Ontario

Ministry of Economic Development, Trade and Employment

and

Ministry of Research and Innovation

2014 ODA Accessibility Plan

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Executive Summary

The Ministry of Economic Development, Trade and Employment and Ministry of Research and Innovation (MEDTE/MRI) 2014 Accessibility Plan addresses Ministry achievements between the period of November 2013 to December 2014. In June 2014, the Ministry of Economic Development, Employment and Infrastructure and the Ministry of Research and Innovation (MEDEI/MRI) was created as a result of Ministry realignment. The former MEDTE/MRI as a restructured Ministry is reporting under the Ministry's name before realignment. The 2014 MEDTE/MRI ODA Accessibility Plan highlights the measures taken to identify and remove barriers in 2014. Proposed measures for the coming year are not included in this report as MEDTE/MRI is now closing off ODA reporting for the former Ministry.

Below are highlights on the overall 2014 achievements:

- Continued to be compliant with the Accessibility Standards for Customer Service (ASCS), O. Reg. 429/07 and the new Integrated Accessibility Standards Regulation (IASR), O. Reg. 191/11.

- Submitted the 2014 Accessibility for Ontarians with Disabilities Compliance Checklist as part of the 2013-14 Certificate of Assurance process and administered by the Office of the Provincial Controller.

- Continued to raise staff awareness of accessibility requirements:
    - Completion of mandatory e-learning courses on the Integrated Accessibility Standards Regulation (IASR), Ontario Human Rights Code and Customer Service Regulation as soon as practicable.
    - Delivered TTY refresher training to designated staff.
    - Delivered two information sessions to Directors on AODA attestation. Directors were made aware of the importance of tracking staff completion of mandatory training on an ongoing basis.
    - Delivered three supplementary information sessions on accessible documents and one general accessibility awareness session on National Accessibility Awareness Week.
    - Training and guidance on accessible procurement and information about barrier-free procurement processes as required.
    - Attended branch meetings and disseminated communications to managers about the importance of having effective emergency plans and evacuation plans in place for employees with special needs.
    - Semi-annual fire warden training that incorporates safety measures for persons with disabilities.
    - Email communications and Staffnet updates.

- Continued to ensure the accessibility requirements for employment developed by Human Resources (HR) Ontario were considered. The iManage portal was referenced as a resource for managers in the Ministry Orientation Program.

- Continued to monitor the requirements for accessible websites and web content under the IASR. The Ministry continues to be compliant.

- Continued to require that all senior executives include a Ministry specific inclusion commitment in their annual plan.

- Updated the Accessibility pages on the Ministry's intranet site on a regular basis.

- Procurement training was offered to employees as required and included information about barrier-free procurement processes.

- Continued to raise awareness among managers about the importance of having effective emergency plans and evacuation plans in place for employees with special needs.

- The ADO actively reached out to the public and private sectors to help them understand their obligations under the AODA:
  - Continued to work with umbrella organizations (Association of Registered Graphic Designers, Canadian Marketing Association, Ontario Council of University Libraries, Ontario Trails Council and Wilfred Laurier University) to deliver direct training to the public and private sector via webcast. In partnership with Epilepsy Toronto, the ADO created a web portal featuring an e-course, an interactive video simulator, and additional resources for employers
  - Published the "Handbook for Accessible Employment", a plain language guide to meeting the requirements of the Accessibility Standard for Employment.
  - Through partnership with Global Alliance for Accessible Technologies and Environments and EnAbling Change partnership with Parks and Recreation Ontario released two handbooks on the Design of Public Spaces: Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces and the Guidebook and companion webinar, for owners and operators of recreational facilities, playgrounds, parks and trails to implement the requirements of the Accessibility Standard for the Design of Public Spaces.
  - Continued to provide advice to support a framework that will create a safe, accessible and positive experience for spectators and volunteers of the Pan/ParaPan Am Games.

- The Ministry Legal Services Branch with the support of the ADO completed the Accessibility Legislative Review on one of the high impact statutes for the purposes of identifying and removing barriers: Accessibility for Ontarians with Disabilities Act, 2005.

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 ministries will identify 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 Economic Development and Trade 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 in the previous year while proposing measures for the coming year that will make our ministry more accessible.

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 MEDTE/MRI 2014 ODA Plan demonstrates how the measures our Ministry has taken support the key outcomes and deliverables of the of the MYAP.

To access the Ministry of Economic Development, Trade and Employment and the Ministry of Research and Innovation's and other ministries' 2014 ODA Accessibility Plans, visit Ontario.ca.

Section One: Report on Measures Taken by Ministry in 2014

I. Customer Service

OPS MYAP Key Outcome

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

Measures Taken by Ministry of Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry has ensured that persons with disabilities who are OPS customers receive quality goods and services in a timely manner by:

- Training staff on accessibility;
- Building accessibility criteria into decision-making, project management, procurement, technology, infrastructure, I & IT and training;
- Increasing awareness in OPS of accessibility best practices in customer service and the workplace;
- Seeking staff and customer feedback on accessibility innovations and improvements;
- Applying Inclusion Lens to all policies and practices;
- Fully integrating accessibility as part of all OPS businesses.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN

1. The Ministry will continue to ensure staff complete mandatory accessibility training as soon as practicable.	The Ministry continued to ensure staff receive information on training requirements and complete mandatory accessibility training as soon as practicable:
	
