



Ministry of Infrastructure

2014 ODA Accessibility Plan

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Executive Summary

On June 24, 2014, Premier Kathleen Wynne and her new Cabinet were sworn in. As a result of changes at the Cabinet table, a number of organizational structure changes were made in support of the Premier and her new Cabinet. One of the changes saw the dissolution of the former Ministry of Infrastructure, with various divisions being merged with the Ministry of Economic Development, Employment and Infrastructure; Municipal Affairs and Housing; and Treasury Board Secretariat.

This ODA Accessibility Plan reports on the progress the former Ministry of Infrastructure made in 2014 to accessibility prior to the changes to organizational structures.

Proposed commitments in relation to supporting the Multi-Year Accessibility Plan (MYAP) deliverables in future years will be embedded in the aforementioned ministries' 2014 ODA Accessibility Plans.

Introduction

Under the Ontarians with Disabilities Act, 2001 (ODA), ministries are required to produce, and make available to the public, annual plans that identify how they will set out and remove barriers to accessibility.

The ODA Accessibility Plan (the Plan) is an opportunity to showcase our ministry's accomplishments and to demonstrate how we are modeling compliance with our regulated accessibility requirements.

In 2010, the Ministry of Infrastructure began complying with the first accessibility standard established under the [Accessibility for Ontarians with Disabilities Act \(AODA\) - Accessibility Standards for Customer Service](#). In 2011, [the Integrated Accessibility Standards Regulation \(IASR\)](#) was introduced, establishing phased-in requirements in the following accessibility standards:

- Information and Communications;
- Employment;
- Transportation; and,
- Design of Public Spaces

Each year, the Ontario Public Service (OPS) as an obligated organization, confirms its compliance with the requirements of these standards to the Accessibility Directorate of Ontario. The ODA Plan provides an opportunity for our ministry to go beyond confirming compliance with these regulated minimum requirements. Specifically, the Plan allows us to highlight the measures taken by our ministry to identify and remove barriers to accessibility.

The IASR establishes that obligated organizations, shall create and maintain a multi-year accessibility plan (MYAP) that outlines the organization's strategies to prevent and remove barriers to accessibility. To meet the MYAP requirement, the OPS released [Leading the Way Forward](#) in 2012.

Organizations are also required to develop an annual status report that highlights progress in advancing the MYAP strategy and in meeting the requirements of the IASR. In 2013, the OPS released its first [Annual Status Report](#), highlighting progress made in 2012.

The Ministry of Infrastructure's 2014 ODA Plan demonstrates how the measures our ministry has taken support the key outcomes and deliverables of the MYAP.

To access the Ministry of Infrastructure and other ministries' 2014 ODA Accessibility Plans, visit [Ontario.ca](#).

Section One: Report on Measures Taken by Ministry of Infrastructure in 2014

Customer Service

MYAP Key Outcome:

People with disabilities who are OPS customers receive quality goods and services in a timely manner.

Measures Taken by Ministry of Infrastructure in 2014:

The Ministry of Infrastructure maintained its compliance with the Accessibility Standards for Customer Service regulation by ensuring that people with disabilities receive accessible goods and services with the same high quality and timelines as others. The following is a list of the Customer Service commitments from last year's plan. Measures taken in 2014 are listed under each commitment.

Commitment: The Ministry of Infrastructure will identify what accessible devices are available on site to help people with disabilities and ensure that staff know how to use them.

Measures Taken in 2014:

- o Staff that required special accommodation needs worked closely with the Service Management Manager and the ministry's Facilities Coordinator to acquire suitable office furniture and equipment. The Facilities Coordinator also ensured that staff with accessible equipment and furniture received instruction and training and was available to answer any questions staff had on the accessible furniture/equipment.

Commitment: The Ministry of Infrastructure will continue to increase awareness on accessibility best practices in accessible customer service through the ministry's electronic notification system called "411".

