

MOF — Ministry of Finance

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More Information

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

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This plan was developed before the recent merger of the Ministry of Finance and the Ministry of Revenue. Although the original plans for these two ministries were developed separately, we will work together within our new structure to ensure that all our accessibility commitments for 2011-12 are met.

Ministry of Revenue 2011-2012 Accessibility Plan

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Introduction

Each year, the Government of Ontario sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through its annual accessibility plans, as required under the *Ontarians with Disabilities Act, 2001 (ODA)*.

The *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is Ontario's roadmap to become barrier-free by 2025. It includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- the built environment

Under the *Accessibility for Ontarians with Disabilities Act, 2005* organizations are required to file a compliance report on the Accessible Customer Service Standards. In September 2011, the Ministry of Revenue submitted its second report confirming compliance with the Accessible Customer Service Standard.

This year's Accessibility Plan will help to inform planning requirements under the new Integrated Accessibility Standards Regulation (IASR) enacted last summer under the *Accessibility for Ontarians with Disabilities Act, 2005*. The Integrated Accessibility Standards require the Government of Ontario to develop a multi-year plan to prevent and remove barriers for persons with disabilities.

Our annual Accessibility Plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, our 2011-12 Accessibility Plan will continue moving the Ministry of Revenue toward the goal of an accessible province for all Ontarians.

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

Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11

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

In 2010-11, the government continued to comply with the Accessibility Standards for Customer Service regulation and continued to implement initiatives to enhance accessibility in other areas: employment, information and communication and the built environment.

This document includes a summary of the initiatives the Ministry of Revenue implemented in 2010-11.

Customer Service

- The Ministry of Revenue remains in compliance with the Customer Service Standard by ensuring all new and existing staff are trained on the "May I Help You?" Modules.
- The Ministry of Revenue continues to maintain a process to ensure that Notices of Disruption are posted in a timely manner.
- The Ministry of Revenue has an accessible feedback process to respond to inquiries and suggestions either by mail, e-mail, and telephone. To date, no feedback has been received through these channels.

Information and Communications

- The Ministry of Revenue posts the Accessible Customer Service Regulation on both the Internet and Intranet sites. Additional documents posted include the Ontario Public Service Customer Service Policy, the Ministry's Notices of Service Disruption Protocol, and the Ministry's Feedback Process.
- The Ministry of Revenue posts the Guide to Production and Distribution of Accessible Portable Document Format (PDF) documents on the intranet site to ensure accessible PDF documents are being distributed in the ministry.
- The Ministry of Revenue's web team members continue to keep up to date on new developments and intranet/internet standards and to take courses as needed to enhance individual knowledge and skill.
- The Ministry of Revenue's Accessibility Lead continues to provide advice and guidance on *Ontarians with Disabilities Act, 2001* and *Accessibility for Ontarians with Disabilities Act, 2005* issues.

Employment

- The Ministry of Revenue continues to implement and encourage employees to participate in the Ministry's Diversity Mentoring Partnership Program. The 2010/11 program registration was extended this year to include participation of all bargaining units to make the program more inclusive. The 2010/11 program saw a 600% increase in participation with 63 employees being matched from 10 employees in 2009/10.
- As of July 2011, the Ministry of Revenue has trained 96% of employees on the Bill 168 Overview, 95% on the Ontario Public Service Workplace Discrimination and 95% on the Harassment Policy and Workplace Violence Prevention Policy.

Built Environment

The Ministry of Revenue Facilities Management Services branch completed the following renovation projects:

- Michael Starr Building, 33 King Street, Oshawa, 1st Floor redesign.

- 1550 Bayly Street, Pickering redesign
- All facilities projects complied with *Accessibility for Ontarians with Disabilities Act, 2005* Built Environment Standards.

Other

- The Ministry of Revenue created a new category of Diversity and Inclusion in the ministry's recognition program for 2010. Two nominations were received in this category and one winner was selected.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Revenue's accessibility plan focuses on four areas. These initiatives will support compliance with the existing Accessibility Standards for Customer Service. They will also help us enhance accessibility in other areas:

- Employment
- Information & Communications
- The Built Environment
- Procurement

Customer Service

The Ministry of Revenue is committed to ensuring that people with disabilities receive accessible goods and services from us. This means they will receive goods and services with the same high quality and timeliness as others.