	 • In February 2014, mandatory accessibility training for compliance under the Accessibility for Ontarians with Disabilities Act (AODA) was communicated to all-staff via email:
	
	   o May I help you? Welcoming Customers with Disabilities.
	
	   o May I help you? (Supplementary course).
	
	   o Integrated Accessibility Standards Regulation (IASR) in the OPS.
	
	   o Working Together – The Ontario Human Rights Code (OHRC) and the AODA.
	
	   o IASR Information and Communication Standards.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
	○ IASR Employment Standards (Managers and above).
	• In January and February 2014, two information sessions were delivered to directors for AODA attestation. Directors were made aware of the importance of tracking staff completion of Accessibility, Human Rights and IASR training on an ongoing basis.
	• In June 2014, the Ministry successfully submitted the accessibility attestation with compliance with the requirements of the accessibility standards established under the AODA.
	• Managers are maintaining records of completed training on an ongoing basis.
	• Information/training sessions delivered to supplement mandatory AODA training:
	○ February 26: Creating accessible documents
	○ March 5: Creating accessible documents
	○ June 5: National Accessibility Awareness Week.
	○ June 10: Creating Accessible PDF documents.
	○ September 2: TTY refresher training session.
	• In June 2014, the Accessibility section on the intranet website was refreshed to include updated information for staff, posting of training materials, tools and procedures.
	• The Ministry has a best practice to encourage refresher mandatory training for all staff every two to three years.
2. The Ministry will continue to provide training to designated staff and their back-ups on the use of Ministry assistive devices and provide general information on assistive devices to all staff through the Ministry's intranet site.	The Ministry continued to provide training to designated staff and their back-ups on the use of Ministry assistive devices and provide general information on assistive devices to all staff through the Ministry's intranet site:
	• In June 2014, an all-staff email on a new I&IT Assistive Technology Support Service and TTY software was communicated to staff. The same information was posted on the Ministry's intranet site.
	• In October 2014, the new TTY software training to designated staff and their back-ups was delivered. TTY machines were decommissioned and transitioned to the new TTY Nextalk software in December 2014.
	• TTY training was delivered to designated staff and their back-ups on the use of ministry assistive devices in November 2013.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
3. The Ministry will continue to ensure notice disruptions are posted in a conspicuous place and on-line if appropriate when services are unavailable.	The Ministry continued to ensure notice disruptions were posted in conspicuous places and on-line if appropriate when services were unavailable and during renovation projects: • Infrastructure Ontario (IO) has a contract with Property Management (Coldwell Banker Richard Ellis -CBRE). As part of their contract, CBRE is responsible and accountable for ensuring that information and accessible signage on any disruption affecting access is properly posted. • Accessible email notices were disseminated to staff affected by disruptions (e.g. electrical disruptions, elevator shutdowns, areas containing asbestos, water disruptions, etc).
4. The Ministry will develop a plan to review Ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens.	The Ministry has developed a plan to review Ministry policies, decision-making processes and administrative procedures using the OPS Inclusion Lens: • Senior management discussions and review of the application of the OPS Inclusion Lens on Ministry policies, programs and/or processes took place in Q3 2014.
5. The Ministry will continue to embed accessibility into all areas of planning, including Results-based Planning, Contingency Planning, and Emergency Planning. Planning will take the varied needs of persons with disabilities into account at all levels of planning and response activities.	The Ministry continued to embed accessibility into all areas of planning, including Results-based Planning (RBP), Procurement, Contingency Planning, and Emergency Planning. Planning took the varied needs of persons with disabilities into account at all levels of planning and response activities: • RBP Briefing Books were prepared as accessible documents. Part I was posted on the Ministry's internet site in an accessible PDF format and Part II was available in an accessible version upon request. • The Ministry has advised program areas on considering accessibility when procuring goods/services for use by the public or OPS employees. • Business planning consultants shared all available resources on meeting accessibility obligations in procurement. • In the development of branch business continuity plans (BCP), branch leads were supplied with an accessibility checklist to ensure the plans meet accessibility requirements. The same checklist was used to ensure the Ministry business continuity plan meets accessibility standards.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
	• In evacuation planning, fire wardens in each business area location, were trained on how to assist employees who have accessibility requirements. • The Ministry intranet site was updated and an entire section was posted on emergency planning for employees with accessibility requirements.
6. The Ministry will continue to advice staff of the OPS Inclusion Lens which considers accessibility, and encourages staff to incorporate the OPS Inclusion Lens into the early planning processes.	The Ministry continued to advice staff of the OPS Inclusion Lens which considered accessibility, and encouraged staff to incorporate the OPS Inclusion Lens into the early planning processes: • In March 2014, The OPS Inclusion Lens, including a link to the pertinent OPS Diversity Office webpage was communicated ministry wide in the Diversity & Inclusion monthly all staff communication. • In August 2014, The OPS Inclusion Lens e-course was promoted Ministry wide in an all staff communication. The Ministry is actively applying the OPS Inclusion Lens on policies, programs and/or processes once they are identified by senior management.