Measures Taken in 2014:

- o The 411 electronic notification system alerts staff of important messages concerning the ministry. The 411 clearly indicates who the message is for, what each message is about and provides the message in an accessible format that can be read on Blackberry and assistive devices. In May 2014, a 411 e-mail message was sent to all staff advising them of the revised accessible customer service policy. This message specified that all ministries are responsible for providing accessible formats to persons with disabilities upon request; conforming to international standards for accessible website and web content; and staff are trained on the Integrated Accessibility Standards Regulation (IASR) requirements. A website link was also provided to the new accessible version of the ministry PowerPoint templates; a tip sheet on creating accessible documents on Microsoft Word and Excel; and the I & IT Accessibility Centre of Excellence website.

Commitment: The Ministry of Infrastructure will continue to ensure notice disruption policies and communications are in place when services are unavailable.

Measures Taken in 2014

- o In the event of a service disruption, the Service Management Manager receives notification from CBRE or Canderel. Subsequently, the Service Management Manager or Facilities Coordinator notifies staff about the facilities and services that are unavailable and when they are anticipated to be returned to service.
- o For unforeseen service disruptions that immediately affected tenants, CBRE or Canderel property management has communicated to all tenants the type of disruption, the length of time for the repair and provided regular updates until the issue was resolved. For planned service disruptions, such as renovations and

repairs to accessible washrooms and elevators, and closure or limited access to a building, the Service Management Manager or Facilities Coordinator has sent out an electronic message to all staff about the disruption. The communication describes the reason and purpose of the service disruption, the duration, alternative facilities and services, and contact information for queries.

Commitment: The Ministry of Infrastructure will review and analyze 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.

Measures Taken in 2014:

- o The ministry maintained a feedback mechanism which ensured accessibility related issues were identified and remedied. The Correspondence Unit received no feedback regarding accessibility or accessible formats in 2014.

Information and Communications

MYAP Key Outcome:

Information and Communications are available in accessible formats or with necessary supports to all OPS staff and customers.

Measures Taken by Ministry of Infrastructure in 2014:

The Ministry of Infrastructure continued to incorporate inclusive practices in the development of websites and communication materials for those who experience barriers in accessing standard formats. The following is a list of the Information and Communications commitments from last year's plan. Measures taken in 2014 are listed under each commitment.

Commitment: The Ministry of Infrastructure is committed to continuously improving accessibility to its websites including internet, intranet and web applications. As part of the Integrated Accessibility and Standards Regulations (IASR), the ministry will continue to train webmasters on accessible websites and educate staff on web-ready documents to ensure compliance of the Web Content Accessibility Guidelines (WCAG) for new websites and web content.

Measures Taken in 2014:

- o The Corporate Services Division and the Communications Branch took steps to ensure that documents and forms were created in more universally accessible formats and in plain language. The ministry's Accessibility Lead and Web Coordinators received training from the I & IT Accessibility Centre for Excellence on creating accessible web content and documents and together presented this material to staff participating in an open training session (Lunch and Learn).
- o The Ministry of Infrastructure continued to be compliant with the January 1, 2012 IASR requirements that all new internet and intranet websites and web content on those sites must conform with the WCAG 2.0 (level AA) excluding success criteria 1.2.4 Captions (live) and success criteria 1.2.5 Audio Descriptions (pre-

recorded). The Web Coordinators with the Communications Branch closely screened new materials prior to placing it on the internet and intranet to ensure it adhered to the IASR requirements and schedule. Web content and documents submitted in inaccessible formats were sent back to the program area with an explanation of ministry responsibilities to provide accessible formats and links to information on creating accessible documents.

Commitment: The Corporate Services Division will remind all staff about best practices for creating accessible documents by sending a message through the ministry's 411 notification system.

Measures Taken in 2014:

- o Staff received a reminder on best practices for creating accessible documents through a 411 message. This message contained information from I & IT Accessibility Centre of Excellence and a link to additional resources found at the Accessibility@Source page of the OPS Diversity Office intranet site. How to create an accessible document was also featured as the top story on the ministry's intranet site for the month of May which included tips as well as an active offer for staff training.

Commitment: Ministry of Infrastructure will continue to meet accessible format standards and update all ministry templates to accessible versions.

