



## Ministry of Infrastructure

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## MINISTRY OF INFRASTRUCTURE

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Annual Accessibility Plan

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## Introduction

Each year, the Ontario Public Service (OPS) sets a course to prevent, identify and remove barriers for persons with disabilities. Every ministry participates through the preparation of 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 accessible by 2025. It includes accessibility standards in:

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

This year, the accessibility plans must also address the ***Integrated Accessibility Standards Regulation (IASR)*** under the AODA enacted June 2011. The IASR required the OPS to develop a multi-year accessibility plan (MYAP) to prevent and remove barriers for persons with disabilities. The government then published the ***OPS MYAP*** on January 1, 2012. This included a statement of commitment for the OPS to demonstrate leadership for accessibility:

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.

Building on the OPS Statement of Commitment, the OPS Multi-Year Accessibility Plan, and the ministry's 2011-2012 accessibility plan, the new 2012-13 accessibility plan will continue moving the Ministry of Infrastructure and the OPS to the goal of demonstrating leadership in becoming an accessible province for all Ontarians.

This plan outlines the specific steps the government is taking to improve opportunities for persons with disabilities.

To view every ministry's Accessibility Plans, visit [Ontario.ca](http://Ontario.ca).

## **Section One: Report on Measures to Identify, Remove and Prevent Barriers in 2011-12**

The Government of Ontario is working to become the most accessible province by 2025.

Since 2001, the OPS has been complying with the obligations of the ODA and prepared an annual accessibility plan, which it has made available to the public through the Government of Ontario's public website.

During the last ten years, the Ministry of Infrastructure has been a leader in accessibility. Some of its key achievements in this area include:

### **Barrier Free Guidelines**

In 2006 the Barrier Free Guidelines were created through consultation with persons with disabilities and other stakeholders to promote accessibility in Ontario Government buildings, structures and premises. In 2012, the Ministry of Infrastructure and Infrastructure Ontario undertook a review of the 2006 Barrier Free Guidelines following the creation of the new Infrastructure Ontario agency. While the technical specifications within the Guidelines were current as written, a small number of new images were updated (included) to provide clearer intent, and minor changes were made to written text to provide greater clarification. The Guidelines will be posted on Infrastructure Ontario's public website during 2012-13.

### **Accessibility Projects**

Since 2008-09, fifty (50) accessibility projects have been completed or recently commenced with planned completion dates in 2012-13.

These 50 projects included:

- 15 Entrance projects; 3 Audits/Assessments; 2 Elevators;
- 3 Parking areas; 1 Wheelchair Lift; 8 Ramps; 1 Stairway;
- 16 Washrooms; 1 General Facility Upgrade.

Examples of such projects undertaken in Ontario Government buildings include:

- 435 James Street South, Thunder Bay main entrance upgrade. The sidewalk/ramp system up to the main entrance was renovated to meet current building code and barrier free guideline requirements.
- 1580 West Arthur Street, Thunder Bay washroom upgrades. Existing washrooms were modified to meet AODA standards and barrier free guidelines.

### **Heritage Facility Accessibility**

Infrastructure Ontario was successful in implementing accessible features in some key heritage facilities in Toronto. Often heritage buildings will either have significant work-around solutions to address accessibility features where feasible or, due to a building's heritage status and structure, will be deemed exempt for accessibility requirements. The heritage features at the Whitney Block were not accessible from the outside, necessitating a workaround solution so that individuals could gain entrance to the building through an adjoining tunnel in the Macdonald Block or through an underground tunnel. Access to this building can now be gained from the outside with the addition of an accessible ramp and elevator to the Whitney Block.

Moving forward this fiscal year, washroom upgrades have been initiated in the Whitney Block and will be on-going into next fiscal year addressing various accessible features. Other projects undertaken during 2011-12 are discussed in the 2011-12 Built Environment section.

### **Leasing 2011**

The standard leasing template in use to acquire space to house government services and programs was updated and implemented in August 2011. This new template maintains the requirements to consider to what extent the building or structure complies with accessibility guidelines when determining whether to enter a new lease.

Specifically, government leases require landlords to: warrant that buildings comply with accessibility

legislation and regulation; ensure Building Code compliance; provide access and accessibility; post service disruption notifications; and ensure appropriate service facilities, e.g. washrooms.