7. The Ministry will continue to collect feedback through the available channels (e.g. in person, by telephone, in writing, by email or otherwise) and analyze feedback received to identify concerns.	The Ministry continued to collect feedback through the available channels (e.g. in person, by telephone, in writing, by email or otherwise) and analyzed feedback received to identify concerns: • Feedback on the Ministry's main website Ontario.ca/economy is collected through the 'Contact Us' link. The feedback is routed through ServiceOntario for a response and only passed to the ministry if a suitable response cannot be developed or when repeated attempts at a satisfactory response fail. • The MRI Blog is interactive, and users can submit comments to any published article. The comments are moderated and if a personal/private response is desired or an approach is recommended, the user comment is not published publicly but rather routed to Communications Branch or the Blog article author.
8. The Ministry will review the existing feedback process and incorporate more efficient tracking and response mechanisms for accessibility related feedback.	The Ministry continued to review the existing feedback process and incorporated more efficient tracking and response mechanisms for accessibility related feedback. • The Ministry actively encourages and promotes feedback by offering multiple feedback channels: email, phone, TTY phone, interactive comments. The feedback is moderated and not posted publicly but routed to Communications Branch for a suitable response and acknowledged according to the OPS Common Service Standards.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
	• Specifically, feedback arriving through regular mail, fax or e-mail will be acknowledged within 15 business days of receipt. If a conclusive response is not possible within that timeframe, an interim acknowledgement with an anticipated date of response will be provided within 5 business days. • Feedback received by phone, by TTY, in-person or on a comment card will be acknowledged within 2 business days, indicating when the matter will be addressed. • Complaints are addressed according to complaint categories already established in our Ministry's complaint management procedures.
9. The Ministry will consider accessibility related feedback received through all channels (i.e. online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required.	The Ministry considered accessibility related feedback received through all channels (i.e., online feedback form, correspondence, inquiries, meeting evaluations, etc.) by assessing and responding to feedback as required. • The Ministry actively encourages and promotes feedback by assessing and responding to feedback received by email, phone, TTY phone, interactive comments, correspondence and meeting evaluations. The feedback is moderated and not posted publicly but rather routed to Communications Branch for a suitable response and acknowledged according to the OPS Common Service Standards. • Specifically, feedback arriving through regular mail, fax or e-mail will be acknowledged within 15 business days of receipt. If a conclusive response is not possible within that timeframe, an interim acknowledgement with an anticipated date of response will be provided within 5 business days. • Feedback received by phone, by TTY, in-person or on a comment card will be acknowledged within 2 business days, indicating when the matter will be addressed. • Complaints are addressed according to complaint categories already established in our Ministry's complaint management procedures.
10. The Ministry will assure that the Diversity and Accessibility Leads take the OPS Inclusion Lens train-the-trainer sessions.	The Ministry assured that the Diversity and Accessibility Leads take available OPS Inclusion Lens training: • The OPS Diversity Office confirmed that train-the-trainer sessions on the OPS Inclusion lens are no longer available. • Ministry Accessibility leads attended the OPS inclusion Lens presentation and e-course in September 2014.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
11. The Ministry will require 100% of Ministry staff to take the OPS Inclusion Lens training by December 31, 2015.	The Ministry continued with the requirement for 100% of Ministry staff to take the OPS Inclusion Lens training by December 31, 2015: • Ministry wide OPS Inclusion Lens training roll-out began in Q3 2014.
12. The Ministry will continue to monitor opportunities to increase the use of the OPS Inclusion Lens to review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted.	The Ministry continued to monitor opportunities to increase the use of the OPS Inclusion Lens to review internal policies, procedures and practices to assure that accessibility is considered whenever OPS business is conducted.
13. The Ministry will review Emergency Evacuation Procedures and Branch Business Continuity Plans using the OPS Inclusion Lens.	The Ministry used the OPS Inclusion Lens when reviewing emergency evacuation procedures and business continuity plans and during the submission of the annual Business Continuity Plan (BCP). The Office of the Fire Marshall and Emergency Management has a requirement that the BCP meets accessibility requirements, which the ministry complies with.
14. The Ministry's Accessibility Directorate of Ontario (ADO) will reach out to non-filers to advise them of their obligations and the regulatory steps that may be required to bring them into compliance with the AODA.	The Ministry's ADO reached out to non-filers to advise them of their obligations and the regulatory steps that may be required to bring them into compliance with the AODA: • Starting in November 2013, Notices of Proposed Order were sent to private/non-profit sector organizations that did not submit a 2012 accessibility compliance report. • In January 2014, where warranted, the ADO began sending out Director's Orders, including financial penalties. • The ADO pursues outstanding obligated organizations to ensure they are meeting the requirements under the Act; uses all measures under the Act to enforce compliance; and partners with other ministries to conduct compliance on our behalf.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
15. The Accessibility Directorate of Ontario (ADO) will support the legislated review of the Customer Service Standard and develop a plan to address recommendations from the review, as required.	The ADO has supported the legislated review of the Customer Service Standard and developed a plan to address recommendations from the review, as required: • The ADO supports the Accessibility Standards Advisory Council/Standard Development Committee (ASAC/SDC) in its legislated five year review of the Customer Service Standard. • Initial recommendations for revisions to the Customer Service Standard were posted for public comment from March 3 to May 22, 2014. • ASAC/SDC's final proposed revisions to the Customer Service Standard will be posted online for the public's information once they are submitted to the government for consideration.

