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Ministry of Infrastructure 2016 Accessibility Report

How the Ministry of Infrastructure identified and removed barriers in the Ontario Public Service in 2016.

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Executive summary

Like all ministries, Ministry of Infrastructure (MOI) complies with the [Integrated Accessibility Standards Regulation](#) (IASR). This regulation established phased-in requirements in the following accessibility standards:

- customer service
- information and communications
- employment
- transportation
- design of public spaces

The general requirements are:

- procurement
- training

In 2012, the Ontario Public Service (OPS) released its first multi-year accessibility plan (MYAP) entitled

[Accessibility in the Ontario Public Service: Leading the Way Forward.](#)

MOI's 2016 Accessibility Report demonstrates how the measures taken in 2016 support the key outcomes and deliverables of the 2012-2016 OPS MYAP.

Section one: report on measures taken by the ministry in 2016

Customer service

MYAP key outcome

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

Measures taken by MOI in 2016

Commitments

Training

- Ensured staff completed mandatory accessibility training as soon as practicable.
- Ensured new branch employees complete the IASR training.
- Provided training to designated staff and their back-ups on the use of ministry assistive devices (TTY), and provide general information on assistive devices to all staff through the Intranet site.
- Diversity and Accessibility Leads will continue to complete the OPS Inclusion Lens train-the-trainer sessions as they become available.
- Posted information and offered training on how to create accessible documents (E.g. Microsoft Word, Microsoft PowerPoint).

Emergency planning and business continuity

- When and where applicable, the ministry ensured disruption notices were posted in a conspicuous place and online (if appropriate) when services were unavailable.
- Ensured accessibility practices were followed in all areas of planning, including Program Review, Renewal and Transformation (PRRT), Business Continuity and Emergency Planning. Planning accounted for the varied needs of people with disabilities.
- All emergency evacuation procedures were reviewed using the OPS Inclusion Lens.
- During Branch Business Continuity Planning training, all Leads were asked to review plans to ensure plans accommodate employees with disabilities.

Meeting and event planning

- Every effort was made to ensure that when hosting meetings, venues were accessible and arrangements were made to accommodate any participants who required additional supports.
- In the summer of 2016, Infrastructure Policy Division (IPD) held nine in-person consultation sessions across the province. All venues were accessible and arrangements were made to accommodate participants who required support.
- IPD is aware of accessibility requirements, and continues to work with our Corporate and Communications colleagues to ensure any public events or public communications meet accessibility requirements.

Communications

- During 2016, Service Management and Facilities Branch (SMFB) has continued to work with Infrastructure Ontario (IO) and CB Richard Ellis (CBRE) to ensure that notifications are posted in a timely manner when renovations are taking place.

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 MOI in 2016

Commitments

Public internet site

- IPD has continued to follow direction from Communications Branch with regard to accessibility for online materials or other public documents.
- Prior to posting or publication, IPD worked with Communications Branch to ensure materials meet accessibility requirements.
- IPD staff is aware, and work into their timelines the time it takes to ensure that materials are formatted to meet accessibility requirements.

Emergency and business continuity planning

- The ministry has an Intranet site available for all staff with resources to assist in emergency planning for people with disabilities. This Intranet page is updated on a quarterly basis or as new information or material is available. The resources include:
 - evacuation procedures for people with disabilities
 - emergency evacuation plan template

- evacuation assistance form
- emergency preparedness guide for people with disabilities
- Upon request, all emergency procedures, plans and other documents are available in accessible formats.

Training

- Increased awareness and education about removing barriers by participating in the Accessibility Innovation Showcase and attending the [Jobs Opportunities Information Network \(JOIN\) conference](#).
- Delivered six training sessions to staff to raise awareness about accessibility requirements, and provide guidance and support.
- Ensured staff received information on training requirements and completed mandatory accessibility training as soon as practicable.
- Provided accessibility awareness and training on creating accessible word documents and emails to ministry employees.

Employment

MYAP key outcome

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

Measures taken by MOI in 2016

Commitments

Training/resources

- Developed a ministry Management Toolkit to provide management with easier access to information related to employment accommodation directives, policies and plans and promoted the use of iManage.
- Informed managers of the mandatory “Disability Accommodation” e-course and “Supporting Employees: Employment Accommodation and Attendance Support” in-class training available through LearnON.
- Fire wardens were provided with instructions on how to assist employees and visitors with disabilities during the semi-annual fire warden training.
- Designated meeting spots continue to be identified for persons with disabilities on all ministry floors.

Human resources and accommodation requests

- The Business Planning and Finance Branch ensured that all involved in the hiring process are aware of all protocols and hiring practices pertaining to accessibility.
- The Ministry participated in the Diversity Careers Champions Program (DCCP), resulting in two employee participants and four management participants.
- The Ministry managers work directly with the Disability Support Services (DSS) in the Centre for Employee Health, Safety and Wellness (CEHSW) to assess individual accommodation and return-to-work needs on a case-by-case basis and implement accommodation strategies based on the support and advice of the Disability Accommodation Specialist.
- Management is required to include a commitment to ensuring compliance with *Accessibility for Ontarians with Disabilities Act* (AODA) requirements and completion of mandated training.
- The Ministry has refreshed the Health, Safety and Wellness portal on the intranet site to provide all staff and management with ease of access to information related to employment accommodation resources.
- The Ministry has continued to post the 2013-2016 Inclusion Plan on the Inclusion intranet page. At the beginning of the 2016-17 performance cycle, the Ministry provided sample commitments about compliance with *AODA* requirements.
- *IPD* follows the accessibility requirements as directed by Treasury Board Secretariat and as indicated in Ontario Public Service Values. This begins at the hiring stage and continues through onboarding.
- *IPD* provides accommodation to staff as required and the management team is committed to fostering a healthy and inclusive environment.