- The Ministry of Revenue will continue to ensure compliance with the Accessible Customer Service Standard and continue to provide a process for accessible feedback available to the public.

Information and Communications

The Ministry of Revenue is committed to making government information and communications accessible to people with disabilities. The information we provide and the ways we communicate are key to delivering our programs and services to the public.

The Ministry of Revenue will raise awareness of the accessibility videos on the Centre for Leadership and Learning site by posting the information on our Accessibility intranet in 2011-12.

- These videos include:
 - How to create an accessible document using Microsoft Word
 - When and how to use Portable Document Format (PDF) documents
 - How to create Braille Ready documents

Employment

The Ministry of Revenue is committed to fair and accessible employment practices that attract and retain talented employees with disabilities.

- The Ministry of Revenue will continue to educate all employees on emergency and evacuation planning; including specific processes for persons with disabilities who wish to self-disclose and obtain assistance during evacuations. Staff and manager training and awareness programs are an initiative for 2011-2012 and will include emergency and evacuation planning for persons with disabilities who self-disclose. The training and awareness initiative is in addition to the existing information posted on the Security Services & Emergency Management intranet site.
- The Ministry of Revenue will establish a Diversity and Inclusion Advisory Committee for 2011-12.

Built Environment

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

- The Ministry of Revenue Facilities Management Services will enhance security on the 6th floor

elevator vestibule in the Michael Starr Building, 33 King Street, Oshawa with the installation of accessible security doors in 2011/12.

- The Ministry of Revenue Facilities Management Services will incorporate the Built Environment Standards into the design of all new or renovated floor space.

Procurement

The Ministry of Revenue is committed to integrating accessibility considerations into our procurement processes. We ask potential suppliers to tell us about the accessible options they offer. We include accessibility in our evaluation criteria.

- The Ministry of Revenue will make tools and resources available to assist employees in the completion of procurement documentation. The ministry will provide the Ontarians with Disabilities Act Procurement Checklist that is maintained by the Ontario Public Service Supply Chain Management directly to its clients when procuring goods and services.

Other

- The Ministry of Revenue will continue to work with the Accessibility Directorate of Ontario and the Ontario Public Service Diversity Office to ensure ministry compliance with the *Ontarians with Disabilities Act, 2001* and *Accessibility for Ontarians with Disabilities Act, 2005* to achieve accessibility improvements until 2025.
- The Ministry of Revenue will continue to be represented on the Ontario Public Service Disability Advisory Council.

In support of our commitment to improving accessibility for people with disabilities, the Ministry of Revenue will continue to review government initiatives, including legislation and policies, to identify and remove barriers.

Acts, Regulations and Policies Reviewed in 2010-11

The Ministry of Revenue is committed to ensuring that our acts and regulations are reviewed for potential accessibility barriers.

- In April 2011, the Ministry of Revenue participated in a training session for multidisciplinary teams from all ministries on how to use the Ontario Public Service Inclusion Lens to review laws for accessibility barriers. Going forward, the Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Acts, Regulations and Policies to Be Reviewed in 2011-12

- The Ministry of Revenue has been in consultation with the ministry's legal counsel to review all acts and regulations by 2020.

Inclusion Lens

In 2011, the Ontario Public Service launched the Inclusion Lens. The lens is an innovative tool to help address diversity and accessibility. With this tool, ministries can identify and address potential barriers to people with disabilities, and others that may be present in existing or proposed legislation, policies, programs, practices or services.

- In 2010-11, the Ministry of Revenue used the Inclusion Lens to identify barriers within government initiatives (acts, regulations, policies, programs, practices or services).

In 2010-11, the Ministry of Revenue:

- In June 2011, the Ministry of Revenue ensured that a multidisciplinary team attended the one-day training on using the Inclusion Lens to review legislation for barriers to persons with disabilities and used the Inclusion Lens to review one act in the Ministry of Revenue.

In the future, our ministry will:

- Continue to use the Inclusion Lens to review acts and regulations.
- Encourage staff to use the Inclusion Lens when developing or reviewing policies, programs or services.

Glossary of Terms / Acronyms

AODA — Accessibility for Ontarians with Disabilities Act, 2005

OPS — Ontario Public Service

ODA — Ontarians with Disabilities Act

IASR — Integrated Accessibility Standards Regulation

MOF — Ministry of Finance

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