II. 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 Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry will continue to ensure that Information and Communications are available in accessible formats to all OPS staff and customers by:

- Building Accessibility criteria into decision-making, project management, procurement, technology, infrastructure, I & IT and training;
- Attending Accessibility Expo;
- Employing accessibility best practices on all communications, websites, technology solutions and documents.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. The Ministry will continue to meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A, AA standards on its existing website.	The Ministry continued to ensure websites meet accessibility requirements for Web Content Accessibility Guidelines (WCAG) 2.0 Level A, AA standards wherever feasible: • The Ministry continued to monitor the requirements on accessible websites and web content under the IASR and the Ministry continues to be compliant. The Ministry tests its website regularly for WCAG standards and mitigates as many issues as possible. • Since January 1, 2012 to date, the Ministry has not implemented any new websites (internet or intranet). The only significant changes to its existing internet website was to migrate a portion of the existing content to the external website (Ontario.ca) platform which is WCAG compliant. The remainder of the content on the existing internet site will be migrated to the Ontario.ca platform in 2015.
2. The Ministry will continue to work with web application vendors to improve accessibility scores where gaps have been identified on Ministry intranet.	The Ministry continued to work with web application vendors to improve accessibility scores where gaps have been identified on Ministry intranet: • Worked with several website vendors to improve accessibility scores for public websites.
3. The Ministry will continue to ensure staff are aware of	The Ministry continued to ensure staff receive information on training requirements and complete mandatory accessibility training as soon as practicable:

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN

accessibility obligations, provide guidance and support.	• In February 2014, mandatory accessibility training for compliance under the Accessibility for Ontarians with Disabilities Act (AODA) was communicated to all-staff via email:
	
	  o May I help you? Welcoming Customers with Disabilities.
	
	  o May I help you? (Supplementary course).
	
	  o Integrated Accessibility Standards Regulation (IASR) in the OPS.
	
	  o Working Together – The Ontario Human Rights Code (OHRC) and the AODA.
	
	  o IASR Information and Communication Standards.
	
	  o IASR Employment Standards (Managers and above).
	
	• In January and February 2014, two information sessions were delivered to directors for AODA attestation. Directors were made aware of the importance of tracking staff completion of Accessibility, Human Rights and IASR training on an ongoing basis.
	
	• In June 2014, the Ministry successfully submitted the accessibility attestation with compliance with the requirements of the accessibility standards established under the AODA.
	
	• Managers are maintaining records of completed training on an ongoing basis.
	
	• Information/training sessions delivered to supplement mandatory AODA training:
	
	  o February 26: Creating accessible documents
	
	  o March 5: Creating accessible documents
	
	  o June 5: National Accessibility Awareness Week.
	
	  o June 10: Creating Accessible PDF documents.
	
	  o September 2: TTY refresher training session.
	
	• In June 2014, the Accessibility section on the intranet website was refreshed to include updated information for staff, posting of training materials, tools and procedures.
	
	• The Ministry has a best practice to encourage refresher mandatory training for all staff every two to three years.

4. The Ministry will continue to provide and update accessibility	The Ministry continued to provide and update accessibility resources for self-learning to aid staff in the creation of web ready accessible content:

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN

resources for self-learning to aid staff in the creation of web- ready accessible content.	• In February, March and June 2014, three information sessions have been delivered to Ministry staff:
	     o Quick Tips for Accessible Documents
	     o Creating Accessible PDF documents.
	     o Step by Step Instructions – Creating an Accessible PDF.
	 These documents are available on the Ministry intranet site.
	
	 • In June 2014 an all staff communication was sent listing the self-learning resources covered on the information sessions. The same information was posted on the Ministry intranet site.
	
	 • In September 2014 the Ministry had an Accessibility booth at the Ministry's Wellness Fair. Over 100 visitors to the booth were given information pamphlets with supplementary information resources for self-learning tips on the creation of web-ready accessible content.

5. Ensure that the Ministry arranges for the provision of accessible formats and communication supports in a timely manner upon request and continues to notify the public about the availability of accessible formats and communications supports.	The Ministry continued to ensure the arrangement for the provision of accessible formats and communications supports in a timely manner upon request and continue to notify the public about the availability of accessible formats and communications supports: • Ministry documents are remediated by the Accessibility Communication Coordinator and other external companies such as Accessibil-IT. • Alternate format documents are provided upon request. • The Ministry continued to provide information for self-learning to aid staff in the creation of web ready accessible content.

6. The Ministry will continue to be prepared to provide emergency procedures, plans or public safety information in an accessible format or with communication supports. Documents include:
 	
 o Emergency Handbook;
	The Ministry continued to ensure procedures are in place to assist with providing emergency procedures, plans or public safety information in an accessible format. Upon request, alternate format for existing documents include:
	
	     o Emergency Handbook;
	     o 2012 Accessibility Guide;
	     o Emergency Evacuation Plan;
	     o Emergency Evacuation Form; and;
	     o Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
o 2012 Accessibility Guide; o Emergency Evacuation Plan; o Emergency Evacuation Form; and; o Emergency Management of Ontario Emergency Preparedness Guide for people with special needs/disabilities.	
7. The Ministry will continue to provide information about emergency procedures, plans or public safety and will continue to make these documents available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable.	The Ministry continued to provide information about emergency procedures, plans or public safety and continued to make these documents available to the public upon request in an accessible format or with appropriate communication supports, as soon as practicable. This information has been provided since the implementation of the accessibility requirements within the Ministry. • In September 2014 the Ministry had an Accessibility booth at the Ministry's Wellness Fair. Over 100 visitors to the booth were provided with the Emergency Preparedness Guide for People with Disabilities/ Special Needs.
8. The Ministry will continue to send Ministry delegates to attend the Expo/JOIN conference in the Fall.	Ministry delegates have attended the Expo/JOIN conference in November 2013 and November 2014.
9. To support incremental steps to an accessible Ontario, the ADO will continue to work with umbrella organizations to deliver direct training	To support incremental steps to an accessible Ontario, the ADO continued to work with umbrella organizations to deliver direct training to the public and private sector via webcast as well as ensuring training materials are available to access via the web portal developed in 2012-13 www.AccessForward.ca: • AccessForward continues to offer training modules in multiple formats on the IASR and a training guide to support accessibility implementers. Ongoing promotion to