In 2011-12, the government continued to comply with the **Accessibility Standards for Customer Service Regulation, Ontario Regulation 429/07**. As well, it had begun applying initiatives to meet compliance with some of the requirements of the **Integrated Accessibility Standards Regulation** in the areas of employment, information and communications, transportation and procurement. The government continues to implement initiatives to enhance accessibility in other areas such as the built environment.

The following is a summary of the accessibility initiatives the Ministry of Infrastructure implemented last year as a result of the **2011-2012 annual accessibility plan**.

## Reporting on 2011-2012 AODA obligations

### Customer Service

The Ministry of Infrastructure is committed to ensuring that people with disabilities receive accessible goods and services with the same high quality and timelines as others. As such, in 2011-12:

- The Ministry of Infrastructure remained in full compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 and reported this compliance in time for the June 7, 2012 due date.
- The Ministry of Infrastructure was in full compliance with the 2011 and 2012 requirements of the Integrated Accessibility Standards Regulation 191/11 and reported this compliance in time for the June 7, 2012 due date.
- The CAO, all ADMs and all Directors participated in the Certificate of Assurance process for AODA compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07, as well as the initial requirements of the Integrated Accessibility Standards Regulation 191/11. Each party signed off that their program area was in full compliance by the due date of June 7, 2012.
- Each contact page on the ministry's public-facing internet sites contains the ministry's TTY number. The accessibility lead encourages staff to add the TTY number to their business cards and email signature.
- The ministry received no customer feedback during this timeframe through the channels offered, which include phone, TTY, email, and mail. Since no feedback was received from the public about the ministry's products or services for people with disabilities, the feedback methods were reviewed in order to be certain they were clear and provided various means for the public to communicate with the ministry. It was determined that the Ministry of Infrastructure provided a sufficient number of formats, including phone, TTY, email, and mail, and that these avenues were easily found by members of the public.
- ServiceOntario was contacted to confirm the TTY line was operational and was being answered by Service Ontario as part of the agreement to answer all general inquiry telephone and TTY calls.
- The Ministry of Infrastructure ensures timely investigation of disruptions within Ministry of Infrastructure occupied buildings and, in the event of a disruption, ensures notices are posted to alert the public how they may access the disrupted service and any alternatives that may exist. The ministry will continue to work through Infrastructure Ontario (IO), the manager of government real estate assets, and its building service providers to ensure that disruption notices are posted in areas accessed by the public in a timely and accessible format.
- The ministry's Accessible Customer Service Policy was updated in February 2012 and reposted to the intranet site. Staff were informed via email that this policy had been updated and reposted for their viewing.
- Staff were sent a reminder email about the requirement to complete the two May I Help You? courses and the How May I Help? videos on the OPS Diversity site, which serve as refreshers for those who have already completed the two CFLL courses. In the email, staff were also directed to the new Guide to Planning Inclusive Meetings on the Government of Canada website.

Starting January 1, 2012 the OPS has a number of obligations to meet under the Integrated Accessibility Standards Regulation 191/11 (IASR). The Ministry of Government Services is addressing the enterprise-wide initiatives for the corporate obligations, but four of the requirements resulted in changes and commitments at the ministry level. These included:

1. **Accessibility plans** - The OPS created a new Multi-Year Accessibility Plan in early 2012 that outlines its vision and how we intend to prevent and remove barriers to accessibility. The Ministry of Infrastructure posted this new plan to its intranet site and informed staff of its location, a synopsis of its contents and how it affected the work of the ministry.
2. **Procuring or acquiring goods and services** - The regulation requires that the OPS incorporate accessibility criteria and features into its procurement process. The procurement lead for the Ministry of Infrastructure was sent updated material pertaining to the accessibility criteria for

procurement which included guidelines, checklists, appropriate language to be used, and links to the Inclusive Procurement section of the OPS Inclusion Lens and the Accessible Procurement page on the OPS Diversity site.