Measures Taken in 2014:

- o The Accessibility Lead, in consultation with other ministry staff, created a new accessible template for all staff to use and was made on the ministry's intranet site.

Commitment: The Ministry of Infrastructure will communicate the availability of accessible formats and communication support to the public by January 1, 2014.

Measures Taken in 2014:

- o Communication on the availability of accessible formats and communication supports to the public were provided in two manners:
 - There was an accessibility link on the bottom of each webpage hosted by <http://www.infrastructure.gov.on.ca/> that directed readers to Ontario's Accessible Customer Service Policy.
 - Also, the Contact Us section of <http://www.infrastructure.gov.on.ca/> had the following note: As outlined in our [Accessible Customer Service Policy](#), we are committed to providing accessible customer service. On request, we can arrange for accessible formats and communications supports.

Commitment: The Ministry of Infrastructure will commit to sending at least one ministry delegate to the annual Expo/JOIN conference.

Measures Taken in 2014:

- o The Accessibility Lead attended the Expo/JOIN conference on November 2013.

Employment

MYAP Key Outcome:

OPS employees with disabilities participate fully and meaningfully in their employment.

Measures Taken by Ministry of Infrastructure in 2014:

The Ministry of Infrastructure continued to enhance awareness of the ODA/AODA to improve its ability to accommodate staff with disabilities. The following is a list of the Employment commitments from last year's plan. Measures taken in 2014 are listed under each commitment.

Commitment: Ministry of Infrastructure will continue to increase awareness of employment accommodation directives, policies and plans with managers.

Measures Taken in 2014

- o The Ministry Human Resources Advisor and Service Management Branch staff worked with ministry managers to address requests for employment accommodations.

Commitment: Ministry of Infrastructure will continue to follow-up with staff who have submitted an accommodation request to ensure appropriate measures taken.

Measures Taken in 2014

- o The 2014 Employee Engagement Survey results tell us that 11% of staff has a disability. For staff requesting accommodation support, the ministry's Human Resource Advisor worked closely with the Service Management Branch to ensure that identified requirements were fulfilled.

Commitment: Ministry of Infrastructure will ensure the availability of accessible formats and communication supports for employees.

Measures Taken in 2014

- o All staff memos were distributed in an accessible format with the memo embedded in the e-mail alongside an attachment with an accessible word document. Additionally, staff were encouraged to use ministry PowerPoint templates which have been converted into an accessible format.
- o Communication materials and documents on the intranet were provided in accessible format. Alternate formats (audio, braille, large print, etc.), were made available on request.

Commitment: Ministry of Infrastructure will continue to support mentor/sponsor programs.

Measures Taken in 2014

- o The ministry supported the 2013-14 Diversity Mentoring Partnership Program. All Assistant Deputy Ministers participated in the program.

Commitment: All management staff to include commitments to promote a safe, healthy, and inclusive workplace in their performance plans.

Measures Taken in 2014

- o In May 2014, the ministry's Chief Administrative Officer sent a memo to all management staff about their 2014 Performance and Readiness Assessment Plan. Each manager, director and ADM was encouraged to choose at least one performance commitment regarding Inclusion Now! OPS Inclusion Strategic Plan 2013-2016 and the Multi-Year Accessibility Plan for implementation.

Built Environment

MYAP Key Outcome:

There is greater accessibility into, out of and around OPS facilities and public spaces.

Measures Taken by Ministry of Infrastructure in 2014:

The ministry was committed to creating a more inclusive and barrier free environment. The following is a list of the Built Environment commitments from last year's plan. Measures taken in 2014 are listed under each commitment.

Commitment: Ministry of Infrastructure will continue to increase awareness of the OPS barrier-free requirements for government facilities.

Measures Taken in 2014

- o In January, Corporate Services Division worked closely with Infrastructure Ontario to obtain accessible flooring and furniture for the redesigned office space for the Infrastructure Policy and Planning Division. The carpet that was selected was of firm, dense construction and easy for a wheelchair user to roll over without difficulty. Additionally, all staff had the opportunity to test and choose from three options of ergonomic chair based on their comfort level.