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
to the public and private sector via webcast as well as ensuring training materials are available to access via the web portal developed in 2012-13 www.AccessForward.ca	bring organizations to the AccessForward website is taking place through a short promotional video launched in May 2014. • The ADO extended its EnAbling Change partnership with the Design Exchange for an additional year in April 2014. "Connect", is a post-secondary design competition, which showcases the winning talent while promoting the importance of universal and accessibility principles. • In 2014, the ADO established partnerships, with the following five EnAbling Change partnerships to continue to raise awareness on web accessibility requirements: • Association of Registered Graphic Designers • Canadian Marketing Association • Ontario Council of University Libraries • Ontario Trails Council • Wilfred Laurier University.
10. The Emergency Management webpage on the Ministry intranet site will continue to be upgraded to include more information on emergency planning for employees with disabilities/special needs.	The Emergency Management webpage on the Ministry intranet site continued to be upgraded to include more information on emergency planning for employees with disabilities/special needs: • The Ministry intranet site has a section devoted to emergency planning for persons with disabilities. This section has an array of resources including useful guides, forms and planning tools to assist employees and managers in planning to assist persons with disabilities.
11. The Ministry will continue to ensure that staff have updated information about protocols, hiring processes, budgets and account codes for dealing with alternate formats and communication support requests and to create accessible events through intranet updates and all staff communications.	The Ministry continued to ensure that staff has updated information about protocols, hiring processes, budgets and account codes for dealing with alternate formats and communication support requests and to create accessible events through intranet updates and all staff communications: • The Ministry intranet site contains a link to an Accessibility webpage comprised of a number of resources. Additional information pertaining to accessibility is referenced in the Ministry Health, Safety and Wellness webpage. The Diversity Lead attended the MGS Accessible Documents Train the Trainer session in December 2013. Ministry specific information sessions pertaining to accessibility were held in February, March and June 2014. • All staff communication emails were prepared in a text only version to accommodate any employees upon request.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
	• Staff attended training and received training materials on making documents more accessible in order to assist any vendors who may request procurement documents in an accessible format. • All Ministry events were accessible and provided accommodations as required for participants with disabilities upon request. The Ministry intranet site provided resources on how to host accessible events and meetings as well as how to provide documents in alternate formats. • Information on how to create accessible events is available to all staff on the Ministry intranet site.
12. By January 1, 2016 and in collaboration with the Cabinet Office, the Ministry internet websites and web content on those websites will conform with WCAG 2.0 level AA, excluding success criteria 1.2.4 Captions (live) and success criteria 1.2.5 Audio Descriptions (pre-recorded).	The Ministry is working in collaboration with the Cabinet Office to meet the January 1, 2016 deadline for all Ministry internet websites and web content to comply with the required standards. All websites will be transferred to the Ontario.ca platform in 2015: • Web content was WCAG 2.0 Level A, AA compliant. • PDFs were remediated for accessibility and passed multiple accessibility tests. • Videos were close captioned in both official languages and transcripts provided. • The Ministry rebuilt older websites to ensure accessibility.
13. By January 1, 2020, and in collaboration with the Cabinet Office, the Ministry internet and intranet websites and web content on those sites will conform to WCAG 2.0 level AA, including live captioning and audio description. Content published prior to 2012 to be made available in an accessible format upon request.	The Ministry is collaborating with the Cabinet Office to meet the January 1, 2020 deadline for all Ministry internet and intranet websites and web content to comply with the required standards. All websites will be transferred to the Ontario.ca platform in 2015.

III. Employment

MYAP Key Outcome

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

Measures Taken by Ministry of Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry will continue to ensure that persons with disabilities who are OPS employees participate fully and meaningfully in services and employment by:

- Conducting management review on accommodation for employees with disabilities;

- Increasing awareness in OPS of accessibility best practices in customer service and the workplace;

- Adding accessibility performance commitments for Senior Managers;

- Implementing best practices on employment accommodation and return to work;

- Providing better accommodation for employees with disabilities resulting from management review;

