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2010-2011 Accessibility Plan

Ministry of Revenue
2010-2011 Accessibility Plan
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Table of Contents

- [Introduction](#)
- [Report on Accessibility Achievements for 2009-2010](#)
- [Report on Accessible Customer Service Requirements](#)
- [Information and Communication Commitments](#)
- [Other Accessibility Commitments](#)
- [For More Information](#)

Introduction

The **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)** 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 await the additional standards under 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 prevent, identify and remove barriers through annual accessibility plans required under ODA.

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

As of January 1, 2010, the Ministry of Revenue achieved full compliance with the Accessible Customer Service Regulation. The ministry has implemented processes to ensure the following:

- all Ministry of Revenue staff that are providing customer service or developing policy related to customer service are trained in the "May I Help You?" modules;
- Notices of Service Disruptions for all buildings are posted in a timely manner; and

- an accessible feedback process has been created to respond and report on feedback that has been received.

The Ministry of Revenue is committed to moving forward with the other four areas of accessible standards, once the standards are approved and released. The ministry will establish a plan to meet the requirement set out in each regulation to ensure compliance.

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



Report on Accessibility Achievements for 2009-2010

Focus Area: Customer Service

Achievements:

- As of January 1, 2010, the Ministry of Revenue implemented the Accessible Customer Service Standards meeting compliance of the regulation.
- The Ministry of Revenue has created a process to ensure that Notices of Service Disruption are posted in a timely manner.
- The Ministry of Revenue has created an accessible feedback process to respond to feedback received.
- The Ministry of Revenue has updated the Audit Quality and Quality Service Questionnaires to capture accessible service.
- As of January 1, 2010, all staff in the Ministry of Revenue have been trained in both "May I Help You?" modules meeting compliance with the Accessible Customer Service Regulation.

Focus Area: Information and Communication

Achievements:

- The Ministry of Revenue has posted information on the Accessible Customer Service Standards on both the internet and intranet sites. Documentation includes: OPS Customer Service Policy, the ministry's Notices of Service Disruption Protocol, and the ministry's Feedback Process.
- The Ministry of Revenue published content on its intranet site to share resource tools and educational information to raise accessibility awareness.
- The Ministry of Revenue held its first Accessibility Expo in Oshawa to raise awareness on Accessibility.
- The Ministry of Revenue continues to be responsible for accommodating any special needs it's made aware of when meeting with the public, whether they relate to facilities, interpreters, document formats or assistive devices.

Focus Area: Employment

Achievements:

- The Ministry of Revenue completed its first Diversity Mentoring Partnership Program and launched the second year program incorporating feedback received in the first year's program evaluations.

Focus Area: Built Environment

Achievements:

- The Ministry of Revenue has upgraded existing building main entrance doors with access controls (automatic door openers) at 33 King Street, Oshawa in an effort to meet future accessibility

standards.

- The Ministry of Revenue has completed security enhancements to the 3rd and 5th floor elevator vestibule at 33 King Street, Oshawa with the installation of accessible security doors.
- The Ministry of Revenue has upgraded existing access controls (automatic door operators) to multi-level operators which allow activation at any height within 36" of the operator, to address different mobility issues at 33 King Street, Oshawa in an effort to meet future accessibility standards.
- The Ministry of Revenue has included increased aisle widths to the space design in all renovation projects to meet AODA guidelines.
- The Ministry of Revenue has an adequate number of open passage accessible meeting areas within ministry locations and is compliant with AODA requirements.
- The Ministry of Revenue has completed seven renovation projects in 2009/10 (Client Accounts and Services Branch in Oshawa, Legal Services Branch in Oshawa, 55 Athol Street in Oshawa – accessible washroom, North York, Mississauga, Hamilton and London). Every project complied with AODA Built Environment standards.
- The Ministry of Revenue has installed new signage that adheres to AODA standards effective June 2010.
- The Ministry of Revenue has upgraded the existing main floor women's washroom doors with access controls (automatic door openers) at 33 King Street, Oshawa.

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 its 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.

Focus Area: Customer Service

Commitment: Ongoing. The Ministry of Revenue will continue to monitor training needs to ensure all staff are trained in accordance with the Regulation; and that new/transferred/seconded staff receive training within the timelines set out in the training policy.

Planned Action(s): All new/transferred/seconded staff are required to complete the training requirements for the Customer Service Regulation within 30 days of hire. Staff lists are maintained and tracked on a continuous basis. After January 1, 2010, the Ministry of Revenue trained an additional 733 new and/or returning staff in the "May I Help You?" modules.

Implementation Time Frame: October 2010 – May 2011

Focus Area: Customer Service.

