



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) | [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [2010-11 Accessibility Plan](#)

2010-11 Accessibility Plan

ISSN 1918-6029

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 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 (ODA), 2001.

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

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

To view other ministries' Accessibility Plans please visit [Ontario.ca](#).

Table of Contents

1. Report on Accessibility Achievements for 2009-2010
2. Report on Accessible Customer Service Requirements
3. Information and Communication Commitments
4. [Other Accessibility Commitments](#)

[Accessibility Improvement Initiatives to Identify, Remove, or Prevent Barriers in preparation for AODA standards currently under development](#)

5. [Act\(s\), Regulation\(s\), Policy\(s\) being reviewed to Identify Barriers to Persons with Disabilities](#)
6. [Glossary of Terms/Acronyms](#)
7. [For More Information](#)

Contents [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next](#) 

[ACCESSIBILITY](#) | [PRIVACY](#) | [SITE MAP](#)

© QUEEN'S PRINTER FOR ONTARIO, 2009 | IMPORTANT NOTICES - LAST MODIFIED:
DECEMBER 15, 2010



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [Report on Accessibility Achievements for 2009-2010](#)

Report on Accessibility Achievements for 2009-2010

[Focus Area: Accessible Customer Service Standard](#)[Focus Area: Information and Communications](#)[Focus Area: Built Environment](#)[Focus Area: Employment](#)[Focus Area: General](#)

Focus Area: Accessible Customer Service Standard

Achievements

Participated in the development of the Ontario Public Service (OPS) Accessible Customer Service Policy, leading to the provision of the policy document to the public. Further, the ministry fully adopted and implemented the policies and practices embedded within the OPS Accessible Customer Service Policy.

Ensured that all classified and unclassified staff completed the necessary training to meet and exceed the requirements specified in the ACSS.

Ensured that all third-party service providers who were deemed within the scope of the ACSS were trained to the requirements specified in the ACSS.

Strengthened and enhanced the established public feedback processes and mechanisms to ensure that the requirements of the ACSS were fully met. Of note is the vital role played by the ministry's Communications Services Branch (CSB) as the lead for the majority of accessibility feedback received by the ministry.

Developed and implemented a service disruption protocol to fully meet the requirements of the ACSS. The ministry facilities' manager worked with property management at 160 Bloor Street, Toronto, to ensure that service disruption notification to the public was responsive to the needs of ministry clients with a disability.

Developed and posted a new [accessibility service standards website](#) on the ministry public-facing site, providing the public with accessibility feedback standards.

Focus Area: Information and Communications

Achievements

All staff have been directed to resources provided on the broader AccessOPS intranet site related to accessible document format guidelines and standards.

The ministry provides customers with publications and documents in alternate accessible format when requested, as per established government processes and procedures.

The ministry was an active participant in the Accessible Information and Communications inter-ministerial committee throughout 2009-10.

Focus Area: Built Environment

Achievements

The ministry consolidated all Toronto based staff into one central location at 160 Bloor Street, Toronto, in 2009-10. The facilities are compliant to the Ontario Building Code barrier-free standards.

The ministry enhanced the accessibility signage throughout the MAA office environment.

A dedicated barrier-free washroom was installed on the premises for use by ministry clients and staff.

The ministry was an active participant in the Accessible Built Environment inter-ministerial committee throughout 2009-10.

Focus Area: Employment

Achievements

The ministry strengthened its commitment to any and all legal instruments which protected the rights and entitlements of persons with a disability in employment practices, such as, recruitment of ministry employment vacancies.

The ministry was an active participant in the Accessible Employment Standards inter-ministerial committee throughout 2009-10.

Focus Area: General**Achievements**

The ministry fulfilled a vital role within the OPS by pilot testing the OPS Inclusion Lens tool within the ministry. The Inclusion Lens represents an important tool for ministry staff to ensure diversity and accessibility is a key consideration in the development and review of government acts, regulations, policies and services.