- Adding accessibility performance commitments for managers and staff.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. The Ministry will continue to promote to staff, through the intranet site, the use of accessible communications practices. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility.	The Ministry continued to promote to staff, through the intranet site, the use of accessible communications for the public. Practices encourage the use of accessible formats and the importance of constant monitoring to ensure accessibility: • Maintained Ministry intranet sub site dedicated to accessibility including legislation, planning, accommodation, Information Technology (IT) support services, training and resources. • Provided informational sessions (to Ministry staff) on the creation of accessible PDFs. • Created new Intra-Ministry SharePoint Collaborative Working Group which focuses on site accessibility. • Continued to promote to staff through the Ministry intranet site a variety of resources on the use of accessible information and communication. • In June 2014, the Lunch and Learn Program offered an Accessibility Awareness session to recognize National Access Awareness Week.
2. The Ministry will raise awareness of persons with	The Ministry has raised awareness of persons with disabilities on what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
disabilities on what they can do to prepare for their own safety and survival during times of evacuation through in-house fire warden training offered semi-annually.	offered semi-annually: • As part of the Ministry's in-house fire warden training, the business areas wardens are trained on how to assist persons with disabilities. • The Ministry's intranet site provides staff with multiple documents on emergency preparedness for persons with disabilities. • In May 2014, the Ministry's Lunch and Learn program provided an annual information session to Ministry staff on emergency preparedness delivered by the Ontario Provincial Police (OPP). • In June 2014, the Red Cross also provided an information session to Ministry staff on emergency planning for persons with disabilities.
3. The Ministry will continue to be prepared to provide emergency procedures, plans or public safety information in accessible formats or with communication supports as required.	The Ministry continued to be prepared to provide emergency procedures, plans or public safety information in accessible formats or with communication supports as required: • Ministry emergency procedures are in place to assist with providing emergency information in an accessible format upon request. • The Ministry intranet site has a variety of resources available on emergency planning for persons with disabilities.
4. The Ministry will continue to promote iManage and its links to the employment accommodation directives, policies and plans through the intranet site and/or various corporate and Ministry Human Resource (HR) initiatives, as appropriate.	The Ministry continued to promote iManage and its hyperlinks to the employment accommodation directives, policies and plans through Ministry's intranet site and/or various corporate and Ministry HR initiatives, as appropriate: • The Ministry intranet site contained links to the iManage portal and the Employment Accommodation webpage. • The iManage portal was referenced as a resource for managers in the Ministry Orientation Program. • The Employment Accommodation webpage was referenced as a resource in the Ministry's Health, Safety and Wellness webpage.
5. The Ministry will continue to coordinate the annual Multi-Ministry	The Ministry continued to coordinate the annual Multi-Ministry DMPP: • The 2013-14 DMPP mid-point session was held in April

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
Diversity Mentoring Partnership Program (DMPP).	2014. • The 2013-14 DMPP closing session took place in August 2014. • Preparations underway for the launch of 2014-15 DMPP cycle. The orientation session took place in September 2014.
6. The Ministry will continue to post the Inclusion Strategy on the intranet site and promote sample inclusion commitments developed by the OPS Diversity Office (ODO).	The Ministry continued to post the Inclusion Strategy on the intranet site and promote sample inclusion commitments developed by the OPS Diversity Office (ODO): • In December 2013, the Ministry Inclusion Plan for 2013-2016 was posted on the intranet site and was referenced as a resource in ongoing Diversity & Inclusion initiatives.
7. The Ministry will continue to post all Ministry and division performance commitments on the intranet site.	The Ministry continued to post all Ministry and division performance commitments on the intranet site: • All Ministry and division performance commitments were posted on the Ministry intranet site in April 2014 and communicated Ministry wide in May 2014.
8. The ADO is actively reaching out to the public and private sector to help them understand their obligations under the AODA and meet their accessibility requirements. To support incremental steps to an accessible Ontario, the ADO will take the following measures: • In partnership with Epilepsy Toronto, the ADO will launch: o An online, multimedia e-course for co-workers working with someone with	The ADO has actively reached out to the public and private sector to help them understand their obligations under the AODA and meet their accessibility requirements: • In summer 2014, the ADO produced and published the "Handbook for Accessible Employment", a plain language guide to meeting the requirements of the Accessibility Standard for Employment. • In partnership with Epilepsy Toronto, the ADO created a web portal featuring an e-course, an interactive video simulator, and additional resources for employers, which launched in the Fall of 2014. • In 2014, the ADO partnered with the Conference Board of Canada to: o Host a series of regional workshops across Ontario to help employers implement the accessible employment standard; and o Create a report called "Business Benefits of Accessible Workplaces" to support the business case for employing persons with disabilities.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
Epilepsy, with an additional module for employers of people with epilepsy. o An interactive video simulator which will give viewers the experience of providing assistance to someone having a seizure.	
9. The Ministry will analyze Ministry responses from the 2014 OPS Employee Survey results to assess potential barriers to employees with disabilities.	The Ministry has analyzed Ministry responses from the 2014 OPS Employee Survey results to assess potential barriers to employees with disabilities: • The Ministry/divisional roll-out of 2014 OPS Employee Survey results took place from August to September 2014. Divisional engagement action planning took place in Q3 2014.
10. The Ministry will continue to recommend to all Management Compensation Plan (MCP) and Senior Management Group (SMG) employees the OPS Diversity Office (DO) developed inclusion commitments at the start of each new performance management cycle.	The Ministry continued to recommend to all MCP and SMG employees the OPS DO developed inclusion commitments at the start of each new performance management cycle: • The Ministry intranet site contains a link to the OPS Diversity Office 2014-15 Diversity & Inclusion performance commitments webpage. • OPS DO developed inclusion commitments were also referenced as a resource in Ministry wide communication in May 2014.
11. The Ministry will continue to require all senior executives to include a Ministry specific inclusion commitment in their annual plan.	The Ministry continued to require all senior executives to include a Ministry specific inclusion commitment in their annual plan: • For the 2014-15 performance management cycle SMG and MCP employees were required to include the Ministry specific 2014-2015 key commitments on Financial, Information and Human Resources Management in their Performance Rating Assessments. The assessments incorporated an inclusion performance measure which was communicated in May 2014.