Commitment: Ongoing. The Ministry of Revenue will review its feedback process to ensure accessibility related issues are responded to appropriately and translated into continuous improvement in the way the ministry delivers goods and services to the public.

Planned Action(s): All feedback provided in person, in writing and by any other means will be reviewed with a response provided to the client in a timely manner. To date, no negative feedback has been received. The ministry will continue to monitor and review all feedback to ensure appropriate action is taken.

Implementation Timeframe: January 2010 – May 2011.



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 pending standards guiding Information and Communications, the Government of Ontario is continuously looking for opportunities to prevent and remove barriers to persons with disabilities when creating, procuring, conveying, receiving or distributing information to and from the public.

Focus Area: Information and Communication.

Commitment: Ongoing. The Ministry of Revenue requires all web communications staff to incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to everyone.

Planned Action(s): The Ministry of Revenue's web team will continue to provide external and internal electronic information in accessible formats. The members of the web team will continue to keep their unit and internal partners up to date on new technology trends and information that is accessible to all.

Implementation Timeframe: October 2010 – May 2011.

Focus Area: Information and Communication.

Commitment: Ongoing. The Ministry of Revenue will incorporate accessibility considerations into its publications to ensure they are available in alternate formats.

Planned Action(s): The Ministry of Revenue branches will continue to be responsible for liaising with Publications Ontario to arrange for the production of alternative format documents as required.

Implementation Timeframe: October 2010 – May 2011.

Focus Area: Information and Communication.

Commitment: Ongoing. The Ministry of Revenue will ensure that all staff incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to everyone.

Planned Action(s): The Ministry of Revenue will develop a communications plan to raise the awareness of accessible communication products and best practices when sending PDF documents and emails to ensure a greater level of accessibility.

Implementation Timeframe: October 2010 – May 2011.



Other Accessibility Commitments

Accessibility Improvement Initiatives to identify, remove or prevent barriers in preparation for AODA standards currently under development

In anticipation of the upcoming 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, ensure accessibility for people with disabilities across all stages of the employment life cycle and break down barriers in buildings. 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: New. The Ministry of Revenue will incorporate training on OPS Human Resources policies and directives.

Planned Action(s): The OPS Workplace Discrimination and Harassment Policy and Violence Policy training continues to be a mandatory requirement for all Ministry of Revenue staff.

Implementation Timeframe: October 2010 – March 2011

Focus Area: Built Environment

Commitment: Ongoing. On an annual basis, Facilities Management Services of the Ministry of Revenue will compile and communicate information on its inventory of open passage accessible meeting areas within ministry locations. As part of its ongoing services, Facilities Management Services will respond as necessary to any additional requests for these rooms to meet the ministry's needs.

Planned Action(s): As work is completed, meeting rooms at various locations within the Ministry of Revenue will incorporate universal accessibility in the design of space.

Implementation Timeframe: October 2009 – March 2011

Focus Area: Built Environment

Commitment: Ongoing. The Ministry of Revenue, Facilities Management Services will continue to assess the functionality of devices that provide access for persons with disabilities within ministry premises (e.g., power door actuators) against available accessibility building standards pending release of the AODA Built Environment standards.

Planned Action(s): Where new floor space is acquired and existing floor space is renovated, the Ministry of Revenue is upgrading existing access control devices within ministry premises to multi-functional devices. Where new devices are to be installed within ministry premises, Facilities Management Services will specify devices that are compliant with standards under the **American Disabilities Act (ADA)** until release of future AODA standards.

Implementation Timeframe: October 2009 &ndash March 2011.

Focus Area: Built Environment

Commitment: Ongoing. Where new floor space is acquired and where existing floor space is renovated, the Ministry of Revenue, Facilities Management Services, will work with Ontario Realty Corporation to comply with requirements.

Planned Action(s): The Ministry of Revenue will incorporate the proposed built environment standards into the design of new or renovated floor space until the legislation is enacted.

Implementation Timeframe: October 2009 – March 2011

Focus Area: Built Environment

Commitment: Ongoing. The Ministry of Revenue, Facilities Management Services is currently developing new standards and templates for wayfinding and identification signage that are AODA compliant.

Planned Action(s): The Ministry of Revenue will incorporate the new standards and templates as proposed in the built environment standards into the design of new or renovated floor space projects and/or client requests for new or replacement signage.

Implementation Timeframe: October 2009 – March 2011.

Focus Area: Other

Commitment: New. The Ministry of Revenue will add inclusion to their Diversity Category in the ministry's formal recognition program, the Stella Awards.

Planned Action(s): The Ministry of Revenue and Ministry of Finance's formal recognition program, the Stella Awards will be revised to enhance the Diversity category criteria and to rename the category to Diversity and Inclusion.

Implementation Timeframe: October 2010 – March 2011.



For More Information

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

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

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

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