3. **New internet and intranet websites** - New or significantly refreshed internet and intranet websites and web content on those sites must conform to WCAG (Web Content Accessibility Guidelines) 2.0 Level AA, other than live captions and audio descriptions (pre-recorded). Although the Ministry of Infrastructure's internet and intranet sites are not new and have not gone through a significant refresh, work has been done by ministry staff to remove outdated and unnecessary information from the sites and staff are working towards making all web content compliant with WCAG 2.0.
4. **Workplace emergency information** - The OPS will be required to provide individualized workplace emergency response information to persons with disabilities. At the Ministry of Infrastructure, all managers have been informed of the requirement to develop individualized workplace emergency response plans with staff who self-identify as having a disability. A link was provided to the form to be used to make such plans.

## Information and Communications

The Ministry of Infrastructure 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. In 2011-12 we undertook a number of internal steps to support accessibility goals and obligations. Examples include:

- All Managers, Directors and Assistant Deputy Ministers (ADMs) were sent respective lists of accessibility commitments for their positions and were encouraged to add them to their performance plans.
- All Managers were encouraged to have discussions with their staff about incorporating accessibility commitments into their performance plans. A list of possible commitments was sent to all Managers to share with staff.
- The accessibility section of the ministry's intranet site is continually updated to reflect any changes or additions to requirements, policies and regulations and to add new resources and tip sheets for staff use.
- The Ministry of Infrastructure strives to create accessible content for all new web pages and to remediate older pages. Communications staff on the New Media team attend internal Web Coordinators Committee meetings and training sessions on accessibility and attend Lunch and Learn presentations from industry experts on accessibility. The New Media Team Lead briefs the Communications Director, Assistant Director and Communications Branch Managers on accessibility requirements. The New Media team attend meetings with program/policy areas to inform them of accessibility requirements for web content. All outsourced web coding is specified to be WCAG 2.0 Level AA compliant as to the specifications of the IASR.
- Furthermore, the ministry's public-facing website is moving to Ontario.ca in April 2013 as part of the OneSite project. At that time, only limited/key/high-traffic accessible web content will be moved. The goal of the OneSite project is to make access to government information easier for the people of Ontario.

## Employment

that attract and retain talented employees with disabilities. As such, in 2011-12:

- The Ministry of Infrastructure worked with the Regional Recruitment Centre to be certain all new job descriptions and job advertisements were consistent with the requirements of the *Ontarians with Disabilities Act, 2001 (ODA)*.
- The Ministry of Infrastructure ensured all interview facilities were fully accessible and barrier-free. The option to have documents provided in accessible formats was also made available.
- Managers were informed of the Employment Accommodation Fund available to financially assist with accommodations needed for staff with disabilities.
- The Legal Services Branch is in the process of acquiring special equipment and software for one of its lawyers who has a visual impairment. Consultations with the employee relating to needs and equipment required has been completed and equipment is in the process of being procured.
- During the fiscal year 2011-2012, the Legal Services Branch Knowledge Management Committee, with the assistance of the Ministry of the Attorney General, developed an intranet-based branch portal website. The branch portal contains a library of legal documents (including templates, precedents and opinions) available to all counsel at their desktops. The portal is linked to the existing Ministry of the Attorney General Legal Services Division portal allowing a search of both portals at once. In creating a centralized, easily searched data-base with intranet access, the branch has facilitated knowledge transfer amongst counsel by making that data-base accessible.
- Legal Services Branch has sought and received staff-level approval to have lawyers with disabilities attend briefings by telephone. This accommodation strategy allows a visually-impaired

lawyer to access documents in large print (in electronic form). Previously, this functionality would not have been available to visually-impaired lawyers working off-site.

- Legal Services Branch provides its lawyers with meeting materials / agendas in larger print upon request. This increases access to persons with certain sight-related disabilities.

## **Built Environment**

One of the Ministry of Infrastructure's core roles is to provide leadership and to coordinate policies and practices for the province's entire real estate portfolio.

The Barrier Free Design Guidelines have set the minimum accessibility requirements in Ontario government facilities. These guidelines meet current legislative requirements and serve as a minimum guideline for ministries for requirements when undertaking capital projects at Ontario government facilities.