IV. Built Environment

MYAP Key Outcome

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

Measures Taken by Ministry of Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry will continue to ensure that there is greater accessibility inside, outside and around OPS facilities and public spaces by:

- Continuing to develop strategies for addressing infrastructure barriers;
- Implementing OPS requirements of AODA Design of Public Spaces Standards and updates to the barrier-free design requirements under the Ontario Building Code.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. The Ministry will work with property management to ensure that all newly built or renovated spaces will meet or exceed the Ontario Building Code and Infrastructure Ontario (IO) Guidelines for Barrier Free and Design of Ontario Government Facilities 2012.	The Ministry worked with Infrastructure Ontario (IO) and Coldwell Banker Richard Ellis (CBRE) to ensure that all newly built or renovated spaces met or exceeded the Ontario Building Code and IO Guidelines for Barrier Free Design of Ontario Government Facilities 2012: - Installation of automatic door operators on an entrance door in the Ministry's Communications Branch completed in December 2014.
2. Schedule regular meetings between the Accessibility Lead and Facilities Manager to discuss accommodation issues within the existing Ministry infrastructure.	The regular meetings between the Accessibility Lead and Facilities Manager were scheduled on a semi-annual basis to discuss accommodation issues within the existing Ministry infrastructure.
3. Assessment will be conducted to further enhance accessibility at Ontario Investment and Trade Centre	An assessment has been conducted to further enhance accessibility at Ontario Investment and Trade Centre (OITC) by retrofitting meeting room doors: - All meeting rooms have been equipped with automatic door operators.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
(OITC) by retrofitting meeting room doors.	• High adjustable tables have been placed in most boardrooms: • Collaboration, Galleria, Multimedia and Seminar Room. • An accessible/ adjustable coat rod has been installed in the coatroom. • An accessible height shelf has been installed on a podium.
4. To support incremental steps to an accessible Ontario related to the design of public spaces, the ADO will: ○ Continue to work with the Global Alliance on Accessible Technologies and Environments on two more EnAbling Change Partnership projects focusing on the Design of Public Spaces: A Technical Guide to the Design of Public Spaces and Online Learning Modules for Professionals.	To support incremental steps to an accessible Ontario related to the design of public spaces, the ADO continued to work with municipalities and other organizations to support them in implementing the requirements of the Accessibility Standard for the Design of Public Spaces, including participating in regional workshops, accessibility forums, webinars, and contributing to e-newsletters and articles in municipal publications: • The ADO partnered with the Global Alliance for Accessible Technologies and Environments to launch the Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces in Spring 2014. It was developed for architects, urban planners, landscape architects and other designers of public spaces. • Through an EnAbling Change partnership with Parks and Recreation Ontario, the ADO developed a guidebook and companion webinar, released in March 2014. Both will help owners and operators of recreational facilities, playgrounds, parks and trails implement the requirements of the Accessibility Standard for the Design of Public Spaces.
5. Release an easy-to-read Handbook on the Design of Public Spaces to help the general public and employers understand the Accessibility Standards for the Design of Public Spaces, what they are required to do, and what they need to communicate to design professionals/planne	In discussions with stakeholders, the Directorate concluded that the two resources developed by EnAbling Change partners would be enough to meet needs in this sector: • The ADO partnered with the Global Alliance for Accessible Technologies and Environments to launch the Illustrated Technical Guide to the Accessibility Standard for the Design of Public Spaces in Spring 2014. It was developed for architects, urban planners, landscape architects and other designers of public spaces. • Through an EnAbling Change partnership with Parks and Recreation Ontario, the ADO developed a guidebook and companion webinar, released in March 2014. Both will help owners and operators of recreational facilities, playgrounds, parks and trails implement the requirements of the Accessibility Standard for the Design of Public

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
rs when constructing or redeveloping an accessible public space.	Spaces.

V. Transportation

MYAP Key Outcome

The OPS is committed to improving the availability of accessible transportation services to all Ontarians and has taken steps to ensure that accessible transportation services are available for people with disabilities.

Measures Taken by Ministry of Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry will continue to support incremental steps to ensure that accessible transportation services are available for persons with disabilities by:

- Supporting incremental steps to an accessible Ontario related to transportation;
- Advising on accessibility issues related to transportation.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. The Ministry's ADO will continue to work with municipalities to support them in the implementation of transportation requirements, including regional workshops, accessibility forums, webinars, e-newsletters, and articles in municipal publications.	The Ministry's ADO continued to work with municipalities to support them in the implementation of transportation requirements, including regional workshops, accessibility forums, webinars, e-newsletters, and articles in municipal publications: • The ADO gave eight presentations with content about the Transportation Standard at Broader Public Sector events. • A presentation at the Ontario Transportation Expo in April 2014 and one at the Toronto Centre for Active Transportation in October 2014 focused entirely on the Transportation Standard.
2. The Ministry's ADO will continue to participate in a number of committees to advice on accessibility issues related to planning the transportation of spectators during the Pan/Parapan American (Pan/ParaPan Am) Games.	The ADO continued to participate in a number of committees to advise on accessibility issues related to planning the transportation of spectators during the Pan/Parapan American Games: • The ADO continued to provide advice to the Pan/ParaPan Am Games Transportation Team, the Pan/ParaPan Am Games Transportation Steering Committee, the Accessibility Advisory Panel, and the Signage and Wayfinding Working Groups to support a framework that will create a safe, accessible and positive experience for spectators and volunteers.

