative service delivery location is utilized to ensure the continuity of business services.
- Develop training offerings in sign language to support Ministry staff in providing an active offer of communication supports to people who communicate in sign language.
- Develop and host advanced accessibility training for staff.
- Encourage the use of the OPS Inclusion Lens when developing/renewing service agreements.

2014-16 Deliverables

- Staff and customer feedback sought on accessibility innovations and improvements.
- Inclusion Lens applied to all policies and practices.
- Accessibility is part of all OPS business.

2014-16 – Ministry Proposed Measures

- Promote and encourage staff to complete a range of accessibility related training programs provided through the CFLL.
- Continue to encourage the use of the Inclusion Lens for new policies, programs, practices and services
- Continue to exceed the requirement of the Accessibility Standards for Customer Service to train front-line staff by requiring all staff to complete the CFLL's two online training modules on providing accessible customer service, "May I Help You."

Employment Accommodations

People with disabilities who are OPS employees participate fully and meaningfully in services and employment.

2013-14 Deliverables

- Conduct a management review on accommodation for employees with disabilities.
- Increased awareness in the OPS of accessibility best practices in customer service.
- Senior managers have accessibility performance commitments.

2013-14 Ministry Proposed Measures

- Evaluate the disability awareness sessions and implement sessions at a staff level.
- Continue to train staff on the AODA regulations and the Human Rights Code.
- Launch training for managers to increase knowledge on providing accommodation for employees with disabilities.
- Continue to examine broader use of the Inclusion Lens to eliminate barriers in recruitment practices.

- Continue to hold quarterly Manager Community of Practice teleconferences highlighting various subjects related to employment accommodation.

2014-16 - Deliverables

- Implement best practices on employment accommodation and return to work.
- Improve accommodation for employees with disabilities as a result of findings from management review.
- Managers and staff have accessibility performance commitments.

2014-16 – Ministry Proposed Measures

- Use the results from the 2014 Employee Survey to assess potential barriers for employees with disabilities and establish a plan to remove the barriers.
- The EMU will incorporate an element of accessibility into the emergency plan exercise of the Ministry.

Information and Communications

Information and Communications are available in accessible formats to all OPS staff and customers.

2013-14 - Deliverables

- Accessibility criteria built into decision-making, project management, procurement, technology, infrastructure, I & IT and training.
- Hold an Accessibility Expo.

2013-14 Ministry Proposed Measures

- Ensure that all branch level emergency management plans outline the requirement to make emergency plan information available in an accessible format upon request, as soon as practicable.
- Highlight the various Windows 7 accessibility features to staff as computers are refreshed.
- Enrich staff awareness by providing training and promoting the use of TTY lines. .
- Develop a style guide for staff to help maximize the accessibility of all e-mails.
- Explore opportunities to expand the Assistive Technology User Group.

- Give more prominence to accessibility on the internet and intranet homepages.
- Deploy an accessibility desktop icon to staff providing a one-stop avenue to a wide variety of accessibility related documents and resources
- Work towards increasing the staff completion rates for mandatory IASR CFLL e-learning courses - IASR in the OPS and the Working Together: The OHRC and ODA video – by producing quarterly reports to identify and follow up with staff who have not completed training.

2014-16 Deliverables

- Communications, websites, technology solutions and documents employ accessibility best practices.
- Accessibility Expo continues annually.

2014-16 Ministry Proposed Measures

- Continue to review the ministry website to ensure that Web Content Accessibility Guidelines (WCAG) 2.0, Level AA are met as required by IASR
- Continue to leverage the accessibility testing services of websites and documents offered by the I&IT Cluster Accessibility Centre of Excellence.
- Exceed the IASR training expectation by requiring all ministry staff to complete CFLL e-learning courses - IASR in the OPS and the Working Together: The OHRC and AODA within three months of their start date
- Ministry delegates will be attending future Expo/JOIN conference to learn about leading practices, strategies and supports for full inclusion on disability in the workplace.