Infrastructure Ontario (IO) plays a critical leadership role in improving accessibility and continues to strive towards making the province more accessible for all Ontarians. Infrastructure Ontario, on behalf of the Ministry of Infrastructure, undertakes a number of retrofit projects on a yearly basis to improve accessibility in the government's real estate portfolio. In 2011-12, the following projects were undertaken:

### **HERITAGE FACILITIES ACCESSIBILITY IMPROVEMENT**

#### **Macdonald Block, Toronto Barrier-Free Ramps Installed in Parking Lot**

The basement parking lot at the Macdonald Block is being outfitted with barrier-free ramps to ensure that parking is accessible. The ramp at Hearst Block in the B2 level is complete and the upgrades to the Hepburn Block ramp are currently underway. The project commenced in 2011-12 and will be completed in 2012-13.

#### **Main Entrances Door Replacement**

Macdonald Block's three main entrances - 900 Bay Street, 77 Wellesley Street and 80 Grosvenor Street - are being upgraded with new doors and glass, push buttons and thresholds to ensure smooth, even surfaces to prevent impediment to persons with disabilities. This work is expected to be completed in the fall of 2012. Macdonald Block is a designated heritage building.

#### **Washroom Renovation underway at Whitney Block**

A pilot project to renovate washrooms has begun on the third floor that includes building tenants as part of the pre-design and post-renovation process. Following construction, these newly designed washrooms will undergo a post-renovation review with building tenants to determine if any adjustments to the overall design and accessibility features may be required. The final new design for the washrooms will be implemented in the building's remaining washrooms on all 6 floors and the basement. This project is underway, with forecasted completion in fiscal year 2013-2014.

### **Other Ontario Government building accessibility features and upgrades include:**

#### **Pembroke Ontario Government Building Retrofitted for Ontario Disability Support Program in 2012**

The Ontario Disability Support Program (ODSP) at 162 Agnes Street in Pembroke was retrofitted to improve accessibility and provide staff with a more comfortable working environment. Some of the building upgrades included: new HVAC system; washroom accessibility upgrades, ceilings and lighting; waterproofed foundation (partial); and improved fireproofing in the basement. The project was completed in January and the ODSP moved in February 2012.

#### **Ministry of the Environment Offices, 135 St. Clair Avenue Toronto**

A significant number of accessible upgrades were completed, including:

- Modification to exterior stairs and ramps; provision of new handrails, cane-detectable surfaces, and stair edging;
- Exterior parking lot added a new wheelchair lift;
- Ground floor lobby: provision of new exterior power door operation and reception counter;
- Interior parking garage: replacement of door hardware;
- Interior exit stairs: provision of cane-detectable surfaces, and edging;
- Elevators: adjustment of door opening time, provision of audible signals as well as recorded voice announcements of floor number, and installation of mirror installed on rear walls;
- Washrooms: provision of additional grab bars at toilets and urinals, reconfiguration of stall accessories; and
- Typical floors: replacement of door hardware and provision of power door operation at suite entrances.

#### **Rear entrance Upgrade – Ontario Government Building, 435 James Street South, Thunder Bay:**

Work consists of removing the existing exterior stair system and replacing it with a new stair system,

thereby meeting current code requirements and barrier free guidelines. The design of the new stair system is in progress and will be completed this fiscal, with construction scheduled in 2013-14.

#### **Travel Information Centre, Pigeon River**

Public washrooms are under renovation to meet the barrier free guidelines and AODA standards, with construction completed by end of year 2012.

#### **Courthouse, Kenora**

Public washrooms are under renovation to meet the barrier free guidelines and AODA standards, with construction anticipated to be completed in January 2013.

#### **Ongoing Renovation, Construction**

The Ministry of Infrastructure and Infrastructure Ontario ensured that accessibility design guidelines were applied to all building projects and ongoing maintenance, common areas were kept free of obstacles, ergonomic furniture was procured and special tools/equipment were obtained to meet the needs of people with disabilities. These matters were addressed as requests for accommodations were made.

The ministry included accessible work environment best practices into each facility initiative to ensure individual needs were respected and wise investment in facility assets and equipment were made. These best practices include integrating accessible office design guidelines, as well as accessibility and ergonomically supportive choices in products, furniture, fittings and finishes.

#### **Built Environment Rubric 2011-12**

The Ministry of Infrastructure provided extensive participation and feedback to the Diversity Office towards finalizing the Built Environment Rubric, a tool for ministries to use in support of discussions and development of accessibility plans.