VI. 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 Economic Development, Trade and Employment and Ministry of Research and Innovation in 2014

The Ministry will continue to ensure that The OPS endeavours to demonstrate leadership for accessibility in Ontario by:

- Continuing ongoing consultations with persons with disabilities;
- Continuing to publish Ministry's annual accessibility plans;
- Assuring that accessibility continues as a strong organizational commitment.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. Awareness of Ministry accessibility plans will be raised through the intranet site. The Ministry will continue to post the accessibility plans and update the Ministry intranet site with additional resources and materials for all staff as it becomes available.	The Ministry has posted the accessibility plans and updated the Ministry intranet site with additional resources and materials for all staff as it becomes available: • The Ministry accessibility plans are posted through the intranet site. The Ministry continued to update the Ministry intranet site with additional resources and materials for all staff as it became available.

2. Develop a plan to assist the Ministry in meeting its IASR obligations.	The Ministry continued to ensure staff receive information on training requirements and complete mandatory accessibility training as soon as practicable:
	
	• In February 2014, mandatory accessibility training for compliance under the Accessibility for Ontarians with Disabilities Act (AODA) was communicated to all-staff via email:
	
	   o May I help you? Welcoming Customers with Disabilities.
	
	   o May I help you? (Supplementary course).
	
	   o Integrated Accessibility Standards Regulation (IASR) in the OPS.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
	○ Working Together – The Ontario Human Rights Code (OHRC) and the AODA. ○ IASR Information and Communication Standards. ○ IASR Employment Standards (Managers and above). - In January and February 2014, two information sessions were delivered to directors for AODA attestation. Directors were made aware of the importance of tracking staff completion of Accessibility, Human Rights and IASR training on an ongoing basis. - In June 2014, the Ministry successfully submitted the accessibility attestation with compliance with the requirements of the accessibility standards established under the AODA. - Managers are maintaining records of completed training on an ongoing basis. - Information/training sessions delivered to supplement mandatory AODA training: ○ February 26: Creating accessible documents ○ March 5: Creating accessible documents ○ June 5: National Accessibility Awareness Week. ○ June 10: Creating Accessible PDF documents. ○ September 2: TTY refresher training session. - In June 2014, the Accessibility section on the intranet website was refreshed to include updated information for staff, posting of training materials, tools and procedures. - The Ministry has a best practice to encourage refresher mandatory training for all staff every two to three years.

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

Due to the recent Ministry realignment, the plan does not include proposed measures for the 2015 and beyond as MEDTE/MRI is now closing off ODA reporting for the former Ministry.

Section Three: Addressing the identification of barriers

In support of our commitment to improve accessibility for people with disabilities, the Ministry of Economic Development, Trade and Employment and the Ministry of Research and Innovation will continue to review government initiatives, including Acts, regulations, policies, programs, practices and services for the purposes of identifying and removing barriers.

Acts, Regulations and Policies Reviewed in 2013 – 2014

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.

In 2013-2014 the OPS made significant progress in conducting this phase of the review which is estimated to be completed by the end of 2014.

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
1. Review of the Accessibility Standards for Customer Service Regulation: The ADO will be coordinating the legislated review of the Accessibility Standards for Customer Service Regulation in 2013.	The Ministry of Attorney General (MAG) and Ministry of Government Services (MGS) have reviewed ministries' findings. MAG and MGS will be working with the Cabinet Office to determine how best to coordinate the process of remedying statutory accessibility barriers across government. The proposed approach will include multi-level remedies that focus on addressing the barriers at

2013-14 COMMITMENTS	Nov 2013 - Dec 2014 MEASURES TAKEN
The Accessibility for Ontarians with Disabilities Act, 2005, requires that all accessibility standards be reviewed by a Standards Development Committee within five years of enactment. The Accessibility Standards for Customer Service became law on January 1, 2008. In a Minister's response to recommendations made in the Charles Beer Report (August 2010), the first independent review of the AODA, the government committed to harmonizing the Accessibility Standards for Customer Service with the Integrated Accessibility Standards Regulation when it is reviewed in 2013-14.	both the legislative and non-legislative level: • This approach will ensure that government efforts are focused on meaningful and effective improvements for persons with disabilities, as well as reflecting the legislative framework under the AODA. • After meeting with ministries, MAG and MGCS will seek approval of the proposed approach. Upon approval, ministries will receive more detailed communications
2. Second Legislative Review of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA): Section 41 of the AODA requires that the Act be reviewed four years after coming into force and every three years after the previous report has been tabled. This first review was completed by the Honourable Charles Beer and was tabled in the Legislature on May 31, 2010. The Ministry will meet its obligations to appoint a second reviewer in 2013.	In September 2013, Mayo Moran, then Dean of the Faculty of Law at the University of Toronto and current Vice-Chancellor and Provost of Trinity College, was appointed by Order in Council to conduct the second legislative review of the Accessibility for Ontarians with Disabilities Act, 2005: • The review includes an examination of the effectiveness of the Act and its regulations. • Provost and Vice-Chancellor Moran conducted in-person and online public consultations to help inform her review throughout March and April of 2014, and accepted written submissions, via her website, until June 30th, 2014. • Provost and Vice-Chancellor Moran are expected to submit her final report and recommendations to the Minister in Fall 2014. Once received, the report will be tabled in the legislature.

Links

VII.   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.

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MEDTE website address: http://www.ontario.ca/economy
MRI website address: http://www.ontario.ca/innovation

Visit the **Ministry of Economic, Development, Trade and Employment** 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 upon request from:

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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.