[◀ Contents](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next ▶](#)



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) | [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [Report on Accessible Customer Service Requirements](#)

Report on Accessible Customer Service Requirements

[Accessibility Policy, Procedures and Practices](#)[Accessibility Procurement Policies and Practices](#)[Accessibility Training and Awareness](#)[Service Disruption Notification](#)[General Enhanced Communications with Person\(s\) with Disability: Commitment to Accessible Meetings](#)[Continuous Improvement of Customer Service Delivery for Persons with a Disability](#)[Accessibility Feedback Process](#)

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.

Accessibility Policy, Procedures and Practices

Focus Area: Customer Service

Commitment: Ongoing

MAA will continue to implement the OPS Accessible Customer Service Policy, as well as associated practices and procedures, in accordance with the requirements of the Accessibility Standards for Customer Service (ASCS).

Planned Action(s)

MAA fully adopted the OPS Customer Service Policy and Accessibility Guidelines as a key guide to accessibility planning and implementation in the ministry. MAA will continue to use the OPS Customer Service Policy as a tool in developing future policies, legislation, and programs and will partner with the OPS

Diversity Office and other OPS ministries to ensure a consistent policy approach.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Accessibility Procurement Policies and Practices

Focus Area: Customer Service

Commitment: Ongoing

MAA will ensure that managers, supervisors, and staff are provided with policies and procedural guidance on accessibility in the procurement of goods and services. The ministry will continue to implement the government-wide guidelines for accessibility in procurement.

Planned Action(s)

MAA will continue to adhere to the OPS Procurement Directive and the Procurement Operating Policy. The ministry will communicate the policies and guidelines through staff training and will incorporate them in ministry procurement procedures.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Accessibility Training and Awareness

Focus Area: Customer Service

Commitment: Ongoing

MAA will implement accessibility training in accordance with the training requirements of the ASCS.

Planned Action(s)

The ASCS requires the ministry to:

train staff, volunteers, contractors, and any other people who interact with the public or other third parties on the ministry's behalf on a number of topics as outlined in the customer service standard; and

train staff, volunteers, contractors, and any other people who are involved in developing policies, practices, and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard.

MAA requires all ministry staff to successfully complete the OPS Centre for Leadership and Learning's "May I Help You? Welcoming Customers with Disabilities" e-learning courses to fulfill the mandatory regulatory training requirements. The ministry's training strategy includes a tracking, monitoring and reporting process for all training. Training in accessible customer service has been incorporated into the process for new hires as well as unclassified staff positions. The OPS Accessible Customer Service Policy and associated practices and procedures are included in ministry training initiatives.

Implementation Timeframe: Ongoing implementation through to October, 2011. Initial staff training completed by January 1, 2010. Training of new staff, including new hires and students, ongoing January, 2010 through to October, 2011.

Service Disruption Notification

Focus Area: Customer Service

Commitment: Ongoing

The ministry will continue to implement and improve on the established accessibility service disruption protocol developed in 2009.

Planned Action(s)

The ASCS requires that "every designated public sector organization...shall prepare a document that sets out the steps to be taken in connection with a temporary disruption..." The ASCS guidelines go further to identify the following four steps:

- the circumstances under which a temporary disruption notice will be provided and where it will be posted;
- what steps will be taken when an unexpected disruption occurs;
- information that will be included in the notice of a temporary disruption; and
- what alternative facilities or services, if any, can be made available during the temporary disruption to continue to provide service to people with disabilities.

The MAA developed a document in 2009 that sets out the steps to be taken in connection with a temporary disruption. The ministry will continue to implement the service disruption protocol at all ministry locations.

Implementation Timeframe: Ongoing implementation through to October, 2011.

General Enhanced Communications with Person(s) with a Disability: Commitment to Accessible Meetings

Focus Area: Customer Service

Commitment: Ongoing

The ministry will enhance its efforts to organize and host accessible meetings.