### **Procurement**

The Ministry of Infrastructure is committed to integrating accessibility considerations into our procurement processes. As such, in 2011-12:

- Policy and program areas considered the following when planning for procurement of goods and services:
  - The nature and impact of the barriers that the potential vendor with a disability might face in trying to respond to a procurement request for services;
  - Whether the goods or services being acquired would be used by employees with disabilities, members of the public with disabilities, including vendors or third party service providers.
- Reference to accessibility compliance was incorporated into ministry training materials.
- The ministry's intranet site provides a link to the Ministry of Government Services Supply Chain Management Division's tools/templates for quick access to the guidelines, checklist, and FAQs to help ensure ODA requirements are met when acquiring goods and services.
- An email was sent to all staff informing them of the new procurement requirements under the Integrated Accessibility Standards Regulation 191/11. This email included a list of resources, tools and templates available, as well as a link to the procurement page of the OPS Inclusion Lens.
- An email was sent to all staff introducing them to the new Accessibility@Source campaign. This first installment of the campaign featured the topic of accessible procurement and staff were given a description of this topic and directed to the Accessibility@Source pages of the OPS Diversity Office site.

### **Accessibility Training**

The Ministry of Infrastructure is committed to training its staff about accessibility considerations and requirements. As such, in 2011-12:

- All new staff are informed through the ministry intranet site and welcome guide about the mandatory accessibility training courses, accessibility requirements and employment accommodation availability.
- The ministry's accessibility lead developed a presentation outlining how to make accessible documents. The presentation informed staff of the requirements with respect to developing accessible documents, as well as step-by-step instructions on how to do so.
- An email was sent to all staff informing them of the requirements to make documents accessible as part of the Integrated Accessibility Standards Regulation 191/11. In the email, staff were directed to resources available to learn how to make accessible documents, and to the newly launched Multi-Year Accessibility Plan (MYAP) to learn how the OPS is making Ontario accessible.

## Other

- The Ministry of Infrastructure performed inspections of offices and common areas, as part of *Occupational Health and Safety Act* requirements, to identify and address any impediments to the health and safety of employees, with consideration to the needs of people with disabilities.
- Regular maintenance is performed on automated door operators to be certain they are operational.
- The ministry has a representative on the Disability Advisory Council to provide advice and assess the needs of staff with disabilities.
- The Ministry of Infrastructure will annually consider and address the needs of people with disabilities when reviewing, testing and updating the ministry's Continuity of Operations Plan, including the emergency evacuation procedures.
- The Ontario Growth Secretariat has ensured that all public consultation meetings are as accessible as possible. Specific actions include:
  - Identifying a trained staff person responsible for accessibility accommodations at all events;
  - Using barrier free and accessible meeting locations; and
  - Ensuring event notifications indicate the accommodations provided and invite participants to identify additional accommodation needs if necessary.

## Section Two: Measures Planned for 2012-13 and Beyond

### Our Statement of Commitment:

The OPS endeavours to demonstrate leadership for accessibility in Ontario. Our goal is to ensure accessibility for our employees and the public in our services, products and facilities.

This year, the Ministry of Infrastructure's accessibility plan focuses on five areas. In order to demonstrate leadership in accessibility, the ministry is planning to undertake the activities described below. At a minimum, these initiatives will support compliance with the existing Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards Regulation 191/11 under the AODA.

- Customer Service
- Employment
- Information & Communications
- Built Environment
- Procurement
- Accessibility Training

### Customer Service

The Ministry of Infrastructure 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 Infrastructure will review any feedback received on accessibility related issues to ensure the ministry delivers goods and services to the public in a manner that takes their disability into consideration. The ministry's public-facing internet site will continue to offer the public multiple avenues to provide feedback, such as email, mail, phone and TTY. All feedback provided will be collected and analysed to identify trends. These will be reviewed to ensure appropriate action was taken and to make improvements for the future. The ministry has not received any feedback to date.

Timeframe: Ongoing

- The Ministry of Infrastructure will continue to ensure timely investigation of disruptions within Ministry of Infrastructure occupied buildings and ensure notices are posted to alert the public about how they may access the disrupted service and any alternatives that may exist. The Ministry of Infrastructure will work through Infrastructure Ontario (IO), the manager of government real estate assets, to ensure that disruption notices are posted in areas accessed by the public in a timely and accessible manner.

