



MINISTRY OF ABORIGINAL AFFAIRS

2011-2012

ODA Accessibility Plan

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Table of Contents

Introduction	1
Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2010-11	2
Customer Service.....	2
Information and Communications	3
Employment.....	3
Built Environment	3
Procurement.....	4
Section Two: Measures Planned for 2011-12 and Beyond	5
Customer Service.....	5
Employment.....	6
Information and Communications	6
Built Environment	7
Other	7
Section Three: Review of Acts, Regulations and Policies	8
Glossary of Terms/Acronyms	9
For More Information	10

Introduction

Each year, the Government of Ontario sets a course to identify, remove and prevent 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; and
- Built Environment.

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

The Ministry of Aboriginal Affairs' (MAA) annual Accessibility Plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

Building on last year's plan, the 2011-12 Accessibility Plan will continue to move the MAA 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 such as employment, information and communication, transportation, the built environment and procurement.

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

Customer Service

In 2010-11 the ministry...

- remained in compliance with the Accessible Customer Service Standard (ACSS);
- ensured all new classified and fixed-term employees and third-party service providers completed the necessary training to meet and exceed the requirements specified in the ACSS;
- updated the MAA Corporate Contact Us internet page to enhance responsiveness to feedback on accessibility-related matters;
- was prepared to provide timely and appropriate response to feedback provided by the public on accessibility-related matters. No accessibility-related feedback was received by MAA in 2010-11;
- implemented a service disruption protocol to fully meet the requirements of the ACSS;
- continued to implement the OPS Accessible Customer Service Policy, as well as associated practices and procedures, in accordance with the requirements of the ACSS; and
- applied the OPS Inclusion Lens as a means to identify areas for improvement in accessibility with regard to service delivery in MAA.

Information and Communications

In 2010-11 the ministry...

- continued to identify areas for improvement in current communication and information products;
- worked with I & IT enterprise areas to plan for the conformity of new internet and intranet websites and web content with Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, which excludes live captions and audio descriptions;
- encouraged all employees to complete the OPS e-learning videos on creating accessible PDF and Word documents and other subjects related to the IASR;
- continued to encourage staff to incorporate accessibility considerations into the preparation of communication materials to ensure that products are accessible to everyone; and
- continued to comply with the guidelines and procedures for meeting public requests for publications in accessible formats.

Employment

In 2010-11 the ministry...

- advised the public that accommodations for persons with disabilities are available upon request (e.g., accessibility considerations for job interviews);
- continued to identify and eliminate barriers in employment practices, processes and tools relative to accessibility; and
- ensured that job advertisements were reviewed to ensure there were no barriers to accessibility.

Built Environment

In 2010-11 the ministry...

- ensured that facility alterations and improvement projects were designed and implemented in compliance with the Ontario Building Code barrier-free standards; and
- completed facility alterations and improvement projects at 160 Bloor Street main office location (e.g., enhanced signage associated with accessibility in the office environment) in compliance with the barrier-free standards contained within the Ontario Building Code.

Procurement

In 2010-11 the ministry's practices...

- were consistent with the MGS Supply Chain Management/Procurement Tools & Template policy and considered accessibility for persons with disabilities to goods or services purchased through the procurement process for the use of the ministry, its employees or the public.

Section Two: Measures Planned for 2011-12 and Beyond

This year, the Ministry of Aboriginal Affairs Accessibility Plan focuses on three areas:
Employment,
Information & Communications, and
Built Environment.

Related initiatives will support compliance with the existing Accessibility Standards for Customer Service and help enhance accessibility in other areas.

Customer Service

The Ministry of Aboriginal Affairs is committed to ensuring that persons with disabilities receive accessible goods and services. This means they will receive goods and services of the same high quality and within the same timeliness as others.

For 2011-12 the ministry intends to. . .

- remain in compliance with the Accessible Customer Service Standard (ACSS);
- continue to ensure all new classified and fixed-term staff and third-party service providers complete the necessary training to meet or exceed the requirements specified in the ACSS;
- continue to provide timely and appropriate response to feedback provided by the public on accessibility-related matters;
- continue to implement the service disruption protocol to fully meet the requirements of the ACSS;
- continue to implement the OPS Accessible Customer Service Policy, as well as associated practices and procedures, in accordance with the requirements of the ACSS;
- enhance efforts to organize and host accessible meetings; and
- continue to apply the OPS Inclusion Lens as a means to identify areas requiring improvement in making service delivery accessible.

Employment

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

For 2011-12 the ministry intends to. . .

- continue to identify and eliminate barriers in employment policies, processes, practices or tools for persons with disabilities;
- comply with the requirements specified in the IASR; and
- uphold the OPS commitment to provide individualized workplace emergency information to persons with disabilities.

Information and Communications

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

For 2011-12 the ministry intends to. . .

- continue to encourage staff to incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to everyone;
- expand the ministry intranet site to further enable staff to easily locate guidelines on accessible documents and other resources;
- provide customers with publications and documents in alternate accessible formats when requested, as per the requirements of the IASR;
- be consistent with the broader OPS requirement to making OPS emergency procedures, plans and public safety information available in accessible formats upon request; and
- ensure new internet and intranet websites and web content conforms with WCAG 2.0 Level AA, which excludes live captions and audio descriptions.

Built Environment

The Ministry of Aboriginal Affairs is committed to greater accessibility within and around the buildings it occupies.

For 2011-12 the ministry intends to. . .

- ensure that accessibility is taken into account with all new accommodation projects;
- ensure that facility alterations and improvement projects are designed and implemented in compliance with the Ontario Building Code barrier-free standards;
- complete facility alterations and improvement projects at the Bloor Street, Toronto main office location, compliant with the Ontario Building Code barrier-free standards; and
- continue to contribute to the OPS inter-ministerial committee associated with the Built Environment Standards.

Other

For 2011-12 the ministry intends to. . .

- initiate the training of staff as specified under the General Standards, IASR;
- continue to incorporate accessibility criteria and features into the procurement process;
- ensure that the nomination process for the MAA formal staff recognition program, Circle of Honour Awards Program, takes into account diversity and accessibility workplace initiatives when determining the successful award recipients for all categories;
- fully support the OPS public facing multi-year accessibility plan to 2025, which outlines the vision and plans for removing and preventing barriers to accessibility; and
- fully support the broader OPS development and adoption of a statement of commitment, as well as documented policies and a public document that describes the policies.

Section Three: Review of Acts, Regulations and Policies

In support of a government commitment to improve accessibility for persons with disabilities, the Ontario Public Service will continue to review government initiatives, including legislation and policies, to identify and remove barriers. The Ministry of Aboriginal Affairs is supportive of this initiative.

In 2011, the Accessibility Lead received training on how to use the OPS Inclusion Lens to review laws for accessibility barriers. The OPS Diversity Office and the Ministry of the Attorney General are working together to support a coordinated approach to legislative review across government.

Currently, there is no legislation or related regulation mandated to the Ministry of Aboriginal Affairs.

Glossary of Terms/Acronyms

AODA – Accessibility for Ontarians with Disabilities Act

ACSS – Accessible Customer Service Standards

IASR – Integrated Accessibility Standards Regulation

MAA – Ministry of Aboriginal Affairs

MGS – Ministry of Government Services

OPS – Ontario Public Service

ODA – Ontarians with Disabilities Act

WCAG – Web Content Accessibility guidelines

For More Information

Questions or comments about the Ministry of Aboriginal Affairs 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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