Mentoring and performance plans

- All staff and management were encouraged to incorporate diversity and inclusion objectives in their performance plans. At the beginning of the 2016-17 performance cycle, the Ministry provided sample commitments about compliance with *AODA* requirements.
- All Management Compensation Plan (MCP) and Senior Management Group (SMG) staff was asked to include Ministry developed commitments related to accessibility and inclusion in Performance Rating Assessments.
- The Ministry requires all senior executives to include a Ministry specific inclusion commitment for the 2016-17 performance management cycle as a requirement in Performance Rating Assessments.

Design of public spaces

MYAP key outcome

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

Measures taken by MOI in 2016

Commitments

Infrastructure policy

- Office space for IPD was wheelchair accessible; on 5th floor with elevators, workstations and hallways have accessible features, doors are equipped with automatic openers.

Realty Division

- The Guidelines for Barrier-Free Design of Ontario Government Facilities was reviewed and updated to reflect full compliance with all accessibility related requirements under the revised Ontario Building Code. The Guidelines for Barrier-Free Design of Ontario Government Facilities is posted on the IO webpage as a downloadable pdf. The webpage also contains links for other helpful accessibility materials.
- Please note that while the Guidelines are a helpful reference tool, the Ontario Building Code should always take precedence and should be deferred to when making accessibility design decisions. As part of the *Ontarians with Disabilities Act* (ODA) repeals review currently taking place, Realty Management Branch put forward the requirement to have Barrier-Free Guidelines repealed as it is a duplicate of the OBC which can be updated at any time, which could cause confusion if the Barrier-Free Guidelines lacked in being updated. This recommendation is still in the process of being reviewed by the ADO.

Facilities

- The Ministry has developed design standards for newly built or renovated spaces that meet or exceed the Ontario Building Code and IO Guidelines for Barrier Free and Design of Ontario Government Facilities which will be implemented in the 777 Bay Street location in 2017. Design principles included:
 - **illumination** – Light level in barrier free paths of travel to exceed 100 lux.
 - **enhanced way finding** – including carpet tiles with directional patterns at 70% contrast, indicating path of travel, entry and exit points. Carpet will also produce minimal glare and be slip resistant. Grade 1 Braille and tactile signage standard that is consistent across ministry. Visible fire alarms and flashing egress lighting.
 - **doors and frames** – Clearance requirements will exceed 865MM. Also, full length automatic door operators will be included on all main entrances.
 - **control points**– Doorbells, light switches and thermostats will be mounted at a maximum height of 1200MM.

General outcomes

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 MOI in 2016

Commitments

Human Resources

- One of the main focuses of the 2016 Ministry Wellness Fair was mental health awareness. The fair included two (2) exhibitors that provided tools and resources to cope with mental health issues, including stress management, and information was provided on accessibility awareness (Shepell.fgi, Strategic Zone Yoga, ADO Booth).

Section two: addressing the identification of barriers in legislation and implementation frameworks

Introduction

In 2005, the government introduced the *Accessibility for Ontarians with Disabilities Act*, with the goal of making Ontario accessible by 2025. In support of this goal, the government subsequently committed to review Ontario legislation to identify and address accessibility barriers, and undertook a coordinated review of 51 statutes considered to have a high impact on persons with disabilities.

As a result of this review, the government made changes to 11 statutes spread across seven ministries to ensure that Ontario laws better reflect accessibility considerations. The changes to the 11 statutes were included in the government's 2016 Budget bill, which received Royal Assent on April 19, 2016.

Each ministry continues to be responsible for identifying and addressing barriers in their legislation and the policies and programs through which that legislation is implemented, and for reporting on results through its accessibility report.

Our Ministry remains committed to the goal of ensuring that Ontario legislation and implementation frameworks do not create barriers to persons with disabilities.

Measures in place in 2016

Due to the Cabinet shuffle in June 2016, the Ministry of Infrastructure is a new Ministry and previous measurements were reported under the Ministry of Economic Development, Employment and

Infrastructure.

Actions taken in the past year

- The Infrastructure for *Jobs and Prosperity Act* came into effect in May 2016.
- A regulation pertaining to asset management planning for municipalities is under development that will consider accessibility.
- Where we have oversight, we will continue to ensure the IO Loan program and the IO Major Projects/AFP projects are in line with Ontario government accessibility requirements.

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Related

[All 2016 ministry accessibility reports](#)

[2012-2016 Ontario Public Service Multi-Year Accessibility Plan](#)

[A guide to accessibility directives and policies in the Ontario Public Service](#)

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An accessible Ontario by 2025

Ontario is the first Canadian Province to pass a law to improve accessibility in the areas that impact the daily lives of people with disabilities.

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