Timeframe: Ongoing

- The CAO, all ADMs and all Directors will participate in the Certificate of Assurance Process for AODA compliance with the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as well as the requirements to date under the Integrated Accessibility Standards Regulation 191/11, ensuring that their program areas are in full compliance.

Timeframe: Ongoing

## Information and Communications

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

- The Ministry of Infrastructure will ensure that, upon request, accessible formats of documents posted to the public-facing internet site are made available. The offer to produce accessible formats upon request will be posted on all public-facing pages of the ministry's internet where ministry products are made available.

Timeframe: 2013

- The Ministry of Infrastructure will continue to work with Publications Ontario, sending them all Ministry of Infrastructure publications. Through Publications Ontario, Ministry of Infrastructure files will be made available by request to the public and employees in various accessible formats, such as Braille, large font, and audio.

Timeframe: Ongoing

- The Ministry of Infrastructure will continue to require staff to incorporate accessibility considerations into the preparation of communication materials to ensure that communication products are accessible to everyone. Staff will continue to be encouraged to watch training videos prepared by, or endorsed by, the Diversity Office. These training videos include creating accessible documents. Service Management Branch will continue to provide communication to all staff regarding best practices when sending documents and emails to ensure a greater level of accessibility.

Timeframe: Ongoing

- The ministry's accessibility lead and the web services lead will work together to develop accessible versions of the ministry's templates.

Timeframe: 2012-13

- The ministry's website is moving to Ontario.ca in April 2013 as part of the OneSite project. At that time, only limited/key/high-traffic web content will be moved and it will be made accessible as per the IASR obligations.

Timeframe: April 2013

## Employment

The Ministry of Infrastructure is committed to fair and accessible employment practices that attract and retain talented employees with disabilities. Employees with disabilities know they can participate fully and meaningfully in services and employment.

- The Ministry of Infrastructure will continue to work with the Regional Recruitment Centre to ensure that all new job descriptions and job advertisements are consistent with the requirements of the ODA. Additionally, the ministry will commit to having accessible and barrier-free interview facilities. The option to have documents provided in accessible formats will be made, as will the offer to provide additional accommodation if needed.

Timeframe: Ongoing

- The Ministry of Infrastructure will continue to enhance managers' awareness of the ODA/AODA to improve ability to accommodate public/staff with disabilities. The Ministry of Infrastructure provides limited direct service to the public. The ministry's primary application of the AODA is focused on ensuring that employees have healthy, safe and accessible work places. Managers at the Ministry of Infrastructure have been provided with information on the accommodation fund to ensure they are aware of how to access the fund for various accessibility and accommodation issues affecting staff. Managers have been instructed to inform staff of the availability of accommodation. In addition, we will continue to provide managers with links to relevant websites and training on the topic.

Timeframe: Ongoing

- The Legal Services Branch's Knowledge Management Committee and counsel plan to continue centralizing documents, templates, precedents and opinions on the Branch's portal where appropriate.

Timeframe: Ongoing

- The Legal Services Branch plans to review the Branch's shared drives and consider alternative approaches to file storage, with the aim of increasing access and ease of search.

Timeframe: Ongoing

- Managers at the Ministry of Infrastructure will be made aware of the new requirements of the Integrated Accessibility Standards Regulation 191/11, including the return to work process, communication supports and individual accommodation plans for their employees.

Timeframe: January 1, 2013

## Built Environment

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

- The ministry will continue to include accessible work environment best practices into each facility initiative to ensure individual needs are respected and wise investments in facility assets and equipment are made to benefit all. These best practices will include integrating accessible office design guidelines, as well as accessibility and ergonomically supportive choices in products, furniture, fitting and finishes.

Timeframe: Ongoing

- The Ministry of Infrastructure will continue to work with building management and accommodation service providers to ensure that accessibility design guidelines are applied to all ministry building projects. The Ministry of Infrastructure is dedicated to ensuring that accessibility design guidelines are applied to accommodation projects and ongoing maintenance, common areas are kept free of obstacles, ergonomic furniture is procured, and special tools/equipment are obtained to meet the needs of people with disabilities. These matters will be addressed as requests for accommodations are made. We will work with building management to ensure entranceway and emergency phones are accessible to people with disabilities.