Planned Action(s)

The ministry is committed to enhancing the accessibility of ministry-organized and hosted meetings. The ministry conducted a thorough review of current best practices within the OPS and other agencies leading to the identification of approaches and practices appropriate to MAA.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Continuous Improvement of Customer Service Delivery for Persons with a Disability

Focus Area: Customer Service

Commitment: New

The ministry will use the OPS Inclusion Lens as a means to identify areas of improvement of accessibility in service delivery.

Planned Action(s)

The OPS Diversity office recently introduced the Inclusion Lens, a tool for all ministries to use in the review of legislation, policies, programs, and services relative to diversity and accessibility. The ministry will apply the tool to current service delivery as it relates to accessibility and make improvements as required.

Implementation Timeframes: Ongoing implementation through to October, 2011.

Accessibility Feedback Process

Focus Area: Customer Service

Commitment: Ongoing

The ministry has established a number of processes for people, including persons with a disability, to provide feedback on the delivery of ministry services. The processes include timely response to any feedback and action on complaints. The ministry will continue to adapt and improve on its accessibility feedback process.

Planned Action(s)

The ASCS requires the ministry to ensure that there are effective processes available to receive and respond to feedback on accessibility concerns. Additionally, each ministry must make information about the feedback process readily available to the public.

The ministry public-facing website provides the public a wide range of [accessibility feedback mechanisms](#).

The ministry will review the existing processes each year to identify potential improvements. During the time period January 1 to October 31, 2010, the ministry did not receive public feedback on accessibility-related issues or processes. Feedback channels were used to request ministry publications in alternate (accessible) formats; the requests were fulfilled in a timely manner.

Implementation Timeframes: Ongoing implementation through to October, 2011.

[< Contents](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [Next >](#)



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) | [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [Other Accessibility Commitments](#)

Other Accessibility Commitments

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

[Eliminating Barriers in Employment Policies, Processes, and Practices](#)[Employment Standards Development](#)[Commitment to Barrier-Free Design](#)[Contribution to Regulation and Policy Development](#)

In anticipation of the upcoming standards, the Government of Ontario has planned several corporate accessibility 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 ensure accessibility for people with disabilities across all stages of the employment life cycle, and to 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 OPS corporate initiatives please refer to the Ministry of Government Services 2010-2011 Accessibility Plan.

Eliminating Barriers in Employment Policies, Processes, and Practices

Focus Area: Employment

The ministry will continue to identify and eliminate barriers in employment policies, processes, practices, or tools for people with disabilities.

Planned Action(s)

As a part of the hiring process the ministry will alert the public that accommodation is available on request and provide accommodations to all applicants during the entire hiring process.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Employment Standards Development

Focus Area: Employment

Commitment: Ongoing

The ministry will work with HR Ontario and other ministries to ensure a consistent and coordinated approach to the accessibility employment standards of the new Integrated Accessibility Regulation.

Planned Action(s)

The ministry will work closely with other ministries, HR Ontario, and the OPS Diversity Office to ensure a consistent and effective approach to meeting the accessibility employment standards as part of the new Integrated Accessibility Regulation. These actions will be supported through the strong adherence to all related legislative and regulatory instruments, including Bill 168 and the Ontario Human Rights Code.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Commitment to Barrier-Free Design

Focus Area: Built Environment

Commitment: Ongoing

The ministry will be compliant with the Ontario Building Code barrier-free standards in its facility acquisitions, construction, or significant renovation to existing or leased facilities.

Planned Action(s)

The ministry currently occupies leased, barrier-free work environments at 160 Bloor Street, Toronto, and 17 Corporate Place, Brantford. These facilities are compliant with the Ontario Building Code barrier-free standards. Renovations and signage will continue to be compliant with the Ontario Building Code barrier-free standards. Planned projects for fiscal 2010-11 include:

- installation of accessible push door operator buttons on three main office egress/ingress doors;
- modification of existing signage to include Braille and conduct a review of current signage font colour and size to verify conformity to Ontario Realty Corporation's Signage Wayfinding Standard;
- and
- in collaboration with Colliers Property Management at 160 Bloor Street East, examine the possibility of installing lighting indicators (flickering lights) to supplement the audible alarm during an emergency or fire alarm for persons with a hearing disability.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Contribution to Regulation and Policy Development

Focus Area: Built Environment**Commitment: Ongoing**

The MAA accessibility lead will participate in the OPS Built Environment Inter-Ministerial Committee (BE IMC).