Other Commitments

MYAP Key Outcome:

OPS staff are able to identify barriers to accessibility, in OPS policies, programs, services and facilities, and actively seek solutions to prevent or remove them on a continuing basis throughout the organization.

Measures Taken by Ministry of Infrastructure in 2014:

Commitment: Ministry of Infrastructure will develop strategies that will assist the ministry to meet its IASR obligations in areas such as web accessibility, employee accommodation and procurement.

Measures Taken in 2014

- o The ministry continued to create awareness through a variety of initiatives in 2014:
 - Held a lunch and learn session on Web Accessibility for staff, as well as offered individual presentations to divisional units.
 - Promoted mental health awareness sessions organized by the Ministry of Economic Development, Trade and Employment and encouraged staff attendance.
- o All staff were required to take the following mandatory courses:
 - Integrated Accessibility Standards Regulation (IASR) in the OPS
 - Integrated Accessibility Standards Regulation (IASR) Information and Communication Standards
 - May I Help You? Supplementary: Ten Things You Need to Know about Accessible Customer Service
 - May I Help You? Welcoming Customers with Disabilities
- o In addition, the IASR Employment Standards e-course is mandatory for all management and HR staff to complete. The ministry tracked completion of all mandatory courses.

Commitment: The 2014 Ministry of Infrastructure Accessibility Plan will be published by December 3, 2014.

Measures Taken in 2014

- o All versions (including HTML and French translated) will be available December 3, 2014 and posted on Ontario.ca.

Section Two: Report on Measures Proposed by Ministry of Infrastructure for 2015 & 2016

There are no proposed commitments for 2015 and 2016 as the Ministry of Infrastructure no longer exists. Divisions within the former Ministry of Infrastructure have now merged with the Ministry of Economic Development, Employment, and Infrastructure; Ministry of Municipal Affairs and Housing; and Treasury Board Secretariat. Commitments for future years will be outlined in those plans.

Section Three: Addressing the identification of barriers

In support of the government's commitment to improve accessibility for people with disabilities, ministries will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

Recognizing the importance of addressing accessibility barriers in laws that have a high impact on members of the public and persons with disabilities, the government is following a three-pronged strategy that prioritizes the review of high impact legislation including:

1. Development of a standardized process and tools for identifying and addressing accessibility barriers;
2. By the end of 2014, review of 51 targeted high-impact statutes that meet the following criteria:
 - 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; and
3. Review procedural rules, policies and guidelines for select high-impact legislation, where necessary.

During 2014, there was no high impact statute identified for the Ministry of Infrastructure to review.

Links

Public Links

[OPS Multi-Year Accessibility Plan - Leading the Way Forward,](#)

[Ontarians with Disabilities Act, 2001](#)

[Accessibility for Ontarians with Disabilities Act, 2005](#)

[Integrated Accessibility Standards Regulation](#)

[Accessibility Standards for Customer Service](#)

[Ontario Accessibility Website](#)

[Accessible, Fair and Sustainable Services for People with Developmental Disabilities program](#)

[Web Content Accessibility Guidelines](#)

Contact Us

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

General inquiries: 1-888-668-4636

TTY 1-800 number: 1-800-239-4224

Ministry website address: www.moi.gov.on.ca

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

Visit the [AccessOn](#) web portal found on the Ministry of Economic Development, Employment and Infrastructure website. 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 upon request from:

[ServiceOntario Publications](#)

Phone: 1-800-668-9938

TTY: 1-800-268-7095

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Ce document est disponible en français.

Attachment - MYAP Deliverables

2014-2016
Inclusion Lens applied to all policies and practices, Accessibility is part of all OPS business.
Communications, websites, technology solutions and documents employ accessibility best practices. Best practices on employment accommodation and return to work implemented. Better accommodation for employees with disabilities resulting from management review. Accessibility Expo continues annually.
Accessibility continues as strong organizational commitment. Managers and staff have accessibility performance commitments. Staff and customer feedback sought on accessibility innovations and improvements.
OPS ready to implement requirements of AODA built environment regulation.