Timeframe: Ongoing

- The Ministry of Infrastructure and Infrastructure Ontario are committed to implementing the new Integrated Accessibility Standards Regulation on Public Spaces. This new regulation on Public Spaces is undergoing public and stakeholder consultation, with the consultation period ending in October 2012. The Ministry of Infrastructure and Infrastructure Ontario will assess and provide comments on this new regulation and consider impacts, if any, on the Ministry of Infrastructure's built environment. Once the regulation comes into effect these requirements will become part of accessibility design practices.

Timeframe: Ongoing once regulation in force

- In addition, the Province made a commitment in its Long-Term Infrastructure Plan requiring all entities seeking provincial infrastructure funding for new buildings or major expansion/renovations to demonstrate how the funding will prevent or remove barriers and improve the level of accessibility where feasible. The Ministry of Infrastructure will work with its partners to implement this commitment.

Timeframe: Ongoing

## Accessibility Training

The Ministry of Infrastructure will continue to educate and inform staff of new accessibility regulations, acts, policies and requirements as they are introduced.

- The Ministry of Infrastructure (MOI) will continue to promote, track and report on the e-learning

courses listed below. These courses are mandatory for all new MOI staff members. As additional accessibility-related training becomes available, it will be rolled out to staff and tracked to confirm participation.

- May I Help You - Welcoming Customers with Disabilities
- May I Help You – Supplementary: Ten Things You Need to Know About Accessible Customer Service
- ODA: Maximizing the Contribution of Employees with Disabilities
- Workplace Discrimination & Harassment Prevention

Timeframe: Ongoing

- Staff will be informed via email about the personal role they can play to promote accessibility. Topics that will be covered in the email include:
  - The procurement of goods and services
  - Inclusive meetings
  - Offers for accommodation during interview process
  - How and when to incorporate the OPS Inclusion Lens into the development of policies and procedures
  - Ministry formatting conventions, such as font, font size and colour, backgrounds in emails, adding the ministry TTY number to email signatures, adding Braille email addresses to their business cards, and making and sending accessible documents

Timeframe: 2012

- To fulfil the requirement of the Integrated Accessibility Standards Regulation to ensure that training is provided on the Regulation as well as the Human Rights Code, as it pertains to persons with disabilities, the Ministry of Infrastructure will promote the Centre for Leadership and Learning courses on these topics once they are finalized and provided online.

Timeframe: 2012-13

## Procurement

The Ministry of Infrastructure is committed to integrating accessibility considerations into procurement processes:

- The Ministry of Infrastructure will continue to consider accessibility when planning for procurement of goods and services and incorporate the requirements into the procurement process.
- Procurement documents, where applicable, will specify the desired accessibility standards to be met and provide guidelines for the evaluation of the proposals with respect to those standards.
- Guidelines and staff training will be provided as new Ministry of Government Services directives and/or policies are updated.
- Accessibility links and information for staff reference will continue to be available on the ministry's intranet site.

Timeframe: Ongoing

## Other

- The Ministry of Infrastructure will perform checks of offices and common areas, as part of the *Occupational Health and Safety Act* requirements to identify and address any impediments to the health and safety of employees, with consideration to the needs of people with disabilities. The Ministry of Infrastructure's Joint Health and Safety Committee (JHSC) meets on a regular basis to discuss the safety needs and concerns of ministry staff. Accessibility guidelines are a priority of the committee. Special attention is given to ensure that the workplace is kept free of physical barriers in order to remain accessible. Examples include making sure that doorways are not blocked and that computer and network cables are tucked away neatly to prevent tripping.

Timeframe: Ongoing

- The Deputy Minister and all Assistant Deputy Ministers (ADMs) have committed to mentoring staff in the Diversity Mentoring Program. All staff who self-identify as being part of one of the under-represented groups in senior levels can apply. This group includes staff with disabilities.