Built Environment

There is greater accessibility into, out of and around OPS facilities and public spaces.

2013-14 Deliverables

- Continue to develop strategies for addressing infrastructure barriers.

2013-14 Proposed Measures

- Secure Custody Guidelines will be developed to ensure that accessibility requirements can be addressed.
- The Ministry continues to address accessibility in all its owned and leased spaces.
- Promote/refresh “Planning Accessible Meeting Guidelines” to include new policies and information on external meetings to reflect the AODA Design of Public Spaces Standards and updated barrier-free design requirements of the Ontario Building.

2014-16 Deliverables

- OPS ready to implement requirements of IASR standards on Public Spaces.

2014-16 Ministry Proposed Measures

- Probation Office Guidelines will be developed to ensure that accessibility requirements can be addressed.
- The Ministry will continue to address accessibility in all of its owned and leased spaces.

Other Outcomes and Leadership

The OPS endeavours to demonstrate leadership for accessibility in Ontario.

2013-14 Deliverables

- Ongoing consultations with persons with disabilities.
- Ministries continue to publish annual accessibility plans.

2013-14 Ministry Proposed Measures

- Explore the feasibility of developing a supplier’s list and manager’s guide for the acquisition of supportive technologies to accommodate staff with disabilities.
- Encourage all staff to use the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- The Ministry will continue to play an active role on the Disability Advisory Council (DAC) which was established to prepare for the integrated accessibility standards,

under the AODA by providing a consumer perspective on implementation. The Council also helps to further develop leadership capacity of employees with disabilities in the OPS, with a broader goal of supporting the journey towards a barrier-free Ontario by 2025.

2014-16 Deliverables

- Accessibility continues as strong organizational commitment.

2014-16 Ministry Proposed Measures

- Continue to exceed the IASR training expectations by requiring all new staff to complete CFLL e-learning courses - IASR in the OPS and the Working Together – The OHRC and ODA within three months of their start date

Section Three: Report on Legislative Review

In support of our commitment to improve access for people with disabilities, the Ministry of Children and Youth 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

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:

- 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.

We continue to report our progress in removing or preventing barriers through our annual Accessibility Plans.

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

In consultation with our Ministry's legal counsel and policy experts we will use the Accessibility Legislative Review Tool to review the following high impact statute:

- Child and Family Services Act,
- Provincial Advocate for Children and Youth Act.

Glossary of Terms and/or Acronyms

AODA – Accessibility for Ontarians with Disabilities Act, 2005

ASCS - Accessibility Standards for Customer Service Regulation

ASL – American Sign Language

CFLL – Centre for Leadership and Learning

CYSSC – Children, Youth and Social Services Cluster

EAP – Employee Assistance Program

EMMA – Electronic Manual of Ministry Administration

EMU – Emergency Management Unit

HR SBU – Human Resources Strategic Business Unit

IASR – Integrated Accessibility Standards Regulation

I&IT ACOE – Information and Information Technology Accessibility Centre of Excellence

IO – Infrastructure Ontario

MCoP - Manager's Community of Practice

MCYS – Ministry of Children and Youth Services

MOI - Ministry of Infrastructure

MYAP – Multi-Year Accessibility Plan

OBC – Ontario Building Code

ODA – Ontarians with Disabilities Act, 2001

OHRC – Ontario Human Rights Code

OPS – Ontario Public Service

PDF – Portable Document Format

RSO – Renewal Strategies Office

TTY – Telephone Typewriter or Telecommunication Device for the Deaf

WCAG - Web Content Accessibility Guidelines

How to Contact us

Questions or comments about the Ministry of Children and Youth Services' Plan are always welcome.

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Fax : 416-212-1977

Ministry website address: <http://www.children.gov.on.ca/htdocs/English/index.aspx>

Visit the [Ministry of Economic Development, Trade and Employment's](#) website. The site promotes accessibility and provides information and resources on how to make Ontario an accessible province for everyone.

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