Planned Action(s)

The OPS established a BE IMC to support the development of the AODA Built Environment Accessibility Standard. The accessibility lead will be an active participant in the BE IMC.

Implementation Timeframe: Ongoing implementation through to October, 2011.

[◀ Contents](#) [1](#) [2](#) [3](#) **4** [5](#) [6](#) [7](#) [Next ▶](#)



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)

You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [Act\(s\), Regulation\(s\), Policy\(s\) being reviewed to prevent Barriers to Persons with Disabilities](#)

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, regulation, and policies under development to identify and remove barriers.

Commitment to Implement OPS Inclusion Lens in Legislative and Policy Development

Commitment: Ongoing

The MAA will ensure that all new legislation, regulation, and policies will be reviewed to ensure barriers to accessibility are identified and removed.

Planned Action(s)

The OPS developed an Inclusion Lens tool to assist the OPS to identify and remove barriers to accessibility.

MAA staff were involved in the development and testing of the tool. The ministry will ensure that MAA staff involved in legislative, regulatory, and policy development will have training in the Inclusion Lens, leading to full application across the ministry in the review of new legislation, regulation, and policy.

Implementation Timeframe: Ongoing implementation through to October, 2011.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

ACSS – Accessible Customer Service Standard

ASCS – Accessibility Standards for Customer Service

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

For More Information

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

Please phone: Ron Evers, Accessibility Lead, 1-613-342-0952

General inquiry number: 1-416-326-4740; fax 1-416-326-4017

TTY number: 1-866-686-6072

1-800 number: 1-866-381-5337

E-mail: ron.evers@ontario.ca

Ministry website address: <http://www.aboriginalaffairs.gov.on.ca/english/default.asp>

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:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

© Queen's Printer for Ontario

ISSN (Please insert your ISSN number)

Ce document est disponible en français.

[< Contents](#) [1](#) [2](#) [3](#) [4](#) **[5](#)** [6](#) [7](#) [Next >](#)



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [Glossary of Terms/Acronyms](#)

Glossary of Terms / Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

ACSS – Accessible Customer Service Standard

ASCS – Accessibility Standards for Customer Service

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

[◀ Contents](#) [1](#) [2](#) [3](#) [4](#) **[5](#)** [6](#) [7](#) [Next ▶](#)

[ACCESSIBILITY](#) | [PRIVACY](#) | [SITE MAP](#)© QUEEN'S PRINTER FOR ONTARIO, 2009 | IMPORTANT NOTICES - LAST MODIFIED:
DECEMBER 15, 2010



MINISTRY OF ABORIGINAL AFFAIRS

[Skip to content](#) | [Ontario.ca](#) | [Français](#)

Search

GO

[HOME](#) [ABOUT THE MINISTRY](#) [NEWS](#) [GALLERY](#) [FAQ](#) [GLOSSARY](#) [CONTACTS](#)You are here: [Home](#) > [About the Ministry](#) > [Accessibility Plans](#) > [2010_11](#) > [For More Information](#)

For More Information

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

Please phone: Ron Evers, Accessibility Lead, 1-613-342-0952

General inquiry number: 1-416-326-4740; fax 1-416-326-4017

TTY number: 1-866-686-6072

1-800 number: 1-866-381-5337

E-mail: ron.evers@ontario.ca

Ministry website address: <http://www.aboriginalaffairs.gov.on.ca/english/default.asp>

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:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

© Queen's Printer for Ontario

ISSN 1918-6029

Ce document est disponible en français.

[< Contents](#) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#)