Timeframe: Ongoing

- The Ministry of Infrastructure will annually consider and address the needs of employees with disabilities when reviewing, testing and updating the ministry's Continuity of Operations Plan (COOP) by incorporating recommendations and advice from the Emergency Preparedness Guide for People with Disabilities/Special Needs. The Ministry of Infrastructure will review the COOP plan components, including response, evacuation, recovery and communications to ensure accessibility requirements have been taken into account for staff with disabilities. The ministry will continue to integrate the service disruption notice process into the Continuity of Operations Plan.

Timeframe: Ongoing

## Section Three: Review of Acts, Regulations and Policies

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

### Acts, Regulations and Policies Reviewed in 2011-12

#### Acts and Regulations

The Ministry of Infrastructure is committed to ensuring that Acts and Regulations for which it has responsibility are reviewed for potential accessibility barriers.

In April 2011, multidisciplinary teams from all ministries were trained on using the OPS Inclusion Lens to review legislation for accessibility barriers. This will ensure a consistent approach to the review process.

In June 2011, each ministry completed a review of one piece of their legislation using the OPS Inclusion Lens. For the Ministry of Infrastructure, the Legal Services Branch reviewed the *Places to Grow Act, 2005*. This process was intended to identify issues that need to be addressed collectively.

The legislative review is an essential step to meet the government's commitment to people with disabilities in Ontario, who represent 15 per cent of Ontario's population.

#### Policies

The Ministry of Infrastructure undertook reviews and consultations regarding a new realty directive and creation of a new realty policy to update the government's Real Property and Accommodation Directive in effect since 1998. Both the draft proposed realty directive and policy documents continue to include language noting the need to be compliant with accessibility legislations and regulations. This requirement is further defined and updated to "**accessibility for persons with disabilities.**"

### Acts, Regulations and Policies to Be Reviewed in 2012-14

#### Acts and Regulations

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.

This phase of the review will be completed by the end of 2014. The government has decided to review these statutes because it is anticipated that changes in these areas will have the highest impact on those Ontarians who have accessibility needs. We will continue to report on the review in our annual accessibility plan.

#### Policies

New proposed realty directive and policies have been submitted for approval and will be implemented in phases during the 2012-13 fiscal year, with full implementation occurring in the 2013-14 fiscal year.

### Identifying, Removing and Preventing Barriers with the OPS Inclusion Lens

In 2011, the Ontario Public Service (OPS) launched the OPS Inclusion Lens. The OPS Inclusion Lens is an analytical tool that helps staff incorporate elements of inclusion into their work through an enhanced understanding of diversity and accessibility. The Inclusion Lens can be used when initiating a project or reviewing policies, programs, legislation, guidelines and procedures. The OPS Inclusion Lens can assist

in identifying, removing and preventing barriers to accessibility and other dimensions of diversity.

In 2011-12, the Ministry of Infrastructure:

- Continued to remind all staff of the requirement to use the OPS Inclusion Lens when initiating a project or reviewing policies, programs, legislation, guidelines and procedures.
- These reminders were given through various channels, such as emails, divisional presentations, manager sessions and the ministry intranet.

In the future, we will:

- Continue to use, and encourage all staff to use, the OPS Inclusion Lens to review acts, regulations, policies, programs, practices and services.
- In 2013 and beyond, senior managers and direct reports will encourage all staff to include in their yearly learning plans the OPS Inclusion Lens e-course available through the Centre for Leadership and Learning.

## Glossary of Terms / Acronyms

AODA

– *Accessibility for Ontarians with Disabilities Act*, 2005

ASCSR

– Accessibility Standards for Customer Service, Ontario Regulation 429/07

CFL

– Centre for Leadership and Learning

IASR

– Integrated Accessibility Standards Regulation, 191/11

IO

– Infrastructure Ontario

JHSC

– Joint Health and Safety Committee

MOI

– Ministry of Infrastructure

MYAP

– Multi-Year Accessibility Plan

OPS

– Ontario Public Service

ODA

– *Ontarians with Disabilities Act*, 2001

PDF

– Portable Document Format

WCAG

– Web Content Accessibility Guidelines 2.0 AA

## For More Information

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

General inquiry number: 1-888-668-4636

TTY number: 1-800-239-4224

Ministry website address: [www.moi.gov.on.ca](http://www.moi.gov.on.ca)

For email, please visit the Contact Us section of the